



October 13, 2022

TO: THE DISTRICT BOARD OF TRUSTEES OF VALENCIA COLLEGE

FROM: DR. KATHLEEN PLINSKE
President

RE: CALL CENTER SERVICES – INSOURCE SERVICES GROUP, LLC.

On March 17, 2022, the Board authorized the College to engage InSource Services Group, LLC. (InSource), a higher education call center support service, to augment our existing enrollment services for one year with a not-to-exceed budget of \$425,600. The provision of general call center services in the areas of admissions, registration, and financial aid by InSource allows the College to better manage staffing and support based on actual demand and to provide expanded hours during which students may receive timely support. The College has reached the limit of the previously approved funding and seeks to enhance the budget authority to continue to receive services from InSource under the existing contract.

As discussed during the Board's initial consideration of InSource, the engagement of InSource was designed to meet student expectations for service availability while the College undertakes a review and redesign of student services. In efforts to reshape the delivery of call center services, the College is finalizing a Scope of Work that meets the long-term needs of the College and will provide the basis for a competitive solicitation for the procurement of these and/or similar services. Until the selection of a new vendor is made (anticipated in February, 2023), the College plans to continue to provide call center services through InSource to augment Valencia's existing enrollment services to include support on evenings, weekends, and holidays.

RECOMMENDED ACTION:

The President recommends that the District Board of Trustees of Valencia College authorize the College to increase the previously approved funding in support of services provided by InSource Services Group, LLC. by \$350,000, for general call center services in the areas of admissions, registration, and financial aid through the end of February, 2023, as presented.



President