Muskegon Community College
Request for Proposal
Degree Audit Consultant Services

REQUEST FOR PROPOSAL

Muskegon Community College (MCC) is seeking and accepting proposals for Degree Audit Consultant Services to assist Muskegon Community College to ensure that graduation requirements are met and enhance the advising process.

Sealed proposals will be received by either mail or personal delivery until Monday February 18, 2013 at 2:00 p.m. EST. Proposals received after the specified time will not be considered. Proposals shall be sealed and plainly marked on the outside of the envelope/box with Degree Audit Consultant Services with name of firm submitting proposal. It is the sole responsibility of the proposer to assure that their proposal is received by Muskegon Community College prior to the time specified. One (1) original and five (5) identical copies should be submitted to the following address:

Muskegon Community College
Attn: Amy James
Room #1123
221 S. Quarterline Rd.
Muskegon, MI 49442

BACKGROUND ON MUSKEGON COMMUNITY COLLEGE

MCC was founded as Muskegon Junior College in 1926, and has been continually accredited by the Higher Learning Commission of North Central Association since 1929. The community college district was created via the Michigan Constitution of 1963 along with an elected Board of Trustees. The college moved to its current campus location, an Alden B. Dow designed facility that opened to the public in 1967.

In 1995, the Stevenson Center for Higher Education opened, comprising a consortium of Ferris State University, Grand Valley State University, and Western Michigan University, designed to increase access to educational opportunities for Muskegon residents. In 2010 the Outdoor Learning Lab, a focal point of green technology and center for MCC’s new Alternative and Renewable Energy certificate program opened. The college is currently located on a 111-acre campus in Muskegon, with extension centers in Fremont, Grand Haven, Newaygo and Whitehall.

PURPOSE

The purpose of degree audit is to ensure that graduation requirements are met and enhance the advising process for counselors, staff, and students. It provides a computer generated analysis that enables the student and his/her counselor to assess the student’s academic progress and unfulfilled associate, certificate, diploma or MACRAO Agreement requirements. The audit is a valuable tool for academic planning and course selection, because it matches the courses the student has taken with the
requirements of his/her degree program or anticipated program. In addition, the Degree Audit provides feedback each semester on academic progress.

The Registrar’s Office works collaboratively with Counseling and Advising Center and academic departments to assist students in the formulation of their academic directions, goals and plans.

Muskegon Community College has already purchased Colleague Degree Audit software, but with limited staff and high volume of audits performed manually each year, Muskegon Community is seeking a consultant with the configuring of degree audit programs in Datatel’s Colleague Degree Audit system as well as layout the groundwork for E-Advising. This would include any additional programming required that cannot be met with the delivered syntax or rules in Colleague’s Degree Audit for the Associate in Science and Arts and Nursing Degrees.

Muskegon Community College has identified 12, 50, and 3 associate programs that would need to be configured for Degree Audit for the 2011, 2012 and 2013 catalog years respectively. In addition, there are 2 certificates for the 2011 catalog year and 36 certificates for the 2012 catalog year. These programs are identified in Exhibit A and B respectively by priority of need for a total of 65 associate degree programs and 38 certificate programs.

Academic Services has already laid out most of the ground work by building over 40 different programs for Degree audit in our test environment and we have built 11 programs for the 2008 catalog year in our live environment. We have established naming conventions for program requirements, etc.

**Concerns/Issues**

1. **Associate in Science and Arts**—We have built the Associate in Science and Arts but are still having the following issues that need to be setup and/or tested:
   - **Biology Modules – AP Biology Modules do not fulfill lab Requirements**
   - **Natural Science – 8 Credit hour Requirement in two subject matter areas.** The credit hours for the Natural Science courses are not consistent. Some 100 level Math courses are 3 credit hours while others are 4 credit hours. Lab science courses range from zero credit hour to 4 credit hour. This forces most students to take 3 courses to fulfill the natural science requirement. If all math and natural science courses were 4 credit hours, the students could fulfill the requirement with 2 courses.

2. **Western World/Aesthetic Values Requirements.** Colleague only looks at one requirement at a time in the order of the requirement type or when two requirements are of the same type (or when they are sub-requirements of the same requirement) in the order in which the requirements are listed in the setup. So it processes as follows when it gets to the General Education - Human Cultures and Experiences requirement:
   1. it looks at the Western World sub-requirement to find any one of the courses that will satisfy it
      - it finds and uses MU-103 to satisfy this requirement
      - it also find that HUM-195 could be used to satisfy this requirement, but since MU-103 was already used to satisfy the requirement it doesn't use HUM-195
   2. it looks at the Aesthetic Values sub-requirement and finds that MU-103 could satisfy this requirement, but because it was already used to satisfy the Western World requirement it doesn't use it
Colleague does not have the ability to look forward into another requirement and say "oh wait, I won't use MU-103 here because it will be better for the student if I use it in a later requirement and use HUM-195 here instead".

Ellucian’s solution was to break the Western World sub-requirement into two groups so that it would try to satisfy the group that does not have MU-103 in it first and then only use MU-103 if it didn't have some other course that it could use. I then did the same thing for the Aesthetic Values sub-requirement (for those students who take one of the other Aesthetic Value courses and MU-103).

This now allows HUM-195 to be used to satisfy the Western World for the student in the example you sent leaving MU-103 available to satisfy the Aesthetic Values.

- **International Requirement** - was not working properly.

It states if the credit hours form American Cultures and Social Relationships total fewer than 8 credits, the choices are:

**ANTH 103, 110; GEOG 104, 105; HIST 195; PSCI 202, 210, 211**

If the credit hours from American Cultures and Social Relationships total 8 credits or more other options are:

**CHIN 101; ENG 207, 211, 218; FR 101, 102, 201, 202; GER 101, 102, 201 202; HIST 210; PHIL 203, 210; SPAN 101, 102, 201, 202**

Ellucian consultant wrote the "more than 8" sub-requirement to require 4 groups:

1. requiring 3 credits from American
2. requiring 3 credits from Social
3. requiring 8 credits from the combined list of American and Social
   require 3 credits from the larger list of International

2. **Nursing Programs** (Diploma Practical Nursing, AAS – Nursing and ASA - Nursing
   o 8 year time limit for courses
   o Students are audited based on the catalog year they enter the program and the date they made the “Ready List.”

3. **The proper catalogs years are not attached to many of the student programs.**
   o We have over 400 students that incorrectly have 1998 as their catalog for their program.
   o We have students who stopped out and returned over five years later and they still have the originally catalog year on their program.
4. Many students do not have the correct program on their record until they submit an application for graduation.

Muskegon Community College’s Academic Services Responsibilities would include:

1. The Dean of Academic Services and the Records Auditor will interpret the catalog requirements in order to assist the consultant when questions arise.
2. The Dean of Academic Services and Records Auditor will be responsible for randomly testing all programs in “live” environment as well as specifically testing in the following areas:
   a. PEA Credit of Choice
   b. 62 credit hour minimum
   c. Residency Requirement
   d. 2.0 G.P.A.
   e. Allow D- grades with an overall 2.0 G.P.A.
   f. Pea Core Requirement
   g. MU-103 can be used in to different sub-requirements, but not both
   h. Met all requirements, but deficient in the minimum 62 credit hours
   i. Courses with Audit Grades
   j. Courses with E grades
   k. Repeat Courses
   l. Equated Courses
   m. Articulated Credit
   n. Transfer Credits
   o. Course in Progress
   p. Course with incomplete grade
   q. Life Experience Credit
   r. Testing Completers
   s. Testing incomplete degrees
   t. A course that has not been dropped but has a “W” grade
   u. AP Credit

3. Once the initial testing is approved by Records Auditor and Dean of Academic Services, MCC Counselors can use degree audit on their desktops to assist their students. At the same time they will be testing the system prior to Degree Audit going “Live” in WebAdvisor.

4. Academic Services will train Counselors and other appropriate staff on how to use degree audit.

5. After Records Auditor and counselors have worked with degree audit for at least three semesters,

Muskegon Community College Recommendations:

1. Academic Services recommends that the degree audit programs are configured in our live environment for the following reasons:
   o It takes too much time to build in test and move to the live system.
   o The live system also has the most recent courses and changes so we are testing in real-time.
Academic Services configured and tested over 60 different programs in a sandbox environment. We have worked out many of the bugs and have established a naming convention for the degree requirements.

Academic Services has built 11 programs for the 2008 catalog year in our live environment. Best Practices recommends we don’t launch the web version of this to students for at least a year. Some institutions waited for a couple years. I recommend the only people accessing it internally should be the Records Auditor, Dean of Academic Services and MCC counselors who work with students at the point of graduation. This will give us plenty of time to work through things if needed. When Degree Audit is available via WebAdvisor, it will not be perfect. I remember that someone once told me that if Degree Audit says “complete” meaning the student is done with the credential they are, but if degree audit says “in progress” they may still be complete. We’ve learned this to be true in testing and I have heard it from many of my counterparts at other community colleges. Degree Audits will still have to be checked and reviewed manually before sending to the students.

**PROPOSAL FORMAT**

In order to insure a uniform review process and obtain the maximum degree of compatibility, it is required that the proposals be organized in the manner specified below.

1. **Title Page:** The proposer should identify the RFP subject, the name of the contractor, local address, telephone number, name and title of contact person and date of submission.

2. **Table of Contents:** Provide clear identification of the material by section and by page number.

3. **Company History:** Information related to the contractor’s qualifications and resources.
   a. Briefly describe your company’s history, number of employees and years in existence.
   b. Provide details of your company’s financial status and stability.

4. **Completeness of proposal:**
   - Explain the methodology that will be performed to complete the needs assessment and provide a recommendation.
   - Elaborate in how this technique or methodology has been successful in the past.
   - How will information be gathered and recorded?
   - What factors will be evaluated to determine degree of readiness to perform a successful Degree Audit implementation? How will this evaluation be performed?
   - How will information be compiled to produce the requests for proposals (RFP)?
   - What resource requirements must be provided by Muskegon Community? Please be specific on number of individuals and skill sets.

5. **References:** List at least three (3) client references. (See page 8)

6. **Required Forms:** Complete and sign all required forms
7. **Pricing:**
   - What pricing options are available and how are they calculated?
   - How will out of town travel expenses be handled?
   - What is the process for scope changes?

8. **Commitment and quality:**
   - Please include the resumes of the individuals most likely to be assigned to this project including any information on relevant certifications.
   - What is the average number of years the individuals most likely to be assigned to this project have been employees of the company or partnered with the company?

9. **Prior experience in performing these services:**
   - What is the average number of years’ experience of the individuals most likely to be assigned to the Colleague Degree audit implementation process?
   - How many times has this service been performed in the last 2 years by your firm?
   - Has this service ever been provided to an institution of higher education by your firm? If so, please elaborate on your firm’s experience related to the business of higher education.
   - Describe the background of your company in respect to the total number of employees qualified to provide this type of service.
   - Please provide evidence that your employees are qualified and able to provide skill sets to do additional programming if needed.

10. **Timeline**
    - Please estimate how many hours it will take to configure each academic program in Colleague.

**GENERAL INFORMATION**

1. **Interview:** A proposer may be required to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal, but will not, in any way provide an opportunity to change any fee amount originally proposed. If Muskegon Community College chooses to have presentations, they will schedule and notify the proposer(s) of the time and location of their presentation.

2. **Modifications:** Muskegon Community College reserves the right to request that the proposer modify the proposal to more fully meet the needs of the college.

3. **Request for Additional Information:** The proposer shall furnish such additional information if Muskegon Community College may require.

4. **Acceptance/Rejection/Modification to Proposals:** Muskegon Community College reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and waive minor irregularities in the procedures.
5. **Optional Conference Call:** On **January 29, 2013**, the proposer will have the opportunity to clarify or ask questions on this RFP. Starting promptly at 10:00 a.m. eastern standard time, you can call (888) 450-5996, and use passcode number: 251071.

**EQUAL OPPORTUNITY NOTICE:**

It is the policy of Muskegon Community College to provide equal opportunities and not discriminate in enrollment, education, employment, public accommodations, activities or services on the basis of race, color, religion, sex, national origin, marital status, sexual orientation, political persuasion, disability, height, weight, age, or other prohibitive matters.

It is the policy of the College to patronize only those firms and vendors that demonstrate a commitment to equal opportunity within their own enterprises and who abide by Federal and State laws.

**TERMS AND CONDITIONS/AGREEMENT**

1. **Term of Contract:** The contract, if awarded, will be for the entire project.

2. **Termination:** The contract may be terminated by mutual consent of both parties or by Muskegon Community College at its discretion. This contract, if awarded, may be cancelled in whole or in part by Muskegon Community College upon giving at least sixty (60) days written notice prior to cancellation; except that nonperformance on the part of the contractor(s) will be grounds for termination. Termination will take place within fifteen (15) days of notification.
LIST OF REFERENCES

IMPORTANT: This form must be returned with the bid proposal form.

1. Name of Company_______________________________________________________________
   Address_________________________________________________________________
   Contact Person/Title_______________________________________________________
   Telephone Number________________________________________________________

2. Name of Company_________________________________________________________
   Address___________________________
   Contact Person/Title___________________________
   Telephone Number___________________________

3. Name of Company_________________________________________________________
   Address___________________________
   Contact Person/Title___________________________
   Telephone Number___________________________

Authorized Signature_______________________________________________________
Printed Name and Title

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I have carefully examined the Request for Proposal, Instructions, Terms and Conditions, Scope of Services, Bid forms and all other documents accompanying this proposal.

I propose to furnish the services specified in the Request for Proposal at the prices or rates quoted in my proposal. I agree that my proposal will remain firm for a period of sixty (60) days in order to allow Muskegon Community College adequate time to evaluate the proposals.

I certify that all information contained in this Request for Proposal is truthful to the best of my knowledge and belief. I further certify I am duly authorized to submit this proposal on behalf of the vendor/contractor and that the vendor/contractor is ready, willing and able to perform if awarded this bid/proposal.

I further certify that this bid/proposal is made without prior understanding, agreement, connection, discussion or collusion with any other person, firm or corporation submitting a bid/proposal for the same commodity or service; no officer, employee or agent of Muskegon Community College or of any other bidder/proposer interested in bid/proposal; and the undersigned executed this bidders/proposers certification with full knowledge and understanding of the matters contained and was duly authorized to do so.

Name of Business__________________________________________________________

Signature_______________________________________________________________

Name & Title_____________________________________________________________

Mailing Address___________________________________________________________

Telephone Number________________________________________________________

E-mail Address____________________________________________________________