# Student Success Software
# RFP PROCESS OVERVIEW

This document provides background and context for WACTC's decision to pursue a systemwide student success software platform through a request for proposal (RFP) process. It includes the WACTC-approved resolution and key considerations for next steps, including assumptions and an overview of potential implementation models. It also highlights the role of student-centered advising redesign as a foundational strategy to support successful implementation and maximize the impact of the selected software.

Please see the opposite page for an overview of the RFP timeline.

## Background

At the October 6, 2023 WACTC meeting, the WACTC Tech Committee emphasized that, amid declining enrollment, student success software is critical to improving retention. While tools like Starfish, Navigate, Civitas, and HighPoint are in use, about one-third of colleges have not adopted any platform, awaiting systemwide direction.

ctcLink (PeopleSoft, as delivered) lacks the robust functionality of these third-party tools and can only integrate with one. To move forward, colleges needed to decide whether to (a) adopt a single, systemwide student success platform, or (b) continue with the current patchwork approach.

As a result, WACTC approved the following resolution:

*As a college system, we are willing to commit to a single implementation and configuration to support a full two-way integration of student success software, including:*
- *Elect to use the same tool systemwide and post RFP ASAP, which requires:*
    - *Accept a single, fully integrated solution for the system*
    - *Commit to a global, single configuration*
- *Commitment to define what student success looks like*
- *Agreement to create standard business processes*
- *Develop system requirements, which elements to track and report, both for the student and for accountability of the system*
- *Transition plan for schools changing software*

## General Assumptions

**Single Platform Selection:** Only one platform will be approved with two-way ctcLink integration.

**State-Negotiated Pricing:** Institutions will not negotiate pricing independently.

**Flexible Support Levels:** Varying levels of implementation support may be needed depending on each institution's approach.

**Opt-In Framework:**
- Institutions will retain the choice to opt in.
- Minimal or no "all-in" funds will be required.
- The selected vendor will offer a common pricing structure and be the only platform with guaranteed two-way ctcLink integration.
- Institutions can tailor their use through direct engagement with the vendor.

## Implementation Models

**Quasi Centralized (Recommended)**
- Institutional instances managed with strong SBCTC oversight and standards.
- Ensures smoother, consistent two-way integration with ctcLink.
- Allows for some local customization within a standardized framework.

**Decentralized**
- Institutions independently manage implementation.
- Greater institutional autonomy, but:
    - Increases technical challenges with two-way integration.
    - Requires clear statewide programming standards or crosswalks.
    - Poses risk for consistent functionality and vendor coordination.

## Upcoming Decision Points

**Vendor Selection:** Four vendors (ConexEd, EAB, Frequency Foundry, and HighPoint) gave demos with Q&A in January. Final accessibility testing wraps up by late April, with a vendor announcement to follow.

**Costs:** RFP cost models varied. Opt-in colleges will pay per student. Two-way integration cost distribution will be determined by WACTC.

**Implementation:** Timeline depends on vendor support and the number of colleges opting in.

**Next Steps:** More details will be discussed at the April WACTC meeting.

# Request for Proposals Timeline

## WACTC Resolution & Taskforce Formation

- WACTC passed a resolution to form an RFP taskforce to pursue a Student Success Platform
- WACTC co-chairs were nominated and make up of group was determined.

## Stakeholder Engagement

- Taskforce met regularly, using consensus-based processes to:
  - Identify functional requirements and refine system elements.
  - Gather input from commissions, councils, and other stakeholders.
  - Generate topics for the RFP framework

## RFP Release and Evaluation

- RFP released September 30
- Formed Vendor Evaluation Scoring Team with representation from following groups:
  - ACC (1)
  - ARC (2)
  - BAC (1)
  - DEOC (1)
  - DSSC (1)
  - FACTC (1)
  - IC/BEdA (1)
  - ITC (2)
  - RPC (1)
  - SBCTC (BA, DSS, GP, IT, SS)
  - Students
  - WSSSC (1)
- 10 completed responses received and scored by team.

| Fall 2023 | Winter 2024 | Spring 2024 | Summer 2024 | Fall 2024 | Winter 2025 |
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## Taskforce Establishment and Request for Information

- Taskforce began meeting with representatives from the following groups:
  - ACC (1)
  - ARC (1)
  - BAC (1)
  - DEOC (1)
  - DSSC (1)
  - FAC (1)
  - FACTC (1)
  - GPAC (1)
  - IC (2)
  - ITC (2)
  - RPC (1)
  - SBCTC (2)
  - WSSSC (2)
  - WACTC (2)
- Issued Request for Information (RFI) to gauge interest and gather vendor questions.
  - 15 vendors responded

## Request for Proposal Developed

- Taskforce refined RFP framework, structured around seven key areas:
  - Accessibility & Equity
  - Case Management
  - Communication Functionality
  - Cost Considerations
  - Data & Analytics
  - Student Goal Planning
  - Technology Integration
- The final RFP contained 188 response requests across these categories.

## Testing and Decisions

- January:
  - Top four vendors provided system demonstrations
- Now
  - Internal and external accessibility testing
  - Configuration Decisions
- Next
  - Announce winner
  - Contract/implement