Avoiding the Muddle: Navigating Vendor Relationships

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#WCET16

Our session includes

Claire Arabie

Instructional Support Manager, Office of Distance Learning, University of Louisiana at Lafayette

Luke Dowden

Director of Distance Learning, University of Louisiana at Lafayette

Stephen McGoffin

Business Manager / Budget Analyst, Office of Distance Learning, University of Louisiana at Lafayette

Session Overview

How Partnerships Work in the Real World

- Evaluating Options

- Acquiring Partners

- Implementing Vendor Services and/or Tools(s)

- Managing the Relationship
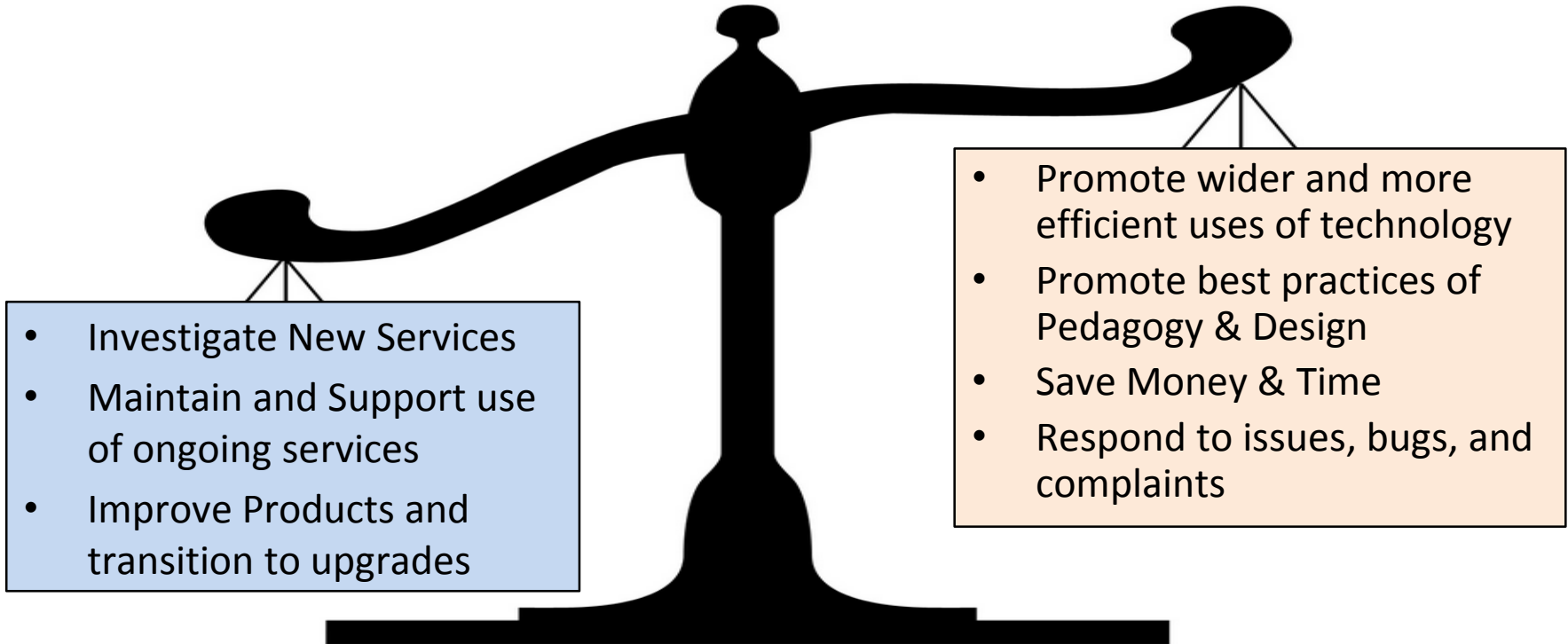
Our Role

Office of
Distance Learning

Online & Hybrid
Faculty

Online & Hybrid
Students

Balancing Demands of Evolving Educational Technology

Investigate New Services

Maintain and Support use of ongoing services

Improve Products and transition to upgrades

- Promote wider and more efficient uses of technology
- Promote best practices of Pedagogy & Design
- Save Money & Time
- Respond to issues, bugs, and complaints

It's Complicated . . .

Technology Vendors

Office of Distance Learning

Online & Hybrid Faculty

Online & Hybrid Students

ADMIN

Marketing

Financial Officer

Security Officer

Legal Office

IT HELP Desk

Pair & Share

Turn to the person next to you and share for a minute . . .

What is YOUR role with Educational Technology?

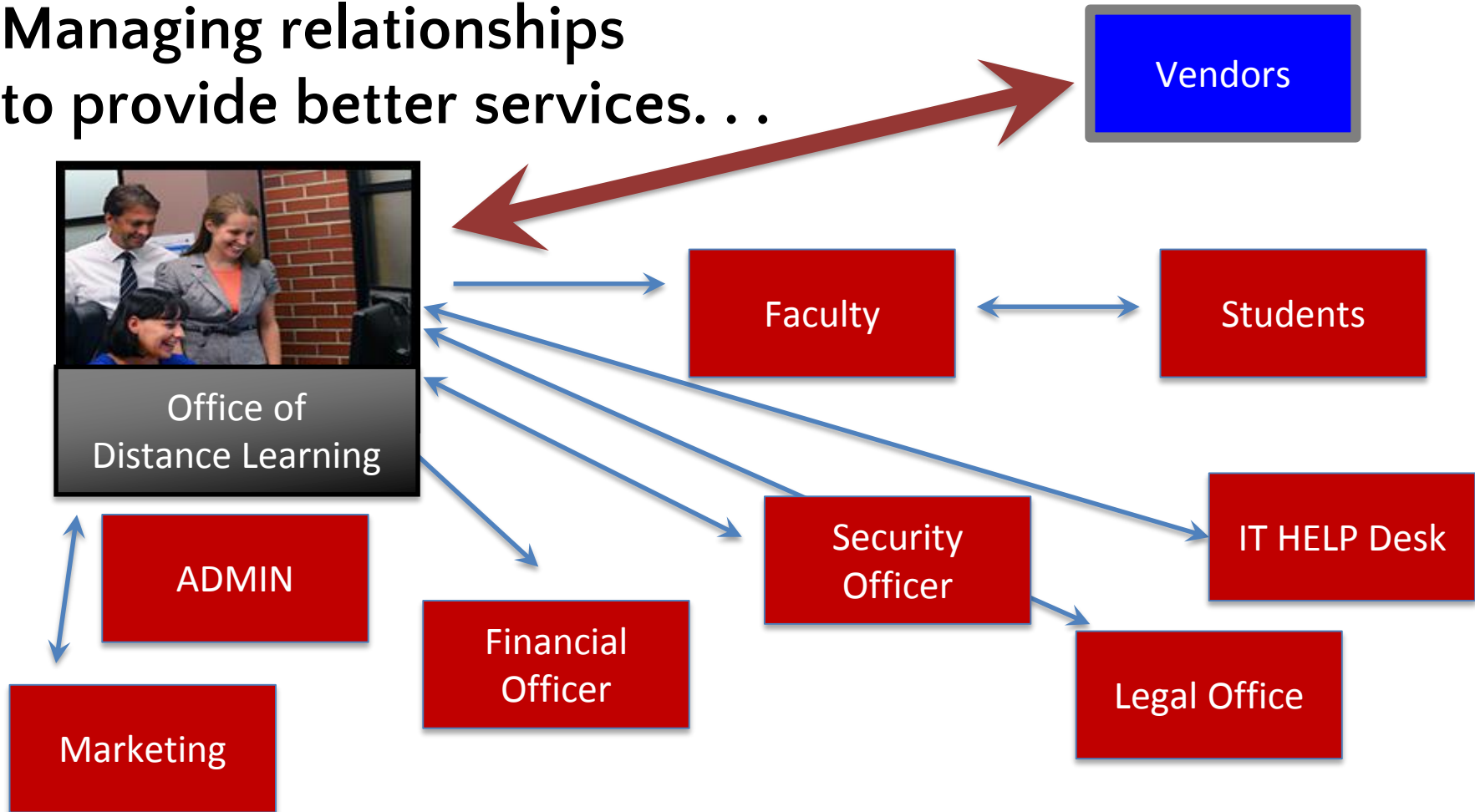Providing technology?

Managing technology?

Teaching with technology?

Teaching about technology?

Learning via technology?

Managing relationships to provide better services. . .

- 1 Online Program Management Company

- 2 Proctoring Vendors

- 1 Anti-Plagiarism Service

- 2 Video Conferencing / Video Tools

- 1 Collaborative Discussion Tool

- 1 After Hours / Weekend Technical Support

- 1 Online Tutoring Vendor

Vendors Successfully Partnered with UL Lafayette

Vendor

Evaluating and Acquiring

Before You Buy . . . .

Engage Faculty

Create a faculty task force to:
- Help vet specific products and/or services
- Discuss getting faculty buy in on using the products and services
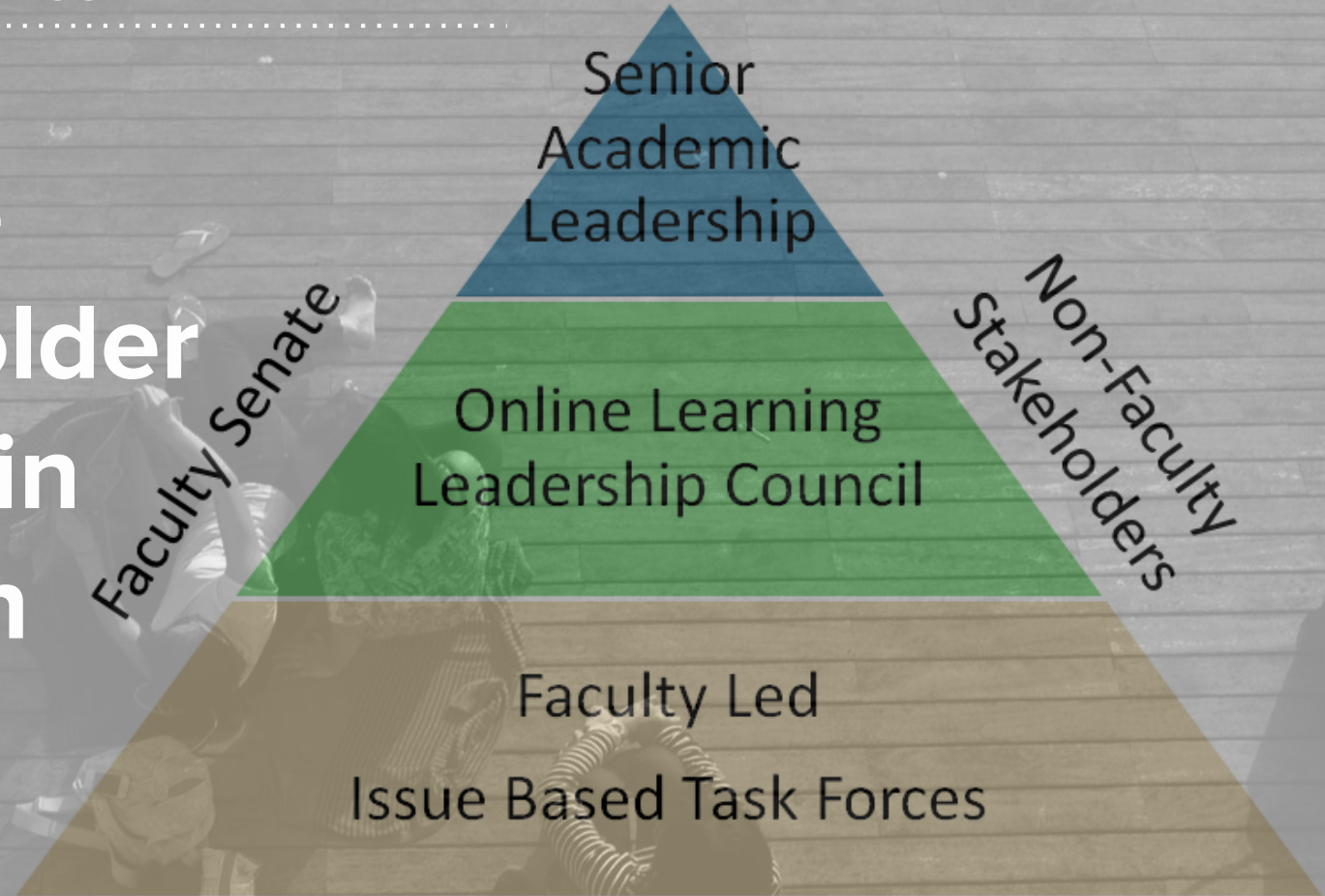
Administrators

- Determine if you need an executive advocate to help gain needed approvals and support from administration

Procurement Staff

- Meet with your procurement staff to ensure you are following all laws in purchasing products and tools

Share Governance

Involve Multiple Stakeholder Groups in Decision Making

Senior Academic Leadership

Faculty Senate

Non-Faculty Stakeholders

Online Learning Leadership Council

Faculty Led Issue Based Task Forces

Most Important Criteria
Is Your Criteria...

Know Your Non-Negotiables

Create an Evaluation Rubric

24 X 7 Technical Support Service Comparison Chart_RFP Finalists_2012

Service / Service Provider & Cost	Group A (459 Points)	Group B (434 Points)	Group C (425 Points)
Base Cost	$16,000	$23,848	$13,950
Cost Per Incident	$16 per – 1,607 incidents and below $15 / - 1,668 – 2,500	$10.17	
# of Incidents for Base	1,000 tickets	2,000 tickets	2,071 tickets
Breaks Per Volume	$1 every 2,500 incidents	Only over 10,0000	
Cost for Overages	?	$1,165 / 100 tickets	
Ticket System	RightNow	ServiceNow Service Desk	
Cost Per User	$145/user/month = $1,740/year / user	$785/user/year (over 3)	
Base Cost	$145/user/month = $1,740 / year / user	$4,295 / year (includes 3 named user licenses)	$200 / year
Knowledge Base			
Implementation Process	6 Weeks (42 Days)	6 – 8 Weeks (56 Days)	
One Time Cost	$5,000	$8, 306	
Performance Stats			
1st Call Resolution – Tech. Support	91.17%	76%	
1st Call Resolution - E-learning Support (Moodle)	88.65%	94%	

Communicate with your Procurement Team
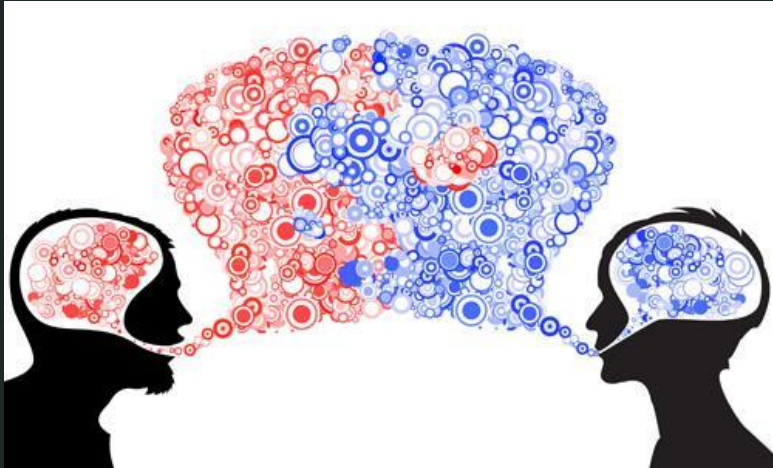
Early
and
Often

Product Evaluation and Testing

- Gather information
- Evaluate features
- Pilot test

Negotiation Tips and Advice

- Start discussions early

- Look for leverage

- Shop competitors

- Set concrete service and performance metrics

- Stick to your non-negotiables

Payments and Credit Terms

Terms & Conditions

- Multi-year Deals

- Credit Terms

- Advance Payments

Implementing Vendor Services or Tools

Setting A Realistic Timeline

June 20XX
How do you know when you are successful?

August 20XX
What metrics are you using to measure the impact on the services being provided?

July 20XX
How do you know if you are successful?

March 20XX
What is your exit strategy?

Are you ready to . . . .

Manage Upgrades

Support Integration

Track Use & Satisfaction

Managing | Vendor Relationships

Focus on Relationships at Each Stage

Effective partnerships

- Goals (May be different at each stage)
- Risks/Investments (May be different at each stage)
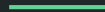- Communications (Always important, not always clear!)

Effective Communication

- Managing expectations
- Involving the right people
- Using a shared understanding of terms
- Asking the right questions . . . at the right time . . .

Leads to more alignment and less conflict!

Vendors and Their Investors

- Awareness of investor types

- Implications of these investors

- Heightened innovation risk and reward

- Oversight is key

Monitoring and Product Renewal

- Continuously review contract services
- Evaluate budget reality
- Consider best technology
- Compare price, options, features
- Balance that faculty don't like change

Pair & Share

Turn to some other person next to you and share for a minute . . .

What is ONE THING you learned
that you can bring back and apply?

Questions

Contact Information:

Claire Arabie
claire@louisiana.edu

Luke Dowden
luke.dowden@louisiana.edu

Stephen McGoffin
stephen@louisiana.edu