

June 13, 2019

Washtenaw Community College
4800 E. Huron River Drive
Ann Arbor, Mich. 48105

Dear Washtenaw Community College Board of Trustees,

I am writing in response to the recent public outcry regarding Washtenaw Community College's proposal to outsource the institution's IT function in an effort to reduce costs, increase institutional agility and better fulfill WCC's mission.

As a trusted IT outsourcing partner for two- and four-year institutions of higher education since 2003, Dynamic Campus agrees with Washtenaw President Rose Bellanca when she said:

"The advances in technology have far outpaced what realistically could be expected from any college IT staff. While technology enables the college's core mission of teaching and training, our mission is not to be an elite provider of technology resources."

However, we also believe there is a better option to IT outsourcing at WCC that would:

1. Allow the institution to capture the full benefits of the IT outsourcing model, including the immediate and long-term cost savings.
2. Ensure that any and all members of the existing IT staff be allowed the opportunity to continue to serve WCC under a similar compensation structure, with greater professional development and support.
3. Further ensure that all software and vendor evaluations are conducted in the best interest and unique needs of the institution alone, free from any bias and explicit or implicit internal pressure to recommend the IT outsourcing provider's own software or solutions when the opportunity arises.
4. Guarantee that all institutional support would be provided on campus wherever possible, or exclusively within the United States where remote services are needed.

Since Dynamic Campus has had an opportunity to bid on other IT work at WCC, we were surprised with what appears to be a sole source award to Ellucian for these services, given the nature of the institution and the public's right to know their tax dollars are being allocated to the best possible third-party partners and vendors.

As a Michigan native myself, I'd like to ensure the WCC students, faculty, staff receive the best possible value for their investment, along with the solution that best supports the needs of the Ann Arbor community and the State of Michigan as a whole.

With that in mind, here is what Dynamic Campus would propose relative to IT outsourcing support for WCC, in broad strokes:

1. Our price to deliver like-kind managed services at WCC would be roughly \$4.6 million per year in the same five-year contract – substantially less than our competitor’s contract amount.
2. We will keep all current IT functions on campus at WCC, so there is no net loss of local tax revenue.
3. We guarantee that every current IT employee on campus at WCC will have the opportunity to remain in position, and we will not require anyone to move to another campus or college.
4. Dynamic Campus will relocate IT expertise to Ann Arbor to augment the current WCC staff, providing an additional economic stimulus to the WCC and Ann Arbor communities.
5. We see tremendous value in the skills and knowledge of WCC’s IT staff, and we plan to augment that with role-specific individual professional development plans and senior mentorship to build on their current expertise and abilities.
6. Since Dynamic Campus is entirely vendor-agnostic, producing no hardware, software or solutions on our own, we exclusively consider the needs of WCC when we propose upgrades and additions to the institutional IT Ecosystem. We will neither remove nor recommend Ellucian software unless it’s in the best interest of the institution to do so. We have vast and deep experience supporting Ellucian products at a number of institutions, along with other leading solutions from other providers, supporting a variety of departments and functions.
7. We assure you that every single college or university relying on Dynamic Campus’s managed technology services has achieved additional cost savings within their IT non-personnel budget – above and beyond the stated amount in the initial contract – due to our ability to reduce operating costs and streamline processes.

We are hopeful that the WCC Board of Trustees and the college’s President, Chief Financial Officer and leadership team will, at a minimum, consider our proposal to deliver everything the institution wants and needs from an IT outsourcing perspective, while also satisfying all the concerns and objections from WCC’s IT staff and the Michigan taxpayers at large. We look forward to the conversation.

Best regards,



Mike Glubke
President & CEO
Dynamic Campus Solutions, Inc.