

**APPROVAL OF CONTRACT FOR STUDENT SUCCESS CENTER
(ENROLLMENT MANAGEMENT AND STUDENT SUPPORT SERVICES)**

RESOLUTION 2012-27

WHEREAS, Ivy Tech Community College (the “College”) receives hundreds of thousands of telephone, electronic and website inquiries from current and prospective students, and

WHEREAS, the College desires to provide exceptional customer service to its current and prospective students in a cost effective and secure manner and engage in strategic communications campaigns to increase the levels of student engagement and learning, and

WHEREAS, the College seeks to increase student satisfaction and success, increase conversion and retention rates and maximize financial aid utilization, and

WHEREAS, Blackboard, Inc. has developed a suite of services to meet the objectives of the College described above. Those student success services include managing inbound contacts from current and prospective students and enrollment management services designed to inform, engage and direct students through the College’s enrollment and financial aid process. In addition the services include outbound outreach to assist with early alert and retention efforts (the “Services”), and

WHEREAS, Blackboard, Inc. has proposed an agreement to provide the Services to the College at the following pricing: Year 1 (July 1, 2012 to June 30, 2013): \$6,500,000. Year 2 (July 1, 2013 to June 30, 2014): \$6,500,000. Year 3 (July 1, 2014 to June 30, 2015): \$6,565,000, and

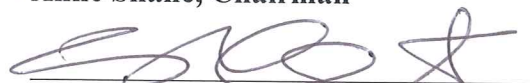
WHEREAS, the College may terminate the agreement with written notice to Blackboard, Inc. following the completion of Year 2, and

WHEREAS, the Finance Committee of the State Board of Trustees has considered the proposed Agreement with Blackboard, Inc. and recommended that the Board authorize the College to enter into the agreement;

NOW THEREFORE BE IT RESOLVED, the State Board of Trustees authorizes and directs the President of the College and any other appropriate designated College employee to execute a contract commencing July 1, 2012 with Blackboard, Inc. for enrollment management and student support services after the documents have been approved by the College General Counsel.

**State Trustees
Ivy Tech Community College of Indiana**


Anne Shane, Chairman


Steve Schreckengast, Secretary

June 7, 2012