

STATE BOARD FOR COMMUNITY COLLEGES AND OCCUPATIONAL EDUCATION

December 11, 2024

TOPIC:

Colorado Community College System (CCCS) Spending Authority Request for Link-Systems NetTutor

PRESENTED BY: Julie Ouska, Vice Chancellor for Information Technology

RELATIONSHIP TO THE STRATEGIC PLAN:

Education for All

Goal: Increase equitable, learner-centered environments that support all learners meeting their goals.

Strategy: Develop consistent, equitable, and effective learner-facing services and navigation support across all colleges.

Power of 13

Goal: Increase shared opportunities to grow enrollment, improve quality, and achieve cost efficiencies through consortial models and collaboration while leveraging each college's unique strengths.

Strategy: Build a "Power of 13" culture of collaboration and sharing across campuses to provide seamless, supportive services to all learners.

EXPLANATION:

Colorado Online offers over 315 courses and over 3,000 sections of asynchronous online courses that can be taken any time, from anywhere. Colleges offer in-person tutoring on campus; however, colleges currently use different online vendors and provide differing number of tutoring hours which is confusing when students are taking Colorado Online classes taught by different colleges. NetTutor will provide 24/7 access to real-time tutoring on demand for all Colorado Online courses for a consistent and reliable student experience. The online tutoring services will provide a complete array of options that support student success in math, reading, science, business, and other classes identified in a customized solution, as well as a real-time writing lab. Colleges may use NetTutor or purchase additional services from NetTutor.

The contract with the CCCS's current online tutoring services provider, GoGuardian (previously TutorMe), expires on December 31, 2024. CCCS conducted a Request for Proposal (RFP) process to provide these services for Colorado Online and the System colleges. Representatives from the colleges and the System Office served on the RFP Committee. After considering the proposals and vendor demos, the committee selected a new vendor, NetTutor, to replace GoGuardian. NetTutor offered a wider array of

subjects, and their interface and approach to working with students was determined to be superior to that of the competitors.

Below outlines the projected expenses for NetTutor tutoring services over a contract term of five years. The first and last year are divided in half due to the mid-fiscal year start. This calculation is based on the actual annual usage of the existing online tutoring services pro-rated to include all 13 CCCS colleges and Colorado Online. The NetTutor rate is \$23/hour for the full term of the contract, compared to the current rate of \$24/hour.

Cost Projection:

FY25	\$212,500.00
FY26	\$425,000.00
FY27	\$425,000.00
FY28	\$425,000.00
FY29	\$425,000.00
FY30	\$212,500.00

Total contract amount: \$2,125,000.00

RECOMMENDATION:

Staff recommends that the Board approve entering into a one-year contract with four options to renew with Link-System NetTutor for online tutoring services with a do not exceed total contract amount of \$2,125,000. Staff also recommends that the Board delegate contract signature authority to the System Vice Chancellor for Finance and Administration provided all State and Board processes are followed.