

**APPROVAL OF CONTRACT FOR STUDENT HELP / SUCCESS CENTER
CALL CENTER SUPPORT SERVICES
SYSTEMS OFFICE**

RESOLUTION NUMBER 2026-20

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

WHEREAS, Encoura (formerly Blackboard / Anthology) has a suite of services to meet the objectives of the College and has been providing services to the College as Blackboard or Anthology since 2012, and

WHEREAS, a competitive Request for Proposals (RFP) process was conducted in the Fall of 2022 to ensure best pricing and services, and

WHEREAS, as a result of the RFP process, the College entered a new contract with Blackboard / Anthology that included an initial term of three (3) years, commencing on July 1, 2023 (“Contract”), and

WHEREAS, the Contract allowed for up to two additional renewal period of one (1) year each, and

WHEREAS, the College plans to exercise the first renewal period for a new contract term commencing on July 1, 2026 and expiring on June 30, 2027, and

WHEREAS, the cost to the College for the new contract term is anticipated to be \$2,619,559 based on expected usage, although the actual costs will be determined by actual usage so some fluctuation in that anticipated amount may occur, and

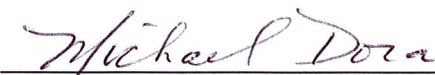
WHEREAS, the State Board of Trustees must approve any contract imposing a financial obligation on the part of the College exceeding \$500,000 unless the obligation was previously approved by the Board through the allocation of funds.

NOW THEREFORE BE IT RESOLVED that the State Trustees do hereby authorize and direct the President or Treasurer, or other appropriate designated College employee, to execute the contract with said company after the documents have been approved by College Counsel.

**STATE BOARD OF TRUSTEES
IVY TECH COMMUNITY COLLEGE
OF INDIANA**



Kim Emmert O’Dell, Chair



Michael Dora, Secretary

Dated June 4, 2026