



**BOARD OF TRUSTEES  
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

**BOARD ACTION**

**Online Support Center Contract Exceeding \$1 Million Dollars**

**BACKGROUND**

Board Policy 5.14, Procurement and Contracts, requires that contracts, including amendments, with values greater than \$1,000,000, must be approved in advance by the Board of Trustees.

Since 2006, the system office has had an agreement with Distance Minnesota to provide online student support. The proposed action item is for board approval to execute a new intra-agency agreement between the system office and Northwest Technical College as fiscal agent for Distance Minnesota.

The new agreement will continue past services, including the costs of staffing to provide future and current students online/phone support with extended hours through weekends and evenings. This support includes e-advising, coaching, distance-credentialed counseling services, technical assistance for online system tools, and timely campus referrals. It also covers enhanced access to self-service online resources, individualized student relationship management, and operational support for marketing and equipment/licensing maintenance.

The programs and services in this agreement are developed by the partner colleges of Distance Minnesota, a regional collaborative of system colleges which offers online learning experiences and related support services. Partner colleges include Alexandria Technical and Community College, Northland Community and Technical College and Northwest Technical College.

The new intra-agency agreement will be reviewed by the Academic and Student Affairs Technology Council, an advisory committee comprised of representative faculty, students, and administration.

The proposed agreement has a term of five years ending June 30, 2020 at an estimated total of \$3,750,000. The cost of the agreement is paid by the per credit assessment of \$4.50/credit charged to the institutions for each online course.

**RECOMMENDED COMMITTEE ACTION:**

The Finance and Facilities Committee recommends that the Board of Trustees authorizes the chancellor or his designee to execute an intra-agency agreement with a 5-year term ending June 30, 2020 for a maximum total cost not to exceed \$3,750,000. The board directs the chancellor or his designee to execute all necessary documents.

**RECOMMENDED BOARD OF TRUSTEES ACTION:**

The Board of Trustees authorizes the chancellor or his designee to execute an intra-agency agreement with a 5-year term ending June 30, 2020 for a maximum total cost not to exceed \$3,750,000. The board directs the chancellor or his designee to execute all necessary documents.

*Date Presented to the Board of Trustees: March 18, 2015*