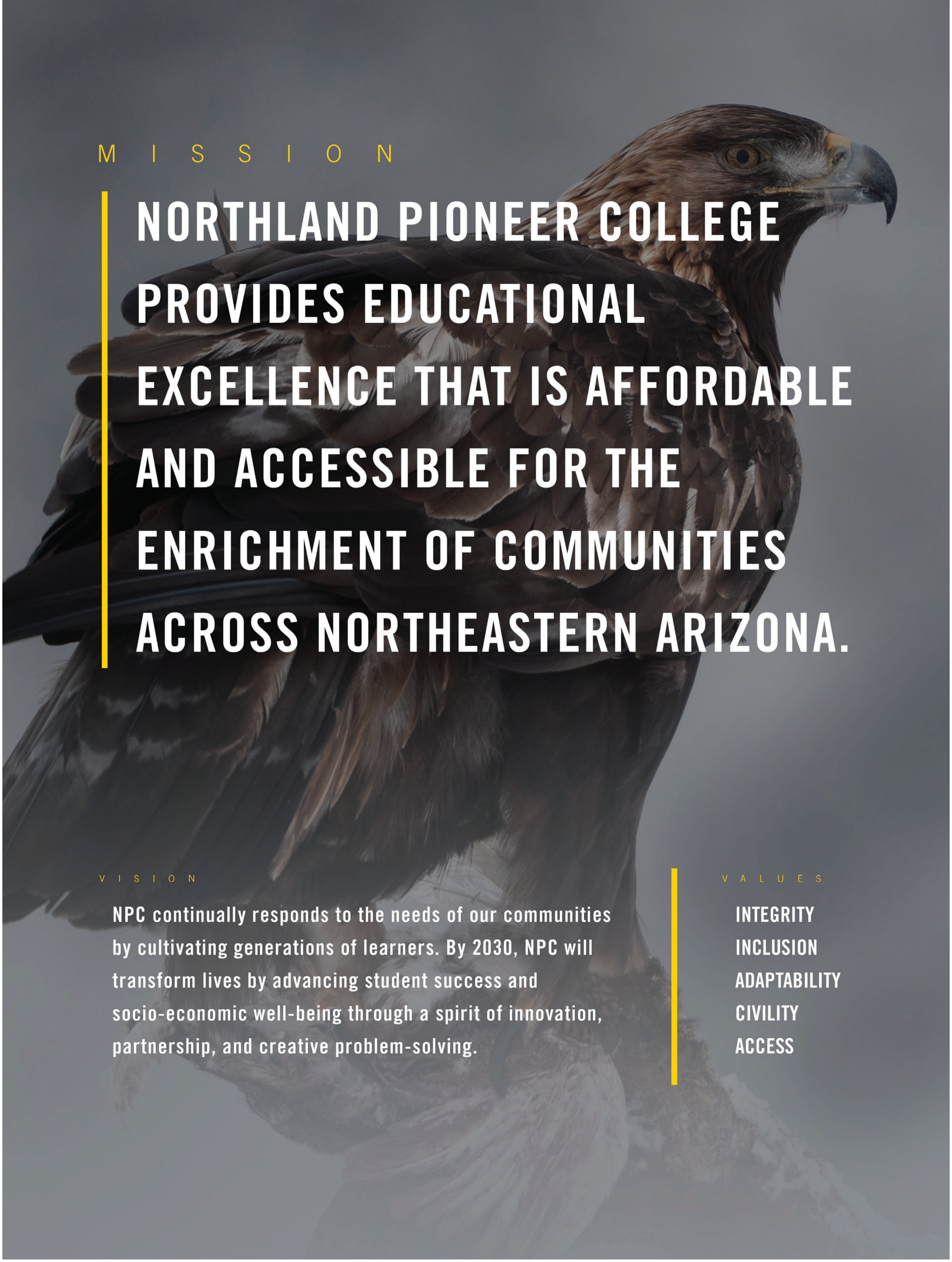


MISSION

NORTHLAND PIONEER COLLEGE PROVIDES EDUCATIONAL EXCELLENCE THAT IS AFFORDABLE AND ACCESSIBLE FOR THE ENRICHMENT OF COMMUNITIES ACROSS NORTHEASTERN ARIZONA.

VISION

NPC continually responds to the needs of our communities by cultivating generations of learners. By 2030, NPC will transform lives by advancing student success and socio-economic well-being through a spirit of innovation, partnership, and creative problem-solving.

VALUES

INTEGRITY
INCLUSION
ADAPTABILITY
CIVILITY
ACCESS

Northland Pioneer College

EXPANDING MINDS • TRANSFORMING LIVES℠

Notice of Public Meeting

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Navajo County Community College District Governing Board (Board) and to the general public that the Board will hold a Regular District Governing Board Meeting open to the public on August 18, 2026 at 10:00 a.m. The meeting will be held at Northland Pioneer College Painted Desert Campus, Tiponi Community Center Board Room located at 2251 Navajo Blvd. Holbrook, Arizona 86025. The meeting can also be joined remotely using **WebEx**. A passcode is required under certain circumstances and it is AUG26DGB.

One or more Board members and/or staff members may participate in the meeting remotely if necessary.

The public is invited to check on addenda that may be posted up to 24 hours prior to the meetings. Copies of the meeting agenda may be obtained through the Office of the President, Northland Pioneer College, Painted Desert Campus, 2251 E. Navajo Blvd., Holbrook, AZ, telephone (928) 524-7418 or (800) 266-7845 Ext. 7418, at least 24 hours in advance of the meeting. If any disabled person needs any type of accommodation, please notify Julia Wilson at the above address or telephone number at least 24 hours prior to the scheduled start time.

The Board may vote to hold an executive session for discussion or consideration of a personnel matter(s) pursuant to A.R.S. §38-431.03(A)(1).

The Board may vote to hold an executive session to consider its position and instuct its attorneys regarding pending litigation pursuant to A.R.S. §38-431.03(A)(4).

I, Julia Wilson, certify that this notice of public meeting, prepared pursuant to A.R.S. §38-431.02, was posted on or before the 17th day of August 2026, at 10:00am.

Julia Wilson
Recording Secretary to the Board

NOTICE DISTRIBUTION

1. WHITE MOUNTAIN INDEPENDENT NEWSPAPER
2. PAINTED DESERT TRIBUNE NEWSPAPER
3. NAVAJO TIMES
4. KINO RADIO
5. KNNB RADIO
6. COUNTRY MOUNTAIN AIRWAVES [KQAZ/KTHQ/KNKI RADIO]
7. KWKM RADIO
8. WHITE MOUNTAIN RADIO
9. NPC WEB SITE
10. NPC ADMINISTRATORS AND STAFF
11. NPC FACULTY ASSOCIATION PRESIDENT
12. NPC CLASSIFIED AND ADMINISTRATIVE SUPPORT ORGANIZATION PRESIDENT
13. NPC STUDENT GOVERNMENT ASSOCIATION PRESIDENT

Navajo County Community College District Governing Board Meeting Agenda

Painted Desert Campus, Tiponi Community Center
2251 East Navajo Boulevard, Holbrook, Arizona
The meeting location will be open to the public at 9:55 a.m. at the latest.
Or you can join on WebEx (Passcode AUG26DGB).

Date: August 18, 2026 **Time:** 10:00am(MST)

Item	Description	Resource
1.	**Call to Order and Pledge of Allegiance**	Chair Robinson
2.	**Adoption of the Agenda** (Action)	Chair Robinson
3.	**Call for Public Comment**	Chair Robinson

Individuals may address the Board on any relevant issue for up to 5 minutes. At the close of the call to the public, Board members may not respond to any comments but may respond to criticism, ask staff to review a matter or ask that a matter be placed on a future agenda.

4. Discussion Items:

A. **Standing Presentations:**

1. **Financial Position** — VPAS Ellison
   Vice President Ellison will provide a report on the financial position of the college for period July 1, 2025 to April 30, 2026.
2. **NPC Student Government Association** — No Report
   No report.
3. **NPC Faculty Association** — No Report
   No report.
4. **Classified & Administrative Staff Organization** — No Report
   No report.
5. **Northland Pioneer College (NPC) Friends and Family** — Ms. Reeck
   Friends & Family Executive Director Jesse Reeck will provide a verbal report to the Board
6. **Human Resources** — VPHR Ulibarri
   Vice President of Human Resources Nicole Ulibarri will provide a report to the Board.
7. **Construction Report** — Mr. White
   Director of Facilities and Transportation Justin White will provide a verbal report to the Board.
8. **Leadership Council** — No Report
   No report.
9. **Enterprise Resource Planning Implementation Update** — Colleen Marsh
   Project Manager Colleen Marsh will provide an update to the Board on Project EmpowerED.
10. **External Relations** — AVP Chanick
    AVP Rich Chanick will provide a verbal report to the Board.
11. **Chief of Staff** — Rebecca Hunt
    COS Rebecca Hunt will provide a verbal report to the Board.
12. **ACCT Federal and State Update** — Mr. Leslie
    Board Member Leslie will provide an update on State and Federal ACCT activities.

5. President's Report — President Lawson
President Von Lawson will provide a verbal report to the Board.

6. Consent Agenda for Action — Chair Robinson

A. June 16, 2026 Regular Board Meeting Minutes (Julia Wilson)
B. July 10, 2026 Special Board Meeting Minutes (Julia Wilson)
C. July 28, 2026 Special Board Meeting Minutes (Julia Wilson)
D. July 10, 2026 Special Board Meeting Executive Session Minutes (Chair Robinson)
E. July 28, 2026 Special Board Meeting Executive Session Minutes (Chair Robinson)

7. For Discussion and Possible Action:

With the adoption of Robert's Rules of Order Newly Revised 12th Edition (Policy 1007) Rule 49-21 governing small boards, a motion and second is not necessary unless required by state or federal statutes.

A. **Old Business**

None.

B. **New Business:**

1. **Request to approve lease in Springerville**.. VPAS Ellison
   Vice President of Administrative Services Maderia Ellison will request the Board approve a 5-year lease agreement for facilities in Springerville.
2. **Request to approve Ellucian Contract for the Office of Institutional Effectiveness** .... VPAS Ellison
   Vice President of Administrative Services Maderia Ellison will request the Board Approve a contract with Ellucian for managed services for the Office of Institutional Effectiveness.
3. **Request to approve annual Managed Services with HyeTech**.... AVP Jacob
   AVP of Information Technology Michael Jacob will request the Board approve a Managed Service Agreement with HyeTech.
4. **Request to approve Annual Microsoft Volume Licensing**........... AVP Jacob
   AVP of Information Technology Michael Jacob will request the Board approve the Annual Microsoft Volume Licensing Agreement for 2026-2027.
5. **Request to approve design fees for library renovations**............. Mr. White
   Director of Facilities and Transportation Justin White will request the Board approve design fees for library renovations across multiple campuses.
6. **Request to approve additional design fees for the Winslow Cosmetology project**.. Mr. White
   Director of Facilities and Transportation Justin White will request the Board approve design fees for the Winslow Cosmetology project.
7. **Request to accept funds from Arizona Public Services**.................. AVP Chanick
   AVP for External Relations Rich Chanick will request the Board accept $25000 in funds from Arizona Public Services
8. **Presidential Directives from the Board**.. Chair Robinson
   Chair Robinson will present Presidential Directives to Dr. Lawson.
9. **Executive Session 1** .... Chair Robinson
   Pursuant to Arizona Revised Statute 38-431.03(A)(1) the Board may vote to enter Executive Session for discussion or consideration regarding the employment, assignment, promotion, salary, demotion, dismissal, disciplining, or resignation of a public officer related to President Lawson.
10. **Executive Session 2** .... Chair Robinson
    Pursuant to Arizona Revised Statute 38-431.03(A)(4) the Board may vote to enter Executive Session to consider its position and instruct its attorneys regarding pending litigation.
11. **Action from Executive Sessions 1 & 2**.. Chair Robinson
    The Board may take action related to Executive Sessions 1 & 2.

8. DGB Agenda Items and Informational Needs for Future Meetings..... Chair Robinson

9. Board Report/Summary of Current Events.. Board Members

10. Announcement of Next Regular Meeting..................September 15, 2026 Chair Robinson

11. Adjournment...(Action) Chair Robinson

The District Governing Board may consider any item on this agenda in any order and at any time during the meeting. The District Governing Board may take action regarding any items in sections 5 and 6. The Board may vote to hold an executive session for the purpose of obtaining legal advice from the District's attorney on any matter listed on the agenda pursuant to A.R.S. §38-431.03 (A)(3). Should the District's attorney not be present in person, notice is further given that the attorney may appear by speakerphone.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to April 30, 2026

Budget Period Expired 83%

Tax Supported Funds

Current General Fund	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Primary Tax Levy	19,127,708	1,083,274	15,089,114	79%
State Aid:				
Maintenance and Operations	1,430,400	357,600	1,425,400	100%
Equalization	12,885,200	3,221,300	12,885,200	100%
Rural Aid	852,600	213,150	852,600	100%
Tuition and Fees	4,100,000	2,081	3,588,450	88%
Investment earnings	2,750,000	292,154	3,350,676	122%
Grants and Contracts	3,230,000	1,348,461	3,044,378	94%
Other Miscellaneous	350,000	8,304	101,285	29%
Fund Balance	10,426,729	-	-	0%
Transfers	(14,926,729)	(378,724)	(3,083,170)	21%
TOTAL REVENUES	$ 40,225,908	$ 6,147,600	$ 37,253,933	93%
EXPENDITURES				
Salaries and Benefits	28,193,418	2,283,678	22,619,717	80%
Operating Expenditures	12,032,490	802,412	7,165,503	60%
TOTAL EXPENDITURES	$ 40,225,908	$ 3,086,090	$ 29,785,220	74%

Unrestricted Plant	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
State Aid:				
Capital/STEM	295,700	73,875	295,500	100%
Fund Balance	10,426,729	368,921	4,228,265	41%
Transfers In	4,000,000	328,724	2,658,170	66%
TOTAL REVENUES	$ 14,722,429	$ 771,520	$ 7,181,935	49%
EXPENDITURES				
Capital Expenditures - Construction and ERP	10,426,729	368,921	4,302,143	41%
Capital Expenditures - Other	4,295,700	328,724	2,732,042	64%
TOTAL EXPENDITURES	$ 14,722,429	$ 697,645	$ 7,034,185	48%

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to April 30, 2026 — Budget Period Expired 83%

Restricted and Auxilary Funds

Restricted							
		Budget		Current Month Actual		Y-T-D Actual	%
REVENUES							
Grants and Contracts		7,140,000		363,251		5,732,093	80%
Fund Balance		-		-		-	
Transfers In		300,000		-		225,000	75%
TOTAL REVENUES	$	7,440,000	$	363,251	$	5,957,093	80%
EXPENDITURES							
Salaries and Benefits		1,350,495		162,740		1,424,598	105%
Operating Expenditures		6,089,505		89,556		3,478,005	57%
Kayenta Center Construction *		-		156,912		660,738	
TOTAL EXPENDITURES	$	7,440,000	$	409,208	$	5,563,341	75%

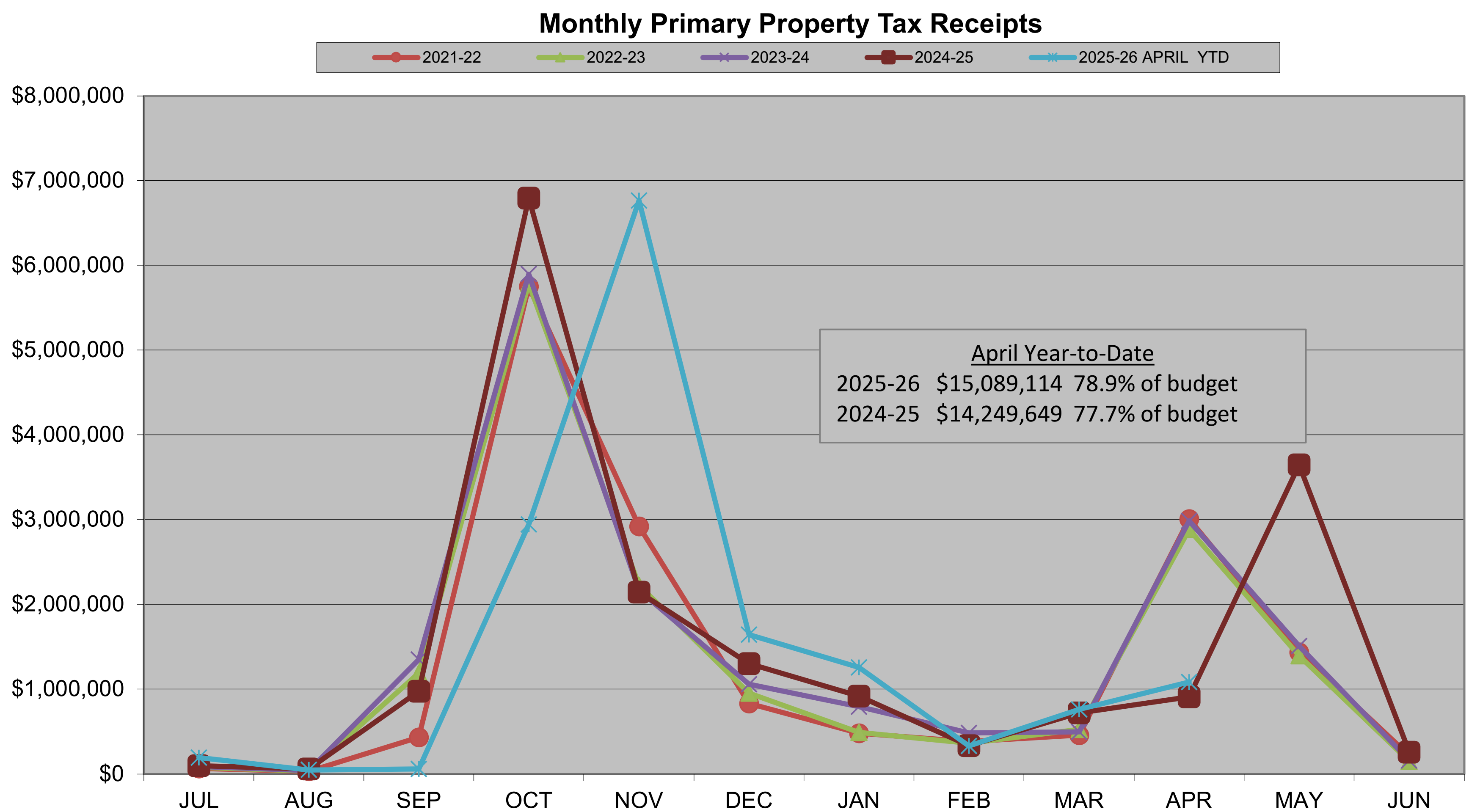
* Kayenta Center Construction - Funded by a grant received in advance of expenses in FY25.
Spending will occur over several years (FY25, FY26, FY27)

Auxiliary							
		Budget		Current Month Actual		Y-T-D Actual	%
REVENUES							
Sales and Services		505,500		10,403		209,277	41%
Fund Balance		-		-		-	
Transfers		200,000		50,000		200,000	100%
TOTAL REVENUES	$	705,500	$	60,403	$	409,277	58%
EXPENDITURES							
Salaries and Benefits		388,271		27,825		287,714	74%
Operating Expenditures		317,229		5,787		142,347	45%
TOTAL EXPENDITURES	$	705,500	$	33,612	$	430,061	61%

Cash Flows

Cash flows from all activities (YTD) . . . . $ 50,802,237
Cash used for all activities (YTD) . . . . $ 42,812,807
Net Cash for all activities (YTD) $7,989,430

Report Date August 6, 2026



Monthly Primary Property Tax Receipts
2021-22
2022-23
2023-24
2024-25
2025-26 APRIL YTD
$8,000,000
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
April Year-to-Date
2025-26 $15,089,114 78.9% of budget
2024-25 $14,249,649 77.7% of budget
JUL
AUG
SEP
OCT
NOV
DEC
JAN
FEB
MAR
APR
MAY
JUN

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to May 31, 2026 Budget Period Expired 92%

Tax Supported Funds

Current General Fund	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Primary Tax Levy	19,127,708	3,686,963	18,776,076	98%
State Aid:				
Maintenance and Operations	1,430,400	-	1,425,400	100%
Equalization	12,885,200	-	12,885,200	100%
Rural Aid	852,600	-	852,600	100%
Tuition and Fees	4,100,000	2,822	3,591,272	88%
Investment earnings	2,750,000	332,616	3,683,292	134%
Grants and Contracts	3,230,000	355,470	3,399,848	105%
Other Miscellaneous	350,000	58,489	159,775	46%
Fund Balance	10,426,729	-	-	0%
Transfers	(14,926,729)	(130,404)	(3,213,574)	22%
TOTAL REVENUES	$ 40,225,908	$ 4,305,956	$ 41,559,889	103%
EXPENDITURES				
Salaries and Benefits	28,193,418	2,245,002	24,864,719	88%
Operating Expenditures	12,032,490	581,963	7,747,466	64%
TOTAL EXPENDITURES	$ 40,225,908	$ 2,826,965	$ 32,612,185	81%

Unrestricted Plant	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
State Aid:				
Capital/STEM	295,700	-	295,500	100%
Fund Balance	10,426,729	9,845	4,238,110	41%
Transfers In	4,000,000	130,404	2,788,574	70%
TOTAL REVENUES	$ 14,722,429	$ 140,249	$ 7,322,184	50%
EXPENDITURES				
Capital Expenditures - Construction and ERP	10,426,729	9,845	4,311,988	41%
Capital Expenditures - Other	4,295,700	130,404	2,862,446	67%
TOTAL EXPENDITURES	$ 14,722,429	$ 140,249	$ 7,174,434	49%

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to May 31, 2026 — Budget Period Expired 92%

Restricted and Auxilary Funds

Restricted	Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Grants and Contracts	7,140,000	307,625	6,039,718	85%
Fund Balance	-	-	-	
Transfers In	300,000	-	225,000	75%
TOTAL REVENUES	$ 7,440,000	$ 307,625	$ 6,264,718	84%
EXPENDITURES				
Salaries and Benefits	1,350,495	176,979	1,601,576	119%
Operating Expenditures	6,089,505	61,007	3,539,012	58%
Kayenta Center Construction *	-	1,515	662,253	
TOTAL EXPENDITURES	$ 7,440,000	$ 239,500	$ 5,802,841	78%

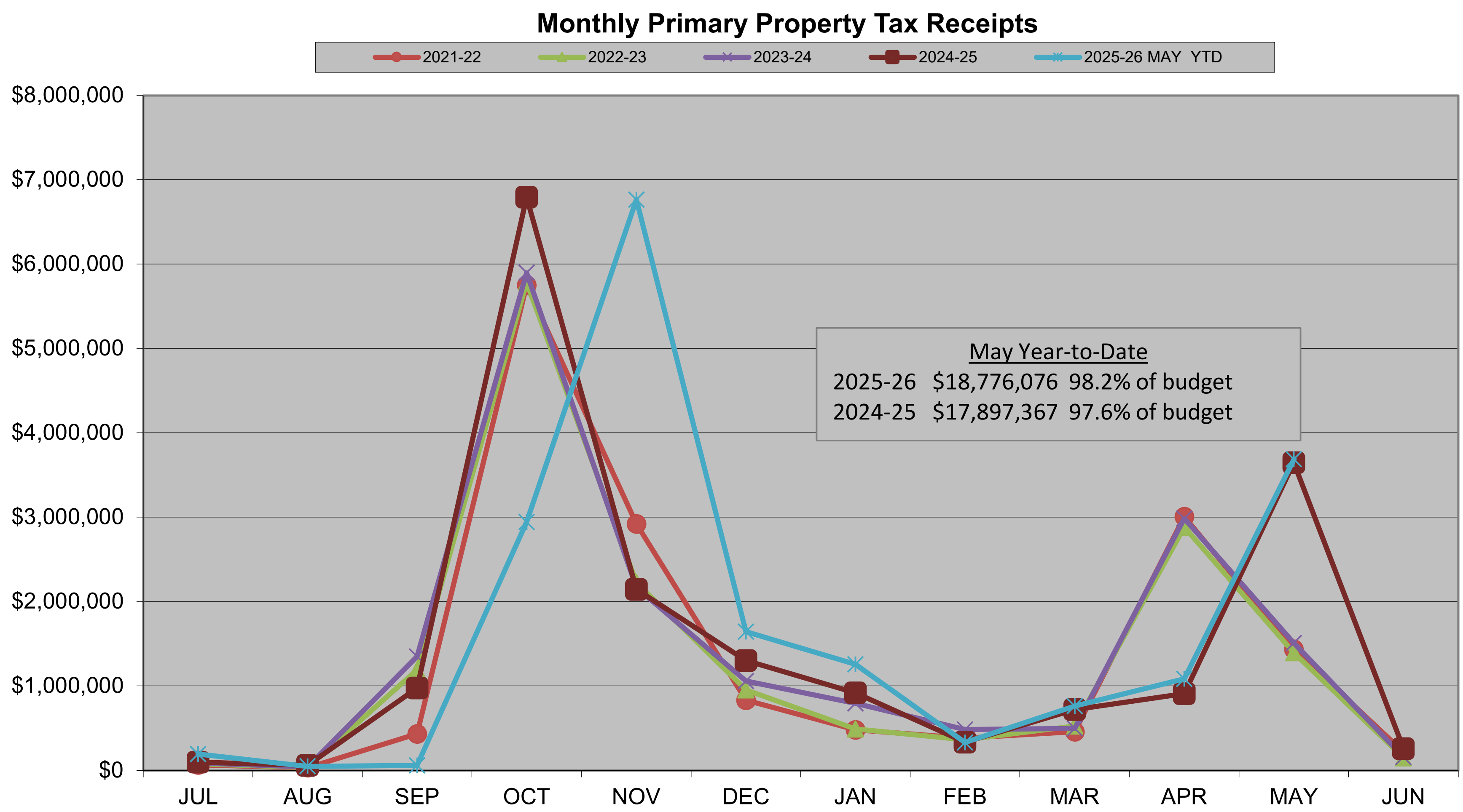
* Kayenta Center Construction - Funded by a grant received in advance of expenses in FY25. Spending will occur over several years (FY25, FY26, FY27)

Auxiliary	Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Sales and Services	505,500	300	209,577	41%
Fund Balance	-	-	-	
Transfers	200,000	-	200,000	100%
TOTAL REVENUES	$ 705,500	$ 300	$ 409,577	58%
EXPENDITURES				
Salaries and Benefits	388,271	29,496	317,210	82%
Operating Expenditures	317,229	7,557	149,904	47%
TOTAL EXPENDITURES	$ 705,500	$ 37,053	$ 467,114	66%

Cash Flows

Cash flows from all activities (YTD) . . . . $ 55,556,367
Cash used for all activities (YTD) . . . . $ 46,056,573
Net Cash for all activities (YTD) $9,499,795

Report Date August 7, 2026


Monthly Primary Property Tax Receipts
2021-22
2022-23
2023-24
2024-25
2025-26 MAY YTD
$8,000,000
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
JUL
AUG
SEP
OCT
NOV
DEC
JAN
FEB
MAR
APR
MAY
JUN
May Year-to-Date
2025-26 $18,776,076 98.2% of budget
2024-25 $17,897,367 97.6% of budget

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to June 30, 2026

Budget Period Expired 100%

Tax Supported Funds

	Current General Fund			
	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Primary Tax Levy	19,127,708	261,635	19,037,711	100%
State Aid:				
Maintenance and Operations	1,430,400	-	1,425,400	100%
Equalization	12,885,200	-	12,885,200	100%
Rural Aid	852,600	-	852,600	100%
Tuition and Fees	4,100,000	27,187	3,618,459	88%
Investment earnings	2,750,000	421,804	4,105,096	149%
Grants and Contracts	3,230,000	2,595	3,402,443	105%
Other Miscellaneous	350,000	7,891	167,665	48%
Fund Balance	10,426,729	-	-	0%
Transfers	(14,926,729)	(691,062)	(3,904,636)	26%
TOTAL REVENUES	$ 40,225,908	$ 30,049	$ 41,589,938	103%
EXPENDITURES				
Salaries and Benefits	28,193,418	2,529,909	27,394,628	97%
Operating Expenditures	12,032,490	1,048,678	8,796,144	73%
TOTAL EXPENDITURES	$ 40,225,908	$ 3,578,587	$ 36,190,772	90%

	Unrestricted Plant			
	Revised Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
State Aid:				
Capital/STEM	295,700	-	295,500	100%
Fund Balance	10,426,729	1,485,011	5,723,121	55%
Transfers In	4,000,000	691,062	3,479,636	87%
TOTAL REVENUES	$ 14,722,429	$ 2,176,073	$ 9,498,257	65%
EXPENDITURES				
Capital Expenditures - Construction and ERP	10,426,729	1,485,011	5,796,999	56%
Capital Expenditures - Other	4,295,700	691,062	3,553,508	83%
TOTAL EXPENDITURES	$ 14,722,429	$ 2,176,073	$ 9,350,507	64%

NAVAJO COUNTY COMMUNITY COLLEGE DISTRICT
Statement of Financial Position
July 1, 2025 to June 30, 2026 Budget Period Expired 100%

Restricted and Auxilary Funds

Restricted	Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Grants and Contracts	7,140,000	2,573,409	8,613,127	121%
Fund Balance	-	-	-	
Transfers In	300,000	-	225,000	75%
TOTAL REVENUES	$ 7,440,000	$ 2,573,409	$ 8,838,127	119%
EXPENDITURES				
Salaries and Benefits	1,350,495	171,884	1,773,460	131%
Operating Expenditures	6,089,505	170,829	3,709,841	61%
Kayenta Center Construction *	-	35,766	698,018	
TOTAL EXPENDITURES	$ 7,440,000	$ 378,479	$ 6,181,319	83%

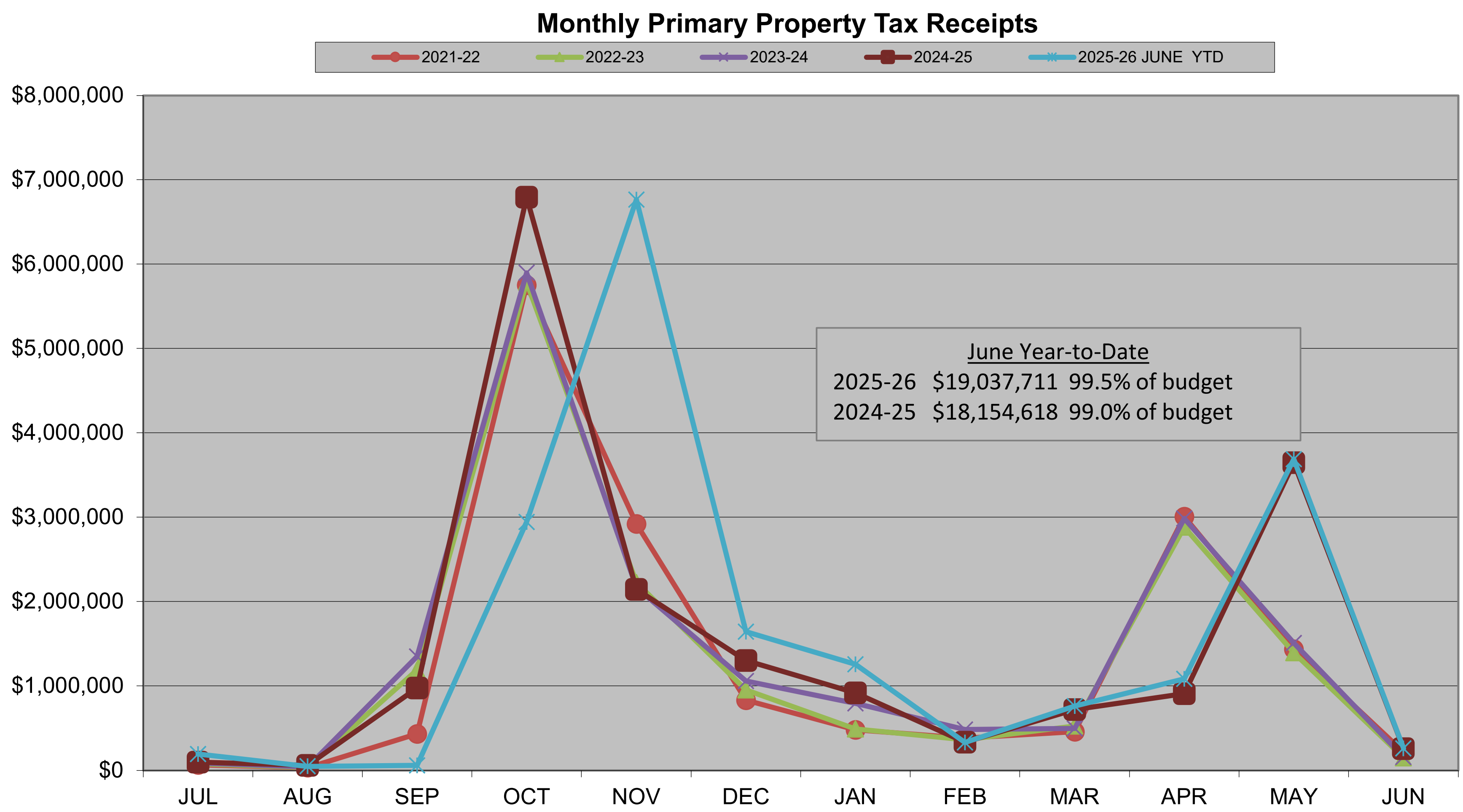
* Kayenta Center Construction - Funded by a grant received in advance of expenses in FY25. Spending will occur over several years (FY25, FY26, FY27)

Auxiliary	Budget	Current Month Actual	Y-T-D Actual	%
REVENUES				
Sales and Services	505,500	900	210,477	42%
Fund Balance	-	-	-	
Transfers	200,000	-	200,000	100%
TOTAL REVENUES	$ 705,500	$ 900	$ 410,477	58%
EXPENDITURES				
Salaries and Benefits	388,271	27,383	344,593	89%
Operating Expenditures	317,229	27,728	177,632	56%
TOTAL EXPENDITURES	$ 705,500	$ 55,111	$ 522,225	74%

Cash Flows

Cash flows from all activities (YTD) . . . . $ 60,336,799
Cash used for all activities (YTD) . . . . $ 52,244,824
Net Cash for all activities (YTD) $8,091,975

Report Date August 7, 2026


Monthly Primary Property Tax Receipts
2021-22
2022-23
2023-24
2024-25
2025-26 JUNE YTD
$8,000,000
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
JUL
AUG
SEP
OCT
NOV
DEC
JAN
FEB
MAR
APR
MAY
JUN
June Year-to-Date
2025-26 $19,037,711 99.5% of budget
2024-25 $18,154,618 99.0% of budget

Northland Pioneer College
EXPANDING MINDS • TRANSFORMING LIVES

Northland Pioneer College

HUMAN RESOURCES

MONTHLY REPORT

August 2026

EMPLOYEE RELATIONS AND STAFFING

The next New Employee orientation is scheduled for **August 12th at 9:00 a.m.** at Painted Desert Campus in the Nizhoni Learning Center Room 142.

WELCOME AND RECOGNITION (Updated 8/10/26)

We would like to welcome the following new employees to Northland Pioneer College:

Marius Begay	Academic Advisor (SCC)
Gregory Case	Faculty in CCP/Special Sites Coordinator &Success Coach (PDC)
Baruch “Joel” Lennox	Maintenance II (WMC)
Julius Ohlson	Maintenance II (PDC)
Martika Yazzie	Support Center Operator (PDC)
Ulises Ricoy	Curriculum Coordinator (WMC)
Gary Patterson	Faculty in Biology/Microbiology (WMC)
Sara Pena-Lee	Faculty in College and Career Preparation (WRV)

The following employees have left the institution since the last report:

Magdalene Gluszek	Faculty in Art (WMC)
Karalee Belin	Cashier/Bursar (PDC)
Tammy Black	Early College Advisor (WMC)
Deena Gillespie	Assistant Registrar (PDC)
Melody Niesen	Dean of Arts & Sciences (WMC)
Richard Faustman	Maintenance/Pest Control Technician (PDC)
Andi DeBellis	Faculty in Instructional Design (WMC)
Allison Landy	Associate Dean of Educator Preparation Programs (PDC)
Stephanie Arrazola	Assistant to the Campus Manager (SCC)
Autom Christensen	Faculty in Cosmetology (WMC)

Northland Pioneer College
EXPANDING MINDS • TRANSFORMING LIVES

RECRUITMENT (Updated 8/10/26)

Job Title	Location	# Qualified Applicants	Date Opened	Closing Date	Status
College Wide Lead Custodian*	Any	1	5/18/2026	Open Until Filled	**Open** Awaiting Internal Applications
Registrar	PDC	16	5/4/2026	7/30/2026	**Closed** Position Offered
Campus Manager	SCC	20	4/14/2026	Open Until Filled	**Open** Committee Reviewing Applicants
Cashier/Bursar	PDC	2	7/8/2026	Open Until Filled	**Open** Awaiting Applications
Payroll Specialist III	PDC	6	5/29/2026	Open Until Filled	**Open** Committee Reviewing Applicants
Associate Dean of Educator Preparation Programs	WMC	13	6/9/2026	7/20/2026	**Closed** President Interview Pending
Dean of Arts & Sciences	WMC	34	6/11/2026	7/17/2026	**Closed** Committee Interviewing Applicants
Allied Health Faculty	WMC	1	7/10/2026	Open Until Filled	**Open** Awaiting Applications
Faculty in Instructional Design	WMC	10	6/25/2026	Open Until Filled	**Open** Committee Reviewing Applicants
Assistant to the Campus Manager	SCC	8	7/22/2026	Open Until Filled	**Open** Awaiting Applications
ERP Analyst	Remote	0	8/10/2026	Open Until Filled	**Open** Awaiting Applications

*This position is only open to current custodial staff at NPC.

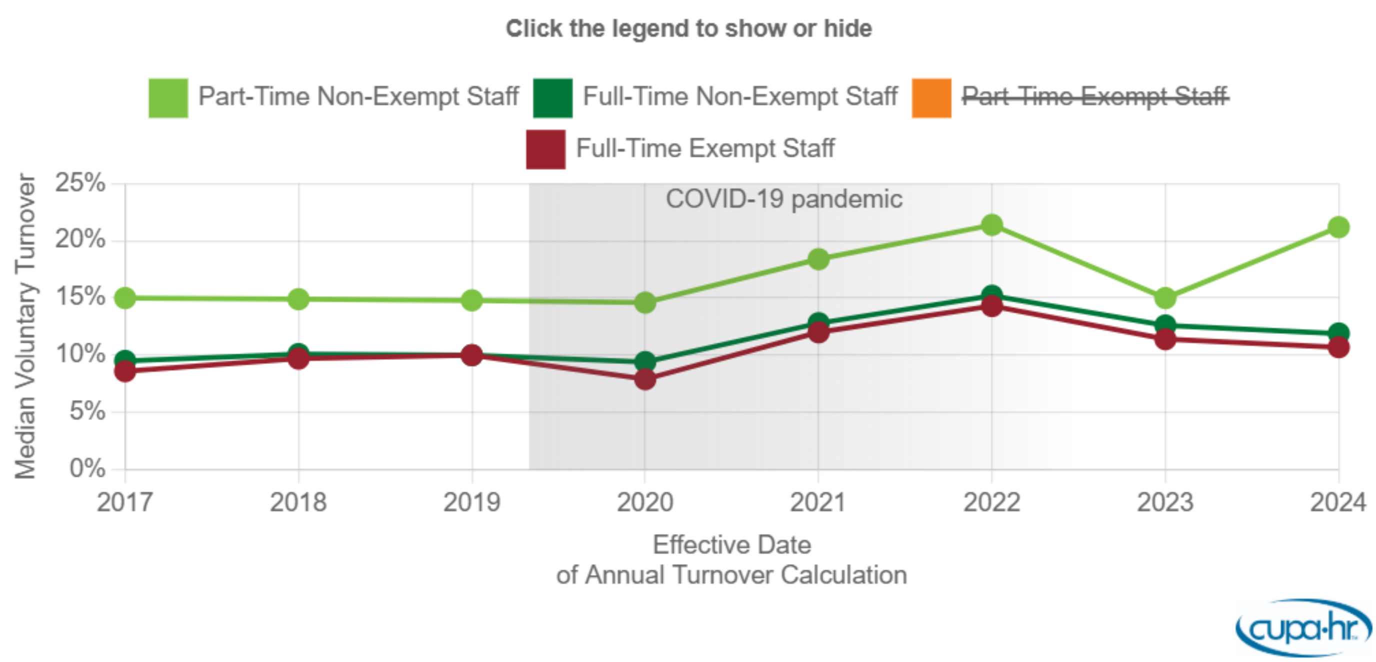
EMPLOYEE CENSUS DATA

Turnover Rate for FY25/26		Employee Count	Separated	Turnover Rate
Total Employees as of	7/1/2026	367	33	8.98%
Total Faculty Turnover	FY25/26 to date		3	0.01%
Total Staff Turnover	FY25/26 to date		30	8.97%
Turnover Rate for the Last 12 Months		**Employee Count**	**Separated**	**Turnover Rate**
Turnover Rate for FY26/27		**Employee Count**	**Separated**	**Turnover Rate**
Total Employees as of	7/1/2026	Unavailable	0	0
Total Faculty Turnover	FY26/27 to date		0	0

*Turnover Rate Calculated by dividing the number of separated employees during the period by the number of employees at the beginning of the period. This figure reflects contract employees only and excludes temporary employees

2025 Employee Retention Survey

Trends in Voluntary Turnover for Staff



Note. Labels in the x-axis reflect the year of the effective date of data collected. For example, "2024" reflects turnover rates from November 1, 2023, to November 1, 2024. The gradient delineating the period of the COVID-19 pandemic derives from the starting and ending points determined by the World Health Organization.

Training and Development

All college 30-minute training course "***NEOED Overview for All Employees***" was launched 8/10/2026 through our new NEOED Learn platform and has a due date of 9/10/2026. The course is intended to introduce NEOED system to the college, highlight modules that employees will utilize, and explains the centralized system as a ecosystem.

Human Resources Training and Development Specialist will host a training session **for supervisors** on the Learn module that will replace Vector Solution Safe Colleges for our employee training LMS and the importance of training. This session is designed to build user proficiency in the learn module of NEOED, and support managers in fully leveraging the new platform for team and individualized learning opportunities.

Title: ***Golden Eagle Leadership Training - Overview of NEOED Learn***

Date: August 26, 2026

Format: WebEx

(https://npc.webex.com/npc/j.php?MTID=me326c6224bd8c86682f2aec01401a815)

Length: 1-hour Session (10- 11:00 a.m.)

TOTAL REWARDS

BENEFITS AND COMPENSATION

EMPLOYEE WELLNESS PROGRAM

August Focus: Brain Health

August wellness activities focuses on brain health and overall well-being, highlighting the role of food, movement, music, connection, and purpose in supporting a healthier brain.

- **Sound Bath for Brain Health – August 21, 2026, 1:00 – 2:00 p.m. held at SCC**
  - A guided sound bath experience designed to promote relaxation, reduce stress, improve mood, and support overall mental well-being.
  - NPC Employee can bring one family member or friend
- **Building a Healthier Brain – August 25, 2026, 12:00 p.m. held at WMC (Aspen 111)**
  - Educational wellness presentation available in person and via WebEx, providing practical information and strategies for supporting brain health.
- A new monthly wellness newsletter was introduced this month to provide employees with ongoing education and resources around each month's wellness focus. The August edition features ***Building a Healthier Brain: Food, Movement, Music, Connection, and Purpose.***
- **Employee Wellness Resource:**
  - Employees can visit the dedicated NPC Wellness webpage to read the monthly newsletter, view and register for upcoming wellness events, and access information about available wellness benefits all in one convenient place.

Aug 18, 2026

Project EmpowerED status

Fall 2023	Spring 2024	Fall 2024	Spring 2025	Fall 2025	Spring 2026	Fall 2026

PROGRESS

Status	Project
LIVE: 12/2024	Occupation Insight FHP<>RAVE
LIVE: 2/2026	Finance
LIVE: 2/2026	Human Capital Mgmt
In Progress *Delayed*	FHP Integrations • HR<>ADP • FIN<>ADP • NeoEd<>HR • FHP<>RAVE • FHP<>SIS *(FWM & SIS Accounts)*
LIVE: 3/2026	Student Information System
LIVE: 3/2026	Student/Faculty Portal
LIVE: 4/2026	REACH Apply Succeed
In Progress *Partially Complete*	SIS Integrations • SIS<>REACH • SIS<>Blackboard • SIS<>NSC • SIS<>Maxient • SIS<>eCampus • SIS<>Accuplacer • SIS<>RAVE

PRIORITIES

- Issue Resolution, Account Provisioning
- Faculty Workload Mgmt (overload $) go-live
- Historic Data Clean-Up & Reporting Development
- Student Workflow & Forms Development
- Student Process Changes & Training
- Processing Applications/Registrations & FinAid

Next Implementations & Go-Lives:

- Finance Budget Planning module
- Occupation Insight Phase 2 (skill-based pathways)
- Analytics for Student, HCM & Finance
- Engage (student clubs, events)
- Milestone (badging)
- Modern Campus integration (CCL<>SIS)
- Data Archive Package

RISK: Resources (Staffing, Staff Time), **Budget**

Northland Pioneer College

Strategic Planning & Eliminating Silos

Supporting HLC Expectations Through Building an Integrated Planning Framework

District Governing Board

August 2026

THE BIG PICTURE

An Integrated Planning Framework

STRATEGIC PLAN

MASTER PLANS

- **ACADEMIC** MASTER PLAN
- **IT** MASTER PLAN
- **HR** MASTER PLAN
- **FACILITIES** MASTER PLAN

ALIGNMENT CROSSWALKS

KPI DASHBOARDS

SHAREPOINT EVIDENCE REPOSITORY

CONTINUOUS IMPROVEMENT & HLC READINESS

- Integrated Planning
- Measurable Outcomes
- Centralized Evidence
- Stronger Accountability

NPC INTEGRATED PLANNING UMBRELLA

One Mission. Shared Direction. Aligned Impact.

Every plan supports the strategic priorities. Together, we strengthen Northland and transform lives.

NPC Integrated Planning Framework

One Plan. One Direction. A Stronger NPC.

Northland Pioneer College

Every NPC Master Plan answers the same institutional questions:

Strategic Alignment

How does this advance NPC's Strategic Plan?

- Connects to SS1, SS2, SS3, IE1 and/or IE2
- Supports the College's mission and vision
- Addresses essential student and institutional needs

Outcomes

What will be better for our students and our community?

- Defines the intended results
- Focuses on measurable, meaningful differences
- Uses student success, access, and institutional effectiveness as anchors

Measures

How will we know we made a difference?

- Identifies clear key performance indicators (KPIs)
- Establishes baselines and targets
- Uses reliable, ongoing data
- Tracks progress over time

Resources

What will it take to succeed?

- Identifies staffing, facilities, technology and financial needs
- Aligns with annual budgeting and long-range planning
- Prioritizes resources based on student and institutional impact
- Considers sustainability

Dependencies

Who needs to work with us?

- Identifies partners across other Master Plans (Academics, Facilities, IT, HR, etc.)
- Clarifies shared responsibilities
- Coordinates timing and resources
- Reduces duplication and builds synergy across the College

Implementation

How will we get it done?

- Lists key strategies and initiatives
- Sets timelines (short, mid and long term)
- Assigns ownership and responsibility
- Documents major milestones

Assessment & Improvement

How will we learn and get better?

- Reviews progress regularly
- Uses evidence to refine strategies
- Adapts to changing student and community needs
- Demonstrates a culture of continuous quality improvement

Integrated Plans. Measurable Results.

Aligning our people, resources and work to expand minds and transform lives.

Strategic Alignment

Every Master Plan Connects to the Other Plans and to the Strategic Plan

Start with NPC's Integrated Planning Toolkit

Use the workbook to connect Master Plan to NPC's Strategic Plan

Include Outcomes, resources needed, & accreditation evidence

Connect Master Plan activities & goals to other Master Plans & departments

Use workbook for review and documentation

Alignment Crosswalk & KPI Example*

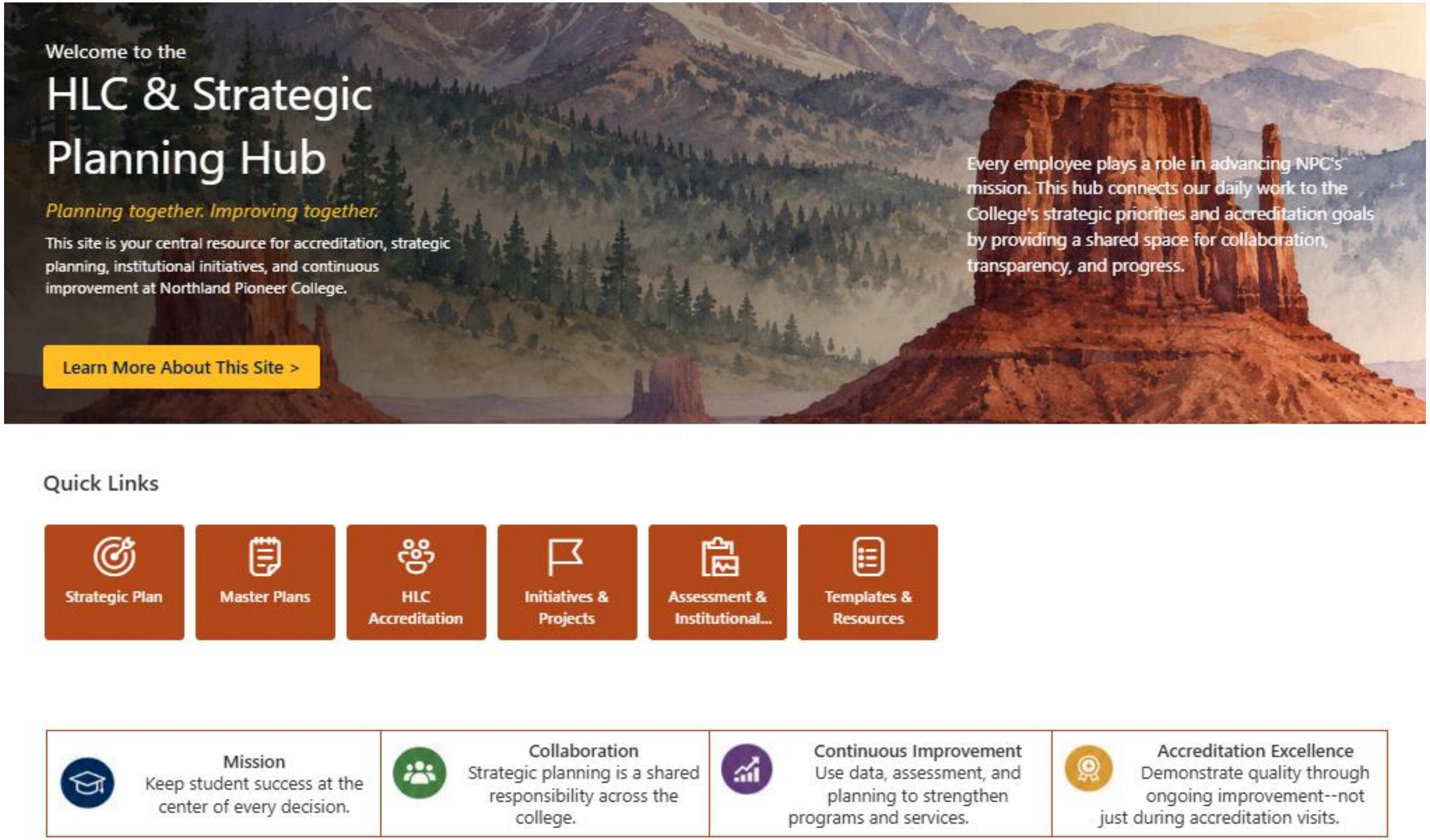
Functional Area/Master Plan	Master Plan Priority & Activity	Supported NPC Strategic Initiative	Cross-Plan & Dept Dependency	Alignment Type	KPIs / Outcomes	Status	Evidence
IT	Data Governance, integrity, classification & DSPM	IE2	IE, HR, Finance, Academics, Registrar, Financial Aid	Direct	Adoption; process time; data-quality exceptions; training completion	Started SP26	Reports, surveys
Academics	1.5: Distributing Workforce Data	SS2.4 IE1.1, 1.3	IE, Marketing, Student Services, Workforce Dev., Career Services	Supporting	Annual Distribution Completed	Begin SP27	Distribution Records

*Full crosswalks will be created for all Master Plans

ONE LOCATION. ONE SOURCE OF TRUTH.

SharePoint – Our Central Hub

- Home
- Strategic Plan
- Master Plans
- KPI Dashboards
- Procedures
- HLC Evidence
- Resources
- Reports



MANAGING OUR PROCEDURES

A Consistent, Transparent Process

1. **DRAFT** — Procedure is created
2. **REVIEW** — Stakeholders provide input
3. **APPROVAL** — Leadership approves procedure
4. **PUBLISHED** — Procedure is published and communicated
5. **ANNUAL REVIEW** — Procedure is regularly reviewed
6. **REVISION** — Updates are made and documented

CONSISTENCY

Standardized process across the college

ACCOUNTABILITY

Clear roles and responsibilities

VERSION CONTROL

Current, accurate information maintained

COMPLIANCE

Meets HLC expectations and regulatory requirements

CONTINUOUS IMPROVEMENT

Procedures evolve to support institutional effectiveness

STRONGER TOGETHER

From Disconnected to Integrated

BEFORE	AFTER
Separate planning documents	Integrated planning framework
Manual reporting	KPI dashboards & real-time data
Scattered evidence	Centralized evidence repository
Difficult to see alignment	Clear alignment across all plans
Reactive accreditation	Continuous readiness for HLC

LOOKING AHEAD

Our Next Steps

Complete remaining Master Plan Crosswalks
Summer 2026 - Fall 2026

Develop annual Strategic Plan progress report
Fall 2026

Expand outcome reporting & executive dashboards
Fall 2026 – Spring 2027

Continue procedure review cycles
Ongoing

Support HLC assurance & evidence collection
Ongoing

Northland Pioneer College

“

We are building an integrated planning system where our Strategic Plan, Master Plans, assessment, procedures, and accreditation evidence all support on another.

This creates greater transparency, strengthens accountability, and ensures Northland Pioneer College is continuously prepared to demonstrate institutional effectiveness.

Navajo County Community College District
Governing Board Regular Meeting Minutes

June 16, 2026 – 10:00a.m.
Northland Pioneer College Painted Desert Campus
Tiponi Community Center Board Room
2251 East Navajo Boulevard, Holbrook, AZ 86025

Governing Board Member Present: Chair Everett Robinson; Mr. Porter Black; Ms. Rosie Sekayumptewa; Ms. Kristine Laughter; Derrick Leslie (Remote – left at 11:00am)

Governing Board Members Absent:

Others Present: President Von Lawson; EVPLSS Michael Solomonson; VPAS Maderia Ellison; VPHR Nicole Ulibarri; AVP Michael Jacob; AVP Katie Matott; AVP Dr. Farah Bughio, AVP Rich Chanick; Rebecca Hunt; Julia Wilson; Dr. Jeremy Raisor; Josh Rogers; Horacio Luna; Rennie Gonzales; Cynthia Blevins; Melissa Willis; Tiffani Martin; Pamela Bishop; Dr. Alexander Henderson; Muriel Metcalf; Debra Gibbons; Chelsea Wood; Brynn Chlarson; Justin White; Jesse Reeck; Erika Lord; Alethia Broderick; Jessica Kitchens; Russell Kupfer; Francis Skibicki; Dr. Allison Landy; Sam McDowell; Deena Gillespie; Louis Gillespie; Betsy Ann Wilson; Ed Wilson; Ryan Jones; Rickey Jackson; Kathryn Berlin; Beth Giacalone; Dora Jaquez; Tammy Black; Michelle Blunt; Inez Schaechterle; Shawntel Skousen; Andi De Bellis; Pat Lopez; Dr. Gary Santillanes; Dr. Eleanor Hempsey

Remote Attendees: Jeanette Hancock; Dr. Jeri Lastine; Talaina Kor (Painted Desert Tribune); Mike Gaffney; Aaron McCollam; Aidan Berge; Dr. Alexandra Stritmatter; Amber Ferguson; Autumn Sprengler; Benjamin Sandoval; Benhamin Turner; Brittany Jones; Brynna Johnston; Calandra Walker; Candace Morehouse; Candy Canter; Shannon Newman; Charity Butler; Chelsea Wood; Christopher Cribbs; Cyndee Nichols; Ruth Zimmerman; Dale Bowman; Diane Joe; Dora Jaquez; Lora Decker; Georgette Hackman; Ina Sommers; Iris Yesslith; Jaqueline Salazar; Janalda Nash; Janice Childres; Jefferson Hunt; Jennifer Brimhall; Jonelle Sinclair; Julius Marshall; Karen Baker; Karen Zimmerman; Keith Alsobrook; Kelsey Cox; Kimberly Bishop; Kimberly Reed; Kimberly Terry; Leticia Albert; Lia Keenan; Libby James; Lori Moore; Melody Niesen; Monique Fowler-Pacheco; Norvita Charleston; Pamela Dominguez; Rachel Townsend; Rebecca Diggs; Reina Arizmendi; Renee Freese; Rhonda Paladino; Robert Railey; Samuel Terry; Shandiin Deputee; Stacy Rollins; Stephanie Guinn; Susan Jensen; Dr. Tabitha Stickel; Tamora Herring; Tom Watkins; Thyra Jensen; Tia Owens; Todd Wilcox; Tony Rhineheart; Tori Tessay; Tracy Meijas; Dr. Wei Ma; Xu Xie

Agenda Item 1: Call to Order and Pledge of Allegiance

Chair Robinson called the meeting to order at 9:58 a.m. and led the Pledge of Allegiance.

Agenda Item 2: Adoption of Agenda

Chair Robinson recommended Agenda Item 9 be moved to follow Agenda Item 3 to accommodate Mr. Leslie's schedule. The Board agreed and the modified agenda was approved.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Agenda Item 3: Emeritus Awards

Deena Gillespie

Deena Gillespie was recognized for her years of experience at the College since 1998. The discussion highlighted her extensive experience in Records and Registration, cross-training of staff, improvements to registration/advising processes, electronic graduation applications, and her role in helping the college transition toward paperless operations.

Agenda Item 9 was moved to follow Agenda Item 3

Agenda Item 9: For Discussion and Possible Action

9.A. Old Business

There was no old business to review.

9.B New Business

9.B.1 **Adjustment to the FY2025 Adopted Budget**

Director of Financial Services Russell Kupfer requested the Board accept and adjustment to the FY 2025 Adopted Budget to reconcile the budget with actual financial activities.

Chair Robinson called for the vote to accept the adjustment to the FY2025 Adopted Budget with Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.2 **Adoption of the FY24-25 Annual Expenditure Limitation Report**

Director of Financial Services Russell Kupfer requested the Board adopt the FY24-25 Annual Expenditure Limitation Report. Director Kupfer reported that the district exceeded its expenditure limitation, as anticipated. The resulting penalty was approximately $20,000. He explained that this was understood to be the final year in which legislative relief from the normal penalty structure would apply; absent another legislative change, the district could face the regular penalty schedule in the following year. The underlying audit was reported as having gone well.

Chair Robinson called for the vote to adopt the FY24-25 Annual Expenditure Limitation Report with Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.3 **Request to approve additional design fees for Kayenta**

Director of Facilities and Transportation Justin White requested the Board approve additional design fees due to electrical and water tank design changes for the Kayenta project. Chair Robinson asked for more information on the specific changes which Director White clarified. Ms. Laughter asked VPAS Ellison for clarification on where the funding for these changes would come from. VPAS Ellison stated that the funding cannot come from the college and that the grant would cover it. She also noted that she was not sure if the money would come from the grant itself or the interest earned from the grant.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Chair Robinson asked if there were any additional questions regarding the request. There was a correction in the request clarifying that the request is for $52150 not $52120. He then called for the vote with Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.4 **Request to accept grant funding from the Halle Foundation.**
AVP for External Relations Rich Chanick requested the Board accept grant funding from the Halle Foundation in the amount of $700000 to construct an Industrial Arts Lab in Kayenta, fund 3 professors for the community-based site-built homes program and purchase a bus to facilitate workforce transportation access.

Ms. Laughter and Ms. Sekayumptewa expressed gratitude for the work being done to help the students in their districts. Chair Robinson then called for the vote with Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.5 **Request to accept grant funds from SRP**
AVP for External Relations Rich Chanick requested the Board accept grant funds from SRP in the amount of $25000 to assist with the required match from Congressionally Directed Spending to resurface the driving track at the NATC.

Chair Robinson called for the vote to accept the grant funds with Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.6 **Request to approve Chief Fiscal Officer Resolution**
VPAS Maderia Ellison requested the Board approve the resolution to approve the official resolution designating her as the Chief Fiscal Officer for the Navajo County Community College District.

Chair Robinson called for the vote to approve the resolution Mr. Black, Ms. Sekayumptewa, Ms. Laughter, Mr. Leslie and Chair Robinson all voting in the affirmative. There were no votes against.

9.B.7 **Request to approve travel for Board Member Lesile**
Recording Secretary Julia Wilson requested the Board approve travel expenses for Board Member Leslie to travel to the 2026 ACCT Leadership Congress in Chicago, Illinois on October 21-24, 2026.

Chair Robinson called for the vote to approve the request for travel expenses for Board Member Leslie. Mr. Black, Ms. Sekayumptewa, Ms. Laughter and Chair Robinson all voting in the affirmative. Mr. Leslie abstained from voting.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

9.B.8 **Request to approve travel for Board Member Sekayumptewa.**
Recording Secretary Julia Wilson requested the Board approve travel expenses for Board Member Sekayumptewa to travel to the 2026 ACCT Leadership Congress in Chicago, Illinois on October 21-24, 2026.

Chair Robinson called for the vote to approve the request for travel expenses for Board Member Sekayumptewa. Mr. Black, Mr. Leslie, Ms. Laughter and Chair Robinson all voting in the affirmative. Ms. Sekayumptewa abstained from voting.

9.B.9 **Board Curricula Requests**
Chair Robinson requested President Lawson to address three curricula requests from the Board.

9.B.10 **Request to Cancel the July 21, 2026 Regular Board Meeting.**
Chair Robinson requested the Board cancel the July Regular Meeting.

Chair Robinson called for the vote to approve the request to cancel the July 21, 2026 Regular Board Meeting. Mr. Black, Ms. Sekayumptewa, Mr. Leslie, Ms. Laughter and Chair Robinson voted in the affirmative. There were no votes against.

Agenda Item 4: Call for Public Comment

Ms. Shannon Newman requested and received permission to address the Board. The Board did not comment on the statement, but will consider the matters at a future meeting.

Agenda Item 5:

5.A Standing Presentations

5.A.1. Financial Position

Vice President Ellison provided the Board an update on financial results for the period July 1 through March 31.

- General Fund
    - Revenues were approximately $31.1 million.
    - Expenses were approximately $26.7 million.
    - Results were generally consistent with the prior year, when revenues were approximately $31.2 million and expenses were $25.7 million.
    - Unrestricted plant assets were somewhat higher than the prior year, reflecting increased construction and renovation activity, including projects at the college's locations.
- Restricted Funds
    - Revenues appeared lower than the prior year, primarily because the previous year included approximately $9 million from the Canta grant, which had been received in advance.
    - Excluding that grant, current-year revenues were generally in line with the prior year, increasing from approximately $5.1 million to $5.6 million.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

- Auxiliary Fund
    - The auxiliary fund remained relatively small, with approximately $348,000 through March compared with approximately $216,000 at the same point the prior year.
    - Revenues and expenditures were approximately equal.
- Financial Reporting
    - March financial statements were presented instead of the usual April statements because the Finance/Business Office was behind schedule while adjusting to changes associated with the Anthology system.
    - The expectation was that reporting would be brought current over the summer.
    - Property-tax receipts for the month were approximately $762,000, consistent with prior years.

2. Recognition of Business Office Staff

VPAS Ellison recognized the Business Office team, particularly Russell Kupfer and Scott Flake for their work during the implementation of Anthology and other financial-system changes.

- The financial module of Anthology became operational in February.
- Implementation was accomplished largely through redistribution of existing staff responsibilities rather than significant additional staffing.
- The team continues to address reporting issues and work toward implementation of the budget module.
- Staff throughout the Business Office took on additional responsibilities involving system testing, implementation, purchasing, requisitions, training, and maintaining normal workflow during the transition.

3. New Payment Gateway and Processor

The Board was updated on implementation of a new payment gateway and credit-card processor.

- The existing payment processor was not compatible with Anthology, requiring the Business Office to identify and procure a new vendor.
- The new system, TouchNet, replaced three existing vendors and provides a more streamlined payment process.
- The system supports credit-card payments and incorporates PCI compliance protections for sensitive financial and personal information.
- The new technology allows credit-card equipment to be deployed across all college locations, eliminating previous procedures in which some locations had to contact the Business Office to process student credit-card payments.
- TouchNet also supports refunds and other financial disbursements.
- The administration reported that the transition has been positive overall, with staff moving beyond the initial learning period associated with implementation.

4. Financial Compliance and Audits

VPAS Ellison also discussed financial reporting and compliance responsibilities.

- The Business Office must meet numerous statutory and regulatory requirements, including requirements associated with the State Auditor's Office and external financial auditors.
- Two major annual reports, the Annual Comprehensive Financial Report (ACFR) and the Single Audit Report were issued toward the end of February.
- VPAS Ellison expressed a goal of improving the timing of these reports and returning to a December issuance schedule.
- The required deadline for completion is March 31.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

5.A.2. NPC Student Government Association (SGA)
No report.

5.A.3. NPC Faculty Association
No report.

5.A.4. Classified and Administrative Staff Organization (CASO)
CASO President Cynthia Blevins presented the Board with an update as listed below:
1. Board and leadership updates
- Tiffani Martin, President
- Francis Skibicki, Vice President
- Chelsea Wood, Treasurer (Second term)
- Rebecca Diggs, Secretary (Second term)

5.A.5. Northland Pioneer College (NPC) Friends and Family
NPC Friends and Family Director Jesse Reeck presented the Board with an update on NPCFF activities.
Key activities included:
- Completion of awards and graduation-related activities for the fall 2026 general application cycle.
- Continued textbook, fee, and emergency-fund assistance, particularly for students experiencing delays related to the new financial-aid system.
- A new Kickstart Scholarship pilot for new students and students returning after at least a year away.
- The first Teacher Scholars Award, supporting an educator-preparation student who must leave other employment to complete student teaching.
- Continued recruitment for additional scholarships, including scholarships associated with graduates and firefighters.
- Upcoming transportation grants and student scholarship opportunities.
- Mini-grants approved to support Student Success and Outreach initiatives, cleanups, and environmental learning communities.

5.A.6. Human Resources
VPHR Nicole Ulibarri presented the Board with an update on HR activities.
Highlights included:
- The next new employee orientation is scheduled for August 12.
- There is currently one new hire for the month and four recent departures.
- There are approximately 12 open positions.
- Current employee census/turnover data was reported at 6.54, although a complete 12-month comparison was not yet available.
- Weekly Friday office hours will continue to help employees navigate the new online hiring and HR systems.
- Upcoming supervisor training will focus on project management.

The employee wellness program was highlighted as one of HR's major accomplishments. Events are being offered across the college's locations and are open to employees broadly. Importantly, employees may participate in wellness activities during the workday rather than clocking out.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

VPHR Ulibarri also acknowledged the department's improved stability after a long period of turnover and disruption. The team was praised for adapting to changes in implementation schedules and new systems.

5.A.7 Construction Report

Director of Facilities Justin White presented the Board with an update on the Kayenta and Winslow projects.

Construction activity was described as progressing well.

Major updates:

- Ground has been broken and underground utility work is underway in Kayenta.
- Numerous RFIs have been approved, and the project remains on schedule.
- A second phase at the Kayenta property is being designed as a steel building due to the grant funding that was recently received. The exact program occupying the building has not yet been determined.
- Final designs expected to be shared with the board as soon as they are available.
- The Winslow multipurpose building remodel/addition is progressing, with final design expected within a couple of weeks and bidding anticipated afterward. The goal is to begin construction around October 1.
- The Winslow parking lot is essentially complete with four light poles still outstanding.
- A SharePoint site was planned to provide the board with ongoing construction updates and photographs.

5.A.8. Leadership Council

No report.

5.A.9 ERP Implementation Update

Project Manager Colleen Marsh provided the Board an update on the ERP Go-Live Status.

Highlights included:

The ERP implementation is progressing, although several critical integrations remain. The team is working on integrations with other systems and expects significant progress over the next several weeks to months.

Additional resources have been brought in to:

- Clean up data.
- Address configuration issues.
- Support the ERP implementation.
- Resolve problems before the Fall.

Leadership is also working with the vendor's new leadership team to determine how previously promised concessions can still be honored.

The broader technology strategy includes:

- Integrating systems such as Anthology and TouchNet.
- Improving the student experience through more connected systems.
- Increasing internet bandwidth across campuses.
- Building infrastructure capable of supporting emerging technologies.
- Improving existing technology and library services.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

5.A.10 External Relations

AVP Rich Chanick provided the Board with an update.

Highlights included:

External Relations has added Erica Lord to help represent the college at community and government meetings, particularly given the college's large geographic footprint.

The legislative report was considerably more concerning:

- AC4 had sought $64 million in additional funding from the State Legislature, but that request was not funded.
- Adult Basic Education (ABE) funding was not included in the state funding outcome.
- Federal ABE funding is also uncertain.
- Leadership is already developing a Plan B in case federal funding is ultimately reduced or eliminated.Participation in the Navajo Nation Economic Development Conference.
- Hiring Elaine Young, an economic-development professional with strong Navajo Nation relationships. Her position is currently funded through an SBDC grant through December 2027, but leadership wants to identify longer-term funding.
- Plans to participate in the annual Hopi Economic Development Conference.
- Strong results from a White Mountain Apache CDL cohort, which began with 11 students and had 10 remaining about halfway through the program.
- Support for potential opportunity zones in Holbrook and Winslow.
- Continued development of a relationship with Summit Healthcare, including the possibility of co-locating instruction and services.
- Exploration of Workforce Pell opportunities.
- Increased visibility and funding for the College.
- Improved relationships with the Hopi and Navajo nations.
- Stronger relationships with healthcare organizations, including Summit Healthcare and Little Colorado Medical Center.
- Increased engagement with schools and communities.
- An educational water festival involving 23 teachers, seven schools, and 520 students.
- Growing relationships with Indian Health Service/health centers and other regional partners.
- Over approximately the previous 23 months, the college had secured $13,236,427 in additional competitive grants, with another approximately $12.75 million described as being in the pipeline but not yet confirmed.

The Board took a break from 11:30am to 11:35am.

5.A.11. Arizona Association of Community College Trustees (AACCT)

Chair Robinson provided a report on AACCT activities specifically concerning the loss of Adult Basic Education (ABE) funding.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Agenda Item 6: Higher Learning Commission Financial Ratios

Director of Financial Services Russell Kupfer provided the board with the required annual HLC Financial Ratios review.

Highlights included:

- Strong financial position: The Composite Financial Index (CFI) remains well above HLC's minimum healthy threshold of 3.0.
- Primary Reserve & Net Operating Ratios: Both are well above HLC's financial-health thresholds.
- Viability Ratio: Not applicable because the institution has no bond debt.
- Return on Net Assets: Considered favorable, though inflation makes the measure more difficult to assess.
- 2025 improvement: Higher ratios were primarily attributed to grant funding and strong investment performance.
- Outlook: Ratios are expected to decline somewhat in the upcoming year as these factors normalize.

Agenda Item 7: President's Report

Dr. Lawson provided the Board a report including the following highlights:

1. Adult Education Funding
    - The college is experiencing concerns related to adult education funding.
    - Dr. Stickel and Dr. Solomonson are developing a proposal to address the issue proactively.
    - The proposal is expected to come before the Board for consideration in the near future.
2. Arizona Attorney General Open Meeting Law Investigation
    - In February 2026, the college received notice from the Arizona Attorney General's Office of an investigation into alleged Open Meeting Law violations.
    - The investigation concerned whether meeting minutes were posted within the required timeframe for seven meetings held between September and December 2025.
    - The college submitted the requested documentation and response.
    - On June 11, 2026, the Attorney General's Office notified the college that the investigation was closed with no violations found.
    - The investigation determined that:
        - The college was not required to post meeting minutes online within three business days.
        - Draft minutes were made available as required.
        - Audio recordings of the meetings were publicly available within three days.
        - The college website provided information about how to request meeting minutes.
        - No relevant request for minutes had been made by the complainant.
    - The President emphasized the college's continued commitment to legal compliance, transparency, accountability, and sound governance.
3. Employee Recognition
    - The President highlighted an unsolicited letter from a student praising Megan Paddock at the Winslow Campus.
    - The student described experiencing significant difficulties during the transition from Moodle to Blackboard, including problems with grades, course records, and a scholarship.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

- Megan was specifically praised for taking ownership of the situation, resolving the student's issues, and helping ensure courses were properly graded.
- The President recognized Megan for her exceptional commitment to student service.

Dr. Lawson turned the time over to the remaining President's Cabinet members who did not have standing presentations to discuss accomplishments in their respective areas.

Learning and Student Services
Executive Vice President of Learning and Student Service Dr. Mike Solomonson reported on several accomplishments in his division.

- **Bachelor's Programs**
  - Bachelor of Applied Management
    - Spring 2025: 12 credits earned and less than 1 FTE.
    - Spring 2026: 153 credits earned and approximately 10 FTE.
  - Education Bachelor's programs including Early Childhood and Elementary Education:
    - Spring 2025: 105 credits and approximately 7 FTE.
    - Spring 2026: 208 credits and approximately 14 FTE.
  - The growth demonstrates increasing demand and expanded opportunities for students pursuing bachelor's-level credentials.
  - **Blackboard Transition and Accessibility**
    - Faculty and instructional support personnel worked extensively to transition courses from Moodle to Blackboard.
    - Despite the difficult timing and technical challenges, faculty successfully prepared courses for the spring semester.
    - Instructional support staff provided extensive assistance to faculty navigating Blackboard.
    - The college also worked to improve accessibility compliance.
    - An extension was obtained, moving the accessibility deadline to April 2027.
    - Dr. Solomonson credited faculty and instructional support personnel for their resilience and work during the transition.
    - **Arizona General Education Curriculum / Pathways**
      - NPC was an early adopter of the new Arizona general education curriculum/pathway initiative.
      - The college worked with high schools to create pathways into NPC.
      - 55 students completed the pathway, with approximately 36% earning their first credential at NPC.
      - The college intends to replicate this pathway model with additional high schools.

Communications and Digital Marketing
Associate Vice President of Communications Katie Matott reported substantial growth in digital engagement:

- Website traffic increased 25% in the past year, resulting in approximately double the traffic compared with when the current team began.
- The website remains a primary entry point for prospective students and provides access to applications, resources, and student services.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

- Website accessibility was already approximately **90**% compliant, allowing the department to address remaining issues proactively.
- Digital advertising and social media content production have largely been brought in-house, reducing costs and allowing faster adjustments.
- New marketing technology is being used to communicate with students throughout their journey—from inquiry and application through enrollment, completion, and alumni engagement.
- Social media followers increased approximately 10% during the year, representing roughly a 40% increase from the previous year.
- Social media is being used for recruitment, employment advertising, news, updates, and community engagement.

Institutional Effectiveness and Accreditation

Associate Vice President of Institutional Effectiveness Dr. Farah Bughio faced significant staffing challenges after losing key personnel but successfully maintained its required responsibilities.

- Despite being understaffed and losing institutional knowledge, the department met its compliance, reporting, and accreditation obligations.
- A new team member, Brigid O’Brien, has joined the department.
- The department is working toward becoming more data-driven in institutional decision-making.
- A major upcoming project is development of a data governance framework in collaboration with IT.
- The timing coincides with the ERP implementation and provides an opportunity to establish better practices for understanding and using institutional data.
- Planning is also beginning for the college’s 2029 comprehensive accreditation review.
- A temporary committee will be formed to collect evidence, develop the accreditation narrative, and prepare for the eventual HLC site visit.

Chief of Staff

Chief of Staff Rebecca Hunt outlined several priorities:

- Improve the efficiency of the Procedure Committee through technology and better tracking systems.
- Use tools such as Microsoft Lists to track procedures, responsibilities, updates, and progress.
- Develop stronger reporting and tracking for the strategic plan.
- Improve communication among shared governance groups to reduce organizational silos.
- Establish more systematic communication so information moves across and between governance groups.
- The Chief of Staff acknowledged that these initiatives must be balanced against the ongoing effort to stabilize the ERP system.

Dr. Lawson recognized the work of AVP Rich Chanick and Board Member Kristine Laughter in developing relationships with community organizations, businesses, government leaders, and other regional stakeholders.Their advocacy helped advance a significant regional development opportunity intended to expand educational and workforce opportunities. The President emphasized the importance of serving the college’s entire 22,000-square-mile service area. A $700,000 check from the Halle Foundation was presented to the Board on behalf of the college.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Dr. Lawson highlighted several areas of future development including continued discussion of student housing/dormitory options, expansion of student spaces and facilities, and continued development of campuses and workforce-training facilities. Dr. Lawson emphasized that the college must prepare students for the future rather than simply for the past.

Agenda Item 8: Consent Agenda

A. TNT Public Hearing Minutes for May 16, 2026
B. Budget Public Hearing Minutes for May 16, 2026
C. Special Budget Meeting Minutes for May 16, 2026
D. Board Regular Meeting Minutes for May 16, 2026
E. Board Executive Session Minutes for May 16, 2026
F. IGA between NPC and the Arizona Dept. of Homeland Security

Chair Robinson called for the vote to approve the Consent Agenda as presented. Mr. Black, Ms. Sekayumptewa, Ms. Laughter and Chair Robinson voted in the affirmative. Mr. Leslie left the meeting at 11:00 – he was not present for this vote. There were no votes against.

Agenda Item 9: Moved to follow Agenda Item 3

Agenda Item 11: DGB Agenda Items and Informational Needs for Future Meetings.
Board Member Laughter proposed moving forward with changing the college's public/DBA name by dropping "Pioneer" from Northland Pioneer College. Ms. Laughter requested to review past NPC President Chato Hazelbaker's white paper developed in 2022 regarding the name change. It was noted that because the college's legal name is the Navajo County Community College District, changing the DBA would require a resolution from the District Governing Board. Ms. Laughter requested that the name-change proposal be placed on a future Board agenda for consideration.
Chair Robinson acknowledged receiving and reviewing a report concerning contingency planning for the White Mountain Campus.
Chair Robinson noted that some departmental references in current procedures need to be updated.
Board members were asked to check their availability for a potential special meeting, with an availability survey to be distributed by Julia Wilson.

Agenda Item 12: Board Report/Summary of Current and Upcoming Events
Allied Health Students Completer Ceremony July 14, 2026 at 5:00 p.m. at the Performing Arts Center on the Silver Creek Campus in Snowflake.

Agenda Item 13: Announcement of Next Regular Meeting
Chair Robinson announced the next regular meeting of the DGB would be held August 18, 2026.

Agenda Item 14: Adjournment
Chair Robinson declared the meeting adjourned at 12:22 p.m.

Respectfully Submitted,

Julia Wilson

Julia Wilson
Recording Secretary to the Board

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Navajo County Community College District Governing Board Special Meeting Minutes

July 10, 2026 – 10:00a.m.

Northland Pioneer College Painted Desert Campus, Tiponi Community Center Board Room
2251 East Navajo Boulevard, Holbrook, AZ 86025

Governing Board Members Present: Chair Everett Robinson; Mr. Porter Black; Ms. Rosie Sekayumptewa; Mr. Derrick Leslie (remote); Ms. Kristine Laughter (joined remotely at 10:35 a.m.)

Governing Board Members Absent: None.

Others Present: Recording Secretary to the Board Julia Wilson (not present during Executive Session)
Remote Attendees: Attorney Jamie Mayrose; Janice Childers; Dr. Michael Broyles; Rebecca Hunt; Norvita Charleston; AVP Michael Jacob; VPHR Nicole Ulibarri; Tiffani Martin; Candace Morehouse; Dr. Jeri Lastine; Brigid O'Brien; Rickey Jackson; Kelsey Cox; Dr. Tabitha Stickel; VPAS Maderia Ellison; Jessica Guzman; Melissa Willis; Dawn Blunt; Francis Skibicki; Pam Dominguez; Muriel Metcalf

Agenda Item 1: Call to Order

Chair Robinson called the meeting to order at 10:00 a.m.

Agenda Item 2: Adoption of the Agenda

Chair Robinson called for a vote to approve the agenda as presented. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. Ms. Laughter was not present during this vote. There were no votes against.

Agenda Item 3: For Discussion and Possible Action:

A. **New Business**
   None.
B. **Old Business**
   1. **Executive Session**
      Pursuant to A.R.S. § 38.431.03(A)(1) the Board may vote to enter into Executive Session for discussion or consideration regarding the employment, assignment, promotion, salary, demotion, dismissal, disciplining, or resignation of a public officer and A.R.S. § 38.431.03(A)(3) consultation with the District's Attorney.

Chair Robinson called for a vote to enter Executive Session. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. Ms. Laughter was not present during this vote. There were no votes against.

The Board entered Executive Session at 10:04 a.m.

Board Member Laughter joined the Executive Session remotely at 10:35 a.m.

The Board returned to public session at 11:45 a.m.

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

2. **Action from Executive Session**
    a. Mr. Leslie motioned to accept the recommendations from Attorney Mayrose as discussed in Executive Session. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Ms. Laughter, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

    b. Mr. Leslie motioned to accept the recommendations from Attorney Mayrose as discussed in Executive Session and recommend Chair Robinson take the actions directed by Attorney Mayrose to move forward. Mr. Black seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Ms. Laughter, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

Agenda Item 4: Call for Public Comment

Chair Robinson acknowledged receipt of a request for Board review of administrative practices, shared governance, and institutional stewardship which will be placed on a future Board meeting scheduled for July 28, 2026.

Agenda Item 5: DGB Agenda Items and Informational Needs for Future Meetings

Chair Robinson reminded Board Members of the completer ceremony4 for Medical Assistant, Phlebotomist, and Massage Therapy on Tuesday, July 14, 2026 at 5:00 p.m. at the Performing Arts Center on the Silver Creek Campus in Snowflake.

A Special Board Meeting is scheduled for July 28, 2026.

Fall Convocation for NPC employees will be held on August 17, 2026.

Agenda Item 5: Announcement of Next Regular Meeting on August 18, 2026

Agenda Item 6: Adjournment

Chair Robinson adjourned the special meeting at 11:52 a.m.

Respectfully Submitted,

Julia Wilson

Julia Wilson
Recording Secretary to the Board

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Navajo County Community College District Governing Board Special Meeting Minutes

July 28, 2026 – 10:00a.m.

Northland Pioneer College Painted Desert Campus, Tiponi Community Center Board Room
2251 East Navajo Boulevard, Holbrook, AZ 86025

Governing Board Members Present: Chair Everett Robinson; Ms. Rosie Sekayumptewa; Mr. Derrick Leslie (remote); Mr. Porter Black (joined remotely at 10:36 a.m.)

Governing Board Members Absent: Ms. Kristine Laughter

Others Present: Recording Secretary to the Board Julia Wilson (not present during Executive Session)

Remote Attendees: Attorney Jamie Mayrose; Susan Hoffman; Susan Jensen; Beth Giacalone; Chole Fagotti; Daphne Brimhall; Mark Vest; Aaron McCollam; Alethia Broderick; Dr. Alexander Henderson; Dr. Alexandrea Stritmatter; Barbara Dixon; Brenda Silversmith; Brynn Chlarson; Candace Morehouse; Kate Buckhorn; Dr. Jeri Lastine; Colten Hood; Dan Groeneveld; Dawn Blunt; Debra Gibbons; Dora Jaquez; Thyra Jensen; Elzabeth Giacalone; Ruth Zimmerman; Ed Wilson; AVP Dr. Farah Bughio; Forest Fish; Francis Skibicki; Horacio Luna; Janalda Nash; Janice Childers; Jeanette Hancock; Jefferson Hunt; Jennifer Brimhall; Jessica Guzman; Jessica Kitchens; Jodie Humphrey; Josh Rogers; Julius Marshall; Karen Baker; Kelsey Cox; Kenneth Coggin; Kimberly Reed; Libby James; Maragaret Deming; Melissa Willis; AVP Michael Jacob; Dr. Michael Broyles; Muriel Metcalf; Natalie Kee; VPHR Nicole Ulibarri; Norvita Charleston; Pamela Dominguez; Eileen Lopez; Rebecca Diggs; Rhonda Paladino; AVP Rich Chanick; Rickey Jackson; Ryan Jones; Samuel Terry; Tamora Herring; Tia Owens; Tiffani Martin; Thyra Jensen; Tonya Thacker

Agenda Item 1: Call to Order

Chair Robinson called the meeting to order at 10:11 a.m.

Agenda Item 2: Adoption of the Agenda

Ms. Sekayumptewa motioned to adopt the agenda as presented. Mr. Leslie seconded the motion. Chair Robinson called for a vote to approve the agenda as presented. Mr. Leslie, Ms. Sekayumptewa and Chair Robinson all voted in the affirmative. There were no votes against.

Agenda Item 3: For Discussion and Possible Action:

A. Old Business

1. **Executive Session**
   Pursuant to A.R.S. § 38.431.03(A)(1) the Board may vote to enter into Executive Session for discussion or consideration regarding the employment, assignment, promotion, salary, demotion, dismissal, disciplining, or resignation of a public officer and A.R.S. § 38-431.03(A)(3) consultation with the District's Attorney.

Chair Robinson called for a motion to enter Executive Session. Mr. Leslie motioned to enter Executive Session. Ms. Sekayumptewa seconded the motion. Mr. Leslie, Ms. Sekayumptewa and Chair Robinson all voted in the affirmative. There were no votes against.

Navajo County Community College District · Navajo County · Arizona · Founded 1973
Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

The Board entered Executive Session at 10:13 a.m.

Board Member Black joined the Executive Session remotely at 10:36 a.m.

The Board returned to public session at 12:21 p.m.

Chair Robinson made the following statement prior to continuing with the remaining agenda items:

All individuals regardless of religion should have the opportunity to equitably engage with, participate in, and benefit from the NPC community. The board also believes that people are entitled to personal expressions of faith. Diversity makes us a stronger community

2. **Action from Executive Session**
    a. **Grievance filed by Dr. Allison Landy:** Mr. Leslie motioned to find the grievance had partial merit and motioned the Board to have a discussion with President regarding the conduct expected of the President. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

    b. **Grievance filed by Andi De Bellis:** Mr. Leslie motioned to find the grievance had partial merit and motioned the Board to have a discussion with President regarding the conduct expected of the President. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

    c. **Grievance filed by Autom Christensen:** Mr. Leslie motioned to find the grievance had no merit and no further action be taken. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

    d. **Grievance filed by Colleen Marsh:** Mr. Leslie commented that this was a clarifying motion on the Board's findings and motioned to find that the grievance had no merit and no further action be taken. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

e. **Grievance filed by Pat Lopez:** Mr. Leslie commented that this was a clarifying motion on the Board's findings and motioned to find that the grievance had partial merit and motioned the Board to have a discussion with President regarding the conduct expected of the President. Ms. Sekayumptewa seconded the motion.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

B. New Business

1. **Request for Governing Board Review of Administrative Practices, Shared Governance, and Institutional Stewardship:** Mr. Leslie motioned to acknowledge receipt of the request and will address the concerns raised at a future Board meeting. Ms. Sekayumptewa seconded the motion.
    a. Mr. Leslie also noted that a complaint filed with the Higher Learning Commission stating similar issues was reviewed and the HLC found that the College was substantively in compliance.

Chair Robinson called for a vote to accept Mr. Leslie's motion. Mr. Leslie, Ms. Sekayumptewa, Mr. Black and Chair Robinson all voted in the affirmative. There were no votes against.

Agenda Item 4: Call for Public Comment

Ed Wilson and Rickey Jackson requested and received permission to address the Board. The Board did not comment on the statements, but will consider the matters at a future meeting.

Agenda Item 5: DGB Agenda Items and Informational Needs for Future Meetings

None.

Agenda Item 5: Announcement of Next Regular Meeting on August 18, 2026

Agenda Item 6: Adjournment

Chair Robinson adjourned the special meeting at 12:39 p.m.

Respectfully Submitted,

Julia Wilson

Julia Wilson
Recording Secretary to the Board

Northland Pioneer College
Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu

Request to Approve Lease in Springerville

Recommendation:
Staff recommends approval of a new five-year lease for facilities in Springerville for the period August 1, 2026 to July 31, 2031 for a total five-year cost of $183,000.

Procurement Process and Budget Information:
The annual lease is included in the annual budget and will be included for all applicable years associated with the lease.

Summary:
NPC entered into a three-year lease for space at Chiricahua Plaza in Springerville, AZ to house campus operations and academic needs commencing on August 1, 2023. The original lease was amended to secure an additional 300 square feet effective February 1, 2024. This lease expired July 31, 2026 and this request is to enter into a new lease for five years for the period August 1, 2026 to July 31, 2031.

The monthly rental fee remains $3,050. Annually the cost is $36,600 and the total five-year cost is $183,000.

Premises:
Chiricahua Plaza
Suite 230 & 240
East Main Street
Springerville, AZ 85938

LEASE AGREEMENT RENEWAL

Tenant:

Navajo County Community College District
dba Northland Pioneer College
830 E. Main Street, Suite 230 & 240
Springerville, AZ 85938

Landlord:
Chiricahua Plaza
Spillman Family Trust
P.O. Box 10537
Phoenix, AZ 85016

Premises:
Suite 230 & 240
830 East Main Street
Springerville, AZ 859381

In consideration of the mutual covenants hereinafter set forth, Landlord andTenant agree as follows:

Landlord hereby leases to Tenant, and Tenant hereby leases from Landlord, that certain real property consisting of 2750 square feet and appurtenances thereto described above under "PREMISES" under the following terms and conditions:

1. TERM. The term of this Lease shall be for SIXTY(60) months, commencing on the 1st day of August 1, 2026 , and shall expire on the 31st day of July, 31 2031, both dates inclusive, unless otherwise extended by mutual agreement between Landlord and Tenant.

2. BASE RENT. Tenant shall pay to Landlord as base rent for the premises, at such place or places as Landlord may designate from time to time and without offset or deduction, the total sum of One Hundred Eighty Three thousand dollars ($183,000.00), payable as follows: Three Thousand, Fifty Dollars ($3,050.00) in advance on the first day of each and every month during the term of this Lease, in lawful money of the United States. In the event the rent is paid later that than the 5th day of any month, the rent for that month will be an additional Twenty Five Dollars ($25.00) per day until paid. This late charge is to be assessed from the due date. Acceptance of any payment of payments of rent after the due date thereof shall in

no event be construed as a waiver of the Tenant's covenant to pay the balance of the rent punctually at the times herein provided.

3. TAXES. Taxes and Common Area charges to be included in the lease amount and become the responsibility of the landlord.

4. SECURITY DEPOSIT. Tenant shall deposit the sum of Three Thousand dollars ($3,000.00) with Landlord, which shall be held by Landlord as security for the full and timely performance of the terms and conditions herein and for the payment of any final judgment that may be rendered against Tenant for a breach of those terms and conditions. No interest shall be paid on the deposit. The rights of Landlord against tenant for a breach of this Lease shall in no way be limited or restricted by this security deposit, but Landlord shall have the absolute right to pursue any available remedy to protect its interest herein, as if this security deposit had not been made. The deposit, if any, shall be returned within fifteen (15) days after the expiration of this Lease or any extension thereof provided that all of the terms and conditions herein contained have been fully performed by Tenant. Should the demised premises be sold, Landlord may transfer or deliver this security deposit to purchaser of the interest, and the Landlord shall then be discharged from any further liability with respect to the security deposit.

5. ACCEPTANCE OF PREMISES. Tenant accepts the premises as is. Landlord makes no warranties or representations concerning its present condition or concerning the fitness of the leased premises for the business of the Tenant.

6. UTILITIES. Landlord shall pay all charges due for water and sewer and refuse for the use of Tenant at and in the building in which the demised premises are located. Tenant agrees to use water in the demised premises with the same prudence as though Tenant were the owner of the building and payor of all water used and further, Tenant will permit no waste of water in or around the demised premises. Tenant shall pay all charges for electricity and gas, if any. Tenant shall pay all charges for telephone or other communication service used, rendered or supplied upon or in connection with the demised premises, and shall indemnify Landlord against any liability or damages on such account. Landlord shall individually meter the LPG usage of the demised premises. In the event the LPG supplier does not bill Tenant for LPG usage, Landlord shall purchase the LPG in bulk and bill Tenant on a monthly basis for the amount of LPG used by Tenant.

7. COMMON SERVICES. During the term of this Lease, Landlord shall operate, manage, repair and maintain all common areas and facilities of the property wherein the demised premises are located which are defined to mean all areas and facilities of that property which are not within the walls of the demised premises and which include, without limitation the generality thereof, walkways, parking areas, driveways, entrances, exits, grass and shrubbery within said property, the outside restrooms and outside lighting. The manner in which such areas and facilities shall be maintained shall be at the sole discretion of Landlord. Tenant agrees to share the above common areas and facilities equally with all other tenants of the property wherein the demised premises are located, and to comply with reasonable rules and regulations adopted by Landlord from time to time for the use, entry, operation, management and enjoyment of the leased premises buildings and grounds by all tenants, their employees, clients and customers. Common Services is included in the flat lease amount.

8. USE OF THE PREMISES. Tenant may occupy and use the premises, or any part thereof, for the purpose of conducting the following business:

Any duties in connection with the usual conduct of tenant's business and for no other purpose without the prior written consent of Landlord, which Landlord agrees not to unreasonably withhold. Tenant shall, at its own cost and expense, obtain any and all licenses and permits necessary to conduct Tenant's business on the premises. Tenant shall not create or allow any nuisance to exist on the premises and shall not engage in or permit any use or activity of or upon the premises or the property wherein located, or any parts thereof, in violation of any applicable laws, statutes, rules or regulations of any Federal, State, or local government authority. Tenant shall not make or permit any use of the premises which will invalidate or increase the premium for any insurance which Landlord may now have or hereafter obtains in regard to the leased premises unless Tenant shall pay such increase premium.

9. PARKING. Landlord reserves the right to alter, rearrange and otherwise treat with the common areas, parking areas, driveways, and entrances and exits thereof so long as Landlord conforms with the requirements of appropriate governmental bodies. Landlord reserves the right to require Tenant and their officers, agents, employees, students, invitees, customers and suppliers to restrict their parking to

an area or areas designated by Landlord. Tenant understands and agrees that Tenant has no reserved parking space. Landlord will plow snow fall over 4" during business days.

10. REPAIRS. Tenant shall at all times, keep the premises in clean, orderly and sanitary conditions, and shall not cause or permit any unusual or objectionable noises or odors to emanate from the premises, and shall remove any rubbish which is unsightly or which might create a fire or other hazard or any unpleasant appearance. Tenant agrees to pay for any cost of repairs to the premises or to the property wherein located when such repairs are made necessary by any negligence, carelessness or wantonness of Tenant, its employees, agents or invitees. No repairs shall be made or contracted for without the written consent of Landlord.

Tenant to be responsible for the costs of heat and cooling repair for the suite up to $500.00 per incident. Landlord to have heating and cooling inspection done prior to move-in to insure heat and cooling are in good working order. Landlord shall make all necessary repairs to the premises and to the property wherein located at Landlord's cost and when such repairs are not the obligation of Tenant by reason of the above; however, Landlord shall not be liable for breakdowns or temporary interruptions of service when reasonable efforts to restore same have been made by Landlord.

11. JANITORIAL SERVICES. Notwithstanding any other provisions herein, Landlord shall not furnish janitorial services for the demised premises. Landlord will maintain the upkeep of common areas and the outside restrooms, if any, so they are in a clean and sanitary condition. Tenant will use common courtesy in the use of these areas to prevent unsightly or unsanitary conditions as a result of Tenant's negligence or the negligence of Tenant's invitees, employees or agents. Tenant shall be responsible for the maintenance of the interior of its Premises and all windows, both exterior and interior.

12. SIGNS. Tenant shall not place any advertising or other signs visible from outside the premises in, on, or about the premises without the prior written consent of Landlord. If consent be granted, installation, maintenance, and removal of such signs shall be at Tenant's sole expense and cost, with the area from which the signs have been removed to be restored at Tenant's expense to blend in with the surrounding façade as though no sign had been erected or attached thereto. Landlord will provide two locations on the exterior of the property and

on the sign by the highway for signage of the Tenant. Any such exterior sign shall have conformity with signs of other tenants.

13. ALTERATIONS AND IMPROVEMENTS. Tenant shall not make any alterations, additions, or improvements to the premises without the written consent of the Landlord, and all alterations, additions and improvements which shall be made, shall be at the sole cost and expense of the Tenant, and shall become the property of the Landlord, and shall remain in and be surrendered with the premises as a part thereof at the termination of this Lease, without disturbance, molestation, or injury. If the Tenant performs work with the consent of the Landlord, Tenant agrees to comply with all laws, ordinances, rules, and regulations of the pertinent public authorities. Tenant further agrees to hold the Landlord free and harmless from any damage, loss, or expense arising out of such work.

14. MECHANICS AND OTHER LIENS. Notice is hereby given that Tenant is not the agent of Landlord for the purpose of causing any construction, improvements, additions or alterations or repairs to the premises or the property wherein located, and that all contractors, material suppliers, mechanics and laborers must look only to Tenant for the payment of any charges for work done or material furnished in connection with the leased premises when ordered, requested or contracted for by Tenant. Tenant shall have no right, authority or power to bind Landlord, or any interest of Landlord in or to the premises, for the payment of any claim for labor or material, or for any other charges or other expense incurred by virtue of Tenant's possession or use of the premises. Tenant shall post such written notices on the premises as Landlord may reasonably request in order to aid in the effectiveness of this clause during any period in which such work is being performed.

Tenant will keep the premises and every right, title, and interest therein, or in or to any part thereof, at all times during the term of this Lease, free and clear of mechanics' liens and other liens for labor, services, supplies, equipment or materials, and Tenant will at all times fully pay and discharge and save harmless Landlord, its heirs, executors, administrators and successors and assigns, and every part of the right, title and interest of Landlord in and every part of said premises against and all claims which may or could turn into such liens, and against all attorneys fees and costs and expenses, damages or outlays which may or might be incurred by Landlord or Tenant by reason of any such liens or claims or the assertion or filing of same.

15. RENEWAL. Providing Tenant has faithfully performed its obligations under the covenants, terms and condition of this Lease Agreement, Tenant shall have the privilege or option to renew this Lease for an additional period (at Tenant's option). Any such renewal shall be subject to all the terms, covenants and conditions of this Lease Agreement except for the base rent. If Tenant has not exercised its right to renew this Lease at least ninety (90) days prior to the expiration of the lease term, Landlord, or Landlord's agents, have the right to advertise and show the demised premises to prospective Tenants at reasonable times as is elsewhere herein provided in this Lease Agreement.

Included in Landlord's rights in efforts to lease the premises to another tenant(s), if Tenant does not timely exercise their right to renew, is the right to advertise the impending availability of the premises by such means as is commonly employed in the locality, and to show the demised premises to prospective Tenants or their agents at reasonable times and without interference to Tenant's business and whether or not Tenant is present, provided Landlord will provide reasonable advance notice of any showing of the premises.

16. NOTICES. Any notices or demands which shall be required or permitted by law or by any provisions of this Lease shall be in writing and shall be either personally delivered or sent by certified mail, postage prepaid, addressed to the party at the addresses set forth under "TENANT" and "LANDLORD" on Page 1 of this Lease Agreement, and, in addition, to Tenant at the demised premises, or to such other place as Landlord or Tenant may by written notice from time to time designate. The date of service of notice shall be the date on which notice is mailed or delivered.

17. ASSIGNMENT AND SUBLETTING. Tenant shall not assign this Lease or sublet the whole or any part of the leased premises without the prior written consent of Landlord, which consent will not be unreasonably withheld. Any such assignment or subletting shall be subject to all of the terms and provisions of this Lease. Notwithstanding any such assignment or subletting, Tenant shall at all times remain fully responsible and liable for the payment of rent herein specified and for compliance with all of the other obligations under the terms, provisions and covenants of this Lease. If a default should occur while the leased premises or any part thereof are then assigned or sublet, in additions to any other remedies herein provided for or provided by law, Landlord may, at its option,

collect directly from such assignee or sub-tenant all rents becoming due to Tenant under such assignment or sublease and apply such rents against any sums due to Landlord by Tenant hereunder or may terminate such sublease. No direct collection by Landlord from any such assignee or sub-tenant shall be construed to constitute a novation or a release or Tenant from the further performance of Tenant's obligations hereunder.

18. HOLDING OVER. Except as provided under "RENEWAL", any holding over after the expiration of the term or any renewal of this Lease shall be construed as a tenancy from month to month upon the same terms and conditions insofar as the same may be applicable.

19. LANDLORDS ENTRY. Landlord, alone or with others, shall have the right to enter the premises for the inspection of or repair of the same or to take any action deemed necessary by Landlord for the preservation or safety of the premises or the property wherein the premises are located, or to show the premises to prospective tenants in the event the premises are available for lease as elsewhere herein provided. Such right of entry shall not be unreasonably exercised by Landlord nor unreasonably denied by Tenant. To the extent possible, Landlord shall provide advance notice of its intention to enter the premises for the purpose listed in this section.

20. DAMAGE TO PROPERTY AND PERSONS. All property, real and personal, of any type which may be in the demised premises and persons who may be in the demised premises, during the term this Lease or any renewal thereof shall be the sole responsibility and risk of Tenant, and Landlord shall not be liable to Tenant or any other person, including but not limited to the agents, guests, customers or employees of Tenant, for any damage whatsoever caused to their person or property or any other property, whether such damage is caused by accidents, water, rain, snow, ice, sleet, fire, storms, acts of God, the condition of the premises, breakage, stoppage or leakage or water, gas, electricity, heating, sewer lines or plumbing, on or about or adjacent to the leased premises, or any other event, and without regard to whether the event causing such damage occurs on or in connection with the premises, in building or motor vehicles on the roadways, parking areas, grounds or sidewalks on or adjacent to the premises.

21. INDEMNITY. Tenant, during the continuance of this Lease, covenants and agrees to indemnify and save harmless Landlord from each and every loss, cost, damage, and expense

arising out of any accident or other occurrence, causing injury to or death of persons or damage to property by reason of construction or maintenance on the premises or any additions thereto, or due to the condition of the premises or any additions thereto, or due to the condition or the premises, or the use or neglect thereof by Tenant or any agent, guest, customer or employee of Tenant, except Tenant shall not be responsible to indemnify Landlord for the negligent or intentionally wrongful acts of omissions of Landlord or Landlord's agents, employees, contractors, or other persons authorized to act on behalf of Landlord. Tenant further agrees, during the continuance of this Lease, to indemnify and save harmless Landlord and Landlord's interests in the premises from all damages and penalties arising out of any failure of Tenant to comply with any of Tenant's obligations hereunder.

22. CASUALTY INSURANCE. During the term of this Lease, Landlord shall keep the building and improvements upon the leased premises insured in an amount to be determined by Landlord against loss or damage by fire and lightning, and against the other perils included in the so-called "extended coverage endorsement" as now used with the Landlord as the named beneficiary. All such policies shall be contracted with responsible insurance companies. Tenant agrees to provide, pay for, and maintain public liability and property damage insurance of not less than two hundred and fifty thousand dollars ($250,000.00) with respect to bodily injury or damage to property of others in any one incident, for the protection of Landlord and Tenant against liability that may or might arise from any person, or damage to property, with Landlord and Tenant as named insured's. Tenant further agree to furnish Landlord with certificates of insurance or other evidence that such insurance is in effect. Any such policy shall provide that it may not be cancelled except upon notice to Landlord and Tenant. Landlord shall be named as an additional insured. Tenant shall obtain and pay for insurance coverage for its personal property and the value of any improvement. If all or any part of the building or improvements in which the leased premises are located is destroyed or damaged in whole or in part by fire, or as a result directly or indirectly of war or riot, or by act of God, or occurring by reason of any cause whatsoever, Tenant shall give immediate notice thereof to Landlord and Landlord shall have the right and option, within sixty (60) days from the receipt of notice from Tenant to terminate this Lease, and the rights and obligations arising hereunder, or at Landlord's cost and expense, repair, replace, and rebuild the same to the extent of the value and as nearly as possible to the character of the

building or improvements existing immediately prior to such occurrence. Tenant shall not violate or permit to be violated any of the conditions or provisions of any of such policies, and Tenant shall so perform and satisfy the requirements of the companies writing such polices in such manner so that companies of good standing and acceptable to Landlord shall be willing to write and continue such insurance.

Tenant shall reasonably cooperate with Landlord in connection with the collection of any insurance proceeds that may be due to Landlord in the event of loss and shall execute and deliver to Landlord such proofs of loss and other instruments as may be required for the purpose of facilitating the recovery of any such insurance proceeds. If this Lease is terminated by reason of damage to or destruction of the lease premises, then, subject to the rights of any mortgage placed upon the premises by Landlord, or liens Landlord may have assumed in the purchase of the premises, Landlord shall receive all other insurance proceeds related to Landlord's interest in the building and not the personal property of Tenant. If this Lease is not terminated by reason of any such damage or destruction, then subject to the rights of any mortgage under any mortgage placed upon the leased premises by Landlord, or liens Landlord may have assumed in the purchase of the premises, all insurance proceeds payable by reason of loss to the leased premises shall be paid to Landlord for use in repair, replacement or construction of the leased premises. Except as hereinabove provided, this Lease shall not terminate or be affected in any manner by reason of any destruction or damage in whole or in part of the lease premises or any building or improvements now or hereafter standing or erected thereon, or by reason of the untenantability of the leased premises or any such building or improvements, or by reason of any cause whatsoever; provided, however, that if Landlord elects to repair, replace or rebuild any damage or destruction to the leased premises as hereinabove provide, rent due and payable hereunder shall be abated proportionately during any period in which by reason of any such damage or destruction there is substantial interference with the operation of Tenant's business on the leased premises, which shall be determined by Tenant at it sole discretion, and such abatement shall continue for the period commencing with such damage or destruction and ending with a substantial completion by Landlord of the work of repair or reconstruction which Landlord undertakes to do.

23. <u>DEFAULT</u>. If Tenant defaults in payment of the rent, or if Tenant fails to perform any of the terms, conditions or

covenants or this Lease to be performed by Tenant, and the failure to pay such default shall continue for a period of thirty (30) days after notice of any such default has been mailed to Tenant, Landlord may re-enter the premises without notice and the Lease shall thereupon terminate without depriving Landlord of any other remedy provided by law. Further, Landlord shall have a lien upon the personal property of Tenant located on or in the demised premises for the unpaid rent, and Landlord may take possession of said personal property and sell the same pursuant to the laws of the State of Arizona, and apply the process of such sale upon said unpaid rent.

24. SURRENDER OF PREMISES. At the expiration of the lease term, Tenant shall surrender the leased premises in as good condition as they were at the beginning of the term, reasonable use and wear and tear excepted.

25. WAIVER. Any waiver by Landlord of any default, breach or failure by Tenant shall not constitute waiver of any other default, breach or failure by Tenant hereunder. The subsequent acceptance of rent or any other payment or charge hereunder by Landlord shall not be deemed to be a waiver of any preceding default or breach by Tenant of this Lease, other than failure of Tenant to pay the particular rent or other payment or charge so accepted. No covenant, term or condition of this Lease shall be deemed to have been waived by Landlord unless such waiver be in writing by Landlord.

26. PARTIAL INVALIDITY. The invalidity or un-enforceability of any covenant, term or condition of this Lease shall not affect any other covenant, term or condition of this Lease.

27. ATTORNEY’S FEES AND/OR COST OF LITIGATION. If, by reason of any default on the part of either Tenant or Landlord in the performance of any of the provisions of this Lease, it becomes necessary for either party to employ an attorney, the defaulting party shall pay all costs, expenses and attorney’s fees expended or incurred by both parties in connection therewith; parties being Tenant and Landlord. THIS AGREEMENT SHALL BE GOVERNED BY THE LAWS OF THE STATE OF ARIZONA.

28. PARAGRAPH CAPTIONS. The paragraph captions hereof are for convenience only, and are not to be considered as a part of this Lease, or used in determining the intern or context hereof. The use of the singular in reference to “Tenant” or “Landlord”

is also for convenience only, and does bind all parties, whether "singular" or "plural" is the exact status.

29. BENEFIT. The covenants, terms and conditions of this Lease shall inure to the benefit of and be binding upon the parties hereto and their respective heirs, executors, administrators, personal representatives, successors and assigns.

30. TIME. Time is of the essence of this Lease and of every covenant, term and condition contained in this Lease.

31. Notice. Notice is provided that Tenant may cancel this Lease without further penalty pursuant to A.R.S. § 38-511, the terms of which are incorporated by this reference.

32. ENTIRE AGREEMENT. This Lease constitutes the entire agreement between Landlord and Tenant. No subsequent alteration, amendment, change or addition to this Lease shall be binding upon the Landlord or Tenant unless set forth in writing and duly executed by Landlord and Tenant.

33. ADDITIONAL TERMS. Additional terms and conditions of this lease are found in Exhibit "A" that is attached to this lease and by this reference made a part hereof.

IN WITNESS WHEREOF, this Lease Agreement is executed by Tenant and Landlord on the dates set forth below.

TENANT:

________________________ DATE:______________________

Von Lawson
President
Northland Pioneer College

LANDLORD:
Chiricahua Plaza
Spillman Family Trust

________________________ DATE: _____________________

By Shelly Reidhead
Property Manager

Regular Meeting
Agenda Item 7.B.2
August 18, 2026
Action Item

Request to Approve Ellucian Contract for Office of Institutional Effectiveness

Recommendation:
Staff recommends approval of an Ellucian contract for managed services for the Office of Institutional Effectiveness for the period August 24 to November 30, 2026, for a cost of $78,988.58.

Procurement Process and Budget Information:
Funding for this contract will come from the contingency amount set aside during the annual budget process to address unforeseen needs.

Summary:
The Office of Institutional Effectiveness (OIE) is using the new Anthology Enterprise Resource Planning (ERP) software, but additional support is needed to complete the post go-live adoption of the system. OIE is responsible for extracting and compiling critical reports, both external and internal, that are tied to enrollment and funding activities and auditing requirements. OIE needs additional support from Ellucian on a short-term dedicated basis to develop the critical reports needed, receive training on where and how to acquire data and address any data integrity issues when compiling reports.

OIE has identified a valuable resource at Ellucian, and Ellucian has agreed to assign this resource to NPC to support OIE starting August 24 to November 30, 2026. This resource would be the equivalent of a full-time person who works 40 hours per week. The resource will provide support as a Technical Account Manager and be directed by OIE to address their needs. The terms of the contract will be similar to the Ellucian contract approved by the District Governing Board in May for IT.

Without the additional resource from Ellucian it jeopardizes the ability of OIE to produce the necessary reports it requires to manage NPC operations and could hamper funding from the state of Arizona.

Full-Time Managed Services

Service Agreement

This proposal outlines the Managed Services engagement for the period August 24, 2026, through November 30, 2026. Services include a dedicated Technical Account Manager.

Service Description	FTE Allocation	Period	Total Cost
Technical Account Manager	1 FTE (40 hours/week)	August 24, 2026 – August 31, 2026	**$6,868.58**
Technical Account Manager	1 FTE (40 hours/week)	September 1, 2026 – September 30, 2026	**$24,040.00**
Technical Account Manager	1 FTE (40 hours/week)	October 1, 2026 – October 31, 2026	**$24,040.00**
Technical Account Manager	1 FTE (40 hours/week)	November 1, 2026 – November 30, 2026	**$24,040.00**
		Quote Total:	**$79,988.58**

Terms and Conditions

Service Period

The service period is August 24, 2026 – November 30, 2026.

Assumptions

- Pricing is valid for 30 days from estimate date
- Rates are based on standard business hours (Monday-Friday, 8AM-5PM local time)
- Travel expenses, if required, will be billed separately

Important Notice

NON-BINDING ESTIMATE: This estimate is provided for planning and budgeting purposes only and does not constitute a binding agreement, contract, or commitment by Ellucian. Final pricing, terms, and conditions are subject to formal contract negotiation and execution. Ellucian reserves the right to modify or withdraw this estimate at any time prior to contract execution.

Ellucian

STATEMENT OF WORK

This STATEMENT OF WORK ("SOW") identifies the scope of services, deliverables, and payment arrangements to be performed hereunder and is an exhibit to the Order Form between the Ellucian entity stated therein and Customer, subject to the terms and conditions of the Agreement referenced therein and hereby incorporated into this SOW. The terms and conditions in this SOW are in addition to all terms contained in the Agreement, which shall continue in full force and effect. This SOW shall control over any conflicting terms, conditions, or pricing in the Agreement. Capitalized terms not defined herein shall have the meaning assigned in the Agreement. Ellucian and Customer may hereinafter be referred to individually as "Party" or collectively as "Parties."

1. Ellucian Solutions

Anthology Student

The products identified in this section are collectively defined herein as the "Ellucian Solutions." Customer acknowledges and agrees that the scope of the Ellucian Services (as defined below) is limited to these Ellucian Solutions, regardless of whether Customer has purchased or obtains any additional licenses for other Ellucian products or services pursuant to the Agreement or otherwise.

2. Period of Performance and Project Schedule

Unless otherwise stated in an Appendix attached hereto, the period of performance for this engagement will commence as of the Effective Date and will continue until all Ellucian Services are rendered or this SOW terminates in accordance with the terms of this SOW or the Agreement, as applicable.

Customer and Ellucian will work together in good faith to establish a mutually agreeable project timeline ("Project Schedule"). Establishing the Project Schedule and meeting stated delivery dates will be dependent upon the availability of Ellucian and Customer resources.

3. Project Management

Ellucian will assign a resource to manage the engagement ("**Ellucian PM**") who will be responsible for the overall engagement and delivery of the Ellucian Services. The Ellucian PM will provide Customer with documentation, status reporting, and resource management input with respect to the Ellucian Services.

Customer will appoint a project manager ("**Customer PM**"). The Customer PM shall act as the primary point of contact for the Ellucian PM and will : (i) have full authority to make all required decisions regarding project scope, timeline, and cost; (ii) be authorized to assign appropriate

Customer personnel and resources and be responsible for such resources performance; (iii) be responsible for coordinating all meetings with Ellucian, contractors or other third parties (as required); (iv) provide Customer Deliverables, products, and information as required by Ellucian; and (v) assigning and making available subject matter experts ("SME") required to identify business rules, resolve process discrepancies, and answer ad hoc questions.

4. The Ellucian Services

Service Descriptions and Scope Appendices

The services to be provided pursuant to this SOW include the following ("Ellucian Services"), which are more fully described in the Appendix attached hereto:

Appendix	Product Code	Service Name
A	NON.SV.TAM.N	MANAGED SVS TAM

For a detailed description of scope, see Appendices.

The engagement scope in this section is an all-inclusive list of the Ellucian Services that will be provided pursuant to this SOW. For the avoidance of doubt, no additional services will be provided pursuant to this SOW. In the event additional services are required, the Parties will execute a separate Statement of Work or Change Order, in accordance with the terms of the "Change Order Process" section set forth below.

Testing and Validation

For engagements that require testing and validation, these will be performed in accordance with the relevant appendix attached hereto. Customer must confirm to Ellucian that the results of such testing demonstrate that the Ellucian Solutions perform the actions specified in the mutually agreed upon documentation, in all material respects. In the event Customer does not complete testing as agreed upon, the deliverable dates and associated fees may vary, thereby requiring the Parties to execute a separate Statement of Work or Change Order, as applicable in accordance with the "Change Order Process" section below.

5. Change Order Process

Either Party may initiate a change request to this SOW by submitting the details of such change in writing to the other Party. The Party receiving the change order request shall respond to such proposal within five (5) business days. If the Parties are mutually agreeable to the proposed changes or any other changes to this SOW, they shall execute a change ("**Change Order**"). Customer acknowledges and agrees that any changes to the Deliverables, Ellucian Solutions, Ellucian Services, work to be performed, schedules, resources and / or assumptions in this SOW may affect the Project Timeline and the associated fees.

6. Assumptions

General

- Payment of fees for the Ellucian Solutions is not contingent on or related to payment for the Ellucian Services delivered pursuant to this SOW.
- Customer will facilitate all hardware and software configuration and environment(s), either managed or self-hosted, required to support the Services to be rendered pursuant to this SOW.
- Except as expressly specified in writing, Customer will procure and provide all third-party products and services in a timely manner as required to complete the Ellucian Services under this SOW. Ellucian is not responsible for making changes to the configuration or data contained or used in third-party systems.
- Customer will provide Ellucian with remote and/or on-site access, as required, to its systems, sites, networks, legacy systems, third party solutions, and applications and will ensure adequate internet is maintained for delivery of the Ellucian Services.
- Customer will designate empowered decision-makers who can make determinations regarding project scope, priorities, execution, and resourcing.
- Customer will manage all internal communications and information dissemination to its personnel and campuses, as applicable.
- Customer will facilitate and assume all responsibility for any interactions with Customer or third-party projects or programs in order to manage external project dependencies, including Customer personnel, Customer sub-contractors, third party vendor relationships and any third-party licenses. Ellucian will reasonably cooperate with Customer and such third-party integration providers as necessary to perform the Professional Services and provide the Deliverables set forth herein.

Customer Acknowledgement

Customer acknowledges and agrees that Ellucian's ability to deliver the Ellucian Services and render the Deliverables specified in this SOW is dependent upon Customer's full and timely cooperation, including but not limited to the availability of Customer skilled resources in accordance with a project staffing plan, as well as the accuracy and completeness of any information Customer provides to Ellucian (which may include but is not limited to relevant information regarding the organization, infrastructure, roles, processes, systems, data, and other elements of the Customer's operations). Customer shall facilitate and assume all responsibility for any interactions relating to projects or programs in order to manage external project dependencies, including but not limited to Customer personnel, Customer sub-contractors, third party vendor relationships and any third-party licenses. In the event Customer fails to perform any of the foregoing obligations, or if any assumptions specified in this SOW change as a result of inaccurate information provided by Customer or Customer's lack of cooperation, then the scope of services, Project Timeline and associated fees may change. In the event of the foregoing, Ellucian shall notify Customer in writing and shall allow Customer up to five (5) business days to review such notice, subject to any additional delays or costs, and the Parties will enter into a Change Order in accordance with Section 6 hereinabove, and Ellucian shall not be obligated to perform until such Change Order is mutually executed and shall not be in breach of its obligations contained in this SOW or in the Agreement for its inability to perform.

7. Fees, Invoicing & Payment

Services	Product Code	Service Type	Service Renewal	Estimated T&M Hours
MANAGED SVCS TAM	NON.SV.TAM.N	FP	One-Time	N/A

The fees payable by Customer for the Ellucian Services detailed in this SOW are found in the accompanying Order Form.

Travel and Expenses are not included in the fees set forth in the relevant Order Form and will be invoiced as incurred.

Estimated T&M Fees. Any Estimated T&M Fees will be billed on a time and materials basis (T&M). If additional T&M hours are required by Ellucian to perform the services specified in this SOW, Ellucian shall promptly notify Customer of the additional T&M hours requirement prior to proceeding with such services and such additional services will not be performed by Ellucian without a Change Order. Customer acknowledges that its failure to approve a change request to allow for additional T&M hours may impact certain Deliverables and result in the delay of the completion of this SOW. In the event Customer refuses to approve a commercially reasonable change request to allow for additional T&M hours, Ellucian shall not be in breach of this SOW or the Agreement due to any delay or inability to produce a certain Deliverable.

Recurring Services. Services indicated as One-Time will terminate upon completion of the service. Services indicated as Auto-Renewal will repeat and be invoiced in future Order Forms until such time as the client indicates a desire to not renew the Services according to the terms and conditions defined in the Master Services Agreement

The terms and pricing included herein shall expire if this SOW is not fully executed within thirty (30) days of Customer's receipt of the SOW from Ellucian.

8. Cancellation

Customer acknowledges that Ellucian allocates its resources to provide the Ellucian Services pursuant to this SOW. In the event Customer needs to cancel any scheduled Ellucian Services with less than fifteen (15) business days prior written notice, and Ellucian cannot, after making good faith efforts, reallocate its resources, then Customer shall promptly pay Ellucian the applicable fees (based on the difference between the projected scheduled Ellucian Services for Customer and the fees actually received) and any out-of-pocket expenses incurred by Ellucian. Notwithstanding anything to the contrary, in the event of Customer terminates a Fixed Fee SOW for any reason, other than as a result of Ellucian's uncured material breach, Customer must pay

Ellucian all Fixed Fees specified in such terminated SOW. Any termination or cancellation of a SOW shall have no effect on Customer's obligation to pay the applicable fees and out-of-pocket expenses actually incurred by Ellucian through the effective date of termination or cancellation.

Appendix A

I. Period of Performance; Commencement Date

The period of performance for this engagement will commence August 24, 2026, and continue through November 30, 2026. Any modifications or extensions will be subject to the terms, conditions, or pricing of a Change Order or new Statement of Work.

II. Scope of Service

MANAGED SVCS TAM - NON.SV.TAM.N

Ellucian will provide the following services ("The TAM Services"). Customer will direct and prioritize which of The TAM Services are delivered weekly based on the hours allocated per week. The TAM Services provided are based on forty (40) hours allocated per week.

Technical Account Management Services. Ellucian will provide technical and development support services including the functions, scope and responsibilities as detailed below:

Responsibilities	Ellucian	Customer
Obtain/maintain technical knowledge on Customer's account and advise Customer of best Ellucian technologies to support business needs	✓	
Obtain/understand Customer goals and objectives relative to Anthology Student use and deployment and advise Customer of Ellucian best practices and best technologies to support those goals and objectives	✓	
Provide technical strategic planning spanning across Ellucian technologies and product roadmap	✓	
Serve as primary Ellucian technical liaison with access to Ellucian technical experts to facilitate and collaborate on broader technical items when needed	✓	
Participate in strategic meetings related to Ellucian product architecture, features, and functionality		
Facilitate Customer's access to support resources	✓	
Escalate critical support issues based on Customer prioritization and business impact	✓	
Participate in root cause analysis and solution planning meeting related to Anthology Student technical product issues	✓	

Responsibilities	Ellucian	Customer
Manage technical escalations (exceptional patches, Ellucian Development escalations, etc.).	✓	
Monitor and communicate technical enhancement/defect details	✓	
Engage when Ellucian Support would normally push a technical configuration or task back to Customer's end user	✓	
Assist and advise Anthology Student product(s) upgrade and patch management	✓	
Assist and advise Customer with evaluating custom solutions and integrations evaluation and deployment as part of environment and/or software upgrades	✓	
Facilitate planning between Customer and Ellucian support, cloud, and services teams to plan and prepare for scheduled maintenance activities	✓	
Serve as one of available points of contact for escalations and notification if unscheduled system interruptions occur	✓	
Assist with development needs relative to Forms Builder and Workflow	✓	
Assist development needs relative to T-SQL	✓	
Develop custom reports (ad-hoc, Crystal reports, SSRS, etc.)	✓	
Assist with the evaluation of new integration needs working with Ellucian Integration Services relative to requirements and business review	✓	
Complete internally or engage Ellucian Integration Services for integrations with third party applications		✓
Coordinate/facilitate meetings to describe the technical functionality of systems and new products	✓	

III. Staffing

Ellucian shall maintain a Technical Account Manager ("TAM") to provide services under this SOW. Ellucian will have the right to determine how to staff The TAM Services including the right to assign, remove, or replace Ellucian personnel as needed. Should Customer advise Ellucian as to any problems, concerns, or issues with any such Ellucian personnel, Ellucian shall use commercially reasonable efforts to address and correct such issues, including the removal or replacement of such personnel.

- Ellucian will deliver The TAM Services remotely.
- The TAM Services provided are based on forty (40) hours allocated per week.
- The TAM Services will be performed during standard business hours, between 9:00 a.m. EST and 6:00 p.m. EST Monday through Friday. Ellucian and Customer agree with timely notice and agreed planning these hours may be modified to perform certain tasks that need to be completed off peak time in order to minimize impact business production.

- Ellucian resource's PTO (personal time off, vacation, illness) is part of allocated time. For clarity, there will also be occasional training commitments (Ellucian User Conference, mandatory Ellucian training black out days) that will be shared as far in advance as possible with Customer. Customer understands this is part of allocated time and does not change the monthly fixed fees billed. Ellucian may assign a back-up resource for emergencies. Ellucian will use best efforts to ensure that PTO scheduling will not impact the scope and timing of in-process/planned initiatives as it is generally scheduled around key milestones.
- Ellucian acknowledges that Ellucian resources may occasionally work in excess of the allocated time and in such event, the monthly fixed fee to Customer shall not increase. However, if the number of hours consistently exceeds the weekly allocated time set forth in this SOW, the parties shall cooperate in good faith to adjust going forward. There shall be no retroactive adjustments to such fees.

IV. Assumptions

- Installation, configuration, and analysis for the use of any Anthology Student modules that are not currently installed and configured on Customer's current Production Environment is performed by Ellucian Implementation Services and excluded from this SOW.
- Integrations, data import or data synchronization from other systems into Anthology Student is performed by Ellucian Integration Services and excluded from this SOW.
- Performance of The TAM Services is conditioned upon Customer fulfilling the responsibilities and obligations as described in this SOW.
- Any changes to The TAM Services or scope set forth in this SOW will be documented in a mutually executed Change Order.
- The TAM Services provided hereunder are separate and distinct from services related to any CampusCare Agreement, maintenance and support agreement, or SaaS agreement in effect between the parties. Customer shall maintain CampusCare Support or SaaS services in order for Ellucian to provide support and maintenance for the Ellucian Software.
- Except as otherwise expressly provided herein, Ellucian does not assume any responsibility for the management or operations of Customer's business or undertake to perform any obligations of Customer, whether contractual, regulatory, or otherwise.
- Notwithstanding anything herein to the contrary, Ellucian shall not be obligated to perform any services that would cause it to be in conflict with any law, rule, or regulation.
- Customer will prioritize The TAM Services provided in the hours allocated per week. Any changes to the number of hours allocated per week will be documented in a mutually executed Change Order.
- Major changes to system configuration, institutional models, or business process design are considered solution re-engineering. These efforts may require a separate Professional Services engagement, including appropriate discovery, planning, and implementation services Customer will designate a resource to serve as the primary point of contact for coordinating service requests and assisting with request prioritization.

V. Fees

The Fixed Fees for The TAM Services outlined in this SOW are $78,988.58. Customer shall pay the Fixed Fee in monthly payments based on the table below. Travel and expenses are not included in the Fixed Fees and will be billed as incurred.

Period	**Fixed Fee**
August 24, 2026 – August 31, 2026	$6,868.58
September 1, 2026 – September 30, 2026	$24,040.00
October 1, 2026 – October 31, 2026	$24,040.00
November 1, 2026 – November 30, 2026	$24,040.00
Total:	$79,988.58

Regular Meeting
Agenda Item 7.B.3
August 18, 2026
Action Item

Request to Approve Annual Managed Services for 2026-2027

Recommendation:

Staff recommends approval of a one-year Managed Services Agreement with HyeTech to provide 24x7x365 managed services for the District's networking, systems, and collaboration infrastructure. The annual cost is $73,350.00.

Procurement Process and Budget Information:

The 1GPA Cooperative Procurement Contract No. 22-02PV-08 is being utilized to ensure competitive pricing and best value for the College. Funding for the Managed Services Agreement has been budgeted through the Information Technology Division. Future annual renewals, if approved, will be included in the appropriate fiscal year budgets in accordance with the terms of the agreement.

Summary:

NPC has standardized Cisco networking and collaboration solutions, with HyeTech serving as the district's primary Cisco partner for equipment, professional services, and ongoing support. HyeTech is the directed source for NPC.

The District relies on its networking, systems, and collaboration infrastructure to support instructional technology, administrative operations, and communication across all campuses. Staff recommends entering into a Managed Services Agreement for ongoing monitoring, maintenance, and technical support.

The agreement replaces the existing Collaboration Support Contract, which provided collaboration support only and is no longer offered by the vendor. The new agreement expands support to include the District's networking, systems, and collaboration infrastructure with 24x7x365 monitoring and support.

The proposed agreement covers July 1, 2026, through June 30, 2027, at an annual cost of $73,350.

Managed Services

Proposal 1102-159

for

Northland Pioneer College

Developed by

HYE TECH NETWORK & SECURITY SOLUTIONS, LLC

July 10th, 2026

1GPA Contract 22-02PV-08

4802 E Ray Road
Suite 23-414
Phoenix, Arizona 85044
www.hyetechnetworks.com

1. TABLE OF CONTENTS

1.1. TABLE OF TABLES

2. PROJECT SUMMARY

Northland Pioneer College (NPC) has a need for managed services for networking infrastructure . NPC has engaged Hye Tech Network & Security Solutions, LLC (HyeTech) to provide this Managed Services Proposal for networking infrastructure.

3. OBJECTIVES

The objective of this agreement is to provide 24x7x365 managed services for the following infrastructure:

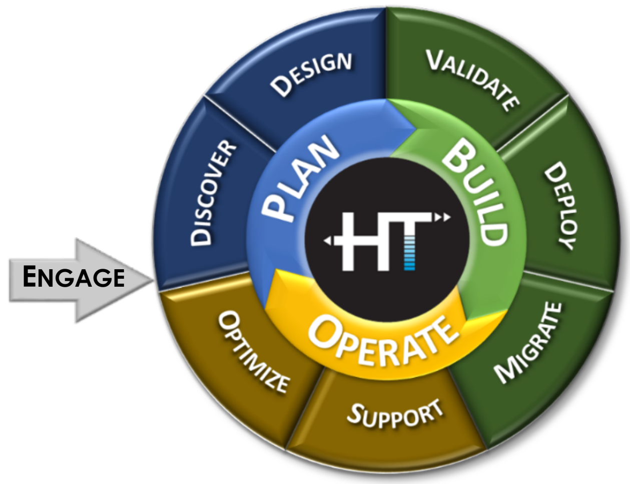
- Collaboration
    - Webex Calling Infrastructure
        - Voice Gateways
- Network
    - Access Points
    - Wireless Controllers
    - Core Switching
    - Access Switching
    - Internet Firewalls
    - WAN Routers
- Systems:
    - Virtual Environment:
        - ISE
        - Exchange
        - F5
        - Active Directory
        - DHCP
    - Intune
    - UCS Servers
    - Nimble Servers

4. METHODOLOGY

There are several key steps that HyeTech follows for every implementation and managed services project.

IMPLEMENTATION ENGAGEMENT

- **ENGAGE**
  - First client engagement
- **DISCOVERY**
  - Discover the environment
- **DESIGN**
  - Design a solution
- **VALIDATE**
  - Validate the design with client
- **IMPLEMENT/DEPLOY**
  - Deploy the new technology
- **MIGRATE**
  - Migrate production
- **SUPPORT**
  - Provide ongoing support for client services
- **OPTIMIZE**
  - Optimize technology as need



Managed services are an integral component of HyeTech's Service Catalogue and offerings. HyeTech will provide NPC with managed services for all technologies defined to be in-scope within this document. The managed services solutions are anchored centrally by HyeTech's 24x7x365 Network and Security Operations Center (NOC and SOC). Based on the details of the scope defined below, HyeTech can provide end-to-end telemetry data and event monitoring, analysis, and correlation services for NPC's technology services. HyeTech may identify availability, performance and capacity risks and respond with appropriate controls.

5. SCOPE OF WORK

5.1. ONE TIME START UP AND ON BOARDING

- Deploy remote access into network
- Deploy monitoring tool to inventory and monitor in scope devices
- Validate access to in scope devices
- Develop escalation path

5.2. MANAGED SERVICES – NETWORK, COLLABORATION, SYSTEMS

Hyetech will be responsible for 24x7x365 managed services for NPC's Network Infrastructure, Systems Infrastructure, Webex calling environment and voice gateways.

Network Infrastructure:

- *Provide up/down alerting, capacity, and performance metrics for the following:*
    - *Layer 3 Distribution / Core switches*
    - *Internet Firewalls*
    - *WAN Routers*
    - *Layer 2 Access Switches*

Systems Infrastructure:

- Tier 2 / 3 Engineering Support
    - *Virtual Environment:*
        - *Active Directory*
        - *DHCP*
        - *ISE*
        - *Exchange Server*
    - 2x UCS Servers
    - 2x Nimble Servers
- Incident Management
    - Tracking of incidents from start to resolution
    - Problem resolution
    - Access to Sr. Engineers for consulting
- Manufacturer Escalation
- Remote consulting and senior engineering for requests

Collaboration Infrastructure:

- Escalations & Complex MACD (Includes but not limited to):
- Feature enablement
- Auto Attendants (Call Handler)
- Hunt group modifications
- Dial plan Updates / Modifications
- Immediate issue triage
- Notification of stakeholders to problem
- Creation of support tickets with manufacturers and ISPs
- Configuration
- Redsky (E911) Requests/Updates

- Service Transition

HyeTech will implement formal processes that efficiently and effectively transition the NPC's in-scope technology operations to our managed service solutions. Service Transition is a cooperative effort that requires close coordination and cooperation with customer organizations to ensure an accurate and complete transfer of information and knowledge to the service delivery team. Upon contract initiation, HyeTech may prepare, present and deliver a Transition Plan based on proven processes and procedures to ensure a successful transition based on our experiences, industry best practices and operational lessons learned. HyeTech activities may be led by a qualified and experienced Service Transition Manager who will have ownership and accountability for executing all aspects of the plan on schedule and within approved budget. The Transition Plan will cover the following Service Transition tasks and deliverables.

5.2.1. PROJECT KICKOFF

HyeTech will provide NPC an introduction to HyeTech's service delivery organization and scheduled date to conduct a kickoff. The kickoff will be used to execute the following objectives:

- Introduce the NPC contacts to the assigned HyeTech transition team and service delivery organization
- Set expectations around timeline and process
- Begin to assess requirements and technology environment
- Establish a schedule and basis for information exchange that will be required to ensure a successful transition

5.2.2. SERVICE DEPLOYMENT

HyeTech's service deployment activities include planning the transition of the 24x7x365 monitoring and/or management. HyeTech will provide an information repository identifying all mandatory and preferred information that is required from NPC to successfully deploy secure, reliable and scalable services. A Pre-Implementation Worksheet (PiW) may be distributed identifying all the mandatory information (e.g., IP Addressing, Naming Conventions, Physical Address, etc.) required to populate the knowledgebase as well as any optional information required to facilitate and support customer specific requirements (e.g., service mapping, notification and escalation procedures, etc.). Once all information is received, reviewed and approved by the Service Transition manager, the Transition team will begin work on establishing secure connectivity to the managed technology environment.

5.2.3. AUTOMATED DISCOVERY

HyeTech will conduct a discovery of the NPC's technology infrastructure. HyeTech will deploy both active and passive processes to discover as much information as possible from elements within the NPC's environment to populate the client information repository. HyeTech's discovery process will use existing monitoring toolset information as well as interrogate NPC's infrastructure, where necessary, to identify network and host devices, and collect topology information and mandatory configuration item (CI) data and attributes.

HyeTech assumes all customer premise infrastructure/systems are operational and functional prior to service transition.

In addition to the initial discovery process, we may schedule update discovery scans to capture any new devices or configuration changes every 72 hours. If required, our automated discovery process may capture and manage hundreds of additional device attributes. Some of these attributes include, but are not limited to: all installed software and versions, active and inactive interfaces and ports, and network protocols enabled; operation system versions and platforms, processor speed, and physical/logical memory; and physical storage, attached peripheral devices, and local administrator account name.

5.2.4. SERVICE AND DEPENDENCY MAPPING

Upon completion of the discovery process and population of the client database with CI data, HyeTech will begin the process of identifying and validating dependencies between CIs, modeling high availability configurations and associating the CIs to specific locations. Once the geographic and dependency mapping is completed, each configuration item is associated with the IT services it supports. The IT services are defined are configurable and are based on coordination between HyeTech and NPC personnel. Once all services have been defined and approved, HyeTech will map all in scope configuration items to their appropriate services. Service and dependency mapping is a continuous effort as configuration items will change and new services can be created. HyeTech will review the client database on a weekly basis and all discrepancies will be communicated via a monthly report.

5.2.5. SERVICE TEST AND VALIDATION

Prior to transitioning the infrastructure to HyeTech's 24x7x365 service operations, the transition team will perform test and validation to ensure all aspects of the transition plan have been successfully executed. Testing will include:

- Review and verify the configuration of all managed components.
- Work with NPC, as necessary, on any initial management configuration issues and/or changes required for successful management.
- Test and accept each managed component for ongoing operations management coverage.
- Begin ongoing event and incident monitoring of managed network infrastructure and services.

5.3. SERVICE ACTIVATION

All existing managed devices will require some configuration. Once the devices are configured, HyeTech will formally transition the service from our transition team to our managed services and 24x7x365 operations teams. Upon the service activation step completion, the ongoing management and support phase of the services officially begins. Typically, HyeTech will introduce NPC and HyeTech operations personnel during the kick-off and upon service activation.

5.4. SERVICE OPERATION

Upon successful implementation and/or execution of the transition plan, HyeTech will assume 24x7x365 operations and maintenance of the in-scope components of the NPC technology infrastructure.

HyeTech will provide end-to-end event monitoring, analysis, and correlation services to aggregate events and logs for both manual and automated data analytics.

HyeTech will proactively monitor, correlate, and analyze logs and alerts across critical assets 24x7 to identify and record incidents, trends, anomalies and/or behaviors that threaten network performance and availability. Once identified and validated through a formal event, incident and problem management process, HyeTech network engineers will respond with appropriate controls.

5.4.1. EVENT MANAGEMENT

Event Management processes are based on the specific technology's ability to generate log/event/data information and our ability to parse process and correlate this information to assess well defined and documented Key Performance Indicators (KPIs). HyeTech will work with NPC to determine the appropriate toolset and measurement methodology for the KPIs.

5.4.1.1. Availability Event Management

HyeTech will both actively poll and passively receive telemetry and health data from network items to provide real time monitoring and assessment of in-scope technology service availability. HyeTech will continuously monitor and trend key performance metrics, which are reviewed and agreed upon with NPC.

HyeTech's Availability Event Management solution will process and correlate Availability event data and support the Incident Management and Problem Management processes. A detailed list of infrastructure Availability metrics, the data collection methodology, collection intervals and baseline thresholds are proprietary intellectual property to HyeTech but are available upon request.

5.4.1.2. Capacity Event Management

HyeTech will collect capacity metrics measurements of the in-scope infrastructure. Capacity event management examples include but are not limited to: memory, CPU, interface and bandwidth utilization metrics, voice trunk capacity.

As part of HyeTech's service design and transition process, solution engineers will define what information is required to support customer specific service levels and objectives and identify a reliable, scalable and secure methodology for collecting related logs/events. In addition, during the service transition phase, the event generation options will be configured and tested. HyeTech will continuously monitor and trend the following Network Capacity Key Performance Metrics.

5.4.1.3. Performance Event Management

HyeTech's performance event management solution affords the service delivery organization and customers the opportunity to visualize network performance and quickly identify bottlenecks, identify impending performance faults, monitor link availability and performance, measure network bandwidth and traffic utilization, analyze traffic patterns and monitor and troubleshoot Quality of Service (QoS).

5.4.1.4. Configuration Event Management

HyeTech's event management processes include scalable and reliable solutions for monitoring and managing device configurations. HyeTech will maintain configuration in a CMDB files and does not limit the number of configurations stored in the revision history. In addition, HyeTech will configure its event management solution to receive SNMP traps specific to configuration changes or policy violations.

5.4.1.5. Environmental Event Management

All managed devices equipped with sensors for monitoring environmental elements will be monitored. Environmental ranges are specific to individual platforms and manufacturer and will be defined by the manufacturer unless the customer request specific baseline configuration.

5.4.2. INCIDENT MANAGEMENT

HyeTech will employ proven incident and problem management processes to actively detect, process, and resolve faults within the NPC's network infrastructure and services.

HyeTech's Incident Management process will aim to ensure that incidents are detected and incident cases are then recorded and tracked until closure.

There may be occasions when major incidents occur that require a response above and beyond that provided by the normal incident process. Incident management will include a process for handling these major incidents, including management and functional escalations, effective communications, and formal rollback plans.

Major activities/deliverables within HyeTech's Incident Management process will depend on the scope of service, but can include:

- **Detection and recording** – HyeTech will provide the initial detection of incidents through 24x7x365 secure monitoring operations or a variety of different mediums. Each incident is recorded so that it can be tracked, monitored, and updated throughout its life cycle. This information can then be utilized for problem management, reporting, process optimization, and planning purposes.
    - Alerts from the event management systems may lead to incidents
    - User created tickets cases may lead to incidents
    - Incidents will be reported via methods and mechanisms provided by NPC
- **Handling of Customer Requests for Change** – HyeTech will perform processing and distribution of Requests for Change. Different types of requests require handling in different ways. HyeTech's Incident Management team may be able to process certain requests, while other requests may need to be passed to other processes, such as Change Management, for processing.
- **Classification and initial support** – HyeTech's classification process will categorize the incident and uses information on impact and urgency to determine the priority of the incident and route the incident to the appropriate service operations team resources. Incident management will include initial support processes that allow new incidents to be checked against known errors and problems so that any previously identified workarounds can be quickly located and implemented. HyeTech's Incident Management team will then provide a structure by which incidents can be investigated, diagnosed, resolved, and then closed. The process ensures that the incidents are owned, tracked, and monitored throughout their life cycles. Initial support will provide first-line resolution for incidents. This will be achieved by checking them against known errors, existing problems, and previous incidents in order to identify documented workarounds and/or permanent resolutions
- **Investigation and diagnosis** – This process deals with the investigation of the incident and the gathering of diagnostic data. The aim of the process is to identify how the incident can be resolved as quickly as possible. The process allows for management escalation or functional escalation if either becomes necessary in order to meet SLA targets.
- **Incident Isolation** – HyeTech will analyze incident symptoms based on our defined KPIs and isolate/resolve incident conditions in accordance SLAs.
- **Notification, Escalation, and Tracking** – HyeTech will alert, escalate, and track through resolution all incidents detected as a result of network service monitoring, including systems failures, anomalies, or threshold violations
- **Major incident procedure** – HyeTech's major incident procedure exists to handle those critical incidents that require a response above and beyond that provided by the normal incident process. Although these incidents still follow the normal incident life cycle, the triggering of the major incident procedure provides the

increased coordination, escalation, communication, and resources that these high-priority events require.

- **Resolution and recovery** – HyeTech will follow formal processes and procedures to resolve the incident, often by communicating with the Change Management process to implement remedial actions. Resolution may include implementing dispatch of Field Engineering (FE) resources. Once actions have been taken, the success of the resolution is checked. Following resolution of the incident, there may be recovery actions that need to be taken.
- **Closure** – This process helps to ensure the Customer is satisfied that the incident has been resolved prior to closing the incident record. This process also checks that the incident record is fully updated and assigns a closure category.
- **Post Mortem Review** – HyeTech will conduct root cause analysis reviews for significant Network incidents/outages. An incident will be deemed significant due to its priority level, extended response or recovery time, or unique nature that may require subsequent system or process re-design.

5.4.3. PROBLEM MANAGEMENT

HyeTech's Problem Management services include the activities required to diagnose the root cause of incidents identified through the Incident Management process, and to determine the resolution to those problems. It is also responsible for ensuring that the resolution is implemented with the appropriate control procedures, especially Change Management and Release Management.

Major activities/deliverables within HyeTech's Problem Management process will depend on the scope of service, but can include:

- **Problem detection**
  - Analysis of an incident by a technical support group which reveals that an underlying problem exists (reactive), or is likely to exist (proactive).
  - Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident which may reveal the need for a Problem Record.
  - A notification from a user or HyeTech that a problem exists that has to be resolved.
  - Analysis of incidents as part of proactive Problem Management: watch-bulletins, releases, relevant papers
- **Problem logging**
  - All the relevant details of the problem will be recorded so that a full historic record exists. This will be date and time stamped to allow suitable control and escalation. HyeTech will utilize NPC's ticketing system for this activity.
- **Problem categorization**
  - Problems will be categorized (severity/priority) in the same way as incidents in order to trace a problem. Prioritizing problems determines the impact of the incidents and the frequency of the occurrences.
- **Problem investigation and diagnosis**

- The result of an investigation for a problem will be a root cause diagnosis or a RCA report. The resolution will be the sum of the appropriate level of resources and skills used to find it.
- HyeTech will help determine the level of impact and to assist in pinpointing the point of failure.
- HyeTech will maintain and utilize the Known Error Database or KEDB in order to determine if the problem has occurred in the past, if so a resolution should be already in place.
- The events that trigged the problem will be checked in chronological order in order to have a timeline of events. The purpose is to see which event triggered the next event and so on, or to rule out some possible events.

5.4.4. REQUEST MANAGEMENT

All service requests will be submitted by authorized customer personnel through the agreed upon change request process defined and agreed upon during service transition. Service Level Agreements for Request Management are contained in Exhibit B.

5.4.5. CHANGE MANAGEMENT

HyeTech will follow the Change Management Process agreed to with NPC. Changes in the IT infrastructure may arise for various reasons.

HyeTech will ensure the utilization of standardized methods, processes and procedures, facilitate efficient and prompt handling of all changes, and maintain the proper balance between the need for change and the potential detrimental impact of changes.

Service Level Agreements for Change Request Management are contained in Exhibit B.

5.4.6. DEVICE SECURITY MANAGEMENT

HyeTech will provide security log monitoring and management for network devices. Logs will be analyzed and correlated using an agreed upon platform (tool cost is not included as part of this scope of work unless specifically identified). Any security events will result in the creation of Security Incidents following NPC's normal security incident process and tracked within our Incident Management solution until the threat is mitigated or resolved. This item is not a security operations center (SOC) offering. It is meant to ensure that in-scope devices are monitored for security events (e.g. unauthorized logins, unauthorized configuration changes).

5.4.7. DOCUMENTATION MANAGEMENT

HyeTech will provide documentation for all work performed by HyeTech within this scope of work. All efforts will be made to provide an automated process for documentation. Automation will help deliver a uniform documentation set that can be consistent across sites, platforms and technologies. Look and feel of the documentation set will be agreed upon with NPC at the commencement of Service Operation. Deviation from automated documentation methods will be avoided unless there are no means of automating. Examples of these include:

- Devices or segments of the network that are unique or niche where automation techniques will not work
- Single instance, long term, documentation (Core network, Internet Edge, etc.)

Documentation changes will be made upon a change in the environment requiring it. If changes are made by non-HyeTech entities that require HyeTech to make changes to documentation, HyeTech must be directly notified of such a change to ensure appropriate action and update via service request or other direct request means.

5.5. SERVICE LEVEL MANAGEMENT

HyeTech will work with NPC to track service delivery performance against defined and agreed upon service Key Performance Indicators (KPIs) and Service Level Agreements (SLA's) and Operational Level Agreements (OLA's) if applicable. SLAs will provide the basis for managing the relationship between HyeTech and NPC while OLAs are used to manage deliveries between HyeTech and any NPC third party/vendor/organization participating in the ITIL service delivery process.

HyeTech will continuously monitor and track performance against SLAs defined in Exhibit B. In the case of a missed SLA, we will provide a post incident review to identify where the failure occurred and its root cause.

6. TIMELINES AND SCOPE

The full migration to the following set of services from HyeTech will ensue over a period of ninety (90) to one-hundred twenty (120) days after final acceptance and contract execution.

7. ASSUMPTIONS & RESPONSIBILITIES

The following assumptions and responsibilities apply for the Services described in this SOW.

- NPC will provide HyeTech an overview of relevant policies associated with the overall program
- NPC and HyeTech will agree on any standardization information, naming conventions, IP addressing, documentation or other standards for the program described in this SOW.
  - Where standards exist, NPC will provide written documentation describing the standards, along with examples as needed
  - Where standards do not exist, NPC and HyeTech will work together to develop and document the standards
- NPC will provide access to necessary information, documentation, and technology for HyeTech to perform discovery
- NPC will provide the HyeTech team with necessary access to vehicle parking passes and/or equivalent, if it is required to perform the duties within this scope.
- NPC will provide HyeTech the required access levels to the existing infrastructure as necessary to perform the work within this scope of work.
- NPC will provide access to support contracts, carrier services LOAs, and other vendor relationships as applicable, subject to NPC's compliance with its confidentiality obligations in all such contracts and relationships.
- If needed, NPC to ensure availability of physical space for on-hand and accessible inventory/sparing as it is required to meet certain SLAs. All deployment services will be provided as outlined herein. Where additional resources are required, additional scopes of works will be provided to ensure timely project completion within NPC requirements
- SLA's would not automatically be applicable to solutions or infrastructure architectures not engineered or reviewed and accepted by HyeTech.
- All travel will be billed back to NPC as actuals.
- Items not specified within this document are explicitly excluded from the scope of service.

The following two sections define in-scope and out-of-scope services and places in the network or places in the cloud.

8. IN-SCOPE / OUT-OF-SCOPE

This section defines in-scope and out-of-scope services and places in the network or places in the cloud.

8.1. IN SCOPE

The following section generally identifies the in-scope portions of the NPC technology infrastructure. Exceptions to this list are provided in section 8.2 "Out of Scope" and is subject to all items in section 7 "Assumptions/Responsibilities".

- Collaboration
    - Webex Calling
        - Voice Gateways
    - The following services are included:
        - Tier 1 Monitoring/Alerting and Incident Troubleshooting
        - Tier 2/3 Escalation and Elevated Incident Management
        - Moves, Adds, Changes, Deletes (MACDs)
        - Annual upgrades of in scope devices (Voice Gateways)
- Network Infrastructure:
    - Tier 1 Monitoring/Alerting and Incident Troubleshooting
    - Tier 2/3 Escalation and Elevated Incident Management
    - Devices Included:
        - 98x Access Points
        - 10x Layer 3 Core/Distribution Switches
        - 99x Layer 2 Access Switches
        - 21x Routers
        - 1x FMC, 2x NGFW Appliances
- Systems Infrastructure:
    - Monitoring/Alerting and Incident troubleshooting for the following:
        - ISE
        - Virtual Environment
            - Active Directory
            - DHCP
        - 2x UCS Servers
        - 2x Nimble Servers
        - Intune
        - F5
        - Exchange

8.2. OUT OF SCOPE

The following items are considered out of scope for the engagement described in this document, however, they can be easily added as separate scopes of works, work orders, or additional funding, at any time.

- OS upgrades and patching for network devices
- 3rd Party Application Support
- Architecture and design services
- Hardware life cycle replacement and deployment
- Scoped project work for new deployments or architectural changes
- Onsite dispatch (can be performed at a time and material rate of $175 per hour at the clients request when necessary)
- End-User endpoints
- Wireless access point RF troubleshooting
- Structured cabling implementation and repair
- Security services such as, but not limited to:
    - Mail/URL Filtering
    - Endpoint software
    - Security incident response such as, but not limited to:
        - Malware
        - Ransomware
- Any and all system or backup data. Hyetech is not responsible for any data loss, missing backups, or data classification.
- Operational moves/adds/changes
- Architecture changes
- New feature requests

9. EXHIBIT A - INCIDENT CLASSIFICATION

In order to define and track Fault Incident SLA's, HyeTech has defined Incident severity based on two variables. The first variable is defined based on business impact.

9.1. BUSINESS IMPACT

In order to define and track Fault Incident SLA's, HyeTech has defined Incident severity based on two variables. The first variable is defined based on business impact.

Business Impact is defined utilizing the following classifications:

Severity Level	Description
Level 1 - Critical	The presence of a severity 1 situation implies that business operations are severely affected. The situation has one or more of the following characteristics: • direct / indirect loss of revenue • business service is not operational • partial or complete outage of the production system • data integrity at risk • production backup and recovery operations fail NPC resources should be available to work on a 24x7x365 basis with HyeTech personnel to resolve the issue
Level 2 - Major	The presence of a severity 2 situation implies that certain functions are significantly affected. The situation has one or more of the following characteristics: • no reasonable, operational or procedural workaround is available • causes a loss of performance
Level 3 - Moderate	The presence of severity 3 implies that there is a moderate impact to functions, but the situation can be circumvented so that operations may continue; a minimal effect on performance, but with no business impact to the end user.
Level 4 - Minor	The presence of a severity 4 implies that there is an incorrect behavior but the situation does not impede operations and results in no business impact to the end user

Table 1 – Business Impact

9.2. EFFECTED USERS/SERVICES

The second variable is used to define Incident Severity is the number of users and or services the incident affects.

Level	Description
Level 1 – Individual	Incident Impacts business operations for a single end user
Level 2 – Department	Incident impacts business operations for a group of users or an entire department
Level 3 – Single-Site	Incident is localized and impacts business operations for a single-site/facility
Level 4 – Multiple-Sites	Incident impacts business operations for multiple sites/facilities
Level 5 – Organization Wide	Incident impacts business operations for the entire company or organization

Table 2 – Effected Users/Services

9.3. INCIDENT SEVERITY

When combined, these variables will define Incident severity and assign Priority classifications as defined in the matrix below.

Impact	Level 1 - Critical	Level 2 - Major	Level 3 - Moderate	Level 4 - Minor
Level 1 - Individual	Priority 3 - Medium	Priority 3 - Medium	Priority 3 - Medium	Priority 4 - Low
Level 2 – Department	Priority 2 - High	Priority 2 - High	Priority 3 - Medium	Priority 4 - Low
Level 3 – Single Site	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium	Priority 3 - Medium
Level 4 – Multi-Site	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium	Priority 3 - Medium
Level 5 – Org. Wide	Priority 1 - Critical	Priority 2 - High	Priority 2 - High	Priority 3 - Medium

Table 3 – Incident Severity

10. EXHIBIT B - SERVICE LEVEL AGREEMENTS

HyeTech's SLAs provide a set of service delivery metrics for on-time completion of service requests and service availability that HyeTech strives to meet during the life of the contract agreement. Failure to meet the SLA may result in financial credits to NPC. SLAs are provided at no additional charge to customer meeting specific eligibility requirements set forth in the paragraphs below. HyeTech reserves the right to modify SLAs, including but not limited to its objectives, measurements and credits, upon 30 days' prior notice.

SLA Time calculation are defined in the table below and will exclude delays that are out of the HyeTech's control. Time allotted in the Scheduled Maintenance items identified in the table below are not included in SLA calculations. Additionally, SLA's would not automatically be applicable to solutions or infrastructure architectures not engineered or reviewed and accepted by HyeTech.

SLAs of "downstream" Services (those dependent on other Services) will not be cumulative in the calculations as NPC will be entitled to select a single remedy applicable to the impacted SLA categories from the event.

These service level metrics and calculations **exclude** Scheduled Maintenance, Unscheduled Downtime, and Customer Holds, and adopt certain Assumptions, as set forth in the table below: Service Level Calculation Exclusions	
Scheduled Maintenance includes, but is not limited, to the following:	• Service outages for planned maintenance of NPC technology via the agreed upon change management process • Service outages for planned maintenance to facilities (e.g. building power, construction, remodel) by other NPC groups or 3rd parties

Unscheduled Downtime includes, but is not limited, to the following:	• Delays due to Force Majeure events
	• Cyber-attacks where the root cause is determined to be malicious in nature and/or targeted against NPC, and if, after assessment, HyeTech has employed known mitigation techniques and exercised prudent measures to prevent malicious attacks, penalties will not be applied.
	• Delays or events out of HyeTech's control, including, but not limited to
	  o 3rd party service provider/carrier outrages, or related issues
	  o Power outages or other facility power related issues
	  o Cable plant (e.g. copper, fiber) related issues unrelated to any work HyeTech is performing
	  o Environmental impacts, e.g. facility cooling, asbestos, flooding

Customer Holds include, but is not limited, to the following:	• Customer delay in physical access to the premises required to restore the Service • Customer delays or events out of HyeTech's control that are related to the Customer, including, but not limited to, processing time for missing information, inaccurate information provided by the Customer or time to resolve approval issues • Service Requests that are rescheduled by a Customer after the scheduled agreed upon completion date by HyeTech • Time spent waiting for Customer response • Service Requests that are not made using the appropriate service request platform, e.g. Slack, Teams, email, or other messaging tools

Assumptions include, but is not limited, to the following:	• Errors or omissions by non-HyeTech engineers that result in impact to service e.g.; NPC employees, other third-party contractors or agents
	• Failure or malfunction of equipment, applications or systems not managed or controlled by HyeTech that cause outages on production systems within this Scope of Work
	• SLA calculations will be calculated only when there is a business impact in the outage, e.g.
	  o An outage in a redundant network component,
	  o A wireless AP outage in a design that where the system automatically adjusted for the coverage
	• End user devices such as phones (IP/Digital or Analog) and wireless access points (APs) are excluded from outage formula, except when

Table 4 – SLA Calculation Exclusions

High Availability refers to systems where there are accommodations for failure in the form of redundant components and pathways. The table below provides several reference examples. The examples are help in clarity and are not to be taken literally.

Highly Available Example	Non-High Available Example
Site/Building MDF with: • Minimum dual connection out from site/building; AND • Minimum dual control plane (supervisor/switch); AND • N+1 power source/supply	Site/Building MDF with: • Single connection out from site/building; OR • Single dual control plane (supervisor/switch); OR • Single power source/supply outage will impact service
Site/Build IDF with: • Minimum dual upstream connection to MDF; AND • N+1 power source/supply	Site/Build IDF with: • Single upstream connection to MDF; OR • Single power source/supply outage will impact service
Modular Chassis with: • Minimum dual control plane (supervisor/switch); AND • N+1 power source/supply	Modular Chassis with: • Single control plane (supervisor/switch); OR • Single power source/supply outage will impact service
Redundant architecture provides failover to resilient function without engineering intervention and within 30 seconds	Redundant architecture provides failover to resilient function but requires manual engineering intervention or takes longer than 30 seconds
Systems that are designed to provide N+1 resiliency where any single device failure will not impact productions function. Examples include network or wireless controllers, telephony servers	Systems where there may be multiple components, but a failure of a single device will impact production function. Examples include network or wireless controllers, telephony servers

Table 5 – High Availability Definition

10.1. SERVICE AVAILABILITY SLA

HyeTech defines Service Availability as the percentage of time the Service is available and usable by Customer at an aggregate of all managed sites, subject to adjustment for exclusion(s) and exceptions set forth below. Availability is measured, tracked and reported via a mutually agreed upon service delivery toolset and management system. The Service will be available at a minimum of 99.95% of the time (see specific performance targets below) in each calendar month based upon the site's scheduled hours of operation, excluding scheduled and/or agreed upon maintenance windows, and aggregated across all managed sites. HyeTech will assess the reliability of the NPC environment and identify any single points of failure. If systems are not configured for High Availability, the maximum Service Availability target offered is 99%. An additional note, on-hand inventory/sparing is critical to meeting all SLAs

Definition:	The Availability of Service on a per device basis
Formula:	Availability for each Service shall be calculated by subtracting Outage time minutes during the Measurement Period from the total number of minutes in the Measurement Period and dividing this amount by the total number of minutes in the Measurement Period, and then multiplying the resulting decimal by 100: Availability = $\frac{(Total\ Minutes)-(Outage\ Minutes)}{Total\ Minutes} \times 100$
Performance Target:	99.95% for Service at sites with highly available architectures 99.00% for Service at sites without highly available architectures
Measurement Period:	Calendar month
Data Source:	Mutually agreed upon monitoring system(s) and Ticket system
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)

Table 6 – Service Availability

10.2. REQUEST MANAGEMENT SLA

Request Management service levels refer to the completion of orders/requests for services or changes to an existing HyeTech managed environment for Soft MACDs and Project MACDs (all non-Soft MACDs will be classified as Project MACDs), as defined below:

Software MACD Service Requests will be completed in accordance with the table below or as mutually agreed in writing. Certain exclusions apply, including where the Software MACD is part of a Project MACD. On-time request management excludes the timeframes associated with ordering, procurement, provisioning, and delivery of service components. The Service Level measurement begins once all Service Components have arrived at the location(s) where the Project MACD(s) is required to be performed. A Service Request with more than ten (10) Software MACDs will be considered a Project MACD. Project MACD's are subject to separate Statement of Work and funding.

10.2.1. SOFTWARE MACD

Definition:	The mean time taken to correctly execute a Soft MACD to Service upon receipt of request from Customer
Formula:	The Mean Soft MACD Interval shall be calculated by dividing the 'total time taken to correctly execute Soft MACDs across all the Service Requests issued during the Measurement Period' by 'the total number of Soft MACD Service Requests during the Measurement Period': Mean Soft MACD Interval $= \frac{Total\ Soft\ MACD\ Time}{Total\ Number\ of\ Soft\ MACDs}$
Performance Target:	Three (3) Business Day from time stamp of receipt or based on service request due date
Emergency Target:	Four (4) Hours
Measurement Period:	Calendar month
Data Source:	Vendor's configuration/change/provisioning System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 7 – Soft MACD SLA

10.2.2. PROJECT MACD

Definition:	The mean time taken to correctly execute a Project MACD to Service upon receipt of request from the Customer
Formula:	The Mean Project MACD Interval shall be calculated by dividing the 'total time taken to correctly execute Project MACDs across all the Service Requests issued during the Measurement Period' by 'the total number of Project MACD Service Requests during the Measurement Period': Mean Project MACD Interval $= \frac{Total\ Project\ MACD\ Time}{Total\ Number\ of\ Project\ MACDs}$
Performance Target:	Five (5) Business Days
Measurement Period:	Calendar month
Data Source:	Vendor's configuration/change/provisioning System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 8 – Hard MACD SLA

HyeTech agrees to use commercially reasonable efforts to work with NPC for Problem Resolution for an issue in accordance with the specifications of the SLAs set out above. Timely efforts must be made by all parties involved. If customer communication ceases without notice, after five (5) business days, HyeTech may, upon notice, close a Service Request due to inactivity on the part of the customer. A Service Request may be reopened within thirty (30) consecutive days of closure. Once a Service Request is closed for thirty (30) consecutive days, the issues it reflects will be considered permanently closed, and that Service Request cannot be reopened. If further work is necessary, a new Service Request will be opened, and all pertinent materials may need to be resubmitted before work can continue.

These service level metrics exclude the following:

- Processing time for missing information, inaccurate information provided by the Customer or time to resolve approval issues
- Service Requests that are scheduled due to Equipment order and delivery process delays by the manufacturer, NPC, HyeTech or vendor
- Service Requests that are rescheduled by a customer after the scheduled completion date agreed upon by HyeTech are excluded from the metric and must be reported as "Customer Hold" items
- Delays due to Force Majeure events

10.3. INCIDENT MANAGEMENT SLA

Incident Management SLAs are measured at the aggregate level. HyeTech has established SLAs for the following:

Time to Notify – The standard Time to Notify agreement provides that HyeTech will respond to Severity Levels 1 and 2 in accordance with the timeframes described below. Time to Notify is the time elapsed from a Trouble Ticket's creation that was detected or generated by HyeTech's Service Delivery team, to the time the Customer has been notified that the Ticket is being worked. Troubles will be prioritized using Severity Levels as described in Appendix B. HyeTech will respond to troubles in the SLA timeframe not less than 95% of the time in the aggregate for any calendar month.

Service	SLA Category	Monthly Target Monthly Service Objective	Monthly Service Level Agreement Threshold
Managed Services	Time to Notify	Severity 1 = 30 Minutes	Severity 1 = 1 Hour
		Severity 2 = 2 Hour	Severity 2 = 4 Hours
		Severity 3 = 8 Hours	Severity 3 = 24 Hours
		Severity 4 = 24 Hours	Severity 4 = 72 Hours

Table 9 – SLA Times

Time to Restore without Dispatch – Time to Restore is the time elapsed from an Incident Ticket's creation, i.e. time stamped by virtue of an Incident Ticket being reported to HyeTech by the Customer or by an Incident Ticket being automatically generated by the HyeTech service delivery toolset, to the time the trouble has been resolved, a work around has been identified or service has been restored remotely and/or without the need for a site dispatch. Upon resolution, the Incident ticket will be stamped accordingly. Operating System reloads and major release upgrades are excluded from this metric. HyeTech will respond to troubles in the timeframe described no less than 95% of the time in aggregate for any calendar month.

10.3.1. SEVERITY 1

Definition:	The number of HyeTech-owned Severity 1 Incidents resolved within the time metric during a measurement period. Incident resolution time shall be calculated as the time between HyeTech receiving a Severity 1 trouble Ticket, and resolving the Severity 1 trouble Ticket, and shall exclude customer time
Formula:	Resolution time will be calculated by dividing the number of HyeTech-owned Severity 1 trouble Tickets resolved within the targeted time during the measurement period by the total number of Vendor-owned Severity 1 trouble Tickets created in the measurement period (continuous time), and then multiplying the resulting decimal by 100: Resolution Percentage = $\frac{Tickets\ Resolved\ on\ Time}{Total\ Tickets} \times 100$
Performance Target:	90% Incidents resolved or work-around identified within 60 minutes <u>AND</u> 95% Incidents resolved or work around identified within 90 minutes <u>AND</u> 100% Incidents resolved or work around identified within 120 minutes
Measurement Period:	Calendar Month
Data Source:	HyeTech's Incident Management System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 10 – Severity 1

10.3.2. SEVERITY 2

Definition:	The number of Vendor-owned Severity 2 Incidents resolved within the time metric during a measurement period. Incident resolution time shall be calculated as the time between Vendor receiving a Severity 2 trouble Ticket, and resolving the Severity 2 trouble Ticket, and shall exclude customer time
Formula:	Resolution time will be calculated by dividing the number of Vendor-owned Severity 2 trouble Tickets resolved within the targeted time during the measurement period by the total number of Vendor-owned Severity 2 trouble Tickets created in the measurement period (continuous time), and then multiplying the resulting decimal by 100: Resolution Percentage = $\frac{Tickets\ Resolved\ on\ Time}{Total\ Tickets} \times 100$
Performance Target:	95% Incidents resolved or work around identified within 2 business hours <u>AND</u> 100% Incidents resolved or work around identified within 4 business hours
Measurement Period:	Calendar Month
Data Source:	Vendor's Incident Management System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 11 – Severity 2

10.3.3. SEVERITY 3

Definition:	The number of Vendor-owned Severity 3 Incidents resolved within the time metric during a measurement period. Incident resolution time shall be calculated as the time between Vendor receiving a Severity 3 trouble Ticket, and resolving the Severity 3 trouble Ticket, and shall exclude customer time
Formula:	Resolution time will be calculated by dividing the number of Vendor-owned Severity 3 trouble Tickets resolved within the targeted time during the measurement period by the total number of Vendor-owned Severity 3 trouble Tickets created in the measurement period (continuous time), and then multiplying the resulting decimal by 100: Resolution Percentage = $\frac{Tickets\ Resolved\ on\ Time}{Total\ Tickets} \times 100$
Performance Target:	95% Incidents resolved or work around identified within 4 business hours <u>AND</u> 100% Incidents resolved or work around identified within 8 business hours
Measurement Period:	Calendar Month
Data Source:	Vendor's Incident Management System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 12 – Severity 3

10.3.4. SEVERITY 4

Definition:	The number of Vendor-owned Severity 4 Incidents resolved within the time metric during a measurement period. Incident resolution time shall be calculated as the time between Vendor receiving a Severity 4 trouble Ticket, and resolving the Severity 4 trouble Ticket, and shall exclude customer time
Formula:	Resolution time will be calculated by dividing the number of Vendor-owned Severity 4 trouble Tickets resolved within the targeted time during the measurement period by the total number of Vendor-owned Severity 4 trouble Tickets created in the measurement period (continuous time), and then multiplying the resulting decimal by 100: Resolution Percentage = $\frac{Tickets\ Resolved\ on\ Time}{Total\ Tickets} \times 100$
Performance Target:	95% Incidents resolved or work around identified within 1 business Day <u>AND</u> 100% Incidents resolved or work around identified within 2 business days
Measurement Period:	Calendar Month
Data Source:	Vendor's Incident Management System
Frequency of Collection:	Continuous (24 hours a day, 7 days a week)
Revenue Against which Base Performance Credits Apply	Vendor's monthly Charges for the Service at the affected Site(s)

Table 13 – Severity 4

10.4. SUPPLIER MANAGEMENT SLA

NPC will work with third party service providers including Technology Vendors, Field service organizations and Telecom providers to execute a Letter of Agency (LOA) authorizing HyeTech to act on the NPC's behalf. Under the LOA, HyeTech will escalate incidents to NPC's 3rd party service providers when the root cause of the incident falls outside of the HyeTech's scope of services. Common examples of HyeTech's Supplier Management services include:

- Escalation of Incident Related to Circuit Performance/Availability Incident to Telecom Service Provider
- Coordination with Technology Vendors for Hardware/Software Maintenance and Technical Support
- Coordination with Technology Vendors for Return Merchandise Authorization (RMA) on inoperable customer premise equipment
- Coordination with Cabling Vendors when appropriate to dispatch for repair or installation of physical cable plant (copper/fiber)
- Coordination with Logistics Vendor for inventory, storage, and delivery of technology equipment

10.5. CONTINUOUS IMPROVEMENT

HyeTech's continuous improvement initiatives and focused to deal with the continual orientation and re-orientation of the IT services towards changing business needs. Continuous Improvement activities will be employed to find ways of optimizing process efficiency and effectiveness as well as realizing a general return on investment improvement.

Any changes to architecture beyond the needs for operational support would be completed under a regular SOW for project-based work.

11. APPENDIX A - PRICING

This project proposal is based on a fixed-fee structure. Project pricing will be adjusted only in response to changes in scope.

Description		Fee
Managed Services for NPC		
Networking infrastructure • Provide 24x7x365 Managed Services for Networking Infrastructure, Systems Infrastructure, and Collaboration Infrastructure		
	Annual Committed Recurring Fee	$ 73,350.00
	July 1, 2026, to June 30th, 2027*	$ 73,350.00

Hye Tech Network & Security Solutions, LLC		Northland Pioneer College	
Signature:		Signature:	
Name:		Name:	
Date:		Date:	
Title:		Title:	

Regular Meeting
Agenda Item 7.B.4
August 18, 2026
Action Item

Request to Approve Annual Microsoft Volume Licensing for 2026-2027

Recommendation:
Staff recommends approval of a one-year Microsoft Volume Licensing Agreement with HyeTech Network & Security Solutions for Microsoft 365 A5 subscription licenses and related Microsoft licensing services. The annual cost is $83,471.69, including applicable taxes.

Procurement Process and Budget Information:
The HyeTech 1GPA Cooperative Procurement Contract 22-02PV-08 is being utilized to ensure competitive pricing and best value for the College. Funding for the annual licensing costs has been budgeted through the Information Technology Division. Future annual renewals will be included in the appropriate fiscal year budget.

Summary:
The College utilizes Microsoft 365 licensing to provide faculty, staff, and students with access to Microsoft Office applications, email, collaboration tools, and advanced security features.

This annual renewal continues the College's Microsoft Volume Licensing Agreement with HyeTech, ensuring uninterrupted access to these essential services while maintaining pricing stability and supporting the College's long-term technology needs. The renewal covers the period of June 20, 2026, through June 20, 2027. The annual cost includes $76,982.10 for licensing and estimated taxes of $6,489.59, for a total cost of $83,471.69.

Quotation

HyeTech Network & Security Solutions, LLC.
10235 S. 51st Street #120
Phoenix, AZ 85044

Date: June 29, 2026
Quotation #: 1102-157
Customer ID: 1102
Prepared by: Orion Igleheart
Valid until: July 29, 2026
Project Detail: MS Licenisng Renwal 2026
Contract: 1GPA Contract 22-02PV-08

Bill To:
Northland Pioneer
Kenneth Coggin
1001 W Deuce of Clubs
Show Low, Arizona 85901

Ship To:
Northland Pioneer
Kenneth Coggin
1001 W Deuce of Clubs
Show Low, Arizona 85901

Renewable Products

Serial #	Part	Description	Support Level	Start Date	End Date	List Price	Unit Price	Qty	Ext. Price
	CFQ7TTC0LHPJ:0019	Microsoft 365 A5 (Education Faculty Pricing) (NCE EDU ANN)	---	6/20/2026	6/20/2027	$129.60	$127.01	600	$76,206.00
	CFQ7TTC0HD32:0012	Microsoft 365 A5 for Students use benefit (Education Student Pricing) (NCE EDU ANN)	---	6/20/2026	6/20/2027	$0.00	$0.00	24000	$0.00
	CFQ7TTC0HD32:0012	Visio Plan 2 (Education Faculty Pricing) (NCE EDU ANN)	---	6/20/2026	6/20/2027	$26.40	$25.87	30	$776.10
								Subtotal:	$76,982.10

Quote Summary	Amount
Renewable Products	$76,982.10
Subtotal:	**$76,982.10**
Estimated Tax:	**$6,489.59**
Total:	**$83,471.69**

Invoicing & Payment Unless otherwise stated in an SOW, exhibit, or definitive agreement, HyeTech shall invoice Customer on a project basis. Customer shall pay HyeTech within thirty (30) calendar days from the date of invoice for any of the Services and expenses provided or incurred hereunder. HyeTech may charge Customer interest and late fees on any overdue and unpaid portion of the Fees in an amount equal to one and one half percent (1.5%) per month. All payments shall be made in U.S. dollars. In the event Customer disputes any Fees, Customer shall pay any undisputed portion of the invoice containing the disputed Fees. Suspension In the event of non-payment of any Fees or other fees payable within forty-five (45) days from the date of invoice, HT may, in addition to any other rights and remedies it may have, suspend Customer's access to the Products and Services.

Regular Meeting
Agenda Item 7.B.5
August 18, 2026
Action Item

Request to Approve Design Fees for Library Renovations Across Multiple Campuses

Recommendation:
Staff recommends approval of a design contract with SPS+ Architects (SPS+) in the amount of $143,554 to renovate the libraries on the Snowflake, Show Low, and Winslow campuses.

Summary:
This contract is for renovating the libraries across the Snowflake, Show Low, and Winslow campuses to create six individual study rooms for students. These spaces will also include a student lounge area, IT room, library area and desk, and a sound booth.

SPS+ has utilized 1GPA for contract pricing, contract No. 23-18P-12. The Basic Services fee for this project is 7.8% of the estimated cost of construction of $1,300,000, which is $101,400. The other costs come from Supplemental Services, which include code sheets and furniture/fixtures services, and Allowances, which include site visits and design contingency. These fees will come out of the Capital Building Improvement budget for FY2627.

NPC Library Renovations	
Basic Services	$ 101,400
Supplemental services	$ 17,063
Allowances	$ 25,091
Total	**$ 143,554**

~~7/1/2026~~
8/6/2026

Justin White
Facilities Director
Northland Pioneer College
102 N 1st Ave
Holbrook, AZ 86025
T: (928) 524-7330
E: justin.white@npc.edu

RE: Northland Pioneer College, Learning Resource Center – Library Renovations for Winslow, Show Low, and Snowflake Campuses

Dear Mr. White,

Thank you for the opportunity to present our fee proposal to provide architectural design and engineering services for the project above. The Scope of Work, Scope of Services and Proposed Fee are outlined below.

Scope of Work
SPS+ Architects shall provide full-service architectural design, structural, mechanical/plumbing, and electrical engineering including full construction administration services for Northland Pioneer College Library Resource Centers Libraries at Winslow, Show Low, and Snowflake Campuses. We will be completing one set of drawings that will be applicable to all campuses, while providing the appropriate code sheets for each of the Authorities Having Jurisdiction. Scope of work to include:

1. SPS+ to coordinate with the project team to design the tenant improvement of the existing Library and its support spaces, encompassing +/- 4,750SF, within Learning Resource Center. The new space will consist of:
    a. Six study rooms
    b. Student lounge area
    c. IT room
    d. Library area and desk
    e. Sound booth
2. The following upgrades and renovations of the existing space will include:
    a. Renovating Library support space into student food area - “C-Store”
    b. ADA upgrades to the restroom within the “C-Store”
    c. Upgrading existing lighting to LED within the area of work
    d. Rerouting existing mechanical ductwork within the area of work
    e. Upgrading interior finishes within the area of work
    f. Relocating fire sprinklers within the area of work

Basic Scope of Services
The following is an outline of proposed Basic Services that SPS+ Architects will provide as required to facilitate this project.

1. Schematic and Design Development Services
    a. Validate Client’s program by meeting with owner’s rep.
    b. Provide design documents indicating areas, plans, elevations, and sections of the proposed project. Drawings will indicate materials to be used along with Mechanical, Plumbing and Electrical systems.

c. Provide reviews with all applicable reviewing agencies for compliance with all building codes.
d. Prepare an outline specification and coordinate within the design team.
e. SPS+ Architects will review the detailed construction cost estimates or Guaranteed Maximum Price (GMP)/ Construction Cost for reasonableness and compatibility with Client's project scope and budget.
f. Provide project administration for purposes of coordinating all disciplines and coordination with the Contractor/ Client.

2. Construction Document Services
   a. Provide a full set of completed construction documents and specifications for construction of project for this procurement.
   b. SPS+ Architects will work with the project team to provide documents that meet the Client's approved construction dollar amount.
   c. SPS+ Architects will utilize industry standard care in preparation of Construction Documents.
   d. SPS+ Architects will coordinate with the AHJ for code compliance and permit issuance.

3. Permit/ Bidding Assistance
   a. SPS+ Architects will assist the Client in the permit and bidding process, answering questions and providing clarifications as needed.
   b. It is understood that permit(s) will be submitted by the Client/ Contractor and SPS+ will facilitate this process.

4. Construction Administration Services
   a. Construction Administration Services will be provided as needed and may include virtual construction meeting attendance, submittal review, RFI responses, pay application review, change order processing, and project closeout verification. SPS+ anticipates 24 weeks of construction. Construction administration will be completed and carried out per industry standard of care.
   b. Site visits to be billed against the site visit allowances

Proposed Fee

1. This Fee Proposal utilizes SPS+ Architects' **1GPA Contract No. 23-18P-12** for contract pricing. All quotes for services must be priced using contract pricing approved by 1GPA. Please see the attached 1GPA Contract Document, Attachment B. SPS+ Architects' fee for this proposal will use the Group D percentage fee schedule based upon "Repairs and Renovations". The percentage fee schedule for this group is 7.8% of the construction cost for basic services. The preliminary estimated construction cost is $1,300,000 for this project.

2. A proposed fee for Architectural and Engineering Design services is provided in Attachment A.

3. The attached fee is based on the current estimated construction cost and the defined scope of work. If the construction cost increases for any reason—including, but not limited to, market conditions, escalation, design revisions, regulatory requirements, or Client-directed scope changes—the Architect's fee shall be adjusted proportionally based on the originally approved A/E fee percentage.

   The revised construction cost shall be established using the most current estimate, bid, or guaranteed maximum price prepared by the Architect, Construction Manager, or Contractor, as applicable. Any resulting fee adjustment shall be reflected in the Architect's next invoice or documented by written amendment, as appropriate, and shall not require renegotiation of the approved fee percentage.

This proportional adjustment applies solely to compensation for Basic Services and is separate from, and in addition to, fees for Additional Services. No Additional Services shall be provided without prior written authorization from the Client.

4. The proposed project billing percentages for Basic Services are as follows: Percentage is based upon workload and fee attributed to each Phase.

Percent of Fee Schedule	
Schematic Design	15%
Design Development	20%
Contract Documents	35%
Permit/Bid Process	5%
Construction Administration	25%
	100%

5. Payment terms:
   a. SPS+ will invoice monthly on a percent complete basis.
   b. Payment terms - net 30 days.
   c. Accounts unpaid 90 days after the invoice date may be subject to a monthly service charge of 1.5% per month (or the legal rate) on the then unpaid balance.
   d. Additional services and items approved by Client will be billed according to the attached SPS+ Architects hourly rates and fees as listed in Attachment B.
   e. This proposal is valid for ninety days. After ninety days, please contact us for possible revisions.
   f. Please address purchase orders to SPS-AR@spsplusarchitects.com. 480-991-0800.

Proposed Exclusions

The following items have been excluded from the scope of work and proposed fee. In some cases, these items may be added as additional services for an additional fee.

1. Design site visits for the architecture and engineering teams
2. Programming/ Conceptual Design
3. Additional Site visits beyond indicated above.
4. As-designed record drawings
5. As-constructed record drawings
6. Physical Finish Boards
7. Exterior Site Work beyond indicated above.
8. Civil Engineering
9. Off-Site Civil Engineering
10. Landscape Architecture
11. Topographic Survey
12. ALTA Survey
13. Geotechnical Engineering (Can be included as an additional service. SPS+ can assist the Client in facilitating the Geotechnical Engineer's scope and fee. The Geotechnical Engineer will be directly contracted with the Client)
14. Traffic Impact Analysis
15. Kitchen/ Food Service Consultant
16. Cost Estimating
17. Commissioning
18. LEED Design and Coordination
19. Providing design services for extensive change orders beyond original scope and construction change directives during the construction process.

20. Provide extensive drawings to evaluate different system cost.
21. Providing design services for construction beyond the contracted established construction budget (unless approved by Client in writing.)
22. Providing any services beyond customary Architectural Services and as outlined in this proposal.
23. Fire Protection/ Fire Alarm System Design. The selected fire protection/ fire alarm contractor secured by the general contractor will be responsible as required by the authority having jurisdiction.
24. Payment for building permits, fees, and any construction related permits and fees.
25. Taxes and Fees.
26. Special inspections as may be required by the AHJ (paid as a direct passthrough by the Client)
27. Other special systems are excluded from the contract such as (may be provided via allowance identified above):
    a. Design associated with E-rateable construction is excluded.
    b. Computer network cabling and equipment and programming including main cross-connect, intermediate cross-connect, horizontal cross-connect, and LAN is excluded.
    c. Security camera system is excluded.
    d. Uninterrupted power supply system design is excluded.
    e. (Note that conduit and power for excluded systems will be incorporated per the Client's layout document.)

SPS+ Architects will work with the project team and building committee to meet design team milestones.

If this proposal meets your acceptance, please forward your purchase order to SPS+ Architects. Please be sure that our **1GPA Contract No. 23-18P-12** is referenced on the purchase order. SPS+ Architects will forward your purchase order to 1GPA for approval.

Thank you for considering SPS+ Architects for this project. We sincerely look forward to working with you and your team in delivering a successful project.

Sincerely,
SPS+ ARCHITECTS, LLP

Mark Davenport, AIA, LEED AP BD&C
Partner

cc:	SPS-AR@spsplusarchitects.com
Attachment A:	Fee Calculation
Attachment B:	1GPA Contract No. 23-18P-12
Attachment C:	Furniture Fee Calculator
Attachment D:	Site Exhibit

If the terms of this agreement are acceptable, please indicate your acceptance and return a copy to our office.

Signature/Title Date

Attachment A

SPS+ Architects - Fee Calculation

Northland Pioneer College, Learning Resource Center – Library Renovations for Winslow, Show Low, and Snowflake Campuses

~~7/1/2026~~ 8/6/2026

Estimated Construction Cost:	$	1,300,000.00
Fee Percent (Group D):		7.8%

BASIC SERVICES:

Architectural & Engineering Design (Based on Fee Percent & Construction Cost shown above)	$	101,400.00
Subtotal:	$	101,400.00

SUPPLEMENTAL SERVICES:

Code sheets for Snowflake Campus (25 hrs @ $175 PM Rate)	$	4,375.00
Code Sheets for Show Low Campus (25 hrs @ $175 PM Rate)	$	4,375.00
FF&E Services (Package B)	$	8,312.50
Subtotal:	$	17,062.50

ALLOWANCES:

Architectural Existing Conditions Verification Site Visit ($877 per trip)	$	877.00
MP Engineering Existing Conditions Verification (1 trip for either Show Low or Snowflake Campus)	$	1,200.00
SPS+ PM Site Visits During CA ($5,875.50 per trip)	$	5,875.50
SPS+ CA Field Site Visits During CA ($877 per trip)	$	6,139.00
Design Contingency	$	10,000.00
Reimbursable Allowance (Includes printing. Does not include permit fees.)	$	1,000.00
Subtotal:	$	25,091.50

Total Proposed Fee:	**$**	**143,554.00**

PM Site Visit During CA Fee Calculation Allowance (Round Trip): **Tucson to Winslow, AZ

Travel Time - PM	9	hrs	@	$ 175.00	$ 1,575.00
Travel Time - Project Captain	9	hrs	@	$ 120.00	$ 1,080.00
Mileage	550	miles	@	$ 0.670	$ 368.50
Meals - PM	2	days	@	$ 68.00	$ 136.00
Meals - Project Captain	2	days	@	$ 68.00	$ 136.00
Lodging (2 people)	2	night	@	$ 110.00	$ 220.00
Mtg Time - PM	8	hrs	@	$ 175.00	$ 1,400.00
Mtg Time - Project Captain	8	hrs	@	$ 120.00	$ 960.00
				Total Fee:	$ 5,875.50

CA Field and ECV Site Visit Fee Calculation Allowance (Round Trip): **CA FIELD Ganado to Winslow, AZ

Travel Time	3	hrs	@	$ 135.00	$ 405.00
Mileage	200	miles	@	$ 0.670	$ 134.00
Meals (1 full day)	1	day	@	$ 68.00	$ 68.00
Mtg Time - CA Field	2	hr	@	$ 135.00	$ 270.00
				Total Fee:	$ 877.00

#23-18P Architectural Services
Architectural Fee Schedule - Percentage of Estimated Construction

Firm Name: SPS+ Architects, LLP **Region(s):** Arizona

If Architectural fees are different by region, provide separate forms for each region and indicate the region above.

The Architectural fee for an individual project shall be determined by both the complexity and the estimated cost of the project. This Fee Schedule will become part of the Master Agreement between 1GPA and Architect.

Architectural Fee shall include basic services as described in the RFQ and Master Agreement.

The cost of construction includes the cost of the construction of the building, site improvements, and all fixed and installed equipment. It does not include Furniture, Fixtures & Equipment (FF&E), testing, surveys, permits, land cost, studies, contingencies, or Architectural fees.

PROJECT TYPES:

- ***Group A - MORE THAN AVERAGE COMPLEXITY PROJECTS:*** New complex stand-alone facilities such as special purpose classrooms, laboratory classrooms, libraries, auditoriums, and food service facilities.
- ***Group B - AVERAGE COMPLEXITY PROJECTS:*** Total facilities such as new elementary schools, middle schools, high schools, or large additions to existing facilities.
- ***Group C - LESS THAN AVERAGE COMPLEXITY PROJECTS:*** New less complex stand-alone facilities such as warehouses, maintenance facilities, bus barns, offices, and storage facilities or any repetitive design use of a facility.
- ***Group D - REPAIRS AND RENOVATIONS:*** Miscellaneous repairs and renovations, alterations to facilities, code corrective work or upgrades, system replacements, etc.

Percentage Of Estimated Construction Cost for Architectural Services

Construction Cost:	Group A	Group B	Group C	Group D
$ 0 to $100,000	8.7 -9.0%	7.8% - 8.8%	7.1% - 8.1%	8.8% - 9.8%
$ 100,000 to $400,000	7.7% - 8.5%	7.1% - 7.9%	6.5% - 7.2%	8.2% - 8.9%
$ 400,000 to $1,000,000	7.1% - 7.8%	6.6% - 7.2%	6.1% - 6.6%	7.7% - 8.3%
$ 1,000,000 to $4,000,000	6.2% - 7.2%	5.9% - 6.7%	5.6% - 6.2%	7.1% - 7.8%
$ 4,000,000 to $10,000,000	5.9% - 6.3%	5.4% - 6.0%	5.2% - 5.7%	6.7% - 7.2%
$10,000,000 to $20,000,000	5.4% - 6.0%	5.4% - 6.0%	4.9% - 5.3%	5.6% - 6.6%
$20,000,000 and above	5.4% - 6.0%	5.4% - 6.0%	4.2% - 5.0%	5.0% - 6.0%

Each square above should contain a single fee percentage or a percentage range within which the fee will be assessed (i.e., 5% or 5%-6%). If a percentage range is selected, the actual percentage assessed will be based on the details, location and complexity surrounding the individual project and will fall within the range provided.

Please Note: The engineering fees included in our basic services are a pass-through cost to the client. SPS+ does not mark up these fees.

REIMBURSABLE EXPENSES

For approved Reimbursable Expenses described under Item 11. Reimbursable Expenses on page 10 of the Master Agreement, Owner shall pay the amount expended by Architect/Engineer or Architect's/Engineer's consultant times the multiplier as listed below, not to exceed 1.10:
Multiplier for Approved Reimbursable Expenses: 1.10

Hourly Rates & Fees

ROLE	RATE	DESCRIPTION
Principal Architect	$225	Licensed Architect/Project Principal in charge, oversees QA/ QC process; establishes design standards and oversees design department/firm, ultimate decision maker for the firm. Minimal anticipated billable project hours.
Specialist	$205	Specialty skills and knowledge including but not limited to; acoustics, facility investigations, legal expert, master planning, project management.
Project Manager	$175	Administers and supports programming, design, and construction document preparation; specifications; coordinates with clients and consultants, manages projects. Under the supervision of the firm principal. Coordinates all project efforts in order to ensure effective execution, prepare strategic plans and serves as client liaison. Actively manages client budgets, schedules and manages project communications and documentation, office administrative tasks and project team assignments.
Registered Design Architect	$150	Licensed Architect; minimum 6 years experience; performs planning, programming, design, and construction document preparation; writes specifications; prepares presentation and design drawings in both sketch and computer modeling formats. Under the supervision of the firm Project Manager.
Non-Registered Design Architect	$135	Has a degree in Architecture; performs planning, programming, design, and construction document preparation; writes specifications. Under the supervision of the firm Project Manager.
Job Captain/ Designer	$120	Minimum 5 years experience with expertise in Architectural practice, manages and coordinates CADD technicians assigned to the project; performs routine design work. Under the supervision of the firm Project Manager.
Revit Specialist/ Graphic Designer	$110	Modeling of building, provides 3D preparations, prepares exterior and interior color renderings prepares presentation boards, assists clients with signage, promotional and presentation materials. Reports to Registered Design Architect
Construction Services	$135	Experience in vertical construction and construction document interpretation; performs site visits at key times of construction to assess contractors progress and interprets and enforces construction documents; checks shop drawings; reviews RFI, submittals, may provide full Construction Administration services upon request.
Draftsperson	$95	Performs routine drafting assignments. CAD specialist, drafting, design, prepares plan sheets and layouts, performs rendering as needed/requested.
Intern	$85	Provides support to the architects/interior designers/project manager in the design, selection, coordination, and detailing of architectural & interiors materials and systems.
Clerical	$95	Support office functions (supplies, filing, typing, and record keeping), provides administrative assistance and helps manage the day-to-day operations of firm.
Percent markup for Sub-consultants	20%	Mark up for exclusively consultant services. (Percentage waived when the consultant services are less than SPS+ services)
Permit & Plan Review Fee Markups		Permit and Plan Review fees paid by SPS+ Architects shall be billed to the client with a 20% markup, or a Not to Exceed fee of $400 per each Permit or Plan Review paid by SPS+.

Contract Extension/Amendment

4/14/2025

SPS+ Architects LLP
8681 E Via de Negocio
Scottsdale, Arizona, 85258
Attn: Mark Davenport

Re: Extension Agreement for Architectural Services, Contract # 23-18P-12-E2

The above-referenced contract is hereby mutually extended for an additional one (1) year period until 06/29/2026. This is the third year of a potential five-year agreement. **Please indicate your desire to extend your contract by completing and returning this signed Contract Extension with the following documentation:**

☒ Updated Certificate of Insurance (see terms and conditions of contract to ensure compliance)
☒ Updated Contact Information Sheet

Please check the box next to the appropriate contract price update:

☐ No contract pricing updates. Current price on file is accurate.

☒ Our contract pricing is based on a firm-fixed price list. We are providing an updated firm-fixed price list for 1GPA's approval with this extension.

☐ Our contract pricing is based on a percentage discount. We are providing new price lists for 1GPA's approval with this extension. *Note: Percentage Discounts remain the same as per contract terms and conditions.*

☐ We are aware of new price lists that will be available during the upcoming contract year. We will present those when received. Current price lists will remain on file until updated price lists are received and approved by 1GPA.

Please include a brief description of all the price updates below:

Our firm is based on firm-fixed prices that have been updated, please see the attached price list.

It is the contractor's responsibility to keep all pricing up to date and on file with 1GPA. All price changes must be provided to 1GPA for approval.

By signing this document, vendor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

In addition, please verify that your company is providing usage reports as per the terms of your contract. If you have any questions or concerns regarding these reports, please feel free to contact Michelle Aiken by email: maiken@1GPA.org.

Except as otherwise expressly provided in this amendment, all of the terms and conditions of the Contract remain unchanged and in full force and effect.

Vendor Acceptance/Signature:	
Printed Name: Mark Davenport	
Title: Partner	Date: 04/14/2025

Approvals/Authorized Signatures:
1GPA and Mary C. O'Brien Accommodation School District/Pinal County ESA have reviewed this contract extension. Each party's signature indicates approval. The absence of a signature indicates non-approval.

Christy Knorr

Christy Knorr, President
1GPA

06/03/2025

Jill Broussard

Jill Broussard, Pinal County Superintendent
Mary C. O'Brien Accommodation School District/Pinal County ESA

06/03/2025

FURNITURE FEE CALCULATOR

DIRECTIONS

1. Determine furniture budget.
    a. The client may have a budget in mind, in which case, go to Furniture Design Service Packages.
    b. If the client does not have a budget in mind, proceed to the Furniture Budget Estimator.
2. Discuss the different package options with the client.
3. Use the number from the furniture budget and the package option chosen by the client to determine the furniture design fee.

FURNITURE BUDGET ESTIMATOR

Vendor rule of thumb for <u>commercial</u> furniture packages (numbers from Transact):

- **GOOD**: $25 Per Sq Ft*
- **BETTER**: $35 Per Sq Ft*
- **BEST**: $45 Per Sq Ft*

Vendor rule of thumb for <u>education</u> furniture packages (numbers from Kay-Twelve):

- Roughly $1200 per student (classrooms) add $200 per student if there are collaboration areas

OR see below

- **GOOD**: $12 Per Sq Ft*
- **BETTER**: $17 Per Sq Ft*
- **BEST**: $22 Per Sq Ft*

*Use the square footage of the general spaces receiving furniture (for example, with an education project, no need to include the square footage of the auditorium or gymnasium, since they are not receiving furniture)

FURNITURE FEE CALCULATOR

FURNITURE DESIGN SERVICE PACKAGES

Furniture services included in basic design services: Sending CAD/Floor plans for furniture vendors

PACKAGE A – PLACEMENT AND COORDINATION:

- Meet with the client to determine needs and scope.
- Place suggested furniture types in the architectural furniture plan for design intent.
- Coordinate with electrical vendor for power and data placement.
- Coordinate with furniture vendor for drawing backgrounds exchange.
- Coordinate with the client for furniture finish selections.

PACKAGE B – PLACEMENT, COORDINATION, AND SELECTION:

- Meet with the client to determine needs and scope.
- Place the suggested furniture in the furniture plan.
- Coordinate with electrical vendor for power and data placement.
- Select furniture styles and finishes then coordinate with furniture vendor for drawing backgrounds exchange.
- Review vendor proposals and furniture plans with the client to place the final order.
- Document vendor pricing and products.
- Provide an installation schedule and attend the final punch walk.

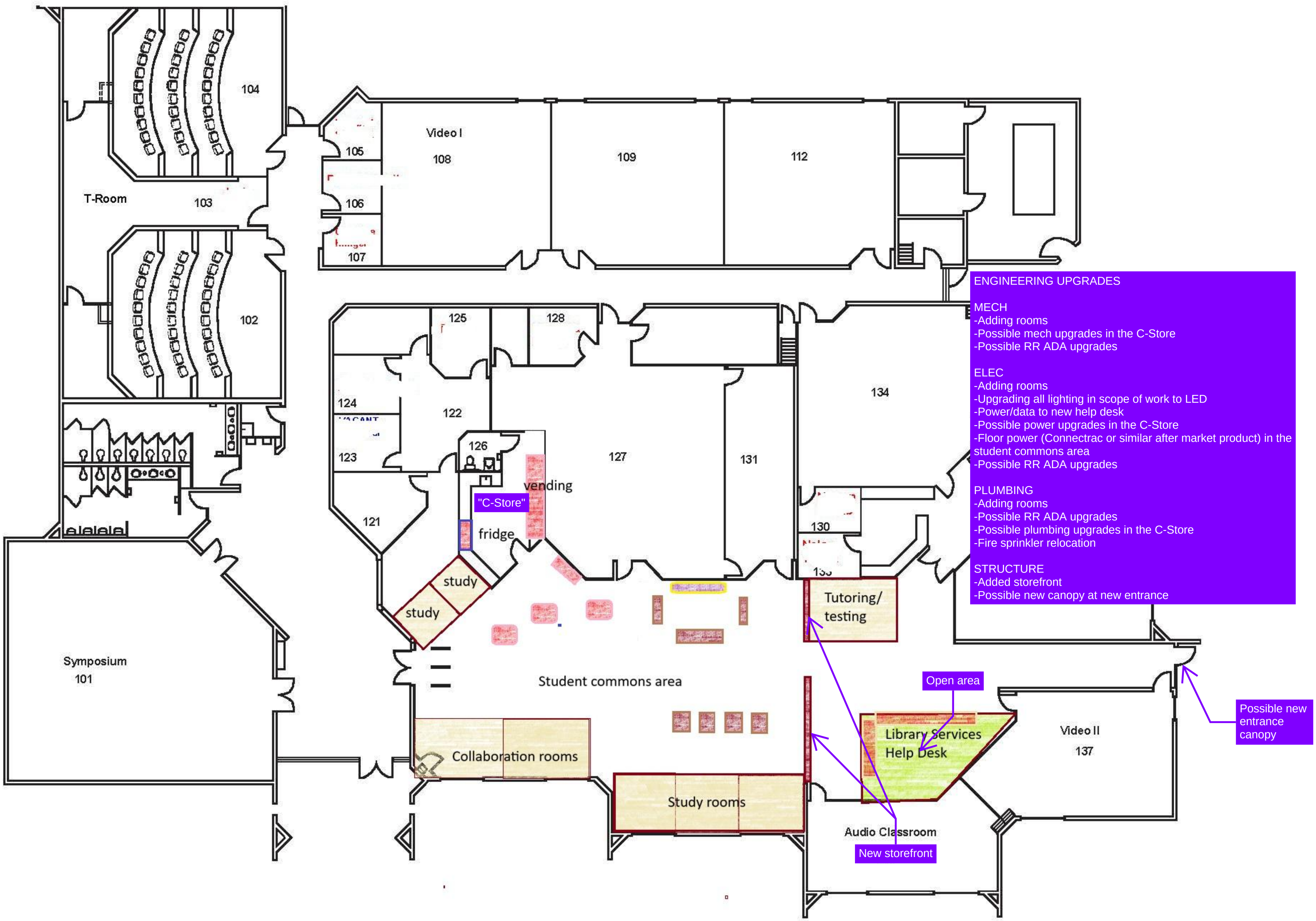
PACKAGE C – PLACEMENT, COORDINATION, SELECTION, AND BIDDING ASSISTANCE:

- Meet with the client to determine needs and scope.
- Place the suggested furniture in the furniture plan.
- Coordinate with electrical vendor for power and data placement.
- Review and coordinate (multiple) vendor proposals and products with clients.
- Conduct and assist in the bid and selection process of vendors. Includes showroom tours, vendor interviews, documenting vendor products, and pricing.
- Assist in the selection and awarding of vendors.
- Select furniture styles and finishes then coordinate with furniture vendor for drawing backgrounds exchange.
- Review final vendor proposal and furniture plans with the client, place the final order.
- Vendor coordination throughout the procurement process.
- Provide an installation schedule and attend the final punch walk.

Furniture Budget	Design Fee		
	Package A	Package B	Package C
$1 to $100,000	4% - 5%	6% - 7%	8% - 9%
$100,001 to $400,00	3% - 4%	5% - 6%	7% - 8%
$400,001 to $1,000,000	2%- 3%	4% - 5%	6% - 7%
$1,000,001 to $4,000,000	1% - 2%	3% - 4%	5% - 6%
$4,000,001 to $10,000,000	.5% - 1%	1.5% - 2%	2% - 3%

LCC Learning Center

WINSLOW



ENGINEERING UPGRADES

MECH
-Adding rooms
-Possible mech upgrades in the C-Store
-Possible RR ADA upgrades

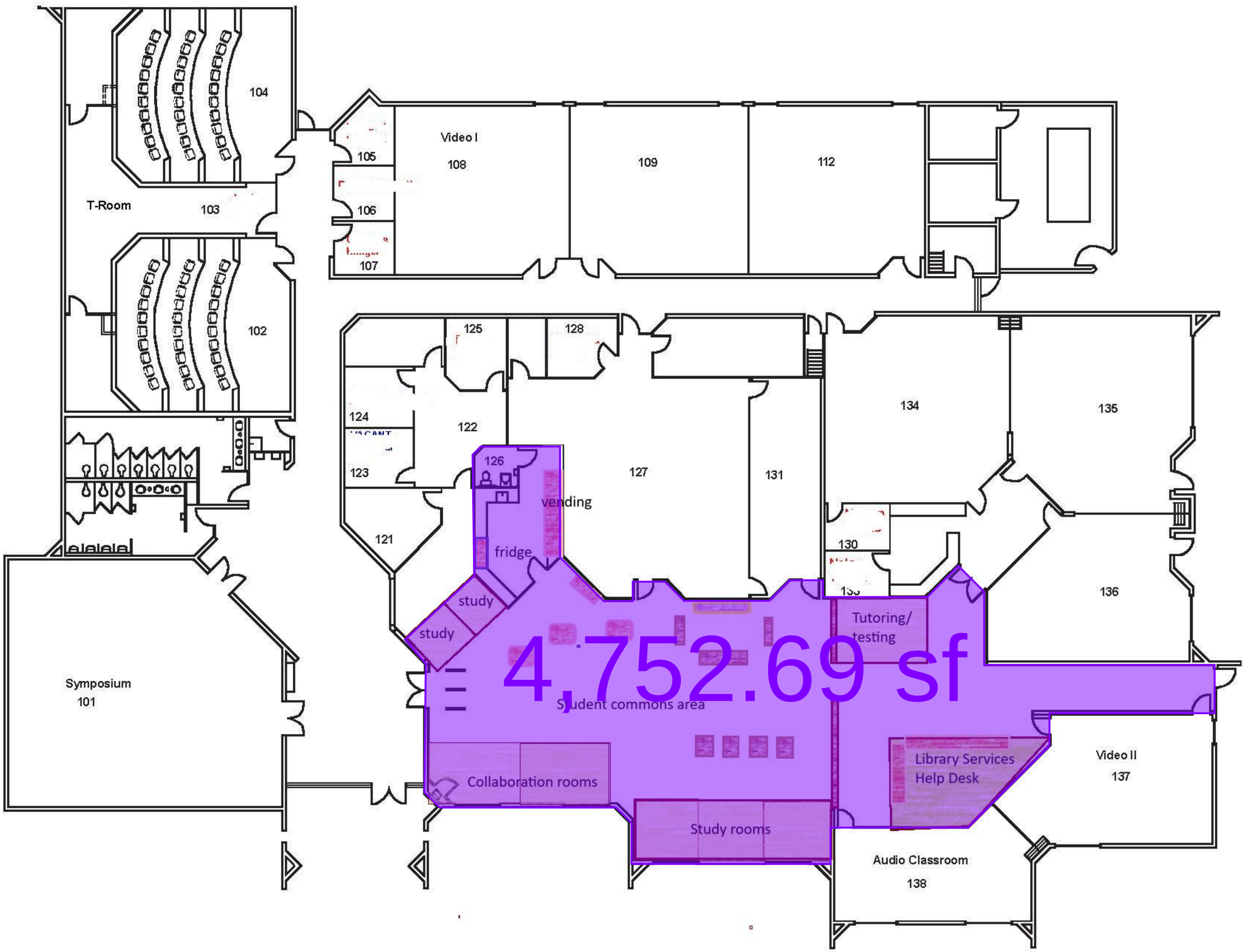
ELEC
-Adding rooms
-Upgrading all lighting in scope of work to LED
-Power/data to new help desk
-Possible power upgrades in the C-Store
-Floor power (Connectrac or similar after market product) in the student commons area
-Possible RR ADA upgrades

PLUMBING
-Adding rooms
-Possible RR ADA upgrades
-Possible plumbing upgrades in the C-Store
-Fire sprinkler relocation

STRUCTURE
-Added storefront
-Possible new canopy at new entrance

LCC Learning Center

WINSLOW



SHOW LOW

WHITE MOUNTAIN CAMPUS LRC

EXISTING FLOOR PLAN

SCALE: 1/16" = 1'-0"

SCHNEIDER SHAY PIAN WORCESTER

ARCHITECTS

SCHNEIDER SHAY PIAN WORCESTER ARCHITECTS L.L.P.
8681 E. VIA DE NEGOCIO
SCOTTSDALE, AZ 85258
TEL: (480) 991 - 0800
FAX: (480) 991 - 2623
WEB: WWW.SSPW.ORG

CHECKED BY: HLS

DRAWN BY: PSM

Northland PIONEER COLLEGE

REMODEL TO EXISTING LEARNING RESOURCE CENTER AT WHITE MOUNTAIN, SILVER CREEK AND LITTLE COLORADO

WHITE MOUNTAIN

PRELIMINARY NOT FOR CONSTRUCTION

DATE: 02.21.2005

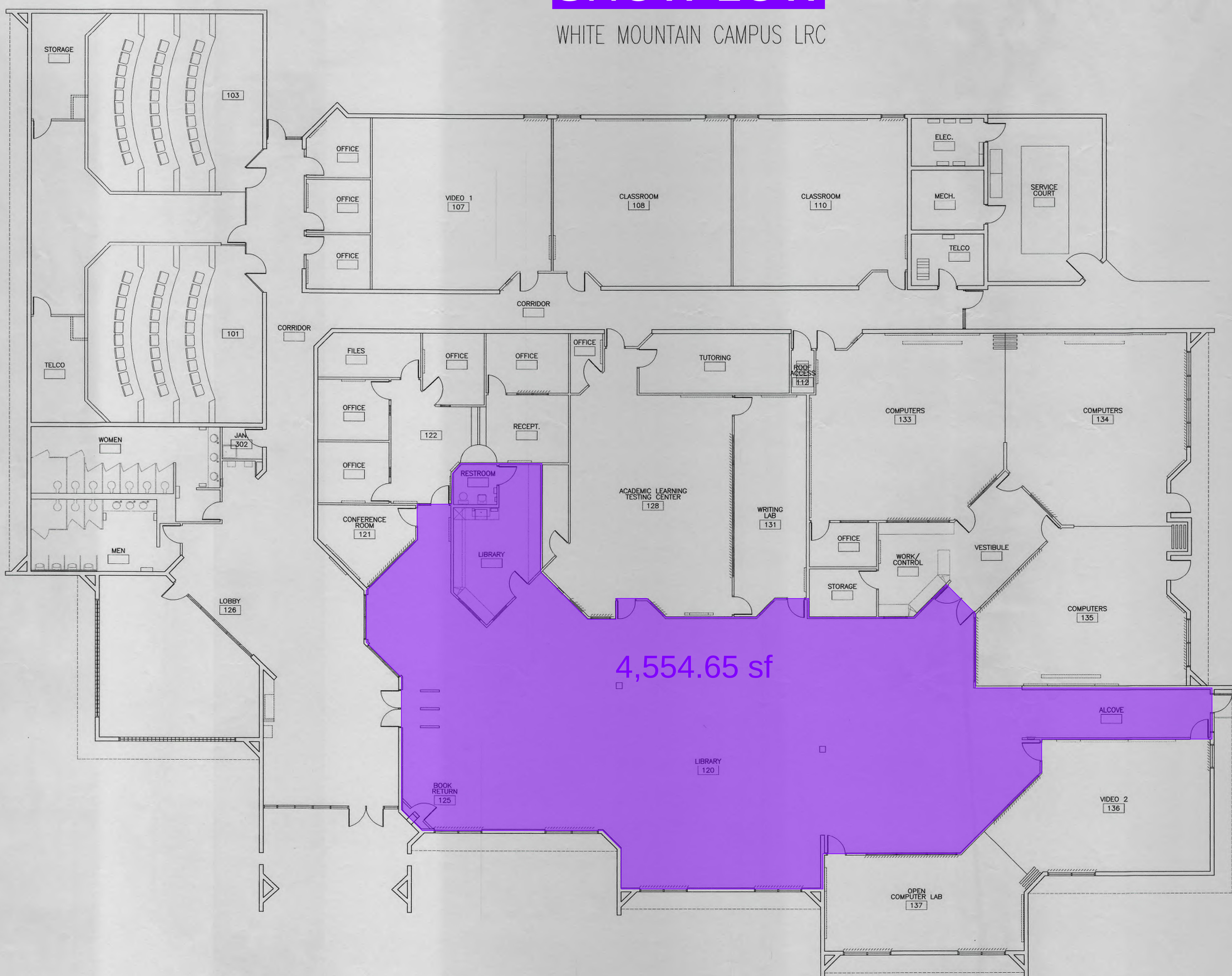
JOB NO.: 0420F

SHEET:

A1

SHOW LOW

WHITE MOUNTAIN CAMPUS LRC



EXISTING FLOOR PLAN
SCALE: 1/16" = 1'-0"

SCHNEIDER SHAY PIAN WORCESTER

SSPW ARCHITECTS

SCHNEIDER SHAY PIAN WORCESTER ARCHITECTS L.L.P.
8681 E. VIA DE NEGOCIO
SCOTTSDALE, AZ 85258
TEL: (480) 991 - 0800
FAX: (480) 991 - 2623
WEB: WWW.SSPW.ORG

CHECKED BY: HLS
DRAWN BY: PSM

Northland PIONEER COLLEGE

REMODEL TO EXISTING LEARNING RESOURCE CENTER AT WHITE MOUNTAIN, SILVER CREEK AND LITTLE COLORADO

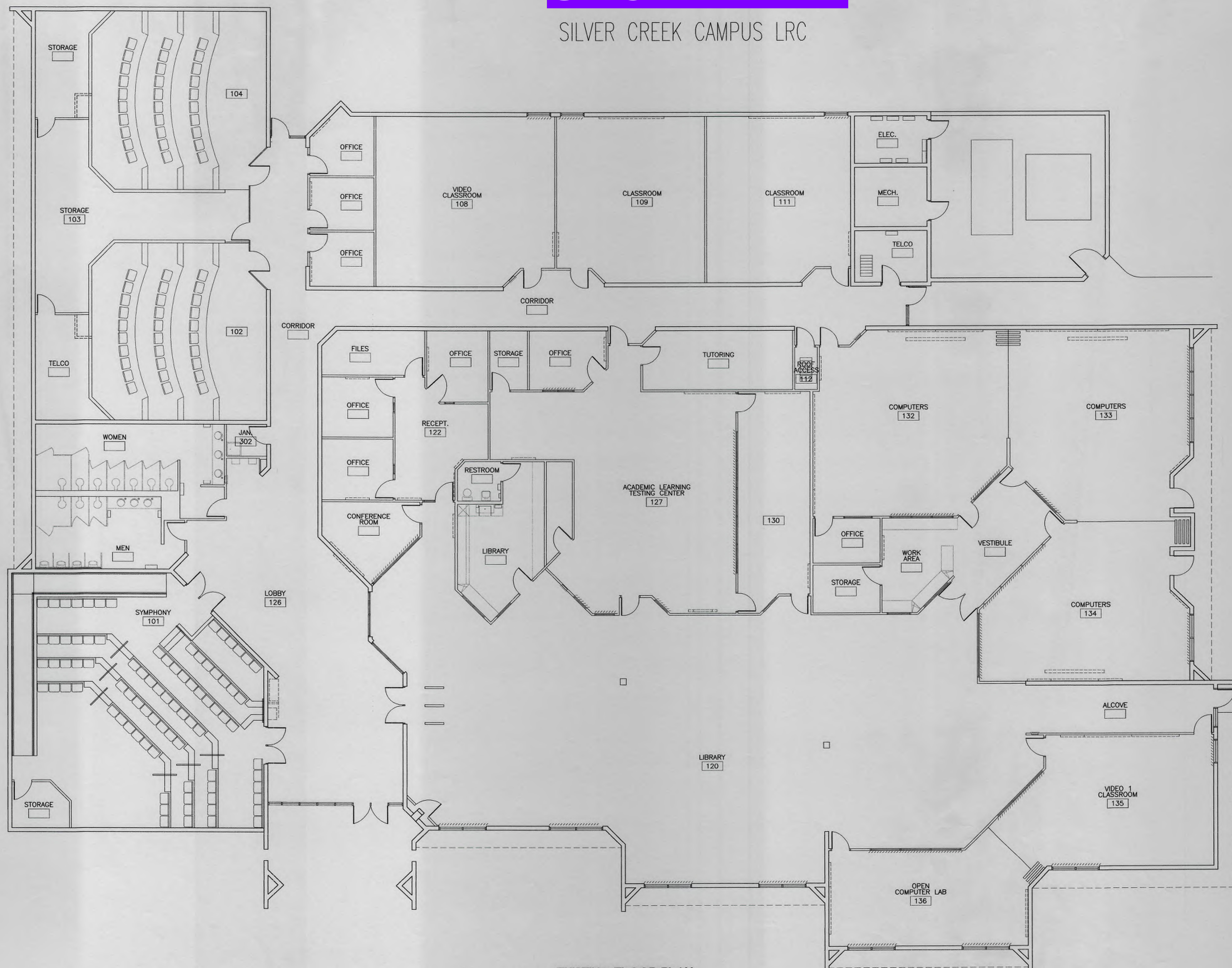
WHITE MOUNTAIN

PRELIMINARY NOT FOR CONSTRUCTION

DATE: 02.21.2005
JOB NO.: 0420F
SHEET:
A1

SNOWFLAKE

SILVER CREEK CAMPUS LRC



EXISTING FLOOR PLAN

SCALE: 1/16" = 1'-0"

SCHNEIDER
SHAY
PIAN
WORCESTER
ARCHITECTS

SCHNEIDER SHAY PIAN WORCESTER ARCHITECTS L.L.P.
8681 E. VIA DE NEGOCIO
SCOTTSDALE, AZ 85258
TEL: (480) 991 - 0800
FAX: (480) 991 - 2623
WEB: WWW.SSPW.ORG

CHECKED BY: HLS

DRAWN BY: PSM

Northland PIONEER COLLEGE

REMODEL TO EXISTING LEARNING RESOURCE CENTER AT WHITE MOUNTAIN, SILVER CREEK AND LITTLE COLORADO

SILVER CREEK

PRELIMINARY NOT FOR CONSTRUCTION

DATE: 02.21.2005

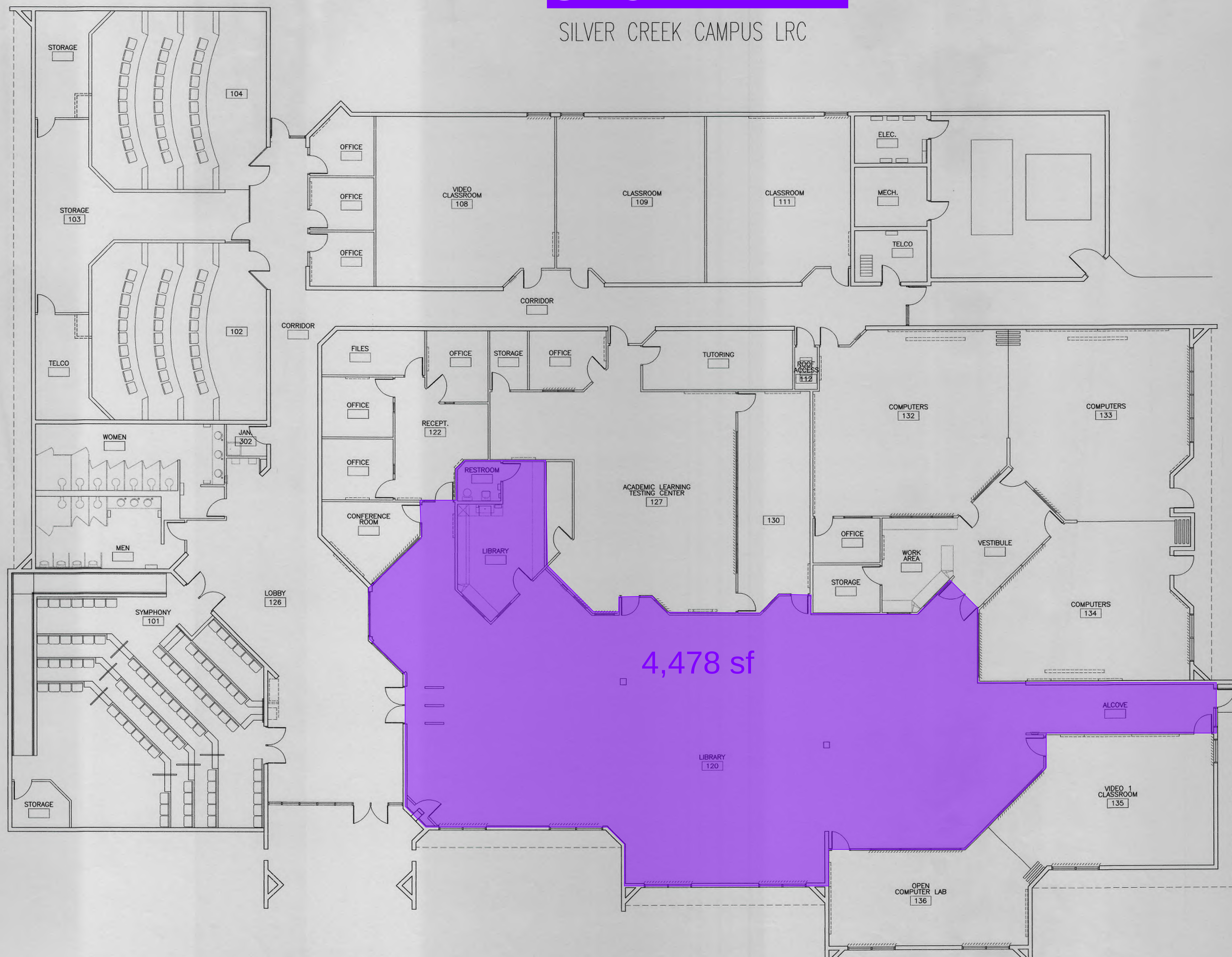
JOB NO.: 0420F

SHEET:

A1

SNOWFLAKE

SILVER CREEK CAMPUS LRC



EXISTING FLOOR PLAN

SCALE: 1/16" = 1'-0"

SCHNEIDER
SHAY
PIAN
WORCESTER

SSPW

ARCHITECTS

SCHNEIDER SHAY PIAN WORCESTER ARCHITECTS L.L.P.
8681 E. VIA DE NEGOCIO
SCOTTSDALE, AZ 85258
TEL: (480) 991 - 0800
FAX: (480) 991 - 2623
WEB: WWW.SSPW.ORG

CHECKED BY: HLS

DRAWN BY: PSM

Northland PIONEER COLLEGE

REMODEL TO EXISTING LEARNING RESOURCE CENTER AT WHITE MOUNTAIN, SILVER CREEK AND LITTLE COLORADO

SILVER CREEK

PRELIMINARY
NOT FOR CONSTRUCTION

DATE: 02.21.2005

JOB NO.: 0420F

SHEET:

A1

Regular Meeting
Agenda Item 7.B.6
August 18, 2026
Action Item

Request to Approve Additional Design Fees for Winslow Cosmetology

Recommendation:
Staff recommends approval of an increase in the design fees paid to SPS+ Architects (SPS+) in the amount of $23,800 for the Winslow Cosmetology project due to increased scope of work, bringing the total design fees contract to $378,193.

Summary:
The board has previously approved design fees in the amount of $354,393 for the Winslow Cosmetology project. The scope of work was increased to include the addition of a new storage mezzanine, which will be up to 3,000 square feet. Due to this, the added services from SPS+ will include new drawings and calculations, as well as code research, documentation, and coordination time associated with the mezzanine. The cost of this is $23,800, which makes the total design fees contract $378,193.

Winslow Cosmo Design Fees	
Previously Approved	$ 354,393
Additional Services	$ 23,800
Total	**$ 378,193**

Mark A. Davenport, AIA, LEED AP, BD+C | Partner
Richard K. Begay Jr., AIA, NCARB | Partner

8/6/2026
~~6/23/2026~~

Justin White
Facilities Director
Northland Pioneer College
102 N 1st Ave
Holbrook, AZ 86025

RE: Northland Pioneer College, Winslow Campus – Cosmetology TI
Additional Service Request – Additional Scope
SPS+ Architects Project – E2300017

Dear Mr. White,

Thank you for the opportunity to provide this proposal for additional Basic Services that were not included in the original scope of work for the project above.

Scope of Work
The additional scope of work includes architectural and structural services for a new storage mezzanine (up to 3,000 sf) within the existing single-story building. Structural services include sealed drawings and calculations. Architectural services include code research, documentation, and coordination time associated with new mezzanine (up to 3,000 sf).

Proposed Fee

1. **The pricing is detailed in Attachment A of this proposal.**

Please review this proposal and let us know if any modifications are needed. If this proposal meets your approval, please provide a purchase order or the necessary approval for SPS+ Architects to proceed.

Thank you for considering SPS+ Architects for this project. We sincerely look forward to working with you and your team in delivering a successful project.

Sincerely,
SPS+ ARCHITECTS, LLP

Mark Davenport, AIA, LEED AP BD&C
Partner

cc: SPS-AR@spsplusarchitects.com
Attachment A: Fee Calculation

If the terms of this agreement are acceptable, please indicate your acceptance and return a copy to our office.

_______________________________ _______________________________
Signature/Title Date

Attachment A

SPS+ Architects - Fee Calculation

NPC Winslow Campus - Cosmetology TI

Add Service - Additional Scope

~~5/9/2026~~ ~~6/23/2026~~ 8/6/2026

ARCHITECTURAL BASIC SERVICES:

Architectural Design	90	hrs	@	$	180	$	16,200
					Subtotal:	$	16,200

STRUCTURAL ENGINEERING:

Construction Documents		$	5,600
	Subtotal:	$	5,600

ALLOWANCES

Electrical Engineering		$	2,000
	Subtotal:	$	2,000

	Grand Total:	**$**	**23,800**

Request to accept funds from Arizona Public Services for the NATC driving track resurfacing

Recommendation:

Staff recommends that the District Governing Board accept a $25,000 gift from Arizona Public Services to be used to match Federal funds for the resurfacing of the driving track. Accepting this gift does not require any matching expenditure from NPC.

Regular Meeting
Agenda Item 7.B.8
August 18, 2026
Action Item

Directives to the President

Recommendation:

As elected representatives of the county's five diverse districts, our constituents have told us that NPC should offer courses/degrees in certain career fields. In the past, some of those suggestions proved unsustainable.

Multiple Indigenous partners have told us we need to remove "Pioneer" from the college name – that the term is offensive. When the college was formed, students provided several names – with the Board at the time combining the two most-suggested into Northland Pioneer College.

Therefore, pursuant to its authority under Arizona Revised Statute §15-1445.5, the District Governing Board hereby directs the College President to:

1. Develop, obtain necessary accreditation approval, and implement a 90-credit bachelor's degree in business – the exact title(s) and specializations to be determined during development – with initial enrollment beginning on or before the fall semester of 2028.
2. Develop, obtain necessary accreditation approval, and implement a stackable agricultural science program leading to an associate of science degree, with credits transferrable to a state university agricultural science program or a future Bachelor of Applied Science degree program offered by Northland Pioneer College with initial lower division enrollment beginning on or before the fall semester of 2029.
3. Conduct a survey of healthcare stakeholders to determine the feasibility and sustainability of additional offerings in the allied health professions, including, but not limited to, respiratory therapist, sonogram technician, oncology technician and physical therapist, with the goal of launching new or enhanced course offerings on or before the fall semester of 2029.
4. With input from students, alumni, stakeholders, and staff, investigate renaming the college to reflect the region's diverse cultures and its expanding degree opportunities beyond the traditional two-year degrees.
5. Explore the use of mobile CTE labs to serve locations outside of our four campus communities.

The President or designee shall report to the Board quarterly on the progress of these requests.

Northland Pioneer College

Post Office Box 610 • Holbrook, AZ 86025 • (928) 524-7311 • Fax (928) 524-7312 • www.npc.edu