



# IMPACT REPORT

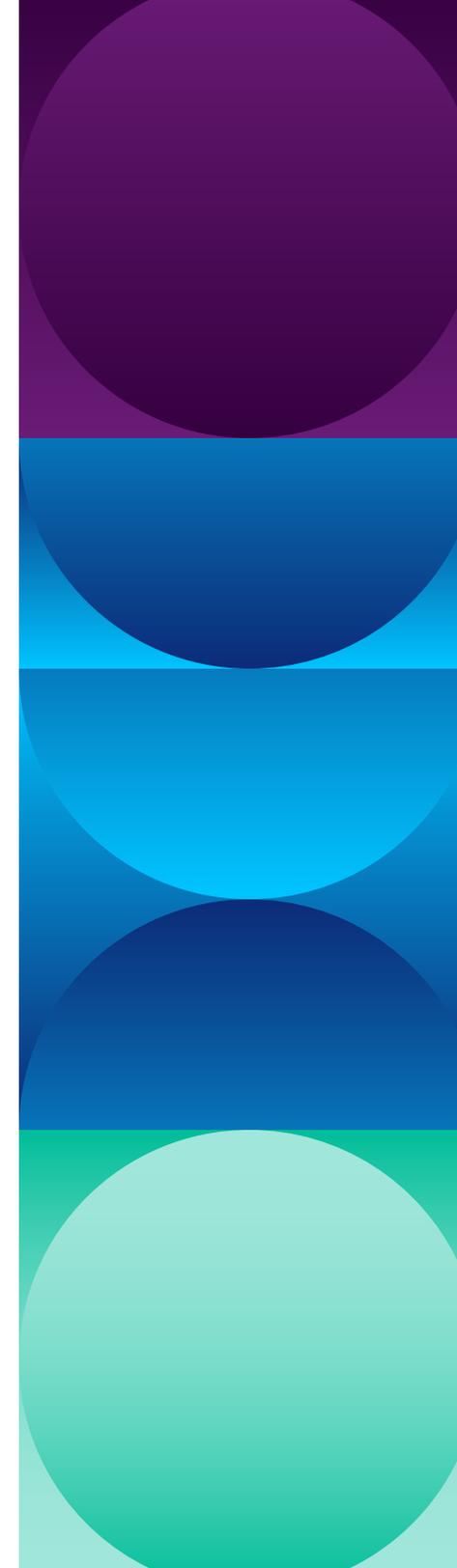
2021





# Contents

- PG. **3**     **About Ellucian**
- PG. **4**     **A Message from our President and CEO**
- PG. **5**     **Philanthropy and Community Engagement**
- PG. **15**    **Diversity, Equity, & Inclusion**
- PG. **22**    **Employee Health and Well-Being**
- PG. **28**    **Carbon Emissions and Waste Management**
- PG. **35**    **Ethics and Compliance, Data Security and Privacy,  
and Responsible Supply Chain**
- PG. **39**    **Looking Ahead**



# Who is Ellucian?

Ellucian is a higher education software provider with a comprehensive portfolio of cloud-ready technology solutions and services.

## What do we do?

There are three categories of solutions we focus on:

### 1. Enterprise resource planning and student information systems

Improve efficiencies, stay informed, and deliver a great constituent experience.

### 2. Constituent relationship management

Ellucian's CRM suite is the most comprehensive set of lifecycle solutions tailored for higher education.

### 3. Integration and analytics

Drive institutional success and data-informed decisions through integrated information, people, and processes.

Our products empower more than 26M students to seamlessly navigate the higher education experience from the first day of class all the way to graduation.

[Learn more about our products](#)

## Why Ellucian?

With our SaaS-enabled ecosystem of open and flexible technologies 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 unlock the full potential of higher education institutions.



**2,700+**

**customers worldwide**



**26+ million**

**students served**



**1,200+**

**institutions in the cloud**



**5+ billion**

**data transactions on the  
Ellucian Platform**



## A Message from Our President and CEO

**Ellucian proudly serves the global higher education community. Our solutions, built on decades of experience working with colleges and universities, empower institutions to help more than 26 million students navigate the higher education experience from the first day of class all the way to graduation.**

We believe in the power of education to transform lives, and we are focused on helping students deliver the future they want by accomplishing their educational goals. Our commitment extends beyond our innovative solutions and services to a culture built on supporting student success.

I am incredibly proud to introduce Ellucian's first Impact Report. This is an annual opportunity for us to share our perspective and impact on a range of issues that affect the students, employees and communities we serve. The Report includes our work to provide funding for students in financial need, as well as reduce our impact on the environment, and expand our commitment to diversity, equity, inclusion and belonging. The Report also shares our long-standing commitment to creating a safe and ethical workplace, prioritizing employee health and well-being, keeping data private and secure, and always doing the right thing.

Featured in our Impact Report is the PATH Scholarship program, established in 2020 to provide financial support to students in financial distress during the COVID-19 pandemic. Since the program's start, more than \$1 million in scholarships have been distributed to 1,100+ students. A 2021 scholarship recipient from the University of Houston shared that "receiving this scholarship allows me to be one step closer to reaching my dream," while others told us the

scholarship gave them the funds desperately needed to pay a final tuition bill or buy a laptop to attend classes virtually.

The Report also includes a feature on our Ellucian Real Talk Series, a set of cross-company discussions on the critical issue of bias that can be a barrier to equal opportunity in the workplace. These global discussions add to the work of our 11 vibrant employee resource groups as effective tools in shaping a more inclusive mindset and driving inclusive practices across Ellucian.

Amazing employees from across the company are also featured in the Report, with inspiring stories of community volunteering and leadership on critical issues like sustainability. Our employees are passionate about developing new innovations to support student well-being. This passion extends through the work we do with our customers, colleagues, and in our communities every day.

Through our deep relationships with higher education institutions around the world, Ellucian is helping to deliver the future now. This includes developing new approaches to improve our communities, remove barriers to success for students, ensure we are a trusted partner to our customers. I encourage you to read the full report to learn more and to visit [www.ellucian.com/impact-report](http://www.ellucian.com/impact-report) for updates throughout the year.

Sincerely,

A handwritten signature in black ink that reads "Laura". The signature is fluid and cursive.

**LAURA K. IPSEN**

# Philanthropy and Community Engagement



(Right) Ellucian employee, Veronica Chappelle-McNair (middle), participates in the Susan G. Komen Walk for Breast Cancer Awareness in Philadelphia.

# Our Initiatives

## Ellucian invests in programs to support student success.

We believe that all students should have access to quality education and be empowered to achieve their educational goals.

We also empower our employees to volunteer for and donate to the causes they care about.

### **PATH Scholarship Program**

Our commitment to student success is demonstrated through philanthropic programs offered by Ellucian and the Ellucian Foundation to provide funding for students to stay and thrive in school. The Ellucian Foundation's Progress, Accomplishment, Thriving, Hope (PATH) Scholarship Program offers funding to higher education institutions to support students in financial distress. PATH funds help students cover items such as housing, tuition, and food, to allow them to continue pursuing their degrees.

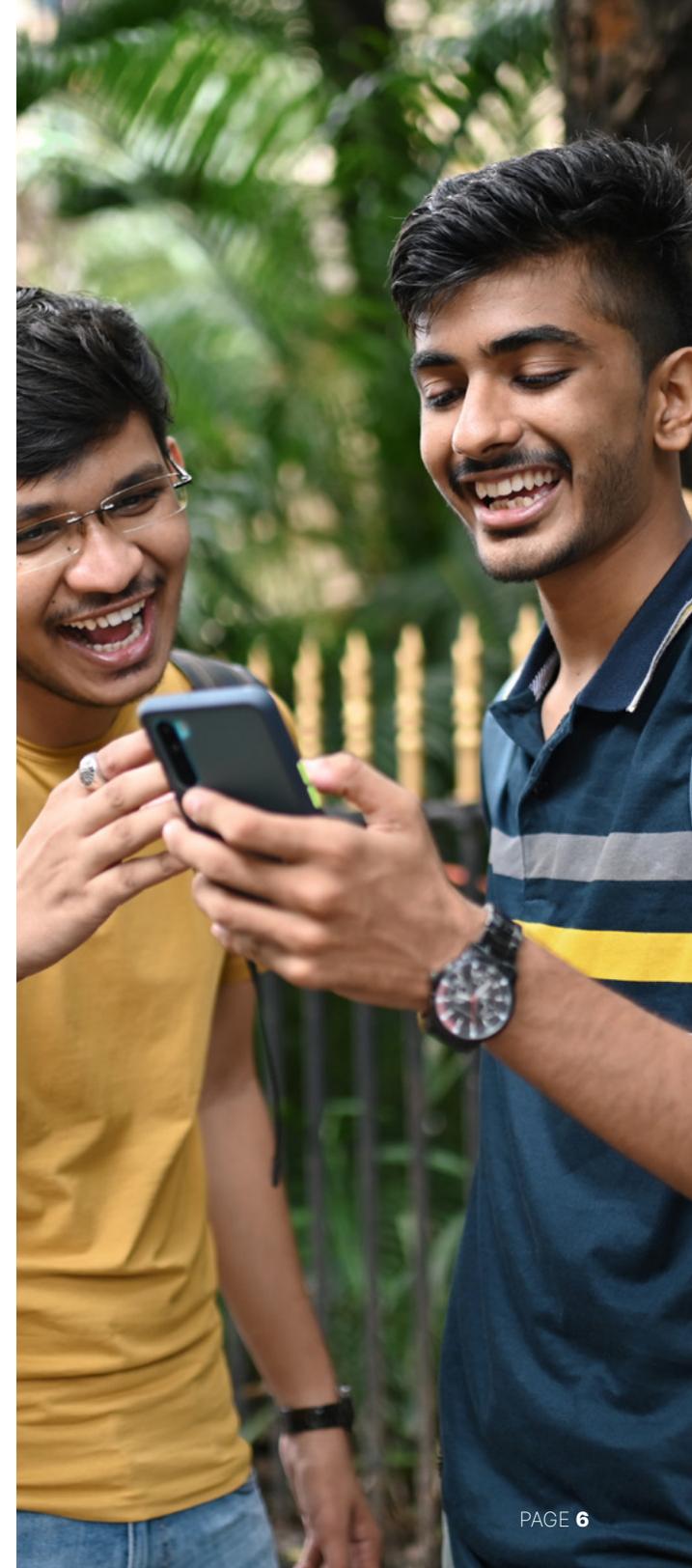
### **India Investments**

In India, we contribute to education-focused charities to fulfill our responsibilities under the India Companies Act.

### **Employee Giving and Volunteering**

Ellucian offered opportunities to our employees throughout the year to make contributions to various charitable organizations, often through our company-funded employee recognition program, Bonusly.

All Ellucian employees are encouraged to volunteer for causes they care about with our charitable activity leave policy, which offers 40 hours of paid time off annually. Recently, an employee team in Lake Mary, Florida (USA) used charitable activity leave to pack 5,000 meals for [US Hunger](#). Similarly, a team of employees in the UK held a Walk the World event to raise funds for [Save the Children](#).



## FEATURE STORY

# PATH Scholarship Program

The COVID-19 pandemic has rippled through the lives of college students causing jobs to be lost, tuition bills to go unpaid, and critical needs, like paying for books and rent, to go unmet.

In 2020, Ellucian created the PATH Scholarship program to help students in financial distress due to the pandemic. In the two years since its inception, the program has awarded over \$1M to 1,100+ students.

**“My parents were affected by COVID-19, making them not able to work. This year my uncle passed away from COVID-19, funeral expenses were left for my family and me to pay,” shared a student and 2021 PATH Scholarship recipient from the University of Houston. “Although we still have a lot of financial burdens, it is a relief of fresh air to have help paying for school.”**

This student’s story is common among scholarship recipients, many of whom recount the financial distress compounded by COVID-19. The PATH Scholarship, which offered up to \$1,500 per student in 2021, has been a lifeline and in many cases, a critical resource in keeping them in school.

Students with ambitions that include pulling their family out of poverty, becoming a veterinarian, and pursuing a job working with children, see completing a college degree as a critical step in achieving their dreams. The PATH Scholarship provided a hand up for many who want to cross the finish line and graduate.

“Ellucian created the PATH Scholarship to support student success as many struggle with the financial and educational disruptions caused by COVID-19,” said Laura Ipsen, President and CEO, Ellucian. “For too many students, financial support is needed to bridge unexpected challenges that can lead to dropping out of school. The critical assistance the PATH Scholarship provides helps these students continue their education journey.”

In 2021, the program transitioned to funding scholarships for students enrolled in four-year public universities in the United States. Scholarships were also offered to higher education institutions in Australia, Canada, Columbia, Dominican Republic, Ecuador, Ireland, Lebanon, New Zealand, Singapore, UAE, and United Kingdom.

A total of 30 U.S. universities were awarded scholarship grants between \$10,000 and \$25,000 in 2021. Those universities then distributed the scholarships to students based on financial need. Higher education institutions outside the U.S. are following a similar process to distribute funds in 2022.

**To learn more about the PATH Scholarship program, visit [stayonpath.org](https://stayonpath.org).**



## Ellucian Foundation

The Ellucian Foundation was created in 2020 to support student success by providing assistance to those in financial distress.

The Foundation, which is a 501 (c)(3) tax exempt organization, administers the PATH Scholarship Program annually.

## IMPACT STORY: US HUNGER

### Ellucian employees package 5,000 meals

Across the U.S., food insecurity is a challenge for one in four people.

Ellucian employee Amber DeLeon is a passionate volunteer with U.S. Hunger – an organization whose mission is to eradicate food insecurity by addressing hunger at its root cause.

Amber decided to round up colleagues in our Lake Mary, Florida office to package meals for

food-insecure families in her region. With help from Ellucian, her colleagues raised \$1,500 to buy ingredients for the meals.

Then, using some of their 40 hours of annual charitable leave offered by Ellucian and all the appropriate COVID-19 safety precautions in place, they packaged 5,000 meals in one day that were then distributed to families in Central Florida.

The team reflected that this opportunity gave them a break from their work week and allowed them to refocus their energy on giving back to the community. As one participant shared, “it was great to reconnect with colleagues to make a difference in our community” during the COVID-19 pandemic

*(Left)* Ellucian employees volunteer at US Hunger in Florida

*(Right)* Ellucian employees package meals for US Hunger in Florida





## IMPACT STORY: SAVE THE CHILDREN

### Ellucian employees “walk” to Bangladesh from the United Kingdom to support children globally

Every year, Ellucian employees around the world volunteer for causes that they feel passionate about. This year, our employees got together from different parts of the world to volunteer for Save the Children.

Supporting children to learn, grow, and become successful, Save the Children offers proper access to education, food, and medicine, reaching 12 million children with their education programs alone in 2020. One of their global destinations, Cox’s Bazar in Bangladesh, supports half a million Rohingya refugees.

Ellucian employees raised funds for Save the Children by “walking” to Cox’s Bazar from their office in Milton Keynes—a mighty total of 6,046 miles. Each participant recorded their total mileage on a website created by the team. During this time, they would ask their friends and family to donate to the cause and raise money for the children in Bangladesh.

Close to 80 Ellucian employees from the UAE, India, Australia, Ireland, and the UK participated in this challenge. A Slack channel was formed where employees posted pictures of their beautiful walks in different parts of the world. Some walked through hills in Bangalore, while others walked past the opera house in Sydney. A few colleagues even decided to drive an hour and a half in the UK to meet up, walk, and eat cake together!

After six weeks of combined effort, our colleagues walked enough miles to “reach” Cox’s Bazar and raised a total of \$1,700. Following the walk, participants shared that the effort helped them concentrate on the joys of life and bonded them as a community.



(Top) Employees meet up in the Milton Keynes office to support ‘Save the Children’

(Bottom) The 6,046 mile route of the “walk.”

## IMPACT STORY: INDIA LITERACY PROJECT

### Ellucian sets up smart classrooms in Karnataka

India Literacy Project (ILP) is a 30-year-old non-profit organization that believes education is the right of every child. Keeping children in school through programs to improve enrollment, retention and classroom learning is the organization's focus. Ellucian's three-year partnership with ILP is improving the quality of education in over 65 schools serving close to 10,000 children in the Yadgir district of Karnataka.

ILP works with vulnerable communities that face challenges with poor attendance and retention. They design and deploy high-quality, low-cost learning tools that allow teachers to support multiple student learning styles. Through career guidance programs to government school students, ILP enables students to create career pathways that align with their skills and aptitude.

Through investments made pursuant to the India Companies Act, Ellucian provided funds to build the infrastructure of schools and set up Multi-Dimensional Learning Spaces, or smart classrooms, in ILP's higher-primary and high-schools. The smart classrooms include low-cost science kits, child-friendly libraries, teacher training, career guidance and counselling programs, and digital content with detailed syllabuses for Grades 4-10 for Math, Science, and Social Sciences.



All ILP digital and learning resources are available to children and teachers at government schools free of cost. Students who use these resources are better able to attain grade-appropriate skills and create pathways to productive careers. Ellucian will continue to partner with ILP in 2022 to increase access to education for all children.

(Above) Employees from ILP and Ellucian help set up digital classrooms in schools in Karnataka

## IMPACT STORY: VOLUNTEERING DURING THE PANDEMIC

### Taking time off to serve the community with charitable leave

For the past few years, Ellucian has offered all employees 40 paid hours a year to volunteer and give back to their communities. We encourage every employee to take advantage of this benefit. Individual stories of employees using their leave to serve communities far and wide is incredibly impactful.

We interviewed Maria Torre, head of field marketing for Latin America and the Caribbean, to learn more about how she used her charitable leave in Cuernavaca.

Cuernavaca is the capital of Morelos state in Mexico, just 50 miles from Mexico City. Of the 2M people in Morelos, ~3% of the population was affected by the COVID-19 pandemic. Close to eight out of ten respondents in Mexico said that their family finances, education, family life, mental and physical health were impacted.



#### ***What organization did you volunteer with during your time off and how did you hear about them?***

My sister lives in Cuernavaca. We heard from a few friends that doctors did not have the necessary equipment to protect themselves while working at hospitals during the pandemic, such as masks and faceshields. During this same time, we saw a video on social media outlining how to make a face shield at home using low-cost materials. With a group of friends, we created a WhatsApp group chat and decided to put together these face shields ourselves.

We had to coordinate all the tasks online as we could not meet as a group during the pandemic. Different groups of people collected money, bought materials, delivered the materials, assembled the face shields, and delivered the face shields to hospitals. My sister and I were part of the group assembling the face shields. We assembled 500 face shields for a local hospital! Word began to spread that we were doing this work, and other hospitals began asking for our help.

*(Left)* Ellucian employee Maria Torre distributes PPE equipment in Morelos, Mexico

#### ***What was the most surprising part of the experience?***

The most surprising part of the experience was seeing people outside the hospitals asking for help. They kept asking us for food, blankets, and other things. It was heartbreaking to see so many people in need. On a more positive note, it was amazing to learn that once you get organized, you can do so much good for others.

#### ***What did you take away from your time volunteering?***

I learned that the government or people in power are not the only ones who can change the world. You and your network are enough to do good and create an impact.

#### ***How did your time volunteering connect to what you do daily for Ellucian?***

Part of my role in Marketing is to coordinate onsite and in-person events. The logistics of these events are very important. I think my project management skills were enhanced by the work I did with hospitals during the pandemic.

# Philanthropy and community data snapshot (2021)

PATH Scholarship

500+  
students



More than 500 students received PATH Scholarships.

Employee volunteerism

4,800  
hours



Ellucian employees volunteered a total of 4,800 hours.

Philanthropic giving

\$810,000



Our total philanthropic giving, including the PATH Scholarship Program, was \$810,000.

*\* Includes contributions donated on behalf of employees through Bonusly, as well as corporate contributions across a range of programs.*



# Philanthropy and community priorities for 2022



## 1. PATH Scholarship

The program will continue to offer scholarships to students in financial distress. In 2022, we will focus on Historically Black Colleges and Universities and all Minority Serving Institutions\* in the U.S., as well as higher education institutions in Australia, Canada, Columbia, Dominican Republic, Ecuador, Ireland, Lebanon, New Zealand, and the United Kingdom. Our goal is to support at least 500 students in financial need.



## 2. Employee volunteerism

As we continue to emerge from the COVID-19 pandemic, we will focus on growing employee volunteerism by 10%, as measured by the total number of charitable leave hours employees use per year.



## 3. Philanthropic giving

We will maintain our total philanthropic giving amount of ~\$810,000 across a range of programs.

\*As defined by U.S. federal statute.

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# Diversity, Equity, and Inclusion



# Our Initiatives

**Ellucian is committed to cultivating and growing an inclusive culture that celebrates individuals' differences, attracts diverse talent, and inspires an open environment that enables all employees to do their best work and bring their full selves to the workplace**

We embrace and encourage our employees' differences and are dedicated to using our resources to combat inequities in our communities. Ellucian's Diversity, Equity & Inclusion (DEI) initiatives are applicable to every aspect of our work environment and a top priority for leaders across the company.

All employees of Ellucian have a responsibility to always treat others with dignity and respect. Employees are expected to exhibit conduct that reflects inclusion during work, at work functions, and at all other company-sponsored and participative events.

## Company-Wide Conversations about Inclusion

Ellucian hosted its first DEI enterprise webinars in 2021. Through these sessions, we initiated a conversation that helped reinforce our commitment to and deepen our understanding of DEI at Ellucian—what it looks like, how it shows up in our programs and process, and why it matters to our culture and our business.

Our leaders are committed to having a diverse and global community at Ellucian. In 2021, we created the Real Talk series, a set of conversations to help raise awareness of unconscious bias and facilitate open dialogue across the organization. The first session focused on blind spots and assumptions and involved rich, open, and honest dialogue with over 400 employees.

## Adopt-A-Team

Ellucian partners with Howard University to provide an experiential learning and mentoring program for students. The six-month program provides customized trainings and activities for select students. Upon completion of the program, students have the option of applying for an internship at the company.

## Employee Resource Groups (ERGs)

Ellucian sponsors multiple employee-led Employee Resource Groups (ERGs) focused on creating a diverse, safe, and inclusive workplace that supports personal and professional development.



**CARES**  
Supporting employees who are caregivers



**Go Green**  
Creating and promoting more sustainable and eco-friendly practices



**Harmony**  
Asian & Pacific Islanders building a community to promote growth, encourage learning, and empower connections



**Lean In Circles**  
Empowering women



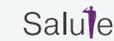
**Next**  
Early career professionals offering opportunities to network, develop, and grow



**Orbit**  
Supporting and empowering remote workers



**Prism**  
Celebrating our LGBTQIA+ community and allies



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



**Ubuntu**  
Impacting change and elevating Black voices



**Wepa**  
Educating and advancing Latino diversity



**Women in Technology**  
Bringing together women and their allies to empower and support advancement

## FEATURE STORY

# Real Talk about inclusion



As an education technology company, Ellucian is committed to providing an ethical and inclusive workplace for our employees and ensuring success for all students. Since joining Ellucian in 2021, our first Global Head of Diversity, Equity, and Inclusion, Camilla Collins, has been tirelessly working towards this goal. Collins led the creation of our Real Talk Series, a set of conversations to raise awareness of implicit and unconscious biases in the workplace.

“We want to educate, create safe spaces, and facilitate open dialogue among employees,” Collins, Global Head of Diversity, Equity, and Inclusion said of the series. “Our goal is to shape an inclusive mindset at Ellucian, leading to inclusive practices that build diversity, ensure equity and foster a sense of belonging for all.”

The sessions featured employees who courageously shared their stories and discussed ways to address their personal blind spots. The post-session survey indicated great success from the program; 89% of participants said that they better understood the definition of blind spots and 91% stated that they recognized how their blind spots could influence their interactions. One of the participants said that the session “helped me think about my impact on other people. My assumptions about others may result in me misunderstanding their intentions.” Even though people face different types of challenges daily, Ellucian is working to create an environment where everyone feels heard, valued, and accepted.



## IMPACT STORY: UBUNTU EMPLOYEE RESOURCE GROUP (ERG)

### Honoring Martin Luther King Jr.

Ellucian has a rich and varied Employee Resource Group (ERG) network. One of the ERGs, Ellucian Ubuntu, exists to impact change, elevate black voices, and create spaces for allies. This ERG provides a space for learning, networking, and community building for its members, allies, and higher education partners. Its mission is to eradicate inequities and inequalities for all people.

In January 2021, Ubuntu launched a charitable giving initiative in honor of Martin Luther King Jr. Day to give employees an avenue to serve while the world was still in the throes of the COVID-19 pandemic. Ubuntu invited employees to participate in a project to provide personal protective equipment (PPE) and school supplies to students and teachers in Franklin County, North Carolina. Franklin County was hit hard by the pandemic, and students, teachers and staff needed supplies as COVID-19 cases were trending upward once again.

The PPE initiative was a huge success. Ubuntu donated over \$5,000 in PPE to Franklin County schools. Students and teachers expressed their gratitude through letters. The principal of the school wrote how she was “grateful for community partners” like Ellucian who support the success of students and teachers.

*(Left)* Ellucian employees volunteer and drop off supplies at Franklin County, North Carolina



**“[The program] gives students valuable experience in their field of interest and a chance to expand their professional network.”**

**TAMARA DRPIC**

Talent Acquisition  
Operations Coordinator

**IMPACT STORY: ADOPT-A-TEAM**

**Adopt-A-Team with Howard University**

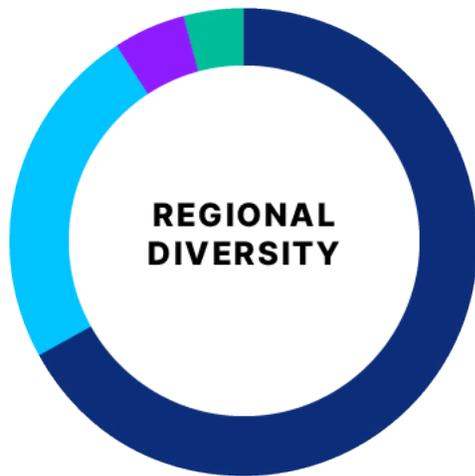
As a member of the higher education community, Ellucian seeks out opportunities to invest in the success of students in our local communities. We are fortunate to have Howard University, a leading HBCU and one of the world’s most prestigious higher education institutions, as a neighbor to our Reston, Virginia headquarters.

Ellucian partnered with Howard to participate in its Adopt-A-Team program, an experiential learning and mentoring program designed to expose selected Howard students to their career field. Students are supported in their development through monthly customized trainings and activities over a six-month period. Upon completion of the program, students have the option of applying for an internship at the company.

Ellucian had the opportunity to steward six Howard students who participated in the program. Two students were hired as interns in 2021. All students participated in Lunch & Learns and shadowed Ellucian employees from the R&D, IT, and Cloud teams in the spring of 2021. This helped students gain perspective on what Ellucian employees do in these areas and gave them a chance to participate in daily operations.

Adopt-A-Team “gives students valuable experience in their field of interest and a chance to expand their professional network,” said Talent Acquisition Operations Coordinator, Tamara Drpic. Adopt-A-Team participant Joed Ngangmeni, said that “not only did this program expose me to different areas of interest, but it also did an amazing job of introducing me to people in those areas. The program created an environment in which people felt comfortable sharing their professional and personal interests, transforming the workplace from a dreaded daily task to a refreshing adventure every day.”

# Workforce representation data (year-end 2021)



- North America **67%**
- APAC **24%**
- EMEA **5%**
- LAC **4%**



- Male **62%**
- Female **38%**



- White **70%**
- Asian **11%**
- Black **8%**
- Hispanic/LatinX **6%**
- Undeclared **2%**
- Other **2%**

\*This report uses the terms “female” and “male” to accurately reflect how Ellucian employees self-identified in response to the existing data fields in our human resource management systems. Though statistically accurate, we recognize that these terms are not inclusive of all individuals who identify as women or men, or who were assigned female or male at birth but do not identify as women or men. Moving forward, we are working on ways for our data and reporting to most accurately reflect our workforce.



# Diversity, equity & inclusion priorities for 2022

We will grow our investment in Diversity, Equity and Inclusion across four pillars:



## Education

Develop and launch a comprehensive DEI education plan



## Representation

Attract and retain underrepresented groups at every level



## Accountability

Build a leader accountability system



## Partnerships

Strengthen institutional partnerships and brand

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# Employee Health and Well-Being



# Our Initiatives

**Ellucian is committed to ensuring a safe and healthy workplace that meets the diverse needs of employees, particularly during the COVID-19 pandemic.**

Our commitment is demonstrated through a comprehensive benefits portfolio for employees, their children, and their spouse or domestic partner.

## **Comprehensive Employee Benefits**

Ellucian offers a wide range of benefits, some of which are highlighted in this section. You can learn more about Ellucian’s comprehensive benefits to support employee health and well-being at <https://careers.ellucian.com/us/en/benefits>.

## **Health and Safety in the Office**

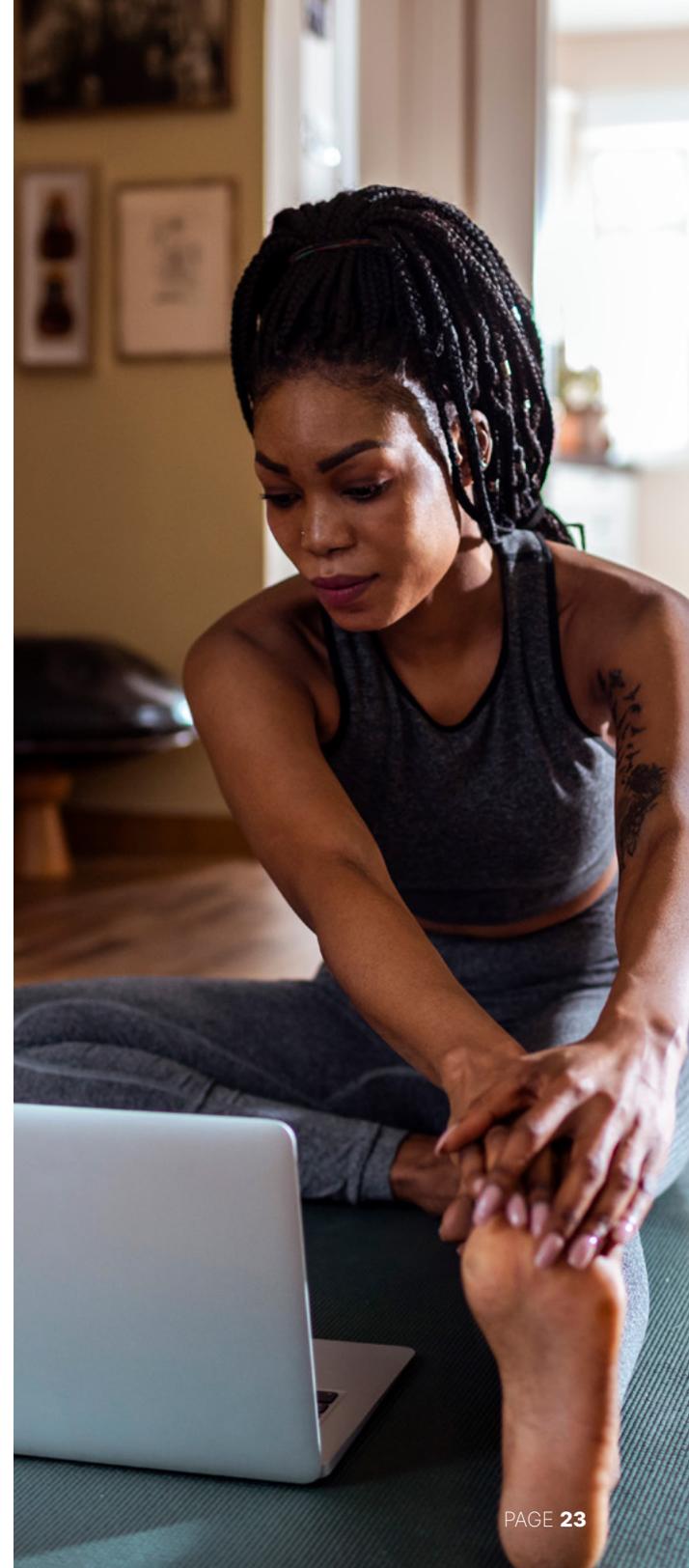
During the COVID-19 pandemic, our commitment to employee health and safety is vital as we navigate important decisions about our workplace, such as office access and safety protocols. Measures to protect employees from COVID-19 infection in the workplace include but are not limited to closing offices worldwide in March 2020 and encouraging all employees to work from home. As the pandemic continues, we are opening offices with a small number of employee volunteers. COVID-19 vaccinations are required of all employees and contractors working in our offices.

## **Employee Well-Being**

Ellucian offers generous parental leave and support at the birth or adoption of a child in addition to several online platforms to support employees with children. One example is Rethink, an online behavioral health management platform dedicated to supporting Ellucian families around the globe who have children with developmental disabilities. We also offer comprehensive mental and physical wellness benefits, such as access to a 24/7 platform called ‘Ginger’ that offers on-demand mental health support.

## **Supporting Remote Employees**

Ellucian has an extensive set of resources to ensure success during remote work, such as LinkedIn Learning lessons, mental and physical well-being platforms and tips, and a dedicated employee resource group (Orbit) that supports and empowers remote-working employees and increases engagement across the business. In addition, we encourage all employees to participate in “Zoom Out Wednesdays”, a four-hour weekly slot that can be used for learning and development and concentration time.



## FEATURE STORY

# Safety and Success During COVID-19

Navigating workplace safety during the COVID-19 pandemic has been a huge undertaking. At every step, our customers' and employees' health and well-being was our central focus. The recommendations of government agencies provided guidelines as we considered when and how to reopen our offices, resume travel, and return to customer visits.

In mid-March 2020, Ellucian closed all offices globally. A cross-functional team representative of every business unit was formed to ensure workforce and system availability, and plans were developed to enable all employees to work remotely for an extended period. We were able to pivot our office and customer campus-based employees (40% of our employees) to full-time remote status in just days (60% of our employees were already remote). Contingency plans were activated or put into place to continue the delivery of vital services and ensure our customers would continue to receive the same level of service and responsiveness they count on from our teams. Over time, this team developed our approach for how and when to re-open our offices.

Listening to employees was critical throughout the pandemic. An anonymous platform was developed where employees could report whether they had COVID-19 or had been exposed to the virus. A 2021 return-to-office employee engagement survey found that 97% of participating employees felt they had been more or as productive working from home with only 3% responding they had been less productive. Additionally, 86% of our employees said company communications have been effective during the work from home period. An anonymous employee stated that they were "proud to work for a company that has kept us all so well up-to-date."



“We are taking all possible measures to safeguard the health and well-being of our workforce, while providing critical support to more than 2,700 customers around the world” said Laura Ipsen, President and CEO, Ellucian.

As of March 1, 2022, in response to the results from our survey and local government guidelines, 13 out of 14 of our offices were reopened on a voluntary basis. Vaccines were mandated and health screenings had to be completed for returning employees.

Ellucian will continue to update our strategy as guidelines change. Please review the [Ellucian Business Continuity and Coronavirus \(COVID-19\)](#) page on our website for further information. Ellucian customers can join the [Ellucian Customer Community](#) if you have any questions, ideas, or concerns.

## IMPACT STORY: THE ELLUCIAN BOOK CLUB

### Creating community and driving important conversations

The Ellucian Book Club was founded by Veronica Chappelle-McNair in 2020. While she wouldn't call herself an avid reader, she welcomed the opportunity to engage with people outside her workgroup. The book club has evolved over the years. At first, members would nominate books they wanted to read each month. Now, in addition to member nominations, Veronica tries to partner with Ellucian ERGs to select books centered around essential cultural issues that affect Ellucian employees and customers.

For Asian American and Pacific Islander Heritage Month, the book club decided to read and discuss the book "Minor Feelings" by Cathy Park Hong. "Minor Feelings" is a collection of essays about growing up as an Asian-American in the US. Hong talks about the emotions felt by marginalized minority groups in a predominantly white society. Veronica requested that Ying Liu, a member of Harmony, moderate and lead the discussion.

Post-discussion, Veronica reflected on how the book opened her eyes to the issues the Asian community faces. She mentioned how Hong's vignettes were enlightening and made her realize that BIPOC individuals have many shared experiences that often go unrecognized. "The Asian community faces many prejudices in



America, and we must come together to create a more just society," said Veronica.

The book club plays a vital role in creating community and giving employees the forum to share their experiences. Veronica is determined to continue to grow the book club by inviting more guest speakers (e.g., authors of books) and hosting events that focus on important topics in the future.

(Above) Ellucian employees, including President and CEO Laura Ipsen, engage with author Steve Pemberton to discuss his book, *The Lighthouse Effect*

## IMPACT STORY: CENTERED ON EMPLOYEE HEALTH AND WELL-BEING

Ellucian offers a wide range of programs to help our employees stay healthy, meet long-term financial and educational goals, protect income, and balance the demands of work and personal life. Beyond our medical, dental, and vision coverage and 401k retirement savings plan for all employees, we offer several unique benefits to support employee health and well-being.



Our **Educational Assistance Program** is committed to increasing access to education for employees worldwide. An employee seeking professional and career development through a certificate, undergraduate degree, master's degree, or doctorate degree can apply for financial assistance up to a maximum of \$5,250 per year. Talent Acquisition Operations Coordinator, Tamara Drpic said, "The Educational Assistance Program has been a huge benefit to me as I've been working and going to school full-time ever since I started working at Ellucian. College is expensive, and as a DACA-recipient I was not eligible for government assistance like FAFSA. The benefit enables me to save money and invest in my future."



As a complement to our traditional medical benefits plans, Ellucian has partnered with **Wellbeats** to deliver virtual fitness and well-being classes 24x7 to our employees globally. Whether at home, work, or on the go, Wellbeats is an easy-to-use, on-demand fitness platform to help our employees feel happier, healthier, and stronger. Classes offered are a mix of strength training, dance, cardio, meditation, and everything in between. This is offered at no cost to all employees.



Paying attention to our mental health has never been more important. Ellucian employees have access to **Ginger**, a free, confidential, app-based mental health program designed to help employees and their family members dealing with depression, anxiety, and many other stressors. On-demand resilience exercises, connection with a mental health coach, and the opportunity to connect with a therapist or psychiatrist are all part of this no-cost resource. All Ellucian employees and their dependents age 18+ are eligible to use Ginger.



Ellucian also offers the **Rethink** program, which gives families 24/7 access to videos, assessments, and one-on-one virtual consultations with a team of behavioral therapists and special educators to help employees understand, teach, and better communicate with their child. This resource specializes in care for children with learning, social, or behavioral challenges and developmental disabilities, and is offered at no cost to all employees.



You can learn more about Ellucian's comprehensive benefits to support employee health and well-being at <https://careers.ellucian.com/us/en/benefits>.

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# Carbon Emissions and Waste Management



# Our Initiatives

**Ellucian is committed to improving our impact on the environment and increasing the efficiency of our services and operations.**

We acknowledge the impact our facilities, travel, data centers, and suppliers have on the environment and are taking actionable steps to reduce any negative effects.

## **Reducing waste in our facilities**

Ellucian implemented multiple initiatives to reduce waste in our offices. We have reduced the use of single-use plastic in office kitchens and now offer recycling in all offices. Additionally, we conducted an energy audit in the Malvern office and managed to decrease our energy usage by ~14%.

## **GoGreen Employee Resource Group (ERG)**

During COVID-19, Ellucian continued to educate employees on ways to lead a more sustainable life. Our very active sustainability focused ERG, GoGreen, hosted multiple virtual sessions focused on different topics. During their “Meatless Monday” events, employee volunteers demonstrated how to make meals without meat (e.g., vegan chili, vegan nachos). Another set of events focused on ways to create everyday products in an eco-friendly manner, such as creating lip balm using cocoa butter, oils, and beeswax.

## **Measuring Carbon Emissions**

Finally, we established a 2019 baseline of our Scope 1, 2, and 3 GHG emissions. Carbon emissions were calculated using [Greenstone+ software solutions](#). Greenstone+ uses the GHG Protocol methodology for calculating global emissions. Under this methodology, the company uses nationally recognized emissions factors published by regulated authorities to ensure the robustness of calculations. We will use this baseline to measure our progress in emissions reduction moving forward and are committed to following the SBTi methodology to set emission goals.



**We conducted an energy audit in the Malvern office and managed to decrease our energy usage by ~14%.**



## FEATURE STORY

# Human-I-T:

Recycling and donating our IT equipment



Ellucian is committed to reducing our footprint on the environment and increasing the efficiency of our services and operations. We acknowledge the impact our facilities, travel, data centers, and suppliers have on the environment and are taking actionable steps to reduce any adverse effects.

Reducing waste by recycling and donating our IT equipment is critical to our efforts. In the US, we partner with Human-I-T to ensure waste does not end up in landfills. Human-I-T is a nonprofit and social enterprise that creates equitable access to technology by providing devices, internet access, digital skills training, and tech support for communities. They empower businesses and organizations to do good by diverting waste from landfills to protect our planet.

Our partnership with Human-I-T has a positive impact on the environment and our communities. Our donation on September 9th, 2021, provided access to computers, free/low-cost internet, and digital literacy training for people in need. The donation diverted 545 pounds of e-waste out of landfills and helped us receive a tax-deductible write off for one pallet. This was only one of the many donations that occurred throughout the year.

In our Latin America and Caribbean offices, IT equipment is recycled by CADESE, Centro de Acopio de Desechos Electronicos SAS de CV. In our European offices, most of our equipment is donated to local schools. We donated laptops, docking stations, and monitors to a local school in Amsterdam in 2019.

## IMPACT STORY: ENERGY AUDIT

### **Reducing energy consumption in our Malvern, Pennsylvania Office**

Decreasing energy consumption is another way we are working to reduce our impact. In our Malvern, Pennsylvania (USA) office, we conducted an energy audit with a 3rd party vendor to understand areas of improvement. In 2021, we received five concrete suggestions to reduce our energy usage. We have already implemented several of the suggestions, including switching the VAVs (Variable Air Volume) to unoccupied overnight, adjusting the VAV space temperature overrides, and correcting the CRAC (computer room air conditioning) humidity setpoint to be between 40-50%. The estimated electricity saved as reported by the 3rd party auditor was 167,378 kWh, the cost saved was \$15,000, and CO2 emissions avoided was 125 tons.

We saw a decrease in our actual numbers as well. From April-December 2021, we calculated a 13.8% decrease in our daily average kWh usage as compared to April-December of 2020, and a 13.5% decrease in our average daily monetary spend on energy. We specifically recorded actuals in April-December as the office was closed during that time frame both years, which gave us a more accurate reading on how the building performed.

Reducing our environmental impact is a continual focus for Ellucian. Throughout 2022, we will find new ways to shrink our environmental footprint.



## IMPACT STORY: GOGREEN AT ELLUCIAN

### Employees take the lead in sustainable practices

Our very active ERG, GoGreen, has multiple initiatives in place to teach our employees the importance of sustainable and eco-friendly practices that benefit our communities. In the past, GoGreen has promoted events such as ‘World Clean Up Day,’ motivating employees to create or join a local group to clean their neighborhoods. GoGreen members have also helped implement eco-friendly practices in our offices, such as the use of sustainable cleaning products and reusable dishware.

Through the COVID-19 pandemic, GoGreen has hosted virtual bi-weekly “Green Rapport” meetings focused on different topics in sustainability. Topics included examining our digital energy usage and brainstorming ways to reduce our impact, DIY Events to create different items in an eco-friendly way (bath bombs, sunscreen, lip balms), and Meatless Monday events where employee volunteers

demonstrate how to make delicious meals without using meat (the vegan nachos were a big hit!). In honor of World Environment Day, GoGreen invited Tensie Whelan, former president of the Rainforest Alliance and the current founder and Director of New York University (NYU) Stern School of Business’ Center for Sustainable Business. She discussed her connection with higher education, business, and sustainability and educated employees on how to be sustainable in the workplace.

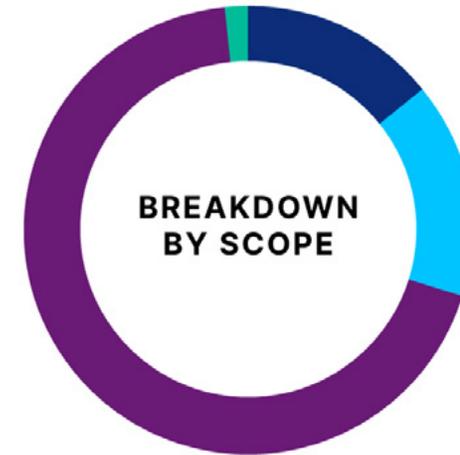
At the end of the year, GoGreen organized a “Minute to Win It” charity event. Employees were invited to compete in online games. Three teams competed in events to earn funds that would be donated to the green charity of their choice. The three teams won and donated \$500 to Naturalia, \$500 to WE ACT, and \$300 to Rainforest Alliance respectively.



(Top) Three teams from the GoGreen ERG compete to earn funds that will be donated to a charity of their choice

# Carbon Emissions Data 2019\*

\*Ellucian measured carbon emissions for 2019 as our baseline year to ensure we are capturing a level associated with pre-COVID-19 pandemic business activity.



- Air Business **50%**
- Electricity (Grid) **17%**
- Fuel **1%**
- Hotels **5%**
- Rail Business **0.2%**
- Refrigerant Gases **13%**
- Road Business **6%**
- Supply Chain Spend **6%**
- Waste **0.3%**
- Water **0.02%**

- Scope 1 **14%**
- Scope 2 **16%**
- Scope 3 **69%**
- Scope Other **2%**

NOTE: Our GHG emissions have been classified into Scope 1, 2, and 3 emissions. Scope 1 emissions are direct emissions from owned or controlled sources. Scope 2 emissions are indirect emissions from the generation of purchased energy. Scope 3 includes all other indirect emissions that occur in a company's value chain.



## Our priorities for 2022



### 1. Select a GHG reduction target

Follow SBTi methodology to publish goals to reduce our Scope 1 and 2, and Scope 3 emissions



### 2. Annually Measure GHG Footprint

Create cadence to collect data from our facilities, data centers, and suppliers to measure GHG footprint annually

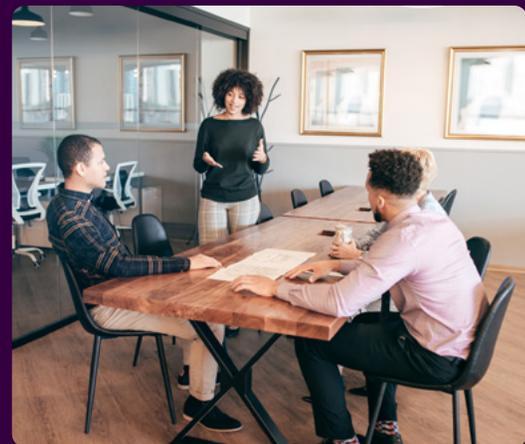


### 3. Influencing our ecosystem

Working with our value chain to find opportunities for emissions reduction

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**Ethics and compliance**  
**Data privacy and security**  
**Responsible supply chain**



## Ethics and Compliance

Our most valuable asset as a company is our reputation. We are trusted by our customers to conduct business responsibly and always do what is right. Our [Code of Conduct](#) provides all Ellucian employees and board members with a guide to navigating decisions that could create a conflict of interest or risk harm to a team member or valuable 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](https://ellucian.ethicspoint.com), to anonymously report concerns. Ellucian has zero tolerance for retaliation against someone who reports a concern.

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 Security and Privacy

As a software company, data security and privacy are of utmost importance to us. Improper use of or 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. At Ellucian, we rely on our data security and privacy policies and practices to drive behavior, enforce rules, and provide guardrails to ensure protection of our data assets. Our global team of information security and cloud experts work 24/7 to keep our customers' data private and secure.

Our information security program is modeled on the ISO 27001 Information Security Management System framework. Ellucian Cloud Services achieved its ISO27001:2013 certification in 2021. The ISO certification demonstrates Ellucian's commitment to security across its products and cloud services and demonstrate the effectiveness of our security controls. We are also compliant with several international industry security standards and regulations for cloud platform solutions.

Rigorous testing is critical before our software is released to the market. 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.

Ellucian partners with third-party vendors annually to perform penetration testing to assess the security of our Cloud Solutions environments and applications. We conduct ongoing crowdsourced testing through a private bug bounty program where our products are continuously tested by expert ethical hackers and managed by HackerOne.

Our [Responsible Disclosure Policy](#) values and honors the assistance of security researchers and others in the security community in keeping our systems secure. The disclosure of security vulnerabilities to Ellucian helps us keep our information safe. We thank those who have helped so far by honoring them on our [Security Researcher Hall of Fame](#).

We have robust formal [Data Security and Privacy processes and programs](#) through which we identify potential risks in those areas; develop, implement, and monitor compliance with policies related to those areas; and provide regular mandatory training and awareness on these topics. Ellucian's [privacy notice](#) describes our privacy practice in greater detail.

In 2021, we enhanced our Distributed Denial of Service (DDoS) protection capabilities and mitigated several potential attacks. To learn more about our key infosec practices, please read our [cloud security paper](#) on our [website](#) which goes into greater detail about all our data security and privacy initiatives.



## Responsible Supply Chain

We acknowledge the potential impact of our supply chain on our stakeholders and communities, and are proactively taking steps to mitigate any negative effects.

To that end, we have policies that ensure there is no modern slavery or human trafficking in our supply chains. Our Supplier Code of Conduct ensures suppliers adhere to the highest standards by requiring them to treat workers with dignity, provide safe working conditions, and act ethically. Ellucian ensures suppliers are subject to vetting, including the verification of information provided to us. We use reputable employment agencies to source labor and verify the practice of any new agency before accepting workers from them. In India, an external vendor verifies every six months that employment agencies are in compliance with all local laws.

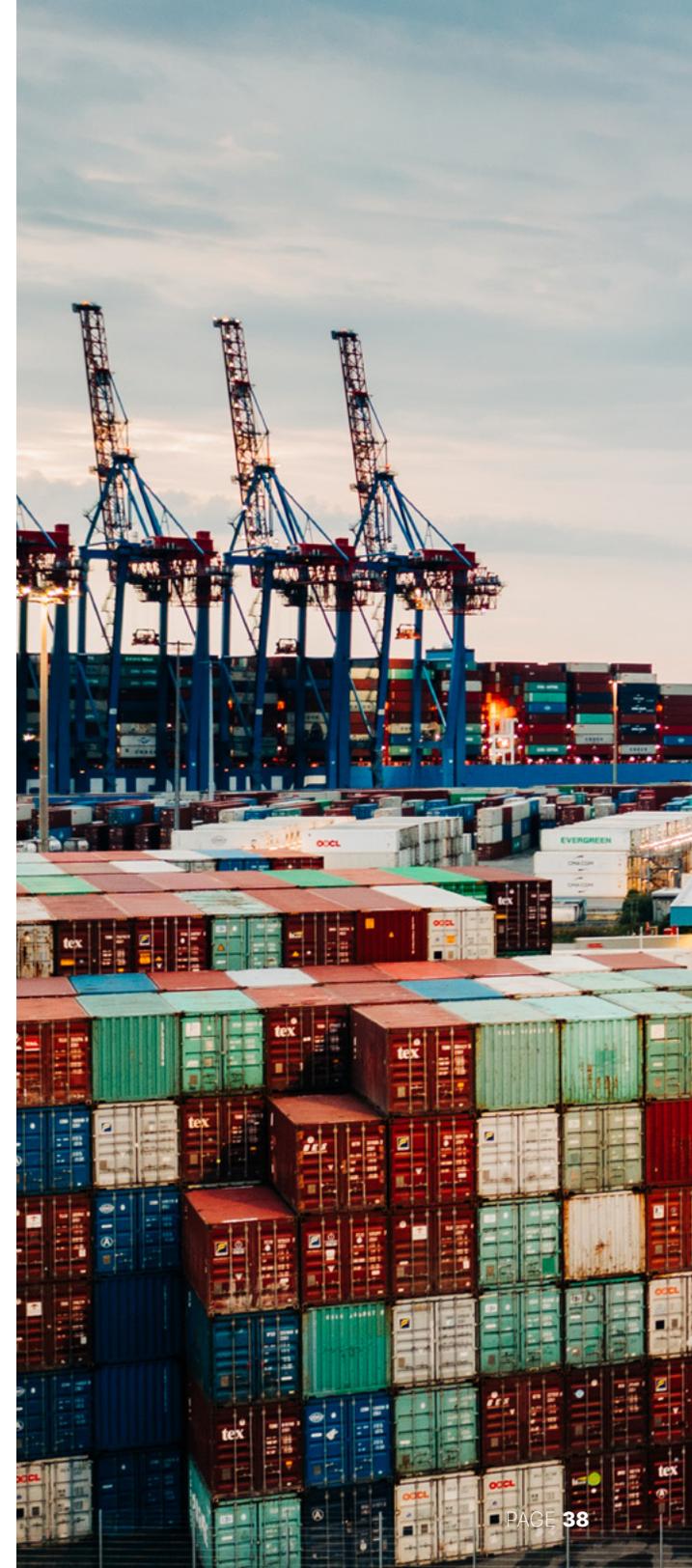
As part of our commitment, Ellucian's Supplier Diversity Program seeks to provide diverse suppliers equal access to purchasing opportunities to ensure a more accurate reflection of our stakeholders and customers. We believe our actionable initiatives will optimize our supply chain by driving inclusiveness, supporting equitable opportunities, creating jobs, and supporting our communities. In 2021, ~2.7% of our total Tier 1 procurement spend was supporting diverse businesses. We are developing a strategic plan to grow that number in the coming years.

We aim to reach our Supplier Diversity Program commitment by:

- Actively seeking and expanding our network of diverse suppliers through strategic partnerships
- Measuring the effectiveness of our supplier diversity efforts year over year
- Reporting the percentage of supplier diversity in our annual Impact Report to encourage transparency and accountability

Ellucian will track certified suppliers within the following categories:

- Women-owned businesses
- Veteran-owned businesses
- Service-disabled veteran-owned businesses
- Minority-owned businesses





# LOOKING AHEAD



## LOOKING AHEAD

Ellucian has a long history of investing in our communities, taking action to reduce our environmental footprint and supporting student success. We prioritize employee well-being and continue to build trust with our customers, employees, partners and investors with a focus on strong governance. Doing the right thing is a permanent part of our company culture, and one we will continue to strengthen in the year ahead.

We see tremendous opportunity on the horizon to gain a deeper understanding of the positive impact our solutions have on student outcomes. In 2022, we intend to partner with a cohort of higher education institutions to explore what is possible. Our ultimate goal is to better serve students as we partner with higher education institutions dedicated to student success.

In the year ahead, our focus on reducing carbon emissions and managing our impact on the environment will deepen as we expand our ability to gather data across the business for full transparency. In addition, we are committed to publishing Scope 1, 2, and 3 GHG emission reduction targets following the SBTi Methodology in our next Impact Report.

Our growing commitment to DEI will provide additional educational sessions, tools, and resources, as well as greater data transparency in 2022. We want to better understand the diversity of our supplier community and put into action strategies to increase representation in all supplier tiers.

And finally, our commitment to community and philanthropy will also evolve as we seek new ways to engage employees in dedicated programs for employee volunteerism and giving.

**You can stay up-to-date on our progress throughout the year at [www.ellucian.com/impact-report](http://www.ellucian.com/impact-report).**