ST. CLOUD STATE UNIVERSITY
ONLINE PROGRAM MANAGER

ADDENDUM NO. TWO

The Proposal due date of December 18th, 2020 will not change as a result of this Addendum No. Two.

CLARIFICATION:

1. Which programs are in scope? If they are existing programs, can you share any historical enrollment data? Are all programs 100% online? Not determined. This portfolio will be determined in collaboration with provider.
2. If you are considering launching brand new programs, when will they be ready to launch? Begin Beginning in Fall 22 and periodically after that.
3. Would you accept a partial proposal that is focused on marketing, enrollment management, and retention support only? No
4. For faculty support, accreditation and authorization support, are you looking for consultative support or full program development? Faculty support
5. Would you consider awarding a fee for service and debt financing model rather than a tuition revenue share model? No
6. Would you consider a response from a group of organizations with an established lead respondent rather than a single provider for all services? Yes
7. Is St. Cloud State University currently working with a vendor/partner to deliver these services? No If yes, who are you using? Is the vendor invited to bid on this RFP?
8. For Fall 2020, how many students inquired (i.e # of leads) into each of the programs included in this RFP? How many applied for admissions? How many were enrolled? How many started? These are dependent on the particular programs. We have not determined the specific portfolio of programs that would be included.
9. What are the current retention rates for each program? These are dependent on the particular programs. We have not determined the specific portfolio of programs that would be included.
10. Are faculty currently designing their own courses? Yes. If so, what training have they received to date? Some faculty have participated in Quality Matters training.
11. Do you have an internal learning design team and if so what is their role in the course design process now and also what is the vision for the role of the vendor to support them? SCSU Online/Academic Technology Team is a small group of learning designers and academic learning technologists. Two of our current staff have Online Learning Consortium (OLC) Quality Scorecard Certification and one has the OLC instructional Designer Course Certificate. We do not envision the vendor will be supporting our internal team. However there may need to be support for the faculty that are teaching in the courses designed by the vendor. Here is a link to a faculty resource page provided by SCSU Online https://www.stcloudstate.edu/online/faculty/default.aspx
12. In terms of learning design support which areas best describe your main needs:
   - Training for faculty who will build courses themselves
   - Training for faculty to facilitate courses using best practices *
   - Full learning design of new programs, turn key with faculty as SME and instructor *
   - Consultation on accreditation process for new programs
   - Other - please describe
13. Do you have a design framework or any standards in place currently? Quality Matters and OLC Quality Scorecard
14. Have you identified new programs to be developed, and if so what are they and what is the timeline and overall number of associated courses? We have not determined the specific portfolio of programs that would be included.
15. What are you using now for end-user support? What platforms are covered by your end user support? (LMS only, or LMS, email, third party tools etc)
   - Ticketing system (currently RightNow, soon Team Dynamix), phone calls, email, walk-ins, Zoom, Teams, online chat, Office 365 Bookings for appointments
ii. Supported platforms: LMS (currently D2L Brightspace), Email (Office365) and many other tools.
Partial list: Zoom, most anything part of Office365, Teams, Mediaspace.
iii. SCSU Software page: https://www.stcloudstate.edu/its/services/software/default.aspx
iv. Support provided by full-time staff and student employees.

16. Are you considering competency based learning models? We are considering this approach for a portion of the portfolio.
17. How many weeks are your programs being designed for and how many student hours are expected? This will range and include both the traditional 16 week and accelerated.
18. Will your programs be fully online, blended or is this TBD based on discipline? Fully Online
19. Are you targeting a new learner with these new programs? Who is the target audience? Yes. Adult Learners
20. What is the estimated number of students and faculty that will be supported by the 24/7 help desk? These are dependent on the particular programs. We have not determined the specific portfolio of programs that would be included.
21. Please provide historical and/or forecasted help desk ticket volume.
   i. Total Huskytech tickets for past 12 months: 5691
   ii. Total D2L tickets for past 12 months: 1358
   iii. None of these numbers can/do take into account emails received, phone calls or walk-ins.
22. Are you looking for the help desk to use the University’s ticketing system or will the vendor be providing the help desk ticketing system? The preference is to utilize a hybrid integration of SCSU’s ITSM system with the vendor’s solution for continuity of support.
23. What service level expectations do you have for average speed to answer, abandon rates, first call resolution and escalation rates? SCSU is interested in what options could be provided.
24. Are you seeking bilingual/Spanish help desk support? No Are you seeking support in any other languages? No. Student Accessibility would need to be provided (closed captioning)
25. Will we need to access any campus systems such as Active Directory, password reset tools, etc. to support inquiries? Potentially, based upon which ticketing system is used.
26. What populations will the help desk be serving? This is expected to vary with the types of programs.
27. What types of help desk inquiries are you looking for the vendor to support? For example are you looking for the vendor to support LMS questions, 3rd party LMS tools, software, hardware, etc? None
28. What is your accreditation timeline? NA
29. Are there any internal marketing resources? At the University / Administration level? By school? By program? Vendor would be responsible for marketing in consultation with our communications division.
30. Is there any PR support at the university level? By school? By program? Vendor would be responsible for marketing in consultation with our communications division.
31. Is there any social media presence at the university level? By school? By program? Vendor would be responsible for marketing in consultation with our communications division.
32. Are there any online programs that have been identified as potentials for success? No
33. Are there any online programs in existence? https://www.stcloudstate.edu/online/programs/default.aspx
34. Are there any articulation agreements or partnerships with the Community College system? Yes
35. Are there any existing corporate partnerships? At the University level? By School? By program? Can they be shared? No
36. Have they ever invested in marketing? If so, how much? What’s worked? What hasn’t worked? No
37. Have they worked with an OPM before? What’s worked? What hasn’t worked? No
38. The University is requesting 12 months of audited financial statements, will this information be kept confidential? As SCSU is part of the Minnesota State system we are subject to the Freedom of Information Act (FOIA). All documents associated with our RFP’s may become public information if requested. If your response includes trade secrets, data, or information you may submit a redacted version for any FOIA requests we may receive.
The above ADDENDUM Number Two shall be attached to and become part of the bid. Receipt of this Addendum No. 2 shall be acknowledged by including it with the bid. Failure to do so may subject BIDDER to disqualification.

END OF ADDENDUM NO. TWO

St. Cloud State University
Business Office AS-123
720 4th Avenue South
St. Cloud, MN 56301-4498

Ted Mears
Director of Purchasing

Dated this 15th day of December 2020.