The following questions will be posted as FAQs under the "Join EPI" button on the main page of the website, and with individual questions duplicated under Get Satisfaction (Q&A) section. Note that only the questions will be posted within the body of the website, not this document per se.

1. What does the Starfish software cost?
    a. $10,000 - One-time implementation/setup fee per college
    b. $2,600 - One-time training fee per college
    c.   Annual software license fee not to exceed $30,000 per college

2. Why is my college being asked to pay costs associated with the Starfish toolset? Why is the Starfish toolset not "free"?
    a. The EPI grant work plan called for a reduction in the cost of tools by greater than 50% if colleges used a statewide system.

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3. What funds are available to offset the cost?
    a. SSSP funding and other grants are available for this project.
    b. A one-time $40,000 EPI implementation grant is available for each college who implements Degree Planner upon completion of their initial project schedule as a way jump start the project and offset expenses.
    c. The college's first year Degree Planner software licensing fee (up to $30,000) will be reimbursed for those colleges implementing Degree Planner functionality upon completion of agreed upon benchmarks.
    d. Implementing Early Alert and/or Connect only is not eligible for grant funds or license reimbursement.

4. Why are Early Alert and Connect not eligible for EPI incentive funds?
    a. Per the EPI grant goals and objectives, Early Alert and Connect are out of scope; our initial mandate is to create ed plans not retention programs. While all functions within Starfish are desirable and important, the focus of our mandate and project is ed planning.

5. What is the process to receive the $40,000 incentive for Degree Planner implementations?
    a. Conduct kickoff and planning sessions with Hobsons
    b. Complete your project plan with your CCCTC Project Manager and submit to CCCTC.
    c. Upon acceptance of your project plan, receive your incentive from CCCTC.

6. What happens at the end of the grant?
    a. The CCCTC team will pursue a vehicle to support renewal of the Starfish contract at an advantageous rate for CCCs.
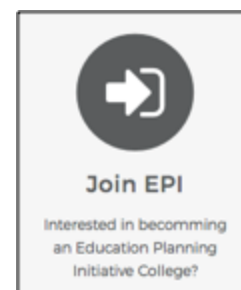
7. What happens at the end of Hobsons contract? Will the cost of the product go up over the years?
    a. Perhaps. As with any software product, the vendor may want to adjust pricing over time. The CCCTC team will pursue a vehicle to support renewal of the Starfish contract at an advantageous rate for CCCs to control cost increases in future contract periods.

8. When does Phase 2 start?   When does the EPI Grant end?
    a. July 1 2016
    b. June 30 2018

9. What is the procurement process?
    a. If your college responded to the Phase 2 survey and conducted a readiness survey then CCCTC will contact you no later than June 1.
    b. If you did not respond to the survey and participate in the readiness assessment, then please contact EPI to discuss next steps
    c. Receive evaluate and sign an Institution Participation Agreement (IPA). Note that this may require approval by your board
    d. Receive and pay your software invoice

10. What is considered the "Start Date"with regard to the Degree Planner incentive, signing the IPA or project kickoff meeting?
    a. Project Kick Off Meeting

11. What is included in the Degree Planner implementation "package"?
    a. Consulting services
    b. Software configuration
    c. Testing support
    d. Project management
    e. Creation of 50 initial programs

12. What is the definition of "successfully implemented" with regard to the Degree Planner incentive?
    a. One student in production operations

13. What if I only want EA and Connect?
    a. The Starfish platform contains all three modules (Degree Planner, Early Alert, and Connect) and colleges are free to implement only those components desired.
    b. A key product concept of Starfish is that an effective education plan must be closely tied to the degree audit system and supported with effective student retention tools.

14. What if I install Early Alert first, and then want to pursue Degree Planner later?
    a. At the point that a college wants to install DP, please contact EPI to talk through next steps. Incentives for DP will continue as long as funds are available.

15. Will you have a cohort of colleges who are going to implement the products (I.e. Peoplesoft colleges, Colleague Colleges, Banner Colleges) so that we can all share code together?
    a. Yes. That concept is proving itself successful during the pilot program.

16. I didn't do the initial readiness assessment, will this delay my implementation?
    a. Not necessarily.   Readiness assessments were conducted for those colleges who responded to an initial market poll. Those colleges that did not respond to the initial survey will simply contact the CCC TC to schedule an assessment.

17. Can I just go to Hobsons directly and ask them to implement the product and if I can will they honor the college discount for CA?
    a. The Starfish tool set was purchased on a statewide level at a substantial discount. Adding to this is the peer support from the Steering Committee and common student experience that makes the statewide approach a scalable and sustainable solution.
    b. Colleges may buy software and services from Hobsons directly, but there may not be a reason to.

18. How do I schedule a demo?
    a. Contact the EPI team to schedule a remote demonstration. Optimally these are conducted over CCCConferNow and/or on a regional basis.
    b. The EPI team also conducts demonstrations at many of the routine association conferences.