March 19, 2025

**To:** Committee for Accessible Technology Oversight (CATO) and Disability Support Services Council (DSSC)

**Subject:** Update about the Student Success Software Solicitation

Dear CATO and DSSC Members,

This memo provides an update on the Student Success Software solicitation.

Last year, college presidents voted to identify a third-party Student Success Software application that integrates with ctcLink and offers additional case management functionality. SBCTC convened a group of system stakeholders to identify technical and operational requirements, facilitated by **Sova Solutions.** Disability representatives ensured accessibility compliance was included in the RFP language and appropriately weighted.

**Requirement Areas and Points:**

* **Student Goal Planning & Progress:** 130 (13%)
* **Communication:** 120 (12%)
* **Case Management Tool:** 135 (13.5%)
* **Accessibility & Equity:** 130 (13%)
* **Data & Analytics:** 110 (11%)
* **Technology Integration:** 115 (11.5%)
* **Client Support:** 120 (12%)
* **Price:** 140 (14%)

**Total:** 1000

After posting the RFP, 10 vendors responded. SBCTC convened stakeholders to review and rank the applications using the scoring rubric. Disability representatives focused on the vendor VPAT, accessibility statement, responses to the 1Ed Tech Accessibility Rubric, and supplemental accessibility questions.

The scoring process identified four leading contenders, who attended live product demos in January. These meetings, open to all college stakeholders, included dedicated time to discuss the product’s accessibility. These four vendors were:

1. [**ConexED**](https://www.conexed.com/)
2. [**EAB**](https://eab.com/solutions/focus-area/student-success-and-retention/)
3. [**Highpoint**](https://www.mhighpoint.com/)
4. [**Frequency Foundry**](https://frequencyfoundry.com/)

In early February, the scoring committee discussed vendor performance and stakeholder feedback from the product demo meetings. ConexED and EAB are ranked as the top two vendors currently.

Now, Functional accessibility testing has begun for ConexED. Vicki Walton will conduct the internal testing efforts, and SBCTC is contracting with a third-party company for external testing. Monica Olsson will coordinate communication between the third-party tester and ConexEd, keeping CATO and DSSC updated on progress and findings.

Abraham Rocha is the RFP Coordinator for this project and will send a complete RFP summary memo to executive leadership with recommendations prior to the announcement of award.  This will also include a summary of the functional accessibility testing done by SBCTC and

Please let me know if you have any questions.

Thank you,

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