



RFP 17-03 Student Enrollment Retention/Intervention Management System

Addendum No.: 001

Date: 02/28/17

Project: Clovis Community College
Student Enrollment Retention/Intervention Management System
RFP No. 17-03

From: Annette Johnson
Director of Purchasing
Clovis Community College
417 Schepps Blvd.
Clovis, NM 88101

To: All Prospective Bidders

Clovis Community College has made the following clarifications to RFP No. 17-03 and shall become permanent and made part of the document:

The following questions were submitted for clarification:

- 1. Regarding the following section: *III Specifications, B. Products, Services Performance; 2. Usability – Describe how the product delivers surveys, assessments and other data gathering tools?* In order for us to provide the right response we need to know what you are referring to. Please explain the purpose you will be using these for and expand upon what is desired here.**

There are many potential applications for having this functionality, including (but not limited to):

- Course / instructor evaluations by students
- Student interest in activities / services
- Student need / desire for assistance
- Satisfaction surveys
- Mass communication based on criteria (i.e. sending messages or alerts to all students who meet criteria x, y, or z)

- 2. Regarding the following section: III Specifications, B. Products, Services Performance; 6. Reporting – h) What metrics are available? Are you just looking to know what reports are available through the solution?**

Yes, we are interested in both the types of reports that are pre-built and the institution's ability to create customizable reports.

- 3. Regarding the following section: D.2. “Furnish complete client list and indicate which clients’ project is/was similar in scope to what CCC seeks in this RFP. Include the name, address, telephone number, and email address of a contact person for each client listed.” Is it acceptable to provide a list of customers along with their contact information only for those that are similar to Clovis?**

Yes, it is acceptable to provide a list of 3-7 institutions with at least 2+ years of experience with you as a vendor who have similar demographics as CCC as well as contact information for those similar to us. We would also be interested in a client composition breakdown such as: Universities vs. community colleges, large vs small institutions, etc.

- 4. Is Clovis open to considering other tools that are integrated within the software including degree planning or other student success features not explicitly outlined in this RFP?**

Yes. While we are not currently considering purchasing additional tools at this time, we may be interested in additional products/services that integrate with the retention solution software at a later date. We are also aware that we may not have listed all possible product features that are integrated in a student retention management system. Therefore, please provide all relevant information for complete, comprehensive consideration of this RFP evaluation.

- 5. Has funding been identified? If so, what is the budget for this project? What is the budget for implementation?**

The initial funding for this project is being provided through a U.S. Department of Education Title V Developing Hispanic Serving Institutions grant project through 2020. Funding has initially been approved for up to \$56,000 for the first year to include purchase/licensing/implementation costs and continued funding for annual licensing through mid-2020 (this budget is an estimate only) to complete the pilot. The institution will then conduct a cost-benefit analysis to determine the feasibility of continuing product implementation based on longevity and affordability considerations given student retention improvements that have been realized.

- 6. What is the implementation timeline? When does this system need to be live so CCC can begin realizing the benefits of the solution we propose?**

Our estimated timeline would be to have a final purchase in place by June 1, development through June/July, and a pilot running for the fall 2017 semester.

- 7. Is there an incumbent providing similar services to your institution? If yes, then please name the incumbent.**

No.

8. Did CCC evaluate solutions that could meet its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated?

Clovis Community College conducted a discovery process to identify potential features that may be possible in a system in order to determine what features to include in the RFP. The following solutions were explored through website perusal, demonstrations and discussions with college/university colleagues, and/or online or on-site vendor demonstrations:

- Hobson Starfish
- EMAS Retention Pro
- Simplicity Voice Higher Education
- TargetX
- ProRetention (now Engage2Serve)
- Enrollment RX
- Ellucian CRM Advise
- Civitas Student Insights
- Looking Glass

9. Please provide an estimate of the number of users needed in the system. If possible, provide a breakdown by functional area. If faculty are involved in application reading, or advising please provide an estimated number of faculty that would need access to the system. Ex: (Full access users, administrators, IT staff, admissions counselors/advisors, marketing, faculty reviewers, student workers, One-stop staff, etc.)

As an open-enrollment institution, we do not have individuals involved in “application reading” or other admissions-related evaluations that are anticipated to be required in this system. The primary purpose of the desired product is for retention of currently enrolled students. As such, we anticipate the following role-based needs (to be modified depending upon product abilities):

- 3-4 administrators with full access responsible for primary system implementation and maintenance
- 30 student-services personnel (including advisors, financial aid, tutoring, division chairs, etc.)
- 50 full-time faculty and 100-150 part-time faculty per semester with read/write access to create early alerts or other system notifications

10. Can you please provide the estimated total number of active prospects & applicant records.

Clovis Community College is an open-enrollment institution that accepts students as soon as the application is completed. Our system processes approximately 600 applications per year that do not result in enrollment

11. What other technologies does Clovis use to manage the advising process and interact with students?

- a) If there are existing technology investments in student enrollment retention/intervention, how would Clovis imagine a new solution to integrate with them?**

Clovis utilizes Ellucian Banner (Student/Admissions/Financial Aid/Finance/HR), Banner Document Management, and Instructure Canvas. We also utilize several other, small third party software systems, including AccuTrack. We do not currently have student enrollment retention/intervention software in place.

12. What level of support does Clovis require from a preferred vendor?

Installation / Training / Annual Maintenance / Ticket as needed