



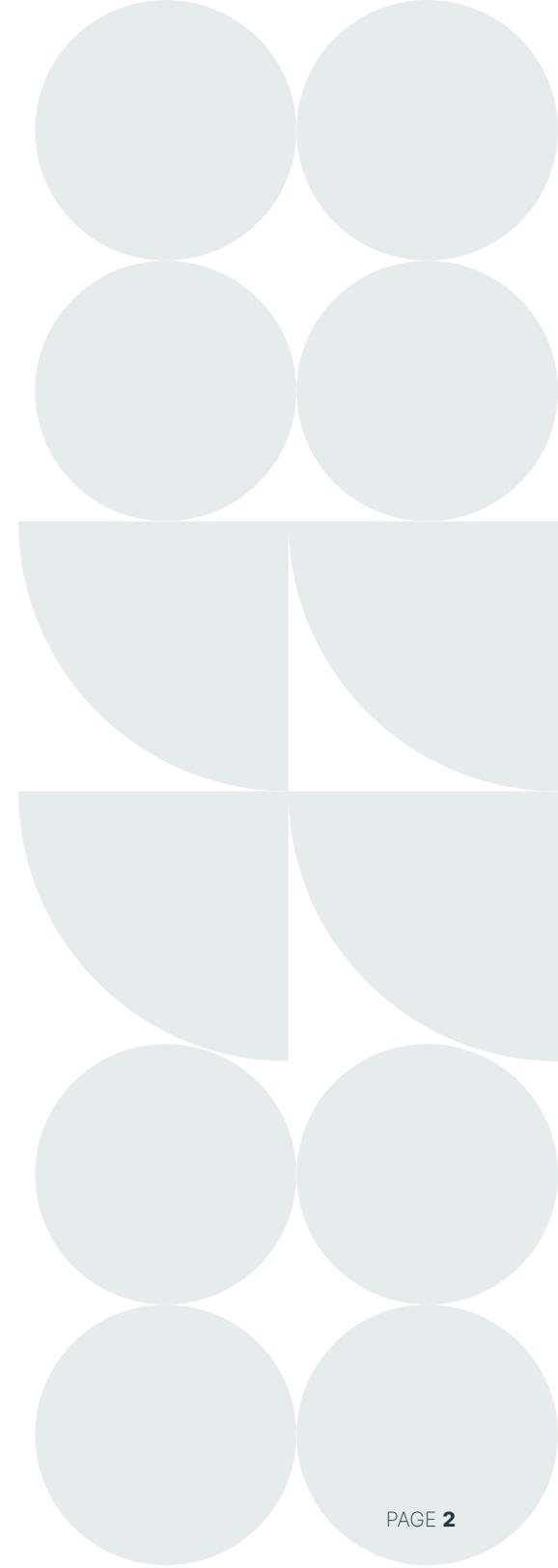
2023

Impact Report



Contents

About Ellucian.....	3
A Message From Our President and CEO.....	4
Our Core Values.....	5
Greenhouse Gas Reduction and Sustainability.....	6
Philanthropy and Community Engagement.....	14
Employee Health and Well-Being.....	27
Diversity, Equity, and Inclusion.....	34
Responsible Supply Chain, Data Security and Privacy, Ethics and Compliance.....	49
Looking Ahead.....	56



Who is Ellucian?

Ellucian powers higher education to empower student success, continuously delivering solutions for more than 2,900 customers across 50+ countries, serving 22 million students.

A recognized market leader for decades, Ellucian uniquely understands how technology empowers institutions with the insights they need now and into the future.

The Ellucian SaaS platform is an open, powerful solution built uniquely for the needs and challenges of learning institutions, from community colleges to public university systems and more.



Why Ellucian?

With our SaaS-enabled ecosystem of open and flexible technology solutions, institutions can be agile, scalable, and efficient while innovating for the future. Only Ellucian combines higher education expertise, focused innovation, and deep partnership to help institutions grow and prepare students for the future.



2,900
customers



50+
countries



22 Million
students served



1,800+
higher ed institutions use
an Ellucian SaaS solution



A Message from Our President and CEO

As I reflect on 2023, I am proud of the ways in which Ellucian continues to invest in making a positive impact in the communities we live in and serve. We are living our values everyday by supporting our team and local communities, helping students in need, and reducing our impact on the environment, among many other initiatives.

This is why I am excited to introduce Ellucian's 2023 Impact Report, which shares highlights of the work we have done over the past year — beyond our solutions and services — to create a better world.

In this report, you will find information about efforts including the Ellucian Foundation's PATH Scholarship program, investments in offsetting our greenhouse gas (GhG) emissions, and partnerships with institutions to help students prepare for careers. These efforts are grounded in Ellucian's mission to power higher education so institutions can empower student success — and our vision to unlock learning for all by creating value for students served by our customers.

Among some of my personal highlights, I had the honor of gathering with colleagues from across our company — and across the world — at our Reston, Virginia, headquarters to launch Ellucian's DEI Council last summer. The Council's members include Executive Sponsors of our 11 Employee Resource Groups (ERGs) and others who are committed to fostering diversity, equity, and

inclusion in its many forms. As we continue to create a more welcoming and inclusive work environment for all employees, the Council will help provide accountability and accelerate meaningful change throughout the company.

I am truly inspired by the significant impact our ERGs have achieved. Among the notable initiatives this year, our Harmony ERG sponsored bystander intervention training to combat Asian hate with Right To Be, an organization dedicated to ending harassment in all forms. In addition, our Ubuntu ERG organized a food drive benefiting students in need at 11 Historically Black Colleges and Universities (HBCUs), and our Salute ERG provided support to veterans transitioning into civilian life.

Another highlight for me was the development of Ellucian's first-ever comprehensive GhG reduction roadmap, which puts us on track to meet our reduction target by the end of 2025 and to continue reducing emissions well beyond. This initiative includes expanding the use of Renewable Energy Certificates to reduce emissions, as we did in 2023 in our Malvern office.

I invite you to learn about these efforts and more in our 2023 Impact Report.



Lead

Exceed customer expectations and transform higher education

Innovate

Change the known to drive radical creativity

Grow

Maximize our potential through curiosity, candor, and learning

Humanize

Champion our differences for an equitable global community

Transform

Have the courage to change the world through education

Our Core Values

At Ellucian, we **Lead, Innovate, Grow, Humanize, and Transform** as we work with our customers to shape the future of higher education and unlock learning for all.

We chose **LIGHT** as an acronym for our values due to the significance of the word in our company name. The word “Ellucian” was created from three components:

- *Elucidate* (English) meaning “make (something) clear; explain”
- *Luc* (root, Latin), meaning “to bring light or clarify via knowledge or education”
- *-ian* (suffix, Latin) meaning “one from, relating to”

When these three come together to form *Ellucian*, it means “one who brings light or knowledge through education.” Our values serve as a guide as we power higher education to empower student success.

Greenhouse Gas Reduction and Sustainability



OUR INITIATIVES

GhG Reduction and Sustainability

Ellucian is committed to reducing greenhouse gas (GhG) emissions and waste from our business activities. The company also empowers its employees with the tools and knowledge to reduce their impact on the environment as individuals.

In this section, you'll explore...

Volunteering at Ellucian Live 2023: Giving Back with HandsOn New Orleans

During the company's annual customer event in New Orleans, Ellucian partnered with HandsOn New Orleans to create seed bombs to plant in local community gardens. The seeds grew into flowers that attract pollinators and facilitate the growth of edible and non-edible plants.

Go Green ERG: Finding Pathways to Sustainability Year-Round

The Go Green Employee Resource Group (ERG) hosted events throughout the year to build community, drive engagement, and support Ellucian's sustainability goals.

GhG Emissions Reduction

Ellucian has committed to a 25% absolute reduction in GhG emissions by 2025 from a 2019 base year across scopes 1, 2 and partial 3. In addition to procuring Renewable Energy Credits (RECs) equivalent to 100% of office electricity at the Malvern, Pennsylvania (U.S.) facility, a comprehensive roadmap was developed to meet our 2025 reduction target and continue reducing emissions beyond 2025.

Investing in Climate Projects Globally

For the first time in 2023, Ellucian invested in carbon credits to offset mandatory emissions from the prior year. Carbon credit purchases complement Ellucian's GhG reduction strategy and enable the company to support global projects that mitigate carbon emissions now and in the future.



Volunteering at Ellucian Live 2023: Giving Back with HandsOn New Orleans

At Ellucian Live 2023, the company’s annual in-person customer event, volunteers left a lasting “thank you” to the city of New Orleans, Louisiana (U.S.) for hosting more than 5,000 attendees.

“Thousands of higher education leaders from all over the world join us at Ellucian Live annually to learn and network with peers,” said Kirsten Weeks, Senior Director, Environmental, Social, Governance. “We have made a consistent effort to find opportunities to give back to the local community and leave a positive legacy in our host city.”

Ellucian partnered with HandsOn New Orleans, a nonprofit organization dedicated to revitalizing high-need neighborhoods and fostering a more vibrant community with impactful, sustainable service projects. At a two-day “seed bomb” event, participants sprinkled native flower seeds into a soil and clay mixture before rolling them into balls to be spread around local gardens. The seed bombs attract pollinators to the gardens, which supports their growth.

“We wanted to create an opportunity for all the conference attendees to join us in giving back,” said Brittany DuffieFritz, Senior Office Administrator in Malvern, who co-leads Ellucian’s Go Green Employee Resource Group (ERG).

Participants made 1,800 seed bombs, exceeding an initial goal of 1,000 and helping the community save nearly \$42,000 in related expenses.

“We wanted to help communities in New Orleans thrive and extend our commitment to environmental sustainability,” DuffieFritz said. “It was great to know our engagement at Ellucian Live would lead to flourishing community gardens across the city.”

MAKE AN IMPACT

Learn more and explore volunteer opportunities with HandsOn New Orleans to discover how you can make an impact on The Big Easy.





Go Green ERG: Finding Pathways to Sustainability Year-Round

Throughout 2023, Ellucian’s Go Green Employee Resource Group (ERG) hosted events, established partnerships, and facilitated discussions designed to help Ellucian find new pathways to sustainability.

The group kicked off the year by formalizing a partnership with the nonprofit organization One Tree Planted. For every new Ellucian employee, One Tree Planted plants a tree in their name and region, which resulted in hundreds of trees being planted globally through the end of 2023.

In April, the group commemorated Earth Day with a week of in-person and virtual events to encourage more employees to get involved.

“Engagement is really important to us,” said Tamara Drpic, Go Green co-chair and Associate Manager of Talent Acquisition. “Every day of the week had a different celebration, DIY, or volunteer day, so there was always something new to learn.”

Go Green hosted several sessions, which included a class on making non-toxic cleaning products, virtual and in-person cooking classes, and a discussion on the benefits of bees with a beekeeper.

Go Green also led Green Rapport sessions throughout 2023 to explore pressing issues in the sustainability community like fast fashion, water efficiency, and the adoption of solar panels.

“These are informal meetings that bring people together to listen, learn, and ask questions,” said Brittany DuffieFritz, Go Green co-chair and Senior Office Administrator. “We like to learn from each other and grow together.”

MAKE AN IMPACT

Help restore forests with One Tree Planted! Learn more about One Tree Planted and see how you can help restore ecosystems around the world.

Reducing GhG Emissions Across Ellucian's Ecosystem

Around the world, higher education institutions are educating a generation of students who are focused on sustainability and concerned about climate change. In a study conducted by College Pulse in December 2022, 82% of U.S. students surveyed reported being very or somewhat worried about the impacts of climate change.¹ For 85% of students in the same study, it's at least somewhat important for their campus to prioritize sustainability.¹

Leading institutions are reducing environmental impact through investments ranging from the purchase of renewable energy and net zero building renovation to composting and vegan menus in campus cafeterias. In the classroom, curricula across multiple disciplines integrate sustainability, with 46% of U.S. students reporting they have chosen to pursue sustainability topics in coursework when possible.¹

Ellucian's Commitment to Reducing GhG Emissions

As a trusted partner to higher education institutions, Ellucian's commitment to sustainability reflects the deep concern and substantial commitment made by Ellucian's customers in addressing climate change. In 2022, Ellucian committed to a 25% absolute reduction in GhG emissions by 2025 from a 2019 base year across scopes 1, 2 and partial 3. In 2023, Ellucian developed its first-ever comprehensive GhG reduction roadmap, which put the company on a path to meeting their target and to continue reducing emissions in the future.

Ellucian is on track to meet its 25% reduction target by the end of 2025, despite significant increases in business travel in 2022 over the previous year. Emissions increases were balanced partially by decreased emissions in other areas like third party data center operations.

Ellucian's comprehensive GhG reduction roadmap includes a focus on reducing emissions generated by office electricity by purchasing Renewable Energy Certificates (RECs). By procuring RECs equivalent to the amount of electricity used by Ellucian's facilities, the company is ensuring that an equal quantity of renewable energy is being generated on the electric grid. In 2023, Ellucian purchased RECs to match 100% of the electricity used at its Malvern facility. Ellucian's roadmap calls for expanding REC purchases in the future.

Employee involvement is a critical part of Ellucian's approach to emissions reduction. One element of Ellucian's roadmap is an employee engagement campaign focused on reducing emissions while working at home or in the office. Ellucian will also continue to drive greater efficiency in its third-party data center usage, reducing its footprint and offering emissions reduction benefits to customers who use the company's SaaS-based solutions.

FEATURE STORY

Investing in Climate Projects

For the first time in 2023, Ellucian invested in carbon credits to offset emissions from the prior year. Carbon credit purchases complement Ellucian’s reduction strategy and enable the company to support global projects that mitigate carbon emissions now and in the future.

Through a partnership with [Patch](#), a platform that scales unified climate action, Ellucian selected climate projects in communities where it operates around the globe.

Those projects are:

**Clearloop Arcadia South Solar
(Louisiana, U.S.)**

Powering homes
with clean energy

**Grassroots Carbon Regenerative
Grazing (Texas, U.S.)**

Incentivizing ranchers to adopt
regenerative practices

**Laguna OM Restoration and Improved
Forest Management (Mexico)**

Improving living conditions and
safeguarding natural resources

**Northeastern Argentina Regenerative
Grazing (Argentina)**

Supporting sustainable
grazing practices

**Saline Hill Scotland
Afforestation (U.K.)**

Planting trees to create a
native woodland project

**Everest Carbon Enhanced
Weathering (India)**

Using mineral carbon removal
with nature restoration projects

Ellucian’s SaaS Solutions Help Institutions Reduce GhG Emissions

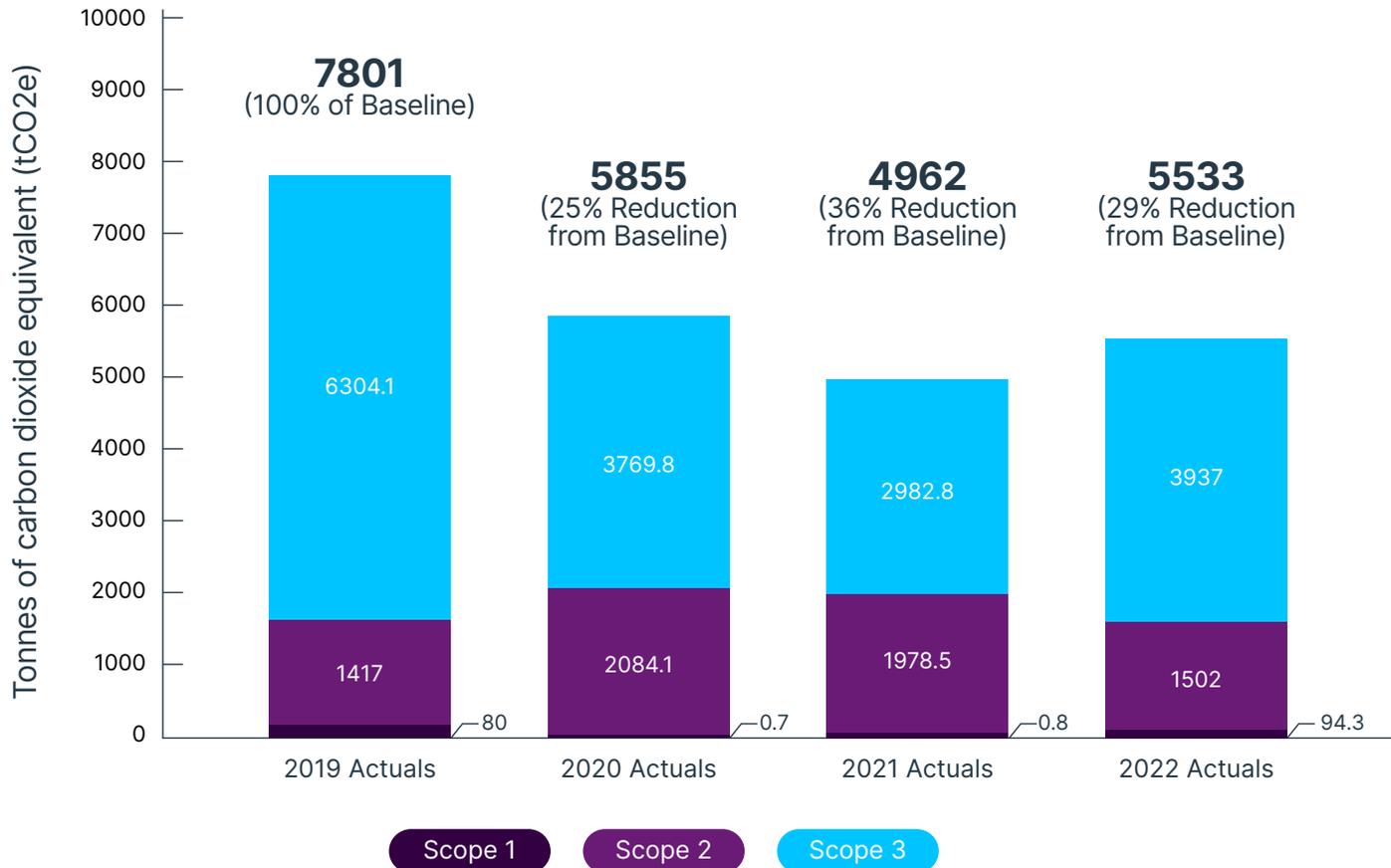
Customers who use Ellucian SaaS Solutions instead of operating those solutions in on-premise data centers can experience a reduction in the emissions generated by the solution workload. [AWS is working aggressively to meet a 100% renewable energy goal across all data centers in 2025.](#) Once this occurs, reductions are predicted to grow further.

From Ellucian’s Milton Keynes office, Business Development Director, Pete Moss, works with U.K. universities to find Ellucian solutions that serve students, faculty, and staff while maximizing the potential of every dollar spent on information technology. Those same university leaders are also focused on lowering GhG emissions.

“University leaders have a sophisticated view around climate change and acknowledge the GhG reduction opportunities possible in a transition from on-prem to SaaS solutions,” Moss said. “As our customers transition to SaaS, we are seeing GhG emissions generated by our solutions fall substantially.”

Ellucian GhG Emissions 2019-2022

On track to meet 25% emissions reduction goal despite year-over-year increase in 2022.



Scope 1
Includes assets under direct control of the company, like stationary energy (for ex., onsite natural gas and diesel)

Scope 2
Includes electricity purchased for facilities

Scope 3
Includes goods and services purchased as part of the value chain, including data center services, business travel, and employee work from home

Please see pages 57-58 for GhG measurement changes, methodology, and organizational and operational boundaries.

Sustainability Priorities for 2024



Lower Emissions from Office Electricity

Expand Ellucian's investment in Renewable Energy Certificates to generate more renewable energy in the electric grids that power its facilities.



Climate Risk Assessment

Perform a climate risk assessment, using Taskforce on Climate-Related Financial Disclosures guidelines to ensure resilience and readiness.



Activate Employees

Launch a communications campaign to encouraging behavior change to reduce emissions while working at home and in the office.

Philanthropy and Community Engagement



OUR INITIATIVES

Philanthropy and Community Engagement

Ellucian works year-round to create pathways for student success.

In this section, you'll explore...

Strengthening Ties at the White House HBCU Week Conference

Ellucian's President and CEO Laura Ipsen delivered a keynote address at the event, emphasizing the company's commitment to supporting Historically Black Colleges and Universities (HBCUs) and creating a just and equitable future for students.

Giving Back to HBCUs During Homecoming

Ellucian employees hosted an educational partnership with Swipe Out Hunger and a donation event that supported 11 HBCUs around the country.

Supporting Critical Needs for Students and Families

Employees globally dedicate their time to volunteer at food banks and pantries, contributing to community wellbeing and fostering a spirit of global giving.

Ellucian's Bangalore & Puebla Offices Support Students in Need

Ellucian aims to support students around the globe, not only through its solutions and services but through community engagement.

Championing College Students in Early Career Acceleration

Ellucian's People Team hosted several workshops for students across the nation on how to secure a job and how to cultivate success once they are in the role.

The Ellucian Foundation's PATH Scholarship Continues to Support Students in Financial Distress

The Progress, Accomplishment, Thriving, Hope (PATH) Scholarship — now in its fourth year— has supported 2,650+ students globally by donating over \$2.3 million in grants.



Strengthening Ties at White House HBCU Week Conference

Ellucian took center stage at the 2023 National HBCU Week Conference sponsored by the White House. President and Chief Executive Officer Laura Ipsen addressed representatives from Historically Black Colleges and Universities (HBCUs) around the country, emphasizing Ellucian's longstanding commitment to support their mission to provide pathways to student success.

The annual event focuses on advancing educational equity, excellence, and economic opportunity through HBCUs. Ellucian has participated in HBCU Week for seven years and was a premier sponsor in 2023.



FEATURE STORY



In her keynote remarks, Ipsen noted that Ellucian provides solutions and services to more than 70% of HBCUs and highlighted several initiatives to increase support for HBCUs, including:

- Ellucian's collaboration with other technology providers and the nonprofit Student Freedom Initiative to provide discounted solutions to help HBCUs address challenges around enrollment, financial aid, and advising.
- A new HBCU channel in EllumiNation, Ellucian's global customer community, brings together approximately 50 HBCU representatives to share best practices and celebrate successes.
- HBCU-focused sessions at Ellucian's annual customer event, Ellucian Live, that foster discussions about opportunities for greater collaboration within the HBCU community.

In addition, Ellucian drew about 100 students to its booth at the HBCU Week Career and Recruitment Fair to discuss internship and career opportunities. Representatives from two Employee Resource Groups — Ubuntu, which is dedicated to elevating Black voices, and Women in Technology, focused on bringing together women and their allies — offered perspectives on Ellucian's commitment to diversity, equity, and inclusion.

Ellucian also announced a new pilot program in partnership with the U.S. Department of Labor to provide yearlong apprenticeships to students from Tennessee State University. This program is part of the national HBCU C2 initiative to foster diversity in the technology industry.

Ipsen and other Ellucian representatives also met with various HBCU leaders throughout the conference, strengthening existing ties with the HBCU community and establishing new relationships that can bring future opportunities for collaboration and support.

MAKE AN IMPACT

Learn more about the Student Freedom Initiative, Liberating Students to Make Career and Life Choices

FEATURE STORY

Giving Back to HBCUs During Homecoming

In October and November 2023, Ellucian launched a food drive to support students in need as part of an annual celebration of homecoming at HBCUs across the country. Driven by employees from Ubuntu, Ellucian's Employee Resource Group dedicated to elevating Black voices, donated to various food pantries of 11 HBCUs around the country.

In addition to the food drive, Ubuntu sponsored an educational partnership with Swipe Out Hunger, an organization dedicated to ending student hunger on college campuses. The partnership included informational sessions on current issues exacerbating food insecurity, like recent regulation changes to the U.S. federal Supplemental Nutrition Assistance Program (SNAP) and the need for improved access to food for students during the holiday season. Many students don't have access to meals when campus buildings are closed or when students return to food-insecure households.

Initially, the Ubuntu leadership team created a plan to support food pantries at five institutions. But that changed on a call with Laura Ipsen, Ellucian President and Chief Executive Officer.

"Laura asked us why we were stopping at five and said, 'Let's go to 10!'" said Michal Bethea, Manager, Professional Services and co-chair of Ubuntu. "So, she put it out there as a challenge and made a personal monetary commitment to each school."

The team — which also included Ubuntu leaders Sandy Henry, Executive Assistant; Veronica Chappelle-McNair, Principal Proposal Solution Manager; Dawn Dieterly Rowe, Senior Paralegal; and Michele Oliver, Ph.D., Principal User Researcher — selected 11 schools in total based on their locations and relationships with Ellucian.



They reached out to the institutions to learn what support the schools were seeking in addition to food donations. Each member of Ellucian's executive team then selected a school and served as its sponsor, encouraging their teams to participate in the program.

"We're learning as we go along," Michele Oliver, Ph.D. said. "The plan was to have everyone create a wish list, and for those who didn't have a wish list, Ubuntu members were kind enough to help them create one."

From there, Ellucian employees selected items off each wish list, like blankets, personal care products, and school supplies, and personally delivered those items to the institution. Ultimately, they were able to collect more than 900 units of food and other goods.

"It meant so much to them to see us come in with boxes and boxes of items. It was very moving to see that. You're not just fulfilling items on a wish list." Michal Bethea said. "Students are trying to better their lives, and this makes such a big difference to know that people care about them."

MAKE AN IMPACT

Learn more about [Swipe Out Hunger](#) and the organization's fight to eliminate food insecurity on college campuses

World Record-Breaking Community Support in Milton Keynes

Ellucian’s U.K. employees not only supported their local community in 2023 — they helped break a world record at the same time.

Through a longstanding partnership with the nearby MK Food Bank, employees in Ellucian’s Milton Keynes office conducted an annual canned goods donation drive. In 2023, the MK Food Bank set its sights on a donation drive that could also break a world record: a massive trail of 10 kilometers (around 6.2 miles) of canned foods.

Jenny Griffiths, Executive Assistant in Milton Keynes, organized the office’s participation in the event. “We reached out to local colleagues and asked for donations. Most people brought in food tins to the office, and others made monetary donations, which we then used to buy food,” she said.

Ellucian employees produced around 400 cans in October to help break the record previously held by Canada. The cans, mostly containing baked beans, spaghetti, fruits, and vegetables, were lined up carefully at Milton Keynes’ Campbell Park.

“All the cans had to be facing a certain way. There weren’t allowed to be any breaks in the cans at all, and we had to make sure they lined up exactly with our neighbors’ cans as well,” Griffiths said. “So, we did all the setup for that, and then we stayed all day as the record attempt was made.”

Griffiths noted that employees used around 55 hours of charitable leave to participate in the day’s events. Beyond breaking the record, the drive produced six months’ worth of food for local families in need as the area grapples with a sharp increase in cost-of-living expenses.

“We all came away feeling a real sense of achievement and that we’d actually given back to our local community,” Griffiths continued. “And it’s cool to see Ellucian was part of breaking a world record. You’ll see Ellucian on the Guinness World Record for it.”



Dubai Food Drive

The Milton Keynes event was one of multiple food drives organized by Ellucian employees to benefit their local communities in 2023. In the Dubai office, for example, employees worked with Classic Kitchen, an organization that cooked, packaged and distributed meals for Iftar — the meal eaten after sunset during Ramadan. The team packed 2,500 meals and donated enough funds to cover another 135 meals for the community.



MAKE AN IMPACT

Learn more about the MK Food Bank and its work to support the Milton Keynes community.



India Office Supports Schools and Students in Need

In keeping with Ellucian’s focus on education and student success, employees in India are identifying schools in need of support in communities near the company’s office in Bangalore.

In 2023, Ellucian supported some 2,000 students ages 6 to 14 by donating supplies such as books, stationery, pens, pencils, and uniforms to schools across Karnataka. The company also contributed funds for urgently needed renovations to a school building near Bangalore.

In addition, Ellucian donated INR 2,230,000 (more than \$26,000 USD) to the nonprofit India Literacy Project. This supports efforts to help students in government schools across Karnataka improve their academic skills and create pathways to promising careers.

These contributions are part of a longstanding focus on community engagement in the Bangalore office, where around 95 employees are involved with the India Corporate Social Responsibility (CSR) Nexus volunteer team, which is spearheaded by Diwakar Gupta, Director of Information Technology and CSR Lead in India.

In June, a group of 28 employees volunteered with Karunashraya (meaning “abode of compassion”), a hospice facility in Bangalore, where they assisted with gardening and created cotton balls to treat patients.

The office also hosted an event in November for 75 volunteers to package over 20,000 meals in partnership with Rise Against Hunger India, which works with communities across the country to help address food and nutrition insecurity.

MAKE AN IMPACT

Learn more about the [India Literacy Project](#), [Karunashraya](#) and [Rise Against Hunger India](#).

Supporting Mexico’s Tech Talent at Hack Puebla

Employees in Ellucian’s Puebla office helped to educate and inspire Mexico’s tech talent at the annual Hack Puebla event held on the Puebla campus of Tecnológico de Monterrey (Tec) in June.

Around 100 traditional-age college students — many of whom attend Tec — spent two days learning and networking with members of the Ellucian team, and working on a team-based software design challenge, with prizes totaling nearly 20,000 MX\$ (more than \$1,100 USD). This was the first year Ellucian has participated in Hack Puebla, which is hosted by Tec, an Ellucian customer.

Jose Castillo, Director of Software Engineering at Ellucian, said Hack Puebla provided a great environment for participants to solve real-world design challenges.

“Students got the opportunity to work on something exciting and challenging in teams,” he said. “They experienced something that they can’t plan in advance, so they had to be creative about solutions.”

Another priority for Ellucian employees at Hack Puebla was to highlight the importance of accessibility in software design. Program Manager Edith Varela provided participants with industry-standard guidelines and best practices on building accessible products and services, and explored elements like accessible headings, colors, and text.

The hackathon also taught technical sessions on how to use Figma, a widely used interface design platform. Experience Designer Alejandro Gallardo, who led this portion of the event, said this supported Varela’s accessibility sessions and helped build community among participants.

“The platform is big, so they have this community and people start to share ideas, so it’s super helpful,” Gallardo said.

Castillo said that beyond the competition, participants connected with Ellucian employees and learned about the growing technology landscape in Mexico. He noted that some attendees have since secured internships with the company.



MAKE AN IMPACT
Learn more about Hack Puebla



MAKE AN IMPACT

Learn more about how LaunchPad seeks to equip students with entrepreneurial skills to build lasting careers

Prioritizing Early Career Acceleration for College Students Across the U.S.

Ellucian helped U.S. college students from all backgrounds learn best practices for advancing in the workforce through early career acceleration programs with multiple institutions in 2023. These initiatives were a collaboration across Ellucian’s Diversity, Equity, and Inclusion, Learning and Development, and Talent Acquisition teams.

Ohio University

After an Ohio University representative reached out to President and CEO Laura Ipsen on LinkedIn, Ellucian invited 25 students from the school’s Multicultural Student Business Caucus to visit the Reston office in March for a two-hour career development workshop and networking session. They met with Ellucian executives and staff members, discussing topics such as landing a job, how to succeed in the workplace, emotional intelligence, and cultural differences. Students were particularly interested in learning more about the journey to executive leadership.

Camilla Collins, Ellucian’s Head of Diversity, Equity & Inclusion said, “The students expressed keen interest in learning how leaders from diverse backgrounds are successfully navigating the workplace to excel in their careers.” Collins noted, “This is an example of how DEI transcends Ellucian and extends to our institutional partners with student success at the core.”

Career Accelerator Program

In February and March, Ellucian hosted a career accelerator program to help nearly 400 students attending Minority-Serving Institutions learn best practices and thrive in corporate spaces. Ellucian developed the program in partnership with Blackstone, the world’s largest alternative asset manager and one of the company’s co-owners, and with Launchpad, a Blackstone initiative that seeks to close the opportunity gap for college students.

Four 90 minute virtual sessions focused on how to get the job and what success factors are key to thriving once you begin. The sessions explored best practices for resume writing, personal branding, job applications and interviews, emotional intelligence, and workplace norms.

Katie Lynch-Holmes, Ellucian’s Senior Director for Learning and Development, said one of the most important elements of the program was striking a balance in teaching tactics to thrive in the workplace and the value of being your true self at work.

“Once someone has the job, it’s important to build off those learnings,” she said. “So, how do you really show up once you have the job in a way that’s authentic to who you are as a person.”

Supporting Students in Financial Distress Through the Ellucian Foundation's PATH Scholarship



The Ellucian Foundation's Progress, Accomplishment, Thriving, Hope (PATH) Scholarship program has made tremendous progress in its four years of existence, donating over \$2.3 million in scholarship grants to more than 2,650 students in financial distress.

Ellucian's vision is to unlock learning for all, and the PATH Scholarship exemplifies its dedication by providing crucial support to students facing financial challenges. Annually, the program targets different sectors of higher education in the U.S. In 2020, the focus was on two-year public community colleges, followed by four-year public universities in 2021. In 2022, the program's attention turned to Historically Black Colleges and Universities (HBCUs) and Minority-Serving Institutions (MSIs), as defined by federal legislation, enhancing the diversity of students benefiting from PATH. In 2023, the program refocused on two-year public institutions while actively urging eligible HBCUs and MSIs to apply, reinforcing the program's commitment to inclusivity and broad impact.

"This scholarship is much more than just financial aid; it represents an invaluable opportunity that allows me to continue my pursuit of a career in law and politics, despite the financial challenges I've encountered as a low-income, underserved student. It enables me to balance my responsibilities as an honors student."

2023 PATH Scholarship Student Recipient, Bergen Community College

PATH expanded beyond the U.S. in 2021. In 2023, the program was open to higher education institutions in Australia, Canada, Chile, Colombia, Ecuador, Ireland, Lebanon, Mexico, and the United Kingdom. Ecuador and Mexico were new additions in 2023.

FEATURE STORY

“Financial concerns are the single biggest barrier to post-secondary education. The PATH Scholarships are helping us to level the playing field through offering additional financial support to students most in need. These funds help cover tuition, living costs, and books.”

**Administrator from
Mount Allison University,
New Brunswick, Canada**

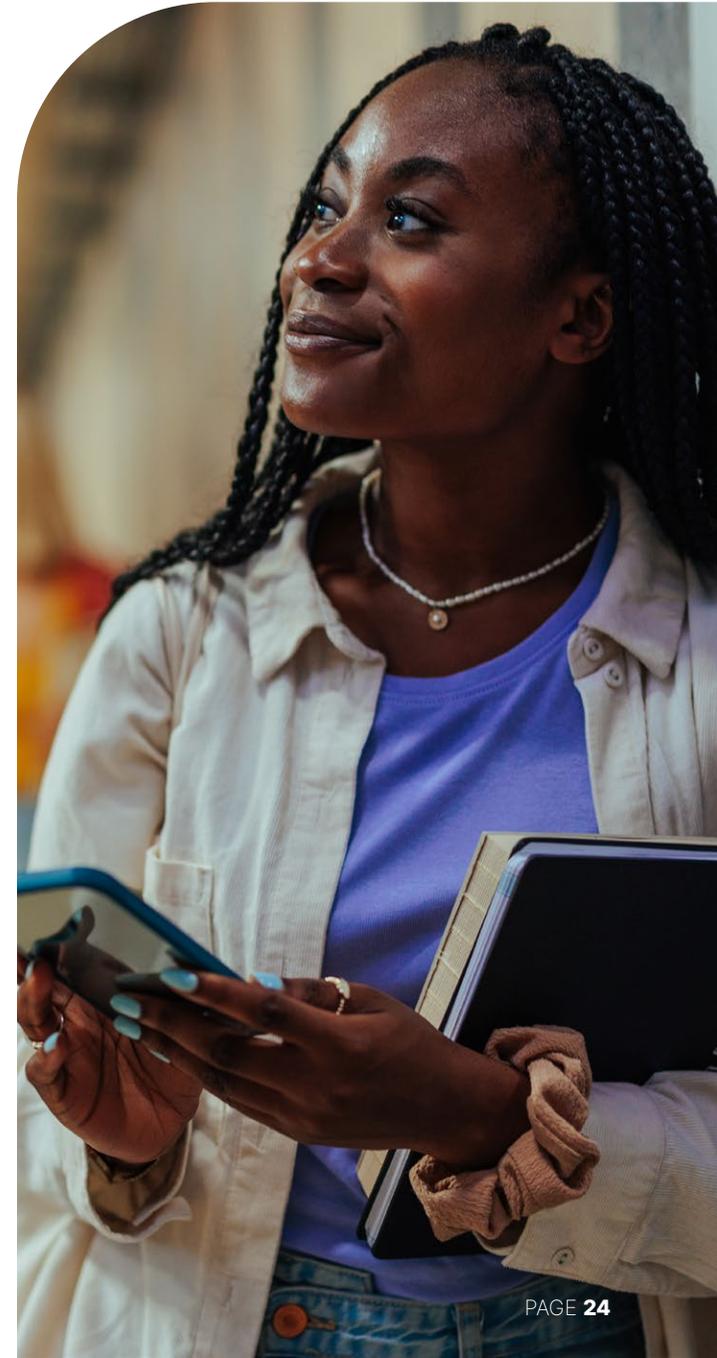
College students facing financial hardships represent a perpetual and growing concern in higher education. According to the Student Financial Wellness Survey from Trellis Research, 73% of surveyed college students in the U.S. report experiencing financial challenges, of which 57% report they would have difficulty finding \$500 in cash or credit for an emergency in the next month. Students outside the U.S. face similar concerns. The Global Education Monitoring (GEM) Report by UNESCO indicates that millions of students worldwide are affected by financial constraints, hindering their access to higher education.

This underscores the importance of scholarships like PATH, which offers up to \$1,500 for each student to help alleviate their financial burdens. A total of 25 U.S. institutions and seven institutions outside of the U.S. were awarded scholarship grants between \$10,000 and \$25,000 in 2023. Those institutions then distributed the scholarships to students based on financial need.

Scholarships not only contribute to increased enrollment and access to higher education, but also enhance students' academic performance and overall well-being. This program is critical to fulfilling the Ellucian Foundation's mission to support student success and increase access to higher education globally.



MAKE AN IMPACT
Learn more about
the PATH scholarship
and about institution
eligibility to apply



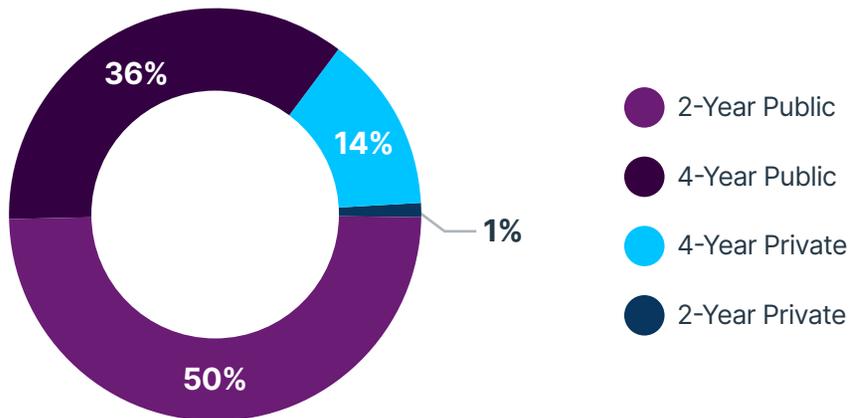
PATH Scholarship At a Glance

2020-2023

9 Countries Granted Globally



U.S. Higher Education Sectors Granted



2.3M+

in funding for students in financial distress

145+

grants gifted to institutions globally

2,650+

students provided with PATH scholarship funding globally

66%

of U.S. institutions supported are Minority-Serving Institutions (MSIs)

Philanthropy and Community Engagement Goals for 2024



Explore New Avenues to Support Students

The Ellucian Foundation will explore new avenues to increase funding for programs helping students in financial distress.



Fostering Volunteerism and Philanthropy Opportunities

In 2024, Ellucian will continue to promote opportunities for community volunteerism leveraging its charity leave benefit and encourage charitable giving.



Amplify PATH Scholarship Opportunities

Foster increased engagement from institutions in and outside of the U.S. in the PATH Scholarship application process. This includes more robust outreach and ongoing evaluation to ensure PATH is meeting the needs of students and institutions.

Employee Health and Well-Being



OUR INITIATIVES

Employee Health and Well-Being

Ellucian is committed to ensuring a safe and healthy workplace that meets the diverse needs of employees.

In this section, you'll explore...

Employee Q&A: Making an Impact with Ellucian's Charitable Leave

Senior Grants Specialist Rhyan Romaine discusses the impact of charitable leave, how her career in grant writing supports her volunteer efforts, and the power of giving back.

Ellucian Academy: Driving Learning and Career Exploration

Ellucian Academy, launched in 2023, elevates employees' career development and exploration opportunities with more than 4,000 on-demand e-learning courses and live, instructor-led training sessions for employees, partners, and customers.

Diversify, Amplify, Accelerate: Elevating Ellucian's Talent Acquisition

To enhance workforce diversity, equity, and inclusion, Ellucian developed several new initiatives to uplift the organization's talent recruitment, interviewing, and onboarding practices.

Empowering Employees with Exceptional Benefits

Ellucian supports the well-being of employees and their families with a diverse range of benefit programs.





EMPLOYEE Q&A

Making an Impact with Ellucian's Charitable Leave

A distinctive feature of Ellucian's benefits package is 40 hours of charitable leave, which employees across the organization have used to support a range of organizations and causes.

Senior Grants Specialist Rhyane Romaine discussed her experience using charitable leave and her belief in the power of giving back.



Please tell us about the charity Great Works Regional Land Trust, and how you got involved with the organization.

Romaine: Great Works Regional Land Trust is a conservation nonprofit that serves the area where I live in coastal Maine. They needed some help with grant writing. So, I connected with my manager and was approved to use my charitable leave hours to write grant proposals to construct a bridge connecting two conservation parcels. It's important to have contiguous conserved blocks of land to help the animals roam and preserve biodiversity, and it also provides opportunities for outdoor recreation.



How has your work at Ellucian influenced your charitable leave?

Romaine: My grant writing success at Ellucian has given me confidence to feel like I have skills that smaller nonprofits may be outpriced to afford otherwise. So, I could make a promise to Great Works and honor that promise with some integrity behind me.



What would you say to someone who is interested in using their charitable leave hours but doesn't know where to begin?

Romaine: You really have to make the time. We get myopic with our schedules, and we're all busy. Many of us have responsibilities outside of work, so it's not like I have a ton of free time in the evenings to do the volunteering my skillset speaks to. So, being supported by Ellucian and creating that flexibility is really valuable. It underscores the company's dedication to fostering work-life balance and ensuring that we are able to make a positive impact in our local communities.

Ellucian Academy Drives Learning & Career Mobility Opportunities

Ellucian expanded its suite of learning offerings in 2023 with the launch of Ellucian Academy, which hosts on-demand e-learning and live sessions for employees, partners, and customers.

According to Katie Lynch-Holmes, Senior Director of Learning and Development, Ellucian Academy “represents our continued commitment to cultivating our learning culture at Ellucian.”

Ellucian Academy, comprised of multiple training teams, offers over 4,000 courses to customers, employees, and partners. Ellucian customers can access product training materials, while employees and partners can also access internally focused courses. These course topics include knowing Ellucian’s mission, vision, and values, understanding our customer landscape, identifying unconscious bias, or identifying information security risks to an entire series focused on managing and leading in today’s ecosystem.

“From an internal perspective, everything must have a return on investment, so we’re not just looking at participation but the overall impact,” she said.

One of the most innovative elements of the training initiative is the Ellucian Explore Program, launched in September, which encourages employees to prepare for and seek out career opportunities within Ellucian that align with their passions and skills - even if it’s on other teams. Co-led by Ellucian’s Talent Acquisition and Learning and Development team, this initiative was born from an employee engagement survey that showed a desire to improve internal career mobility.

To maximize the program’s effectiveness, the team redesigned TalentFest, a company-wide learning showcase that teaches new skills and highlights internal opportunities.

At TalentFest, participants can join “A Day in the Life...” where employees can get a clearer picture of different roles within Ellucian. From there, interested participants can participate in Ellucian’s job shadowing program — an initiative that will continue growing in 2024.

Lynch-Holmes said she and her team are tracking engagement metrics to measure the program’s effectiveness so they can iterate based on employee needs.





Diversify, Amplify, Accelerate: Elevating Ellucian's Talent Acquisition

Enhancing diversity, equity, and inclusion in Ellucian's workforce is an ongoing focus of Ellucian's Talent Acquisition Team. Improving analytics, optimizing interview and hiring processes, and creating strong external partnerships are all part of this effort.

In 2023, the team utilized iCIMS, an applicant tracking system that yielded a more data-driven, equitable recruitment process and a more diverse candidate pool. Another step the team took to create more equity in the talent pool was eliminating degree requirements for several open roles at Ellucian.

"We're not trying to devalue the validity of a degree," said Bill Blackford, Vice President of Talent Acquisition for Ellucian. "But we're trying to remove that barrier for candidates who demonstrate that they have the skills and ability."

The Talent Acquisition team also focused on "boomerang" hiring throughout 2023, recruiting former employees back into the organization. At the end of 2023, five percent of Ellucian's employee base fell into this category.

Another key hiring initiative centered around early career growth was Ellucian's award-winning internship program, which placed second in Vault's 100 Best Internships list.

"Ellucian's core mission is to power institutions so they can empower student success," Blackford said. "And what better way to do that than help launch careers and provide enablement for students to get off on a good foot once they enter the world of work?"

In 2023, the program had 36 interns from 25 institutions around the U.S. After their internships ended, nine accepted full-time roles within the organization. Seven extended their internships and are currently with Ellucian.

Ellucian also expanded its partnerships with organizations like FourBlock and Out In Tech, which provide support to veterans and LGBTQ+ employees, respectively. Blackford said these partnerships reflect a major hiring priority at Ellucian.

"We want to cast as wide of a net as possible," he said. "We need to lead with diversity at the forefront."

Ellucian and FourBlock: A Partnership Providing Veteran Support

As part of a partnership with FourBlock, an organization dedicated to supporting veterans re-entering civilian life, Ellucian hosted a two-hour mock interview session with 36 participants to provide useful advice and practice for job interviews.

The sessions, led by 10 members of Ellucian's Diversity, Equity, and Inclusion and Talent Acquisition teams, and with support from the Salute Employee Resource Group (ERG) for former military employees, taught participants best-practices for answering interview questions effectively.

"In addition to the education, we shared an overview of Ellucian and talked about who we are and what we do," said Tamara Drpic, Associate Manager of Talent Acquisition. "The session culminated with a networking segment, where students interacted with the Ellucian volunteers on a more personal level."

Briana Faulkes, Ellucian's Diversity, Equity & Inclusion and Environmental, Social, & Governance Program Manager said the session allowed participants to put the information into practice in a safe, controlled environment and receive actionable feedback in real time.

Salute ERG co-chair and Senior Consultant Rick Williams said this training initiative provides much-needed support to veterans, who often don't receive proper workforce training once they leave the military. A Navy veteran, Williams said his civilian workforce training wasn't thorough.

"I had a one-day class, and they basically said, 'You need a resume,' and they gave you a job board, and that was about it," Williams said. "When I went into an interview for the first time, I was sweating bullets, not knowing what the questions would be. And you leave thinking you did really well, but all you've done is guarantee that you're not getting a job with that company."

Miriam Foster, Senior Consultant and co-chair of Salute ERG, said participants were grateful for the FourBlock partnership and Ellucian's training. "This kind of program — learning how to interview — is so important."



MAKE AN IMPACT

Tune into the FourBlock Podcast to meet program alumni and learn career readiness tactics and best practices.

Evolving Ellucian Benefits to Serve the Diverse Needs of Employees

Ellucian provides robust benefits offerings to employees globally. The company works year-round to ensure employees have benefits choices that are affordable and competitive, and support the unique needs of our employee population.

In 2023, Ellucian conducted deep global market analysis, surveying the benefit landscape at both the regional and multi-national employer level. This market research establishes the baseline benefit offerings for other companies our size, however, the focus of our unique programming is aligned to Ellucian's own benefits philosophy intended to serve all dimensions of diversity among our company's employees.

In addition to incorporating market data and employee feedback, the company engaged in intentional discussions with our Employee Resource Groups (ERGs), who represent employees with a diverse spectrum of needs, including those specific to caregivers, disabilities, and the LGBTQ+ community. The result of this analysis and conversation was an evolution in benefits offerings for each of our Ellucian locations that better serve employee needs.

From a global flexible wellness reimbursement program to regional speaker-led educational

events and breakout sessions, Ellucian's extensive range of benefits emphasize holistic well-being to foster a culture that values diversity, inclusion, and work-life balance, ensuring employees feel supported and empowered to thrive at work and home.

Priority on Employee Well-Being

Among Ellucian's rich benefits offered in 2023 are programs focused on employee mental health and well-being. Our partnership with Headspace offers our employees and their loved ones a digital stepped care experience with confidential behavioral health coaching and clinical support as well as ongoing empowerment to reduce stress and anxiety, improve sleep and gain focus - when and where employees need it. Employees also have access to local virtual care support and specialized care services based on their location.

Employees in the U.S. also have access to Teladoc, a confidential healthcare service that allows for consultation with a board-certified physician for general medicine, behavioral health, dermatology, and caregiver services, 24/7/365. A second opinion service is also available through 2nd MD, which assists employees who are facing a medical diagnosis or surgery.

U.S. Parental Leave Doubled, Open to All Family Structures

In 2023, Ellucian doubled the paid leave available to birthing parents in the U.S. to 16 weeks (eight weeks of medical disability, plus eight weeks of bonding time). Ellucian also offers non-birthing parents in the U.S. eight weeks of paid parental leave to welcome a new child. This extends to all eligible employees who need leave to bond as a parent with their newborn child, newly adopted child, new foster care child, or with a child newly placed in their legal custody.

Parental leave offered outside the U.S. is generally governed by each country's legal requirements.

Benefits Guide for LGBTQ+ Employees

For the first time in 2023, Ellucian offered a benefits guide specifically for employees who identify as part of the LGBTQ+ community. The guide details benefits available to same-sex spouses and domestic partners, as well as transgender-inclusive healthcare offerings. Options for HIV services and treatment, including coverage for preventative drugs and treatments for employees who are HIV+, are included in the guide as well.

Diversity, Equity, and Inclusion



OUR INITIATIVES

Diversity, Equity, and Inclusion

Ellucian is committed to cultivating an inclusive culture that celebrates differences, attracts diverse talent, and inspires an open environment in which all employees can do their best work as their full selves.

In this section, you'll explore...

Ellucian Launches First Diversity, Equity and Inclusion (DEI) Council

Part of Ellucian's broader DEI strategy, the Council will create change through representation, education, accountability, and partnerships.

Ellucian Deploys Training to Recognize and Mitigate Biases

Ellucian launched an unconscious bias training for all employees, in alignment with the company's culture of transparency. Discussing these biases head-on helps to foster a more inclusive work environment.

Latin America and Caribbean Conference Supports Region-Specific Diversity Initiatives

Ellucian recognizes the importance of tailoring diversity and inclusion initiatives to specific regional needs, acknowledging the unique dynamics that shape each area.

Exploring the Dimensions of Diversity in India

In India, Ellucian team members explored gender equality and inclusion for people with disabilities.

Ellucian's ERGs Are Its "Culture-Keeper" and "Inclusion-Drivers"

The 11 vibrant Employee Resource Groups are the heart of Ellucian's organization — they offer opportunities through the year to foster community (internally and externally), promote development, and support inclusivity throughout the organization.



Ellucian Launches First Diversity, Equity, and Inclusion Council

When Camilla Collins joined Ellucian as Head of Diversity, Equity, and Inclusion (DEI) in 2021, she had one nonnegotiable position: “Only if the opportunity is about action and moving the dial forward will I be a part of this team — this company — because we’re not just checking the box.”

Through a partnership with Ellucian’s executive team, the company has met that challenge. In 2023, Collins spearheaded the launch of the DEI Council, composed of 18 employees (most of whom are executive sponsors of Ellucian’s 11 Employee Resource Groups), chaired by President and CEO Laura Ipsen, and vice-chaired by Collins and Chief People and Communications Officer Greg Giangrande. The Council works across regions and business units to amplify employee voices and meet organizational needs with action. Its work supports Ellucian’s DEI strategy, designed to drive meaningful change through representation, education, accountability, and partnerships.



The Council plays a leadership role in all four of Ellucian's DEI strategic pillars.



Representation

In partnership with the People team, the DEI Council is working to ensure employee demographics reflect higher education learner populations, indicative of the many voices, beliefs, and experiences encompassed in student populations today.



Education

The Council sanctioned global language around DEI for all employees and the organization. The Council is also taking an active role in Ellucian's Real Talk Series, year-round discussions on DEI topics. Council members host and participate in sessions and take findings back to their business units for implementation and further discussion.



Accountability

Each of the Council's 18 members serves as a steward of Ellucian — responsible for ensuring that the group's impact is far-reaching, positive, and sustainable. By focusing on data and developing metrics to show the impact of various initiatives, the Council is designing an accountability structure to advance DEI progress at the company.



Partnerships

Building upon the robust internal effort to diversify and streamline hiring and onboarding, the Council is focused on fostering external partnerships as a critical element of its strategy. Ellucian's existing relationships with organizations like Blackstone Career Pathways, Vista's Intern X and Year Up, which help individuals from historically underrepresented backgrounds compete for career opportunities, are examples of the type of partnerships the Council plans to cultivate as part of its efforts to support a diverse workforce.

Unconscious Bias Training Promotes Education and Awareness

Ellucian launched its first-ever unconscious bias training in 2023 to help employees understand and actively combat their biases in the workplace and beyond. Unconscious biases are defined as stereotypes, prejudices, or preferences that cause us to favor or disfavor a person, thing, or group in a way that is deemed unfair.

“We had components of unconscious bias training threaded into our hiring, recruitment, Real Talk series, and other education within the organization before we launched this specific training,” said Camilla Collins, Head of Diversity, Equity and Inclusion (DEI) at Ellucian. Collins said creating the formal training was a vital step in cultivating a more inclusive culture where all individuals feel valued, respected, and heard.

The training, developed by Ellucian’s DEI and Learning & Development teams, was broken into two sessions. The first was a 20-minute e-learning course focused on identifying unconscious biases, what those biases look like, and what common biases exist in the workplace. The second was a 30-minute employee conversation hosted by the DEI team that helped employees debrief after the e-learning and understand where biases occur within the workplace.

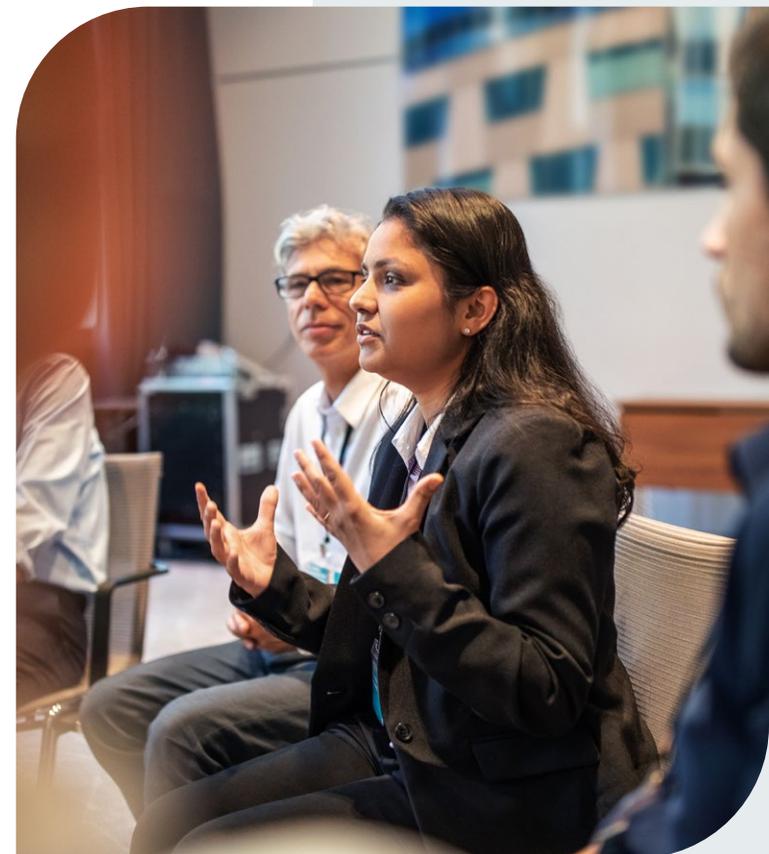
Collins said creating the formal training was a vital step in advancing equity for employees and addressing differences across Ellucian’s global employee base.

Briana Faulkes, DEI and Environmental, Social and Governance Program Manager for Ellucian, noted that the training was developed with input from Ellucian’s robust network of Employee Resource Groups and its DEI Council, also launched in 2023.

“We all have biases, and before we can address our unconscious biases, we need to recognize what they are and define them,” she said. “We need to discuss what they look like and how they show up. And once we do that, we can move past them. We are then better able to collaborate while recognizing our differences.”

The unconscious bias training will continue in 2024 and beyond with a live instructor-led program, building upon the introductory sessions.

“Employees will participate in a session focused on identifying what those biases are, how we see them in the workplace, and how we can mitigate them,” said Faulkes.



MAKE AN IMPACT

Learn more and challenge your unconscious biases with a quiz.



Puebla Hosts Inaugural DEI Conference to Support Region-Specific Diversity Initiatives

Inspired by the themes and design of Mexico City's Museum of Memory and Tolerance, employees from Ellucian's Puebla office hosted the organization's first virtual Latin America and Caribbean (LAC) Diversity, Equity and Inclusion (DEI) Conference in September 2023. The virtual summit was organized in partnership with the museum, who led the event, and Ellucian's Prism Employee Resource Group, which celebrates the company's LGBTQ+ community and allies.

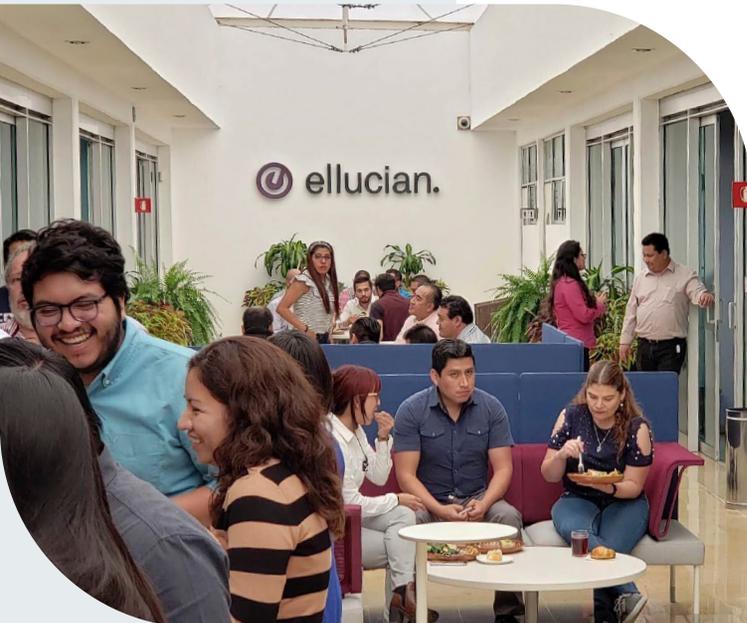
Event planning was guided by a survey sent to all LAC employees, which elicited strong support for a DEI conference and learning about issues facing the LGBTQ+ community in Latin America, with a specific focus on Mexico.

"As an international company, we need to speak to people with their culture in mind and respect peoples' backgrounds and differences," said Andrea Quintana, Experience Designer in the Puebla office.

The virtual conference included 126 participants and was hosted in Spanish, with English translation available. The discussion centered around helping employees better understand the experiences LGBTQ+ employees face and looked at new ways to navigate important conversations about inclusion, equity, and belonging.

The event's success has sparked conversations around taking a more localized approach to Ellucian's global initiatives.

"There is work to identify 'global culture advocates' to continue having localized trainings that adapt to the needs of specific areas," said Quintana. "There can't be a one-size-fits-all approach."



MAKE AN IMPACT



Be a lifelong learner. Mexico's Museo Memoria y Tolerancia (Museum of Memory and Tolerance) offers free courses that explore human rights, gender, non-violence, and current affairs through the Truper Educational Center. Take a course now.

FEATURE STORY

Exploring the Dimensions of Diversity in India

Motivated by Ellucian's commitment to Diversity, Equity and Inclusion (DEI), four employees established a DEI Core Team to advance inclusivity and belonging in Ellucian's Bangalore office. In October 2023, they hosted a summit and pilot Employee Resource Group (ERG) roadshow event to highlight local and global diversity initiatives for employees in Ellucian. The event featured Dr. Malathi Holla, a celebrated para-athlete, public speaker, and activist.

Dr. Holla's keynote focused on the challenges people with disabilities face and explained how attendees can reframe their thinking to provide support, engage, and create change in India. Dr. Holla also explored the many obstacles that women in India encounter, particularly in the workforce.

Events like the one with Dr. Holla helps to drive the localized approach to DEI in India. While there are specific DEI strategies and needs for each region, all approaches are folded into Ellucian's broader DEI program.

The DEI Core Team has developed a robust, localized approach to these initiatives, focusing

on India's DEI priorities, like gender equality and inclusion for people with disabilities.

After the session, employees attended an ERG Roadshow meant to increase participation among Bangalore employees. Some 150 employees attended the roadshow, around 75% of participants met every ERG leader in attendance, and many became members of those ERGs.

The impact of these events has been felt across the Bangalore office, especially among women. Naganandini R., a DEI Core Team member and Manager, Software Engineering, explained how the Core Team's work supported employees across India: "We recently hired many interns from remote locations for our Cloud Services team. One [female] candidate said the best part of her journey was being equal to her male counterparts and having equal opportunity."

Naganandini organized the event alongside colleagues Muktamala Choudhury, Senior Manager, Software Engineering; Deboshri Paul, Senior Manager, Information Development; and Adarsh Jose, Director, Professional Services.



Naganandini noted that the team's future approach to DEI initiatives will be shaped by the 2023 summit and the power of sharing first-person experiences.

"People are able to connect in these communities and learn from each other's experiences to understand what is important," Naganandini said. "When we bring in people from different communities to talk to community issues, we can bridge the gap."



MAKE AN IMPACT
Watch Dr. Holla at
TedxTirupathi.

Ellucian's 11 Employee Resource Groups



CARES

Supporting employees who are also caregivers



Go Green

Creating and promoting more sustainable and eco-friendly practices



Harmony

Building community and creating connections for Asian and Pacific Islander employees



Lean In Circles

Empowering women to achieve personal and professional goals



Next

Offering opportunities for early career professionals to network, develop, and grow



Orbit

Supporting and empowering remote workers



Prism

Celebrating our LGBTQ+ community and allies



Salute

Recognizing and supporting veterans, active-duty military personnel, military families and supporters



Ubuntu

Impacting change and elevating Black voices



¡Wepa!

Celebrating our Latino community



Women in Tech

Bringing together women and their allies to empower and support advancement

Celebrating Asian Pacific Islander Heritage Month with Harmony ERG

Among several events commemorating Asian Pacific Islander (API) Heritage Month in May 2023, Ellucian's Harmony Employee Resource Group (ERG) hosted a virtual Bystander Intervention Training session with Right to Be, an organization dedicated to ending harassment in all forms. Afterward, employees shared their experiences with harassment and explained how those moments impacted them.

The session was an important initiative for Harmony, as the ERG encourages learning, promotes growth, and empowers connections among employees of Asian and Pacific Islander backgrounds and allies.

"Employees sharing their stories is eye-opening. Many of our members are allies, so they don't identify as API. That helps bring awareness and shows us how to engage, have discussions, and collaborate," said Ren Hafner, Harmony co-chair and Senior Director of Compensation.

Harmony also hosted a session titled "The Identity Wheel" to commemorate API Heritage month. This exercise helps attendees understand the many dimensions of diversity and learn how they impact employees' professional and personal lives.

Hafner and her fellow co-chair, Senior Principal Consultant Marcus Burton, said this exercise further supported the ERG's goal to foster a culture that celebrates the many facets of diversity, promotes lifelong learning, and cultivates community in the workplace and beyond.

Two months after these events, the Maui wildfires in August inspired Harmony to respond to the tragedy in Hawaii. Harmony worked across Ellucian to raise more than \$10,000 for the impacted community. Funds raised included a corporate donation and an employee-led drive on the digital recognition platform Bonusly, which offers an opportunity to donate to highlighted charities.



MAKE AN IMPACT

Step up and speak out

If you witness harassment, step up with the Five Ds:

- Distract
- Delegate
- Document
- Delay
- Direct

To learn more about how you can help end harassment in all forms, visit <https://righttobe.org/>



Orbit ERG: Celebrating Disability Pride Month at Ellucian

Tara Kissel, Senior Learning Experience Designer, and Nancy Bryant, Lead Analyst in Research and Development, got involved with Orbit, Ellucian's Employee Resource Group (ERG) dedicated to supporting remote employees, well before the pandemic forced employees to reimagine their lives at work. They had no idea how invaluable it would become in creating a sense of community across Ellucian's workforce.

Now, as co-chairs, the pair spent 2023 exploring opportunities to promote visibility and understanding of Orbit's intersectionality, particularly around Disability Pride Month, a celebration held every July.

"Remote employees and disability often go hand-in-hand," Kissel said. "Some remote employees have disabilities and require additional flexibility, so remote work is often a better option than being in an office."

Throughout July, Orbit hosted several events to promote awareness, increase engagement, and create conversations around Disability Pride Month.

Activities included People Team-led benefits sessions that demonstrated to employees how to maximize Ellucian's accommodations to suit their needs. The group also brought in Wellthy — an organization that supports families who require care for complex, chronic, and ongoing conditions — to talk about the importance of accommodations for employees who are disabled.

To boost engagement and continue community building, Orbit hosted an employee-led panel, where three members of the Ellucian team spoke about their lives as remote employees with disabilities.

Bryant and Kissel said Disability Pride Month was just one element of the vital community-building that Orbit undertook in 2023, which included book club sessions, movie viewings that featured people with disabilities, and an active Slack channel.

"We have a really strong community, where people know one another across the company," Kissel said. "We can build great relationships and a strong community without being together in person."



MAKE AN IMPACT

Learn how Wellthy, an Ellucian benefits partner, supports people with disabilities, families and caregivers.

Prism ERG: Celebration and Education at Ellucian Live and Pride 2023

In March, Ellucian’s Prism Employee Resource Group (ERG) sponsored the organization’s first-ever LGBTQ+ session at Ellucian Live, the company’s annual flagship conference for higher education leaders. Dozens of attendees learned from a panel of U.S. institutional leaders who shared their experiences being LGBTQ+ presidents and leaders on campus.

Much of the discussion revolved around a collection of essays captured in *LGBTQ Leadership in Higher Education*, of which two panelists, Dr. Richard J. Helldobler and Karen M. Whitney, were contributing authors.

Their discussion addressed the intersectionality of queer leadership, gender roles in higher education, and the impact of identifying as LGBTQ+ in rural communities.

“The feedback was really good. People came up to us and said this was their favorite session,” said co-chair and Program Manager Emily Urbanski.

On the heels of Ellucian Live, Prism participated in the Washington, D.C. Capital Pride Parade in June, with more than 40 employees and friends coming together to support the LGBTQ+ community.

Urbanski and fellow co-chair Jonathan Garete, Lead Talent Acquisition Partner, say Prism is a thoughtful group of members who share experiences and have open conversations about issues that impact the community. They said the discussions, events, and celebrations help their members connect, collaborate, and grow.

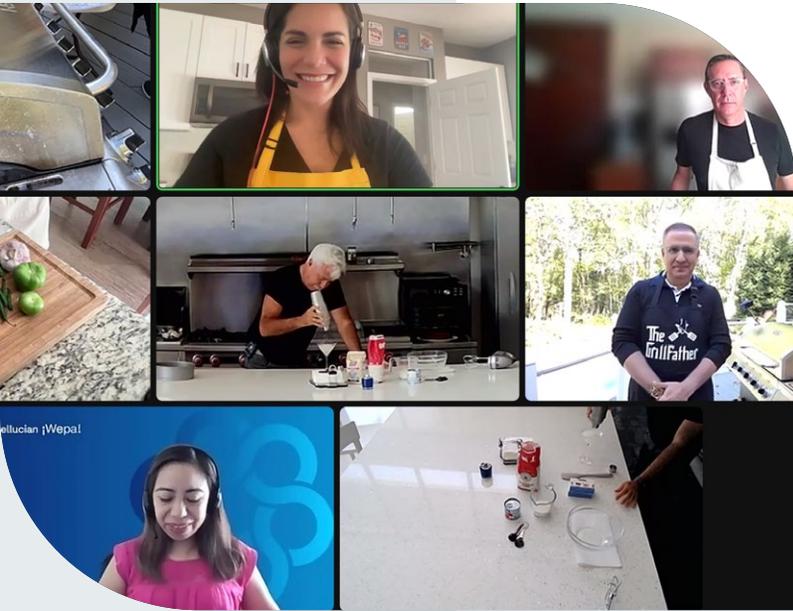
Prism ended the year with a fireside chat with President and CEO Laura Ipsen and Dr. Raymond Crossman, President of Adler University and editor of *LGBTQ Leadership in Higher Education*. The discussion focused on the stigma associated with HIV, discrimination on and off camps, and driving inclusivity and acceptance on campus.

“We’re on the right track. We’re doing the right things for the entire company, whether they’re in the community or an ally,” Garete said.



LEARN ABOUT QUEERNESS ON CAMPUS

Explore the many facets of diversity, equity, and inclusion within the LGBTQ+ community in *LGBTQ Leadership in Higher Education* edited by Dr. Raymond Crossman.



Celebrating Hispanic Heritage Month with ¡Wepa! ERG

Ellucian's ¡Wepa! Employee Resource Group (ERG), which celebrates Ellucian's Latino community, commemorated Hispanic Heritage Month from September 15 to October 15 with a series of personal and professional development events.

¡Wepa! co-chairs Maria Giusti, Senior Business Strategy and Operations Manager, and Diamesy Dominguez, Accounts Payable Specialist, said they wanted to help employees find common cultural ground, regardless of where they live.

"We have a ton of employees living in Colombia, in Mexico, and in Chile. So, we don't always feel like we're Hispanic. Instead, we feel like we're Colombian or Chilean," Giusti said. The ¡Wepa! leaders felt it was important to offer programming that acknowledges "we're from different countries but we share one language, and create a bridge," she said.

Hispanic Heritage Month events focused on topics like employee well-being, self-esteem, and "powerful questions" that drive introspection. Giusti and Dominguez said discussing these concepts through the lens of Hispanic culture helped members feel comfortable sharing experiences.

¡Wepa! also hosted a virtual discussion about the various approaches to higher

education in Chile, Colombia, and Mexico. Participants from each country shared industry knowledge, trends, and explored their various educational cultures.

Other community-building events during Hispanic Heritage Month included cooking demonstrations and a "Listen and Learn" session, co-hosted by the Salute ERG, where employees discussed their military experiences.

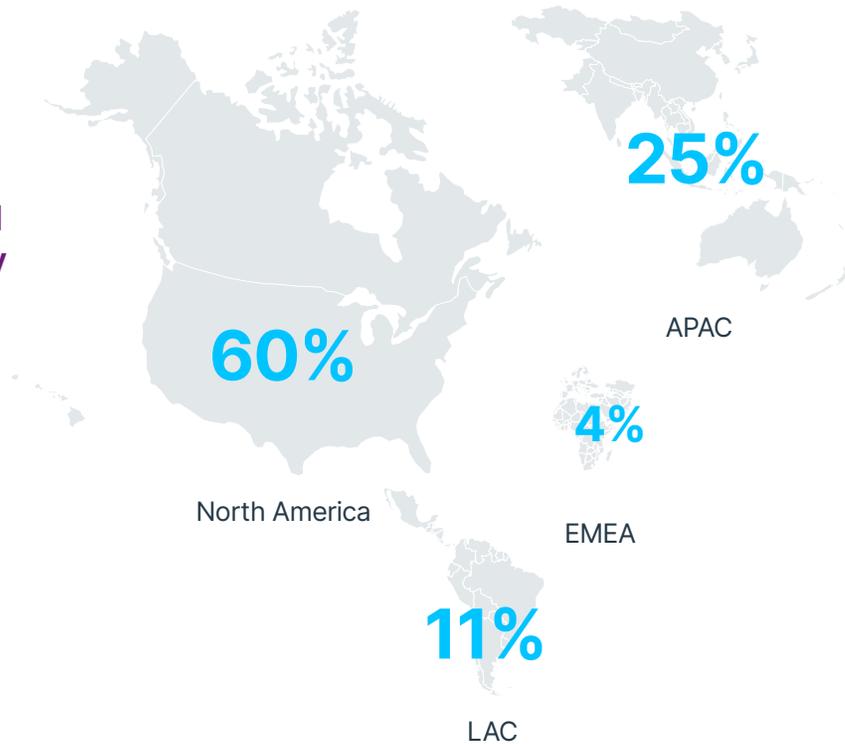
ERG leaders said that while Hispanic Heritage Month is an important time for members to learn and connect, ¡Wepa!'s year-round programming is vital to keep members engaged and drive increased education and awareness.

The team launched ¡Wepa! Tandem, Ellucian's conversation-based flagship program to improve English and Spanish conversation skills with informal and low-stress discussions. Participants can offer suggestions and corrections to improve language skills and strengthen connections with employees in other regions.

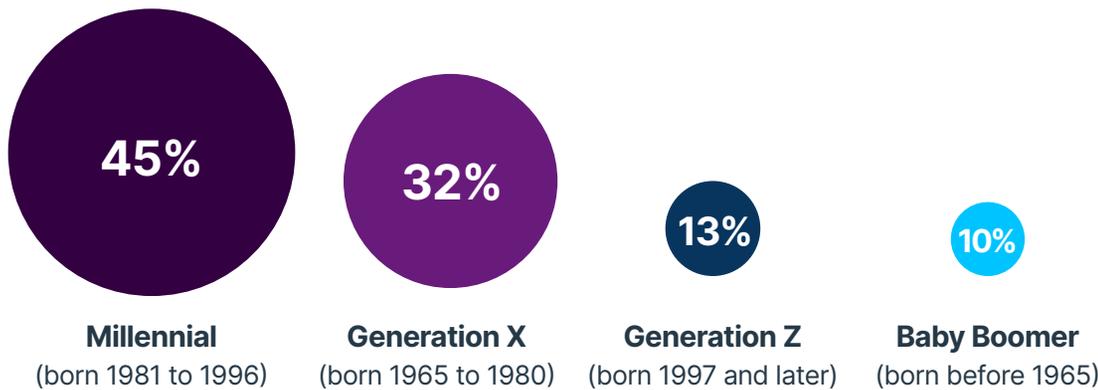
"We are like a family," Giusti said. "If I go and speak to someone who is part of ¡Wepa!, I can rely on them. We're really close, and we really respect and love each other. It's a happy community."

Workforce Representation Data (Year-End 2023)

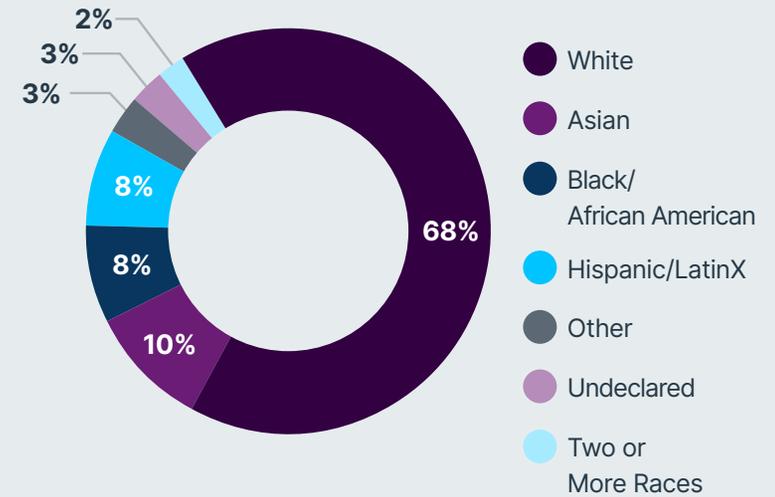
Regional Diversity



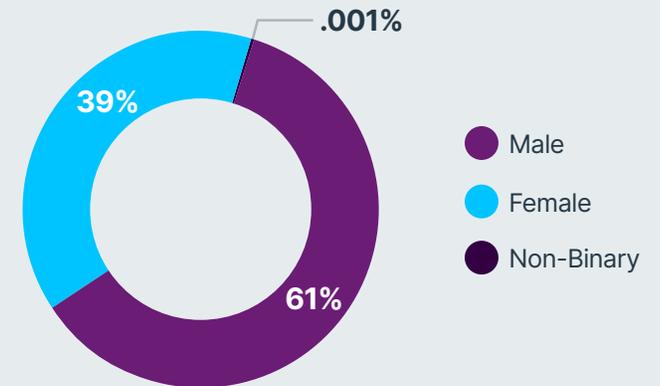
Generational Diversity Globally



Race/Ethnicity (U.S. Only)



Gender Globally



In 2022, Ellucian introduced the option for employees to identify as non-binary or express a preference not to disclose their gender. This initiative was followed by a self-identification communication campaign in 2022, which continued into 2023 with ongoing data collection. The figures presented here represent a snapshot of employee responses as of the end of 2023. The company anticipates a continued increase in the number of employees opting to self-identify in the future.

Diversity, Equity, and Inclusion Priorities for 2024

Ellucian will grow its investment in DEI across four pillars:



Education

Develop and launch a comprehensive DEI education plan



Representation

Attract and retain underrepresented groups at every level



Accountability

Build a leading accountability system



Partnerships

Strengthen institutional partnerships and brand

Ellucian's Commitment to ESG and DEI Recognized with Awards in 2023

Ellucian's dedication to fostering inclusive work environments, positive contributions to its communities, and successful sustainability initiatives was recognized by multiple award programs throughout 2023. In fact, Ellucian earned more ESG and DEI award recognitions in 2023 than any previous year.

Jess Weston, Ellucian's Communications Specialist, noted to stand out in the competitive nomination and selection processes for these awards, the Ellucian team must demonstrate that the company's initiatives are making a real and measurable impact on the business, employees, and customers. More than just winning accolades, these awards are a testament to the Ellucian team's passion for being a force for good and making a difference in its various communities.



**Responsible
Supply Chain,
Data Security
and Privacy,
Ethics and
Compliance**



OUR INITIATIVES

Responsible Supply Chain, Data Security and Privacy, Ethics and Compliance

Ellucian is unwavering in its commitment to maintaining a responsible supply chain, recognizing the crucial importance of ethical sourcing and sustainable practices to ensure the well-being of communities, the environment, and the overall integrity of our business operations.

In this section, you'll explore...

Ellucian Enhances and Expands Its Supplier Diversity Program

In 2023, Ellucian strategized about how to elevate its supplier diversity program by creating formalized processes and implementing new tools and databases.

Leadership Q&A: Prioritizing Information Security

Ellucian's Senior Vice President and Chief Information Security Officer Josh Sosnin shares his view on critical information security questions across the software and higher education industries.

Ellucian's High Ethical Standards

Ellucian has earned the trust of its customers by maintaining high ethical standards in business operations. This includes guarding the safety of data entrusted to the company with globally compliant data privacy practices.



Strengthening The Foundations of Ellucian's Diverse Supplier Program

At Ellucian, a core focus in 2023 was marrying an already responsible supply chain with a more robust supplier diversity program to amplify its significance.

Stacy Pickett, Procurement Director and lead of the company's Supplier Diversity Program said, "It's been a roadmap year building up our program's foundation and developing our strategy around how we approach supplier diversity."

Efforts to enhance Ellucian's Supplier Diversity program concentrated on four key areas:

1. Foundational

Ellucian conducted a thorough benchmarking review of supplier diversity performance, comparing it to last year's data and industry peers. Pickett's team integrated new tools, including Supplier.io, an advanced diverse supplier database, analyzed contracts, and spend metrics to identify opportunities, and refined strategic sourcing processes for increased effectiveness.





2. Reporting

Ellucian developed a supplier diversity dashboard for quarterly reviews with leaders across the business. It provides insights into diverse spending metrics and tracks Requests for Proposals (RFPs), ensuring intentional inclusion of diverse suppliers. Effective reporting plays a pivotal role in advancing supplier diversity programs.

In 2023, 2.82% of Ellucian's total Tier 1³, U.S. addressable spend supported certified diverse businesses.

How does Ellucian measure supplier diversity?

- Diverse spend among U.S. suppliers
- Women, minority, veteran, disabled, LGBTQ+ ownership
 - Tier 1 (direct or primary supplier)
- Addressable spend (excludes utilities, taxes, real estate and spend outside of control/tied to mandatory requirements)

3. Education

Ellucian proudly became a corporate member of both the Women's Business Enterprise National Council (WBENC) and the National Minority Supplier Development Council (NMSDC). Participating in member conferences is educational and fosters meaningful relationships within these communities. These memberships provide valuable access to diverse supplier databases and best practices. Additionally, Pickett achieved a professional certification in supplier diversity.

4. Communication

Internally, Ellucian has emphasized supplier diversity and clarified every employee's role by streamlining processes for easy identification and qualification of diverse suppliers, along with efficient tracking and reporting of diverse spend.

In 2023, diverse spend through its contractor portal stands at an impressive 10.81%, surpassing the 6% industry average in IT. Remarkably, the company also increased its total number of diverse suppliers by 20%.

In 2024, we will nurture the program's foundation and grow its positive economic impact on diverse businesses and the communities we serve.

Data Security

As a software company, data security and privacy are of utmost importance to us. Improper access to data can result in negative consequences for our employees, customers, partners and communities, and lead to a loss in revenue, trust and privacy.

Ellucian Cloud Services is ISO27001:2013 certified. The ISO certification demonstrates Ellucian's commitment to security across its products and cloud services and demonstrates the effectiveness of our security controls. We are also compliant with several international industry security standards and regulations for cloud platform solutions.

Each year, an independent audit firm conducts our annual Service Organization Control (SOC) audits. The SOC1 and SOC2 Type II reports are available to customers for review upon request and execution of a non-disclosure agreement. The SOC3 report is publicly available on our website.

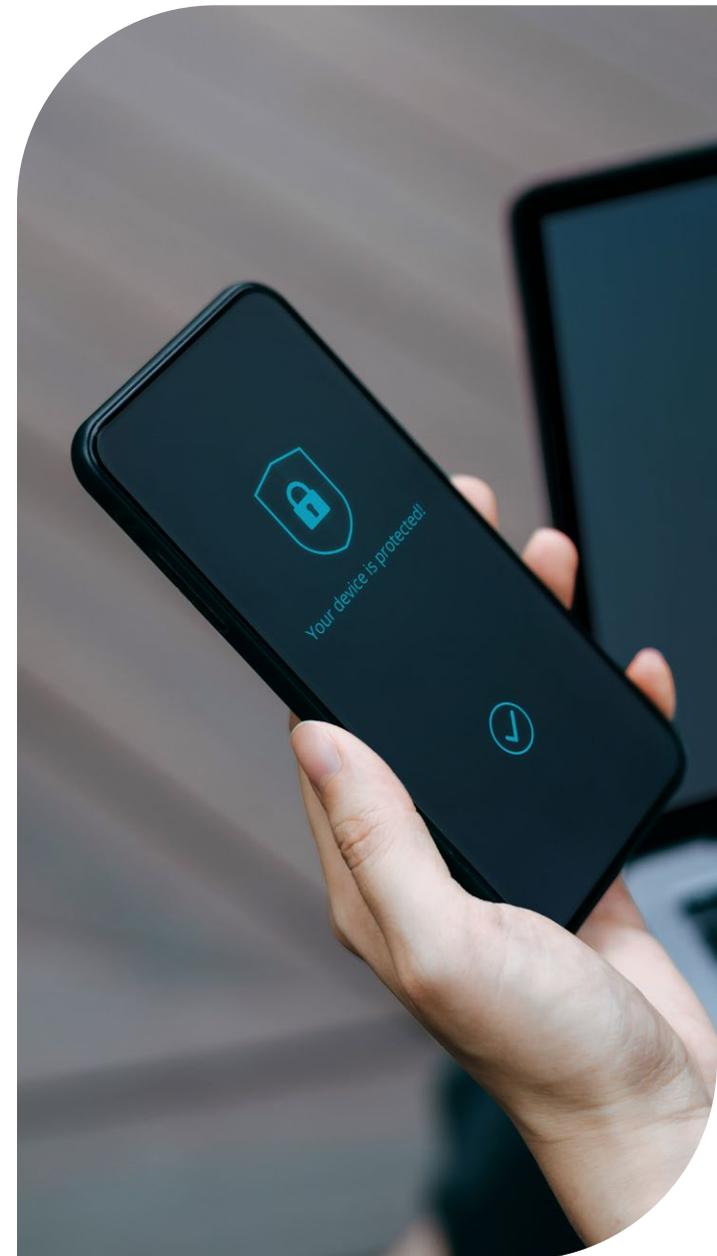
Ellucian uses a comprehensive approach to application development to make security a fundamental part of the development process and a critical product feature. A strong security testing program has been developed to reduce the risk of introducing malicious code or malware into Ellucian products, which includes manual and automated code review, annual penetration testing by a third-party, and participation in a crowdsourced, private bug bounty program where our software is continuously tested by expert ethical hackers.

To further augment our commitment to delivering secure solutions, Ellucian's Responsible Disclosure Policy supports assistance from security researchers and others in the security community in keeping our systems secure. We thank those who have helped so far by honoring them on our Security Researcher Hall of Fame.

Ellucian deploys industry leading network security, threat detection and data protection solutions and has 24/7/365 monitoring of its cloud solutions. Our incident response protocols align with the U.S. Computer Emergency Readiness Team (US CERT) and the National Institute of Standards and Technology (NIST) and is supplemented by an incident response retainer service to assist quickly and effectively in the event of a cybersecurity incident.

We also offer thought leadership through the [Ellucian blog](#) to guide our customers on best practices and the latest updates in data security and privacy. Blog posts published focus on topics including enhancing university security with phish-resistant MFA and top information security practices for higher education.

To learn more about our key infosec practices, please read [our cloud security paper](#) and visit [our website](#), which goes into greater detail about all our data security and privacy initiatives.





Q&A with Ellucian's Senior Vice President and Chief Information Security Officer

At Ellucian, we rely on information security policies and practices to drive behavior, enforce rules, and provide guardrails to ensure protection of our company and customer assets. Our global team of information security and cloud experts work 24/7 to keep our customers' data private and secure.

Ellucian's Senior Vice President and Chief Information Security Officer Josh Sosnin shares his view on critical information security questions across the software and higher education industries.

? **How does transitioning to Software as a Service (SaaS) help a higher education institution reduce the potential of an impactful cyber incident?**

When an institution moves to Ellucian SaaS, they get the benefit of controls implemented by an organization that manages the security of data as a fundamental part of its business. This includes undeletable backups, best of breed threat detection and response from a dedicated team, and the ability to quickly identify and close a vulnerability. As an example, we recently closed a major vulnerability in less than two hours of it being detected and shared publicly. In that short span of time, we were alerted to the vulnerability, identified and tested the fix, and deployed the fix into production. SaaS automation makes expedient threat detection and resolution possible.

? **What information security and compliance challenges are unique to the higher education sector?**

Higher education has perhaps the most diverse group of users you can imagine: prospective students, students themselves, faculty, staff, alumni and parents. In the U.S., higher education institutions are held to the same high standards for information security and compliance as regulated financial institutions, as well as the requirements of other laws such as FERPA, HIPAA, CCPA and state cybersecurity requirements. In other countries, they can be considered critical infrastructure, with compliance controls you might see for a power plant. Maintaining these high standards

can be difficult with the limited budgets and staff that are a reality at many institutions. Ellucian helps our customers address this challenge with Ellucian SaaS.

? **What are the most important information security practices you recommend to higher education organizations?**

Make sure you have the basics nailed. This includes maintaining viable, undeletable, tested back-ups. Multi-factor authentication (MFA) for everyone has never been more important, and institutions should be working toward phish-resistant MFA. Modern endpoint detection and response is critical, as is vulnerability detection, and a patch management program that lets you quickly address updates. And finally, education, education, education – make sure you are consistently sharing best practice with all of your users to protect them and your information systems from attack.

? **How did the cybersecurity landscape evolve in 2023?**

The advancement of Artificial Intelligence (AI) was a game changer in 2023. While AI has and will continue to help defenders do their jobs, the use of AI will allow sophisticated attacks at scale. Unfortunately, attackers will have a head start, making education, awareness and controls like phish-resistant MFA even more important.

Earning Trust with High Ethical Standards and Global Compliance

Ellucian has earned the trust of its customers by maintaining high ethical standards in business operations. This includes developing and maintaining globally compliant data practices.

Code of Conduct

Our most valuable asset as a company is our reputation. Our customers trust us to conduct business responsibly and ethically. Our [Code of Conduct](#) provides all Ellucian employees and board members with a guide for navigating decisions that could create a conflict of interest or risk harm to a team member or customer relationship.

On an annual basis, employees are required to read and certify their understanding of the Code. The document provides a summary of Ellucian's policies and provides a useful framework for evaluating challenging situations.

When confronted with a potentially problematic issue, users of the Code are encouraged to ask:

- Does the conduct comply with the Code and other Ellucian policies?
- Is the conduct legal, ethical, and socially responsible?
- Does it feel right?
- Is there someone I should consult for advice or approval?
- How would the person I respect the most view this decision?
- How would this look in the media and to our investors?

Employees who observe behavior they suspect may be a violation of the Code are provided with an alert line, accessed at Ellucian.ethicspoint.com to report concerns, and may do so anonymously. Ellucian has zero tolerance for retaliation against someone who reports a concern.

The Code also includes a focus on people managers in the company who have an important role to play in modeling and supporting adherence to the Code.

Expectations of managers include creating an inclusive environment, encouraging a speak-up culture, and listening to concerns. Managers also play a critical role in ensuring no retaliation is taken against employees who report a Code violation.

The Ellucian ecosystem includes a range of partners and suppliers, all of whom are critical to delivering solutions and services to our customers. Partners and suppliers are an extension of Ellucian and are expected to act in a way that is consistent with our Code. If these expectations are not met, appropriate actions are taken.

Data Privacy

Ellucian maintains a privacy program to ensure its compliance with the privacy laws of all jurisdictions where we do business. As part of this program, we track the ever evolving landscape of global privacy laws and regulations on an ongoing basis to stay compliant when new requirements become effective.

At Ellucian, privacy is about respecting the rights of individuals to control their personal data. Whether it is a right to access their data, correct their data, or erase their data, we enable our customers to honor those rights. In order to help our customers satisfy their privacy obligations to their students and employees, our privacy program incorporates privacy principles, such as notice, purpose limitation, data minimization, and retention; the practice of privacy by design and default; and accountability.

In 2023, Ellucian's approved European Union Binding Corporate Rules for Processors were published. These rules explain to customers how we handle their information when we transfer their information from the European Economic Area (EEA) to a location outside of the EEA.



Learn more about GDPR, the global standard for data privacy and security.

Looking Ahead

Ellucian's commitment has never been stronger to reduce its impact on the environment; effectively serve its communities; cultivate diversity, equity, and inclusion; and illustrate integrity through our strong governance. Through this work, the company is living its values and building trust with its customers, employees, partners, and communities.

In 2023, Ellucian developed its first ever comprehensive Greenhouse Gas (GhG) reduction plan, marking a significant stride toward achieving the company's goal of a 25% absolute reduction in emissions by 2025 from a 2019 base year across scopes 1, 2 and partial 3. Ellucian will continue with this commitment by using a multifaceted approach including initiatives such as amplifying investments in renewable energy certificates, conducting a climate risk assessment to bolster resilience and preparedness, and launching an employee-driven campaign aimed to foster emissions-reducing behavioral changes both in-office and remotely.

In 2024, Ellucian remains steadfast in advancing its Diversity, Equity and Inclusion strategy anchored in education, representation, accountability, and partnerships. The company is committed to fostering an inclusive culture that honors diversity, attracts diverse talent, and nurtures an open environment in which all employees can do their best work as their full selves.

In 2024 and beyond, Ellucian will keep students at the center of all it does. You can read more at www.ellucian.com.

Ellucian employees are actively engaged in their communities, utilizing the company's charitable leave benefit, which provides 40 hours per year, and Bonusly, Ellucian's online recognition platform that is often used for charitable donations. In 2024, Ellucian will continue fostering community volunteerism and inspiring charitable contributions.

The Ellucian Foundation will explore creating new funding opportunities that support institutional programs helping students in financial distress. Furthermore, the Foundation is dedicated to enhancing collaboration and ongoing evaluations with institutions both within and beyond the U.S. to guarantee that the PATH Scholarship effectively addresses the evolving needs of students and educational institutions.

And finally, Ellucian continues to uphold its commitment to student success by transforming how institutions serve their students and meet their goals. As the market leader focused exclusively on higher education, Ellucian's solutions and services build institutional resilience and empower student success.

Notes

1. Student Voice Survey conducted by Inside Higher Ed and College Pulse, December 2022
[Student Voice \(collegepulse.com\)](https://collegepulse.com)

2. Greenhouse Gas (GhG) Measurement Methodology, and Organizational and Operational Boundaries

Recalculation of Baseline Year GhG Emissions

Reported emissions for 2019, which serves as Ellucian's target baseline year, have been recalculated to align with changes in methodology and ensure consistency in measurement across years.

Specifically:

- Refrigerants included in Scope 1 in 2019 have been removed. Refrigerants are not included in emissions measurements for 2020-2022.
- Waste and water, which were included in Scope 3 in 2019, have also been removed. Waste and water were not included in emissions measurements 2020-2022.
- In alignment with the GhG Protocol, Ellucian has integrated Scope 3 Other into Scope 3 across 2019-2022.

Ellucian will continually evaluate calculation methodology, adjusting previously reported emissions when changes to approach, improvements in the accuracy of emission factors, activity data or other elements result in a significant impact (greater than 5%) on the data reported.

Methodology: Scope 1 and Scope 2 GhG emissions in the Greenhouse Gas Emissions

Statement and related notes have been prepared in accordance with the World Resources Institute / World Business Council for Sustainable Development's Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition and the GhG Protocol Scope 2 Guidance: An amendment to the GhG Protocol Corporate Standard (collectively referred to as the "GhG Protocol"). Scope 3 GhG emissions have been prepared with reference to the Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GhG Protocol Corporate Accounting and Reporting Standard.

Organizational Boundary

Ellucian uses the operational control approach to set organizational boundaries and consolidate GhG emissions, which means we account for emission from operations over which we have full authority to introduce and implement operating policies. Ellucian presents emissions from activities within our value chain, but outside of Ellucian's operational control, under Scope 3 emissions.

Use of Estimates and Measurement Uncertainties

The preparation of the Greenhouse Gas Emissions Statement and accompanying notes requires management to make estimates and assumptions that affect the amounts reported.

Notes

Emissions data presented are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. Ellucian bases its estimates and methodologies on historical experience, available information, and various other assumptions that it believes to be reasonable. Certain emissions rely on information provided by our suppliers/ participants in our value chain and other third parties. While these are sources that are believed to be reliable, the suitability of the design and effectiveness of the third-party systems and associated controls over the accuracy and completeness of the data has not been independently assessed.

Operational Boundary

Scope 1 emissions are direct emissions from the combustion of fuel from sources inside the organizational boundary.

Scope 2 emissions are indirect emissions from the generation of acquired and consumed electricity, steam/heat or chilled water occurring at sources outside of the organizational boundary resulting from activities from sources inside the organizational boundary, and include: purchased electricity, steam, heat, and cooling.

Scope 3 emissions are indirect emissions from sources outside the organizational boundary resulting from activities of Ellucian and include data center services under Category 8 upstream leased assets and service, air, rail, road; hotel services under Category 6 business travel; and employee work from home under Category 7 employee commuting.

3. Diverse spend includes U.S. source-able, Tier 1 spend (excludes taxes, real estate, sponsorships, and medical/dental self-insured benefits). Diverse businesses included are certified as women-owned, minority-owned, veteran-owned, disabled-owned, and/or LGBTQ+-owned.

