



**CONTRACT MODIFICATION**

**Date:** September 2, 2024  
**Contract #:** UCPJMU6512  
**Service:** Customer Relationship Management System  
**Modification #:** Ten  
**Issued By:** James Madison University Ph: 540-568-3137  
 Colleen Johnson, Lead Commodity Contract Officer &  
 Project Manager Fx: 540-568-7935  
**Contractor:** Huron Consulting Services  
 Attn: Geoffrey Corb  
 550 W. Van Buren Street  
 Chicago, IL 60607  
**Contract Administrator:** Robin Bryan, Information Technology

**Description of Modification Notice:**

The attached Huron Change Order, dated August 28, 2024, hereby modifies UCPJMU6512 Negotiation Summary Attachment A Statement of Work for the referenced narrative and pricing sections therein.

Except as provided herein, all terms and conditions of Contract Number UCPJMU6512 as herefore changed, remain unchanged and in full force and effect.

**Huron Consulting Services**

**By:**   
 \_\_\_\_\_  
 Geoffrey Corb  
 \_\_\_\_\_  
*Name (print)*  
 \_\_\_\_\_  
 Managing Director *9/3/2024*  
 \_\_\_\_\_  
*Title Date Signed*

**James Madison University**

**By:**   
 \_\_\_\_\_  
 Colleen Johnson, CUPO  
 \_\_\_\_\_  
*Name (print)* **9/2/2024**  
 \_\_\_\_\_  
 Lead Commodity Contract Officer & Project Manager  
 \_\_\_\_\_  
*Title Date Signed*



August 28, 2024

James Madison University  
800 South Main Street  
Harrisonburg, VA 22807

Dear Robin Bryan,

This Change Order for the Education Cloud org advising functions (“Change Order”), effective as of the last date of signature here below, describes changes to the Statement of Work (the “SOW”), dated January 24, 2023, entered by and between Huron Consulting Services LLC (“Huron”) and James Madison University (“Client”), entered pursuant to that certain Master Services Agreement, Consulting Services Agreement, effective January 25, 2023 (the “Agreement”). The Admissions Workstream of the SOW set forth below are hereby amended as follows:

## Objectives and Scope

The purpose of this Change Order is to define the scope and add the required budget needed to complete the scope below in 5 weeks. This extension is needed to configure additional enhancements for the advising workflows in the student success org (<https://jamesmadisonuniversity1.my.salesforce.com>).

Enhancement items during the prior phases were identified for advising. The following advising high priority requirement items are being added to the project scope:

- Allow for any Advisor to set up group advising appointments
- Allow appointments to include up to 50 total attendees.
- Create an appointment “subject” field to hold a custom description input from the meeting organizer.
- Show group appointments offered by a student’s assigned advisor to authenticated student users within MyMadison Connect (MMC)
- Show group appointments that are open to authenticated students within MMC.
- Display group appointments to students within MMC along with current one-to-one appointment information.
- Send email confirmations for Group appointments, to registered attendees. Emails will contain the same appointment details as provided today in one-on-one appointment confirmation emails.
- Send all registered attendees cancellation notices upon a group appointment cancellation.
- Make notes visible to the attendees when they register for an appointment.
- Determine, and if possible, make appointment scheduling URLs available for group appointments.

## Approach

Huron will continue the project and as such extend the project resources and fees. Project fulfillment includes validation of identified requirement in the scope above, development of those requirements, confirmation and testing of the build, assistance with build transition to production and administrator training.



Huron project managers will provide resource oversight, administrative and billing support. The project timeline, risks, and related tasks will be managed by JMU project managers and follow JMU's managed timeline.

## Deliverables

- Configuration of capabilities described in a development org to be deployed via Copado, or other deployment methods, to the production org
- Training will include 1, recorded session up to 2 hours for system administrators
- An Administrator guide listing, with a brief description, the objects, flows, Apex, or lightning web components (LWC) developed.

## Your Responsibilities

Client will continue with the responsibilities outlined in the original SOW.

## Assumptions

- Huron will escalate issues related to tasks or timeline if there are issues completing within JMU's managed timeline.
- Custom objects will include one record type and up to 20 fields.
- Custom objects and record types will be added to existing profiles and permission sets
- Record types will include one page layout
- Experience Cloud pages will use default templates, components, and page layouts or customizations that were previously built and deployed by Huron.

## Fees and Expenses

This Change Order amends the SOW Fees & Expenses by adding \$67,220 to the total SOW budget. The below table provides a breakdown of the additional Cost:

<b>Workstream</b>	<b>Role</b>	<b>Remote Rate</b>	<b>Hours</b>	<b>Cost</b>
<b>Advising</b>	Project Manager	\$285	12	\$3,420
<b>Advising</b>	Technical Architect	\$305	160	\$48,800
<b>Advising</b>	Developer (offshore)	\$75	200	\$15,000
<b>Total Change Order Cost</b>				<b>\$67,220</b>



This Change Order constitutes the entire understanding between Client and Huron with respect to the foregoing changes, supersedes all prior oral and written communications with respect to such changes, and may be amended, modified or changed only in writing when signed by both parties. Except as expressly modified herein, all other terms and conditions of SOW remain unchanged.

Please indicate your agreement to this Change Order by signing and returning to Huron a copy of this letter. We appreciate the opportunity to be of service to you.

Very truly yours,

HURON CONSULTING SERVICES LLC

By:  \_\_\_\_\_

Acknowledged and Accepted:

James Madison University

By:  \_\_\_\_\_

Title: Lead Commodity Contract Officer & Project Manager

Date: 9/2/2024