

BOARD OF REGENTS
EASTERN MICHIGAN UNIVERSITY

SECTION: 18

DATE:

April 1, 2008

RECOMMENDATION

CALL CENTER CONTRACT SIGNATORY AUTHORITY REQUEST

ACTION REQUESTED

It is recommended by the Division of Enrollment Management that the Board of Regents authorize the Executive Vice President to enter into a one-year contract agreement with CMD Outsourcing Solutions to provide financial aid and student accounts call center services for Eastern Michigan University.

STAFF SUMMARY

Since 2002, Eastern Michigan University has contracted call center services for financial aid and student accounts to Sallie Mae, Inc., a student loan corporation, to improve customer service and control costs. Changes to student loan provider regulations and agreements between lenders and the Attorney General of New York now prevent student loan providers from offering these services to universities and Sallie Mae will terminate service to Eastern Michigan University by May 15, 2008.

An open bid process was utilized to identify potential new providers of this service. A comparison to operating these services internally was also completed. Due diligence was completed on the three corporations who bid to provide services to Eastern Michigan University. CMD Outsourcing Solutions was found to have the most competitive costs and superior services when compared to other competing firms and the internal operations option.

FISCAL IMPLICATIONS

Contracting for call center services with CMD Outsourcing increase the base budget for this area from the current \$150,000 to approximately \$550,000, an increase of \$400,000.

ADMINISTRATIVE RECOMMENDATION

The proposed Board action has been reviewed and is recommended for Board approval.

Thomas Green

University Executive Officer

03/24/08

Date