

Board of Trustees of Northeastern Illinois University

Finance, Buildings and Grounds Committee Meeting Minutes
January 25, 2021

A meeting of the Finance, Buildings and Grounds Committee of the Board of Trustees of Northeastern Illinois University was convened via video conference on Monday, January 25, 2021 at 9:00 a.m. Trustee Carlos Azcoitia called the meeting to order.

Roll was called and the following Trustee Committee members answered present: Carlos Azcoitia and Charlie Serrano

Other Trustees present: Jim Palos, Jonathan Stein, and George Vukotich

Others present: Gloria Gibson, President; Mary Pat Burns, Board Counsel; Karl Voigt, Assistant Secretary to the Board; vice presidents; staff; and university community members

In accordance with the Government Emergency Administration Act (P.A. 101-0640) section 7, e. (6), all matters recommended for board action will be made by voice vote and recorded.

Opportunity for Public Comment in Accordance with Public Act 91-0715

Trustee Azcoitia announced the Opportunity for Public Comment. There were no requests to speak.

President Gibson announced the recent hire of a new Vice President for Student Affairs and Dean of Students, Dr. Terry Mena. Dr. Mena comes to Northeastern Illinois University from Lamar University in Beaumont, Texas, where he has served as Associate Vice President and Dean of Students since 2015. He will start on February 22. President Gibson announced that she and several University staff had attended the Hollywood North Park Community Association's January 21 virtual community meeting about the Bryn Mawr property redevelopment. Members of the community, Senator D'Amico's office, and Brian Carroll from Jones Lang LaSalle were also in attendance.

Trustee Azcoitia extended his welcome to Dr. Terry Mena on behalf of the board.

Vice President for Finance and Administration, Manish Kumar, introduced the Purchases \$100,000 or Greater: Merchant Services item. The University partners with a third-party service provider for merchant services to accept debit cards, credit cards and other forms of electronic payments to the University for tuition, fees and other sources, and is available 24 hours per day, 7 days per week, 365 days per year. Payments are received both online and in person.

Services from the provider include production of monthly merchant statements, data security and industry compliance, risk monitoring, dispute and fraud loss processes, provide a payment gateway to link to the University's website, authentication and verification of transactions, provide comprehensive equipment and software (chip card reader, point-of-sale equipment), handle adjustments and charge-back processing, provide web-based reporting tools for up-to-date daily transaction information, and terminal support 24/7.

NEIU has partnered with JP Morgan Chase Bank, N.A. (JPMC) for over 10 years and has relied heavily on the bank's capabilities and ease with which its systems seamlessly interface with the University's core Banner ERP systems. JP Morgan Chase Bank is the recommended service

January 25, 2021 • **Committee Meeting Minutes**

provider. A sole source procurement was approved by the State's Chief Procurement Officer to award JPMC a two-year contract not to exceed \$800,000.

Trustee Serrano, seconded by Trustee Palos, moved to recommend the approval of JP Morgan Chase Bank, N.A. as the University's Merchant Services provider.

Discussion: Trustees asked questions about the past costs for these services and how they compare to this new proposal. The current costs are similar to what the University has paid in the past.

Roll was called and vote was as follows:

Azcoitia: Yes Eagle: Serrano: Yes

The matter is recommended for approval.

Vice President Kumar introduced the Purchases \$100,000 or Greater: Customer Relationship Management (CRM) System item. This item was also presented at the most recent Academic/Student Affairs, Enrollment, and Technology Committee meeting, and the committee advanced this item to the Finance, Buildings and Grounds Committee for recommended action.

The University needs to modernize its customer relationship management (CRM) system software to meet modern enrollment communications and data operations needs. The Enrollment Services office currently uses Ellucian Recruit CRM. Purchased in 2014, Recruit was the University's first CRM system. The University implemented only the base product version of Recruit CRM, meaning key features such as document imaging, financial aid award information, connection to reporting and texting tools were left out. Additionally, the integration of the CRM to Cognos was not completed, which has hampered the University's ability to create meaningful reports to help with strategic recruitment and admissions decisions.

Technolutions/Slate was one of three firms reviewed by committee via the competitive sealed proposals (RFP) process as set forth in the Illinois Compiled Statutes (30 ILCS 500). The fee for this product was the lowest of the respondents at \$75,000 per year. The Slate system far exceeds the University's current product and would create significant efficiencies in the recruitment process. This system is used by other regional universities including the University of Illinois system, Northern Illinois University, and DePaul University.

The initial three-year term is not to exceed \$225,000 (\$75,000 per year) and will be paid from the GEERS Formula Grant. Renewal years will be paid from the University's operations fund.

Trustee Palos, seconded by Trustee Serrano moved to recommend the approval of the purchase of a new CRM system.

Discussion: Trustees asked about the current system costs compared to the new system proposal. Ellucian Recruit is slightly more expensive than the proposed new system. The new system seamlessly integrates with the University's other technology. This vendor is not part of the Illinois BEP program. Trustees asked that the University's and Board's counsels review the vendor contract.

January 25, 2021 • **Committee Meeting Minutes**

Roll was called and vote was as follows:

Azcoitia: Yes Eagle: Serrano: Yes

The matter is recommended for approval.

Associate Vice President for Facilities Management, Nancy Medina, introduced Coty Sandberg from SmithGroup, the lead architects designing and planning the University's new education building. Ms. Sandberg presented a visual overview of the building's design and answered Trustees' questions. Trustees asked for a more detailed presentation to be scheduled at a later time.

Ms. Medina presented the University's construction update. Electrical cable replacement phase I and campus roof replacements are awaiting formal bids from the Capital Development Board. Campus entrance and walkway repairs is in the analysis/design phase. Further information about the University's overall signage program vendor will be presented to the board later this year.

Associate Vice President for Financial and Auxilliary Services, Ann McNabb presented the University's most recent purchases of \$50,000 up to \$99,999.99.

Executive Director of University Budgets, Mike Wenz, presented the 2nd quarter budget to actuals. Of the unrestricted FY21 operating budget of \$86,876,600, the University has recorded 54.6% of its anticipated tuition and income fund revenue. The University has spent 44.5% of its budgeted expenses year-to-date. The University has vouchered \$31,381,646 of its approved state support of \$35,566,900, and has received \$14,364,587 to date.

Director of Purchasing, Vicky Santiago, presented the final FY20 BEP/MAFB report. The state of Illinois requires all state agencies and public universities to make at least 20 percent of all purchases of commodities, equipment, and contractual services, after allowable exemptions, from certified minority, women, and persons with disabilities owned businesses. The University established an aggregate BEP Compliance Plan Goal of \$1,120,259 and spent \$1,447,895, exceeding the goal by \$327,636.22. Trustees encouraged the University to continue to increase this spending goal.

Manish Kumar introduced Brian Carroll from Jones Lang LaSalle (JLL), the University's contracted real estate advisor. Mr. Carroll presented a visual diagram of the total advisory process and stated that they are currently in the market analysis phase. Community engagement is incorporated into the entire planning process. JLL expects to present more information to the committee at its March meeting.

Old Business/New Business

Trustee Azcoitia asked if there was any Old or New Business. No additional business was raised.

January 25, 2021 • **Committee Meeting Minutes**

Motion to Adjourn

At 10:28 a.m., Trustee Serrano, seconded by Trustee Palos, moved to adjourn. The meeting was adjourned by acclamation.

Respectfully submitted,

Carlos Azcoitia, Acting Committee Chair
Karl Voigt, Assistant Board Secretary
Approved February 11, 2021