



**THE DISTRICT BOARD OF TRUSTEES
OF VALENCIA COLLEGE
SPECIAL MEETING**

Minutes

March 17, 2022

Valencia College – District Office, Room 502
and
Zoom Meeting

Members Present

Ms. Daisy Lopez-Cid, Chair
Ms. Beth Smith, Vice Chair
Mr. John Davis
Mr. Angel de la Portilla
Mr. Guillermo Hansen (via Zoom)
Mr. John Martinez
Mr. Michael Sasso
Ms. Tracey Stockwell (via Zoom)

Dr. Kathleen Plinske, Secretary of the Board and President of the College

Call to Order

Chair Lopez-Cid called the Special Meeting of the District Board of Trustees of Valencia College to order at 1:05 p.m. A quorum was present.

Public Comments

No public comments were offered.

New Business

Call Center Services – InSource Services Group, LLC: Dr. Plinske presented the report, which was distributed to the Board. Dr. Plinske stated that while the College undertakes a full review and redesign of student support services, a long-term strategy for call center services has not yet been developed. As the work progresses, it is necessary to supplement the capabilities of our current call center support team (Enrollment Services) to support inbound student inquiries via phone and email during regular business

hours during non-peak times of the year. Accordingly, to successfully handle an expected significant increase in inquiries about its programs and services in the late spring and summer of 2022, the College seeks to engage InSource Services Group, LLC, a higher education call center support service, to augment our existing enrollment services team for one year. The arrangement with InSource Services Group, LLC will allow the College to better manage staffing and support based on actual demand and to provide expanded hours during which students may receive timely support.

As permitted by law, the College leveraged an existing state contract to negotiate a proposed one-year contract at an estimated not-to-exceed budget of \$425,600 with InSource Services Group, LLC to provide general call center services in the areas of admissions, registration, and financial aid. This approach will meet student expectations for service availability while the College continues its review and redesign of student services. The College anticipates that upon the conclusion of the redesign, along with the data collected from the services performed under this contract, a more focused Scope of Work will be defined to meet operational and long-term needs. Once this engagement is completed, it is the intent of the College to conduct a competitive solicitation for the procurement of these and/or similar services.

Following a full discussion, Mr. Martinez moved to authorize the College to enter into a mutually agreeable contract for services with InSource Services Group, LLC, with a not-to-exceed budget of \$425,600, as presented. Mr. de la Portilla seconded the motion, and the motion was approved unanimously.

Board Comments

No Board comments were offered.

Adjourn

Chair Lopez-Cid adjourned the Special Meeting at 1:26 p.m.

Secretary

Chair