



Prepared for:  
**ST. CHARLES PARISH PS**  
 Assessment Data Management System  
 Submitted: March 8, 2017

Prepared by:  
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Date: March 8, 2017  
Reference: St. Charles Parish Public Schools –  
Assessment Data Management System



Dear St. Charles Parish School District Staff,

Thank you for the opportunity and privilege of being considered in your bidding process. As the CEO of OnCourse Systems for Education, I am authorized to confirm our offer and contractually commit to deliver and implement the software products and services contained in this proposal.

After reviewing SCPPS' needs, my team is supremely confident that the OnCourse System is the right system for St. Charles Parish Public Schools. Here are four main reasons:

- **The Value:** The OnCourse System Assessment Data Management System provides information in simple, visual views about the strengths and weaknesses of students to teachers without additional work on their part.
- **The Validation:** Tangipahoa Parish School System has been using the system since 2013.
- **The Platform:** OnCourse Systems are 100% cloud-based, which allows for sophisticated functionality that retains a simple, intuitive user experience. This gives SCPPS a highly efficient, stable, and secure environment suited for the modern K-12.
- **The People:** Our highly-skilled team of innovators, educators, project managers, and trainers will provide a level of personalized support that larger companies simply don't have the desire to maintain. SCPPS can expect a higher level of guidance and support than with any other vendor.

The most important person for you to meet is Sam Morgan, your Senior Account Executive and primary point of contact. As you will see in the background section, Sam has over 20 years of knowledge in working with Districts to solve their needs. He will serve you well as your initial and ongoing partner in managing your account.

If chosen, we will work diligently to become your trusted partner, not just another vendor and I personally guarantee a smooth transition and successful, long-term relationship.

Sincerely,

Christian Contini, Chief Executive Officer  
OnCourse Systems for Education



## WHO WE ARE

Our vision is to bring people and technology together to make extraordinary education possible.

OnCourse provides award-winning systems and support for K-12 schools, giving them a strong foundation to pursue extraordinary student achievement. Since 2002, we are proudly partnered with schools in 55% of Louisiana parishes, with installations in 39 other states nationwide.

## YOUR MAIN CONTACT

**Sam Morgan**, Regional Sales Manager  
 214 N. Jackson Street, Media, PA 19063  
 Phone: 800-899-7204 x 148  
 Fax: 866-429-3416  
 Email: [smorgan@oncoursesystems.com](mailto:smorgan@oncoursesystems.com)

Sam has over 20 years of experience in the K-12 marketplace including helping many schools in the northeast develop master schedules. Sam is dedicated to making your district satisfied and successful in its goals.





## ABOUT THE ONCOURSE ASSESSMENT DATA MANAGEMENT SYSTEM

The **OnCourse Assessment Data Management System (Student Stats)** is an intuitive cloud-based solution for managing a district's assessment data in an extraordinarily convenient way. By making data more intuitive, timely, and approachable, OnCourse gives teachers and administrators new capacity to succeed at data-driven instruction.

SCPPS will gain powerful new features, including:

- **Simplified Data Management:** Upload state, formative, and summative assessment scores into online templates, making data aggregation easier than ever.
- **Automatic Data Visualization:** Let OnCourse handle the heavy-lifting of data analysis – scores are auto-translated into charts/visualizations as new data is posted.
- **Boosted Staff Awareness:** Educators and administrators can access charts and visualizations from any browser, with updates occurring in real-time.
- **Custom Report Design:** Equip your data team with the ability to design and distribute their own reports pulled from multiple data sources.
- **(Optional) Upgrade to Student Assessment Platform:** Not only can OnCourse be your data analysis solution, but coming in 2017-18, your school district can design and conduct digital assessments inside of the OnCourse Connect portal.

In this RFP, you'll learn why OnCourse System is an extraordinary solution for St. Charles Parish Public Schools, for now and the future.

## SECTION 1: COST/VALUE

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### COST NARRATIVE

All OnCourse technology is 100% cloud-based. This reduces costs by eliminating the need to buy and maintain hardware, while saving resources no longer needed for installing and maintaining software. We also do not have a requirement to install third party software, like Java or other plug-ins; all you need is access to the internet and a current browser (Internet Explorer, Firefox, Chrome).

We pride ourselves in consistently proving the value of our **annual subscription fee**, which is:

### Assessment Data Management System Annual Fee

Year 1: \$33,950.00

Year 2: \$34,629.00

Year 3: \$34,629.00

This annual fee will provide SCPPS with:

- Unlimited access to the system
- Unlimited phone/e-mail support for all employees (including teachers)
- Unlimited video training in **OnCourse University** for ongoing Professional Development.

### Implementation Fee

In the first year, we will work closely with SCPPS staff to configure the system to the needs of SCPPS and setup data integrations to load and refresh data from other systems.

One-Time Implementation and Integration Cost, Capped at: **\$2,250.00**

### Training Fees

We will also train SCPPS staff on the use of the software, including creating and scoring local and teacher made assessments, loading data for national and state assessments and creating data views in the system.

Complete First-Year Training, Capped at: **\$800.00**.

All our services are provided over the web, so travel costs are not needed unless requested by SCPPS.

### Service Level Agreement

If ONCOURSE discovers (either from its own efforts or after being notified by CLIENT) that CLIENT is unable to access the PLATFORM outside of scheduled maintenance, then such outage will be deemed downtime ("Downtime"), and ONCOURSE will take actions necessary to determine the source of the Downtime.

If the Downtime is within the sole control of ONCOURSE, ONCOURSE will use commercially reasonable efforts to immediately remedy the Downtime. If the Downtime is caused from outside of

the ONCOURSE local area network or ONCOURSE's control, ONCOURSE will notify CLIENT and will use commercially reasonable efforts to notify the Party or Parties responsible for the source and cooperate with it/them to resolve the problem as soon as possible.

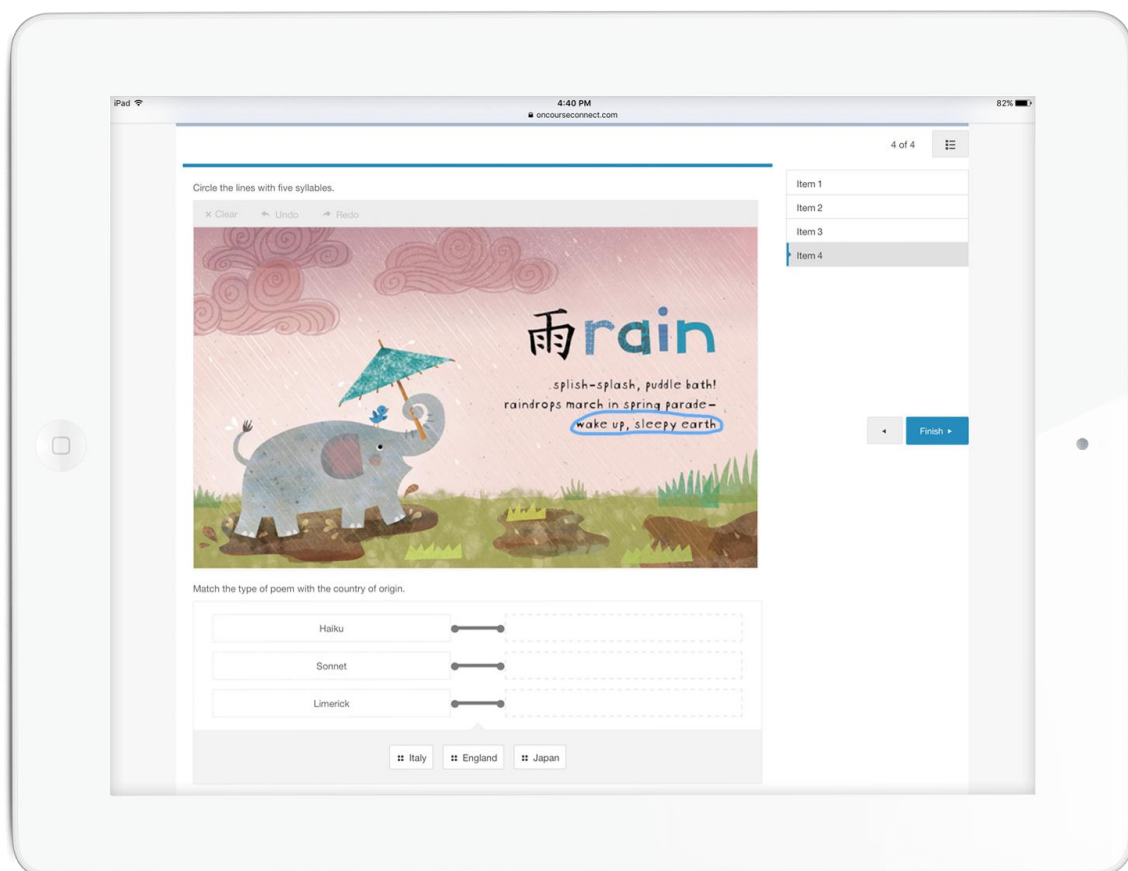
Where ONCOURSE is solely in control of the source of the Downtime, ONCOURSE will provide a pro-rata credit for the time the platform was not generally available. To receive any of the credits described in this section, CLIENT must notify ONCOURSE within five (5) business days from the time CLIENT becomes eligible to receive a credit.

## OPTIONAL ADD-ONS: ONCOURSE ASSESSMENT AND CLASSROOM

### COST NARRATIVE

OnCourse Systems offers two complementary products to our Assessment Data Management System. Each can be purchased separately, but work best together.

They are the **OnCourse Classroom LMS** (1) and the **OnCourse Student Assessment System** (2). The software subscription fee for the Classroom Management System is \$4.00 per student per year, plus \$2,400 in implementation and professional development and does not have to be purchased for all grade levels. The software subscription fee for the Student Assessment System, including one item bank, would be \$6.00 per student per year, plus \$2,400 in implementation and professional development fees. If these systems are purchase together the cost would be reduced to \$ 8.00 per student.







St. Charles Parish Public Schools  
Assessment Data Management System Cost Summary Form

Vendor OnCourse Systems for Education

E-rate Category Not Applicable SPIN Not Applicable

=====

**Cost for Year 1**

Equipment	<u>\$0.00</u>
Installation	<u>\$2,250.00</u>
<b>Services – Software Subscription</b>	<u>\$33,950.00</u>
Professional Development	<u>\$800.00</u>
Travel	<u>\$0.00</u>
Supplies	<u>\$0.00</u>
Other Items	<u>\$0.00</u>
Delivery	<u>\$0.00</u>
Other/Miscellaneous	<u>\$0.00</u>
Sub Total	<u>\$37,000.00</u>
Equipment Required from Other Vendors	<u>\$0.00</u>
Software Required from Other Vendors	<u>\$0.00</u>
Services Sub-Contracted	<u>\$0.00</u>
Miscellaneous Expenses from Other Vendors	<u>\$0.00</u>
Grand Total for Turn Key Project	<u>\$37,000.00</u>



## Recurring Cost for Years 2 & 3

Describe in detail the recurring cost for 2 years subsequent to year 1.

The only ongoing cost will be the yearly subscription fee. This fee will be due before the end of the previous term. For example, if the initial Subscription began on August 1, 2017, the second year subscription fee would be due before August 1, 2018. The subscription fee can also be prorated in the second year to readjust the starting date of the subscription fee.

The actual subscription fee would increase 2% per year in the second and third years, so for the second year the amount would be \$34,629.00 and for the third year the amount would be \$35,321.58

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In addition to this form, provide a detailed narrative with a breakdown of the cost associated with the project. This is a turn key project. The installation cost must include all expenses associated with "turning on" this service. Be sure to include all cost associated with successful completion of the project. Missing or hidden cost will lower your score when the proposals are evaluated. The costs submitted must be valid for at least 90 days from the due date.

Name: Christian Contini Title: Chief Executive Officer  
(print/type) (print/type)

Authorized Representative:  Date: 3/6/17  
(Signature) (print/type)

## SECTION 2: PROJECT MINIMUMS

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**SCOPE OF WORK:** OnCourse Systems will provide an Assessment Data Management and Data Visualization System to the St. Charles Parish Public Schools, which will integrate with your current Student Information System.

Our cloud based application will provide easy, secure access, via a web browser, to all participants who need to be involved with the tracking and using Assessment Data. This includes Central Administration, Building Administration/Staff and Teachers.

### INTEGRATION WITH SIS

The OnCourse System does have the capability to upload and maintain students, courses, sections, teachers and staff from SIS systems, including PowerSchool. We are experienced with working with PowerSchool in this capacity and one of our references, Livingston Parish, is a PowerSchool customer. The OnCourse system has the ability to accept nightly or more frequent files to an OnCourse supported SFTP site.

### ASSESSMENT MANAGEMENT

The OnCourse system does store and maintain assessments for both formative and summative assessment. Assessments can include, but **are** not limited to state assessments (i.e., Leap 2025, EOC), national assessments (i.e., ACT, CollegeBoard AP), local assessments (i.e., benchmark, diagnostic, unit test), and teacher made assessments.

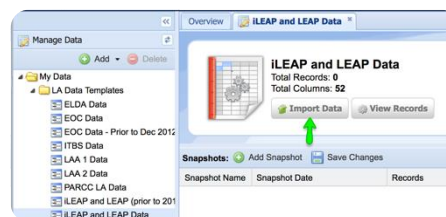
### CLOUD-BASED ACCESS FOR STAFF

The OnCourse system is cloud-based and does have web-based access for the teachers and administrators to view and disaggregate student assessment results. The OnCourse system can generate secure logins from the data in the student information system or through LDAP and your network system. The system also supports authentication against Microsoft Active Directory.

### DATA IMPORT METHOD

The OnCourse system does allow the user to manually enter/edit and import assessment results.

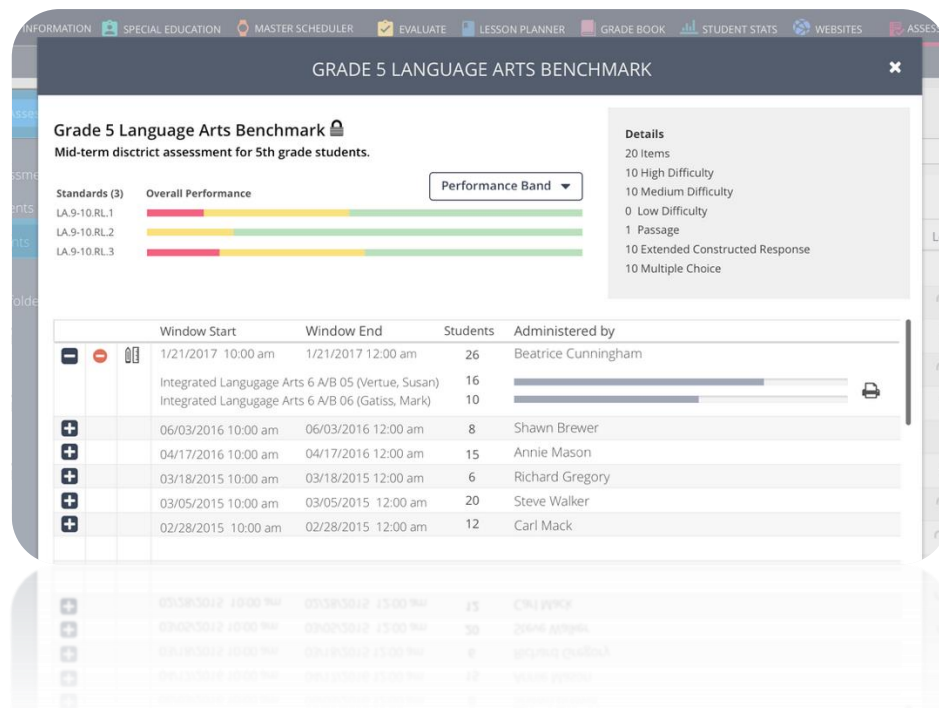
The OnCourse system does not allow the user to scan information into the system without the use of our Student Assessment application, which can be provided for the additional cost described previously in the Cost Narrative section of the response.



## ONLINE ASSESSMENT APPLICATION

OnCourse **does offer** an integrated Student Assessment application for an additional cost described previously in the Cost Narrative section of the response, which can handle the following:

- **Test Banks:** The Test Bank Included with **OnCourse Student Assessment** is the Fluence (fluence.net) which includes over 35,000 assessment items and 1,500 complex texts. All materials are aligned to college-and-career-ready standards, equipping teachers to address instructional shifts, create opportunities for professional learning, and stay aligned to instructional goals and pacing.
- **Ability to Modify and Add Questions:** OnCourse offers a powerful "Assessment Blueprint" feature, allowing district staff to design assessments to meet grade level benchmarks. Questions can be self-made, drawn from the test bank, or a combination of both.
- **User Management:** Staff members can be granted rights appropriate to their role, whether they are an assessment developer, a data analyzer, a school/district administrator, or a teacher administering assessments in the classroom.
- **Test Session Management:** Assessments can be "deployed" to classroom teachers with district-defined parameters (test administration windows, accommodations/modifications, question handling, etc.) Sessions can be monitored in real-time (see illustration below)
- **Rubrics:** Rubric scoring will be released in Fall 2017.
- **Partial Mastery/Credit:** Assessments and questions can be defined to record partial mastery or credit.
- **TEIs:** OnCourse supports more than 50 technology-enhanced item types, including drag-and-drop, cloze, expressions/equations, multiple choice, written/spoken, formulas, chemistry, graphing, audio, charting, matching/ordering, etc.
- **Printing/Scanning:** OnCourse Assessment **does allow** for printing of assessments and scanning in the results.



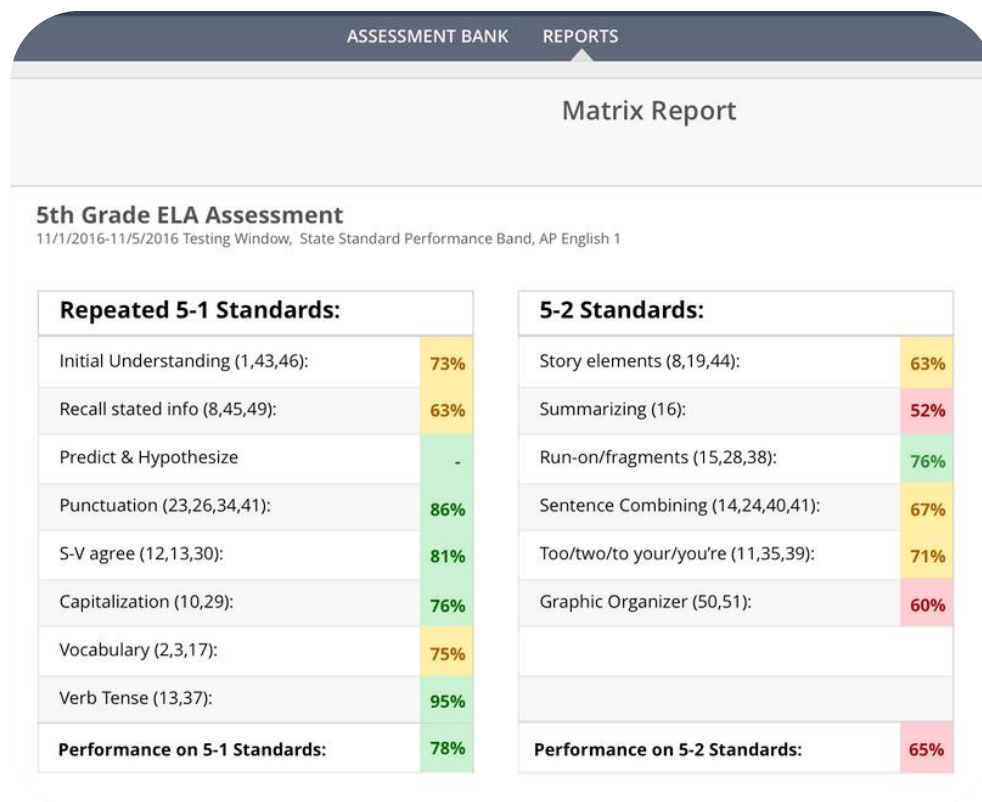
## SUPPORT FOR SCORING SCALES

The OnCourse system does have the ability to have multiple levels of proficiency, ie, LEAP 2025-Advanced, Master, Basic, Approaching Basic, Unsatisfactory; district assessment scale of 1-10 or 100 points. It also allows other custom scale data points.



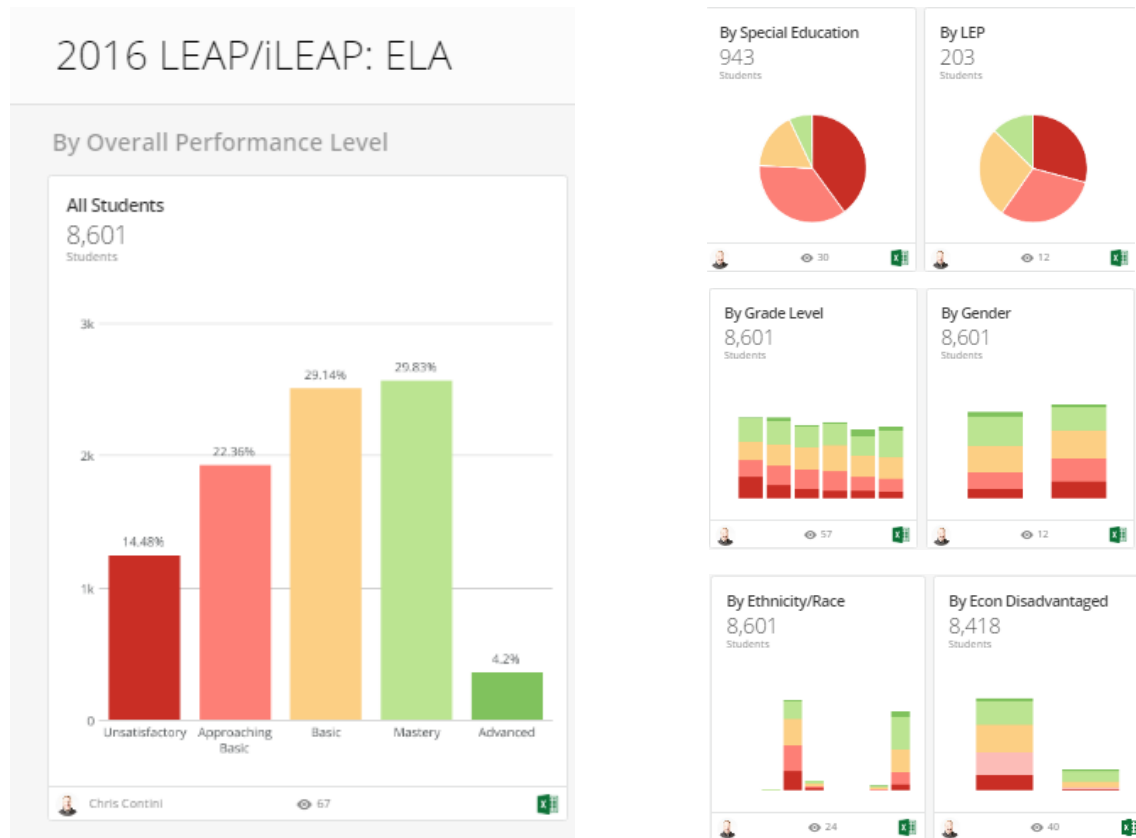
## ALIGNMENT TO STUDENT STANDARDS

The OnCourse system does have the capability to align assessment results to Louisiana Student Standards. The attaching of standards is provided at the question level and is only included in our Student Assessment system, which can be provided for the additional cost described previously in the Cost Narrative section of the response. OnCourse will update any changes to the standards due to new content adoptions by the Louisiana Department of Education and make them available to all our customers. Seamless updates are one of the many benefits of OnCourse's cloud-based infrastructure.



## REPORTING SYSTEM

The OnCourse system does provide a with a data visualization system for easy and quick access to the information School System personnel needs to see and a reporting system to customize reports available to analyze the data in multiple ways to help guide instruction. Both ways of viewing the data offer the ability to easily print and export the information.



## FILTERING

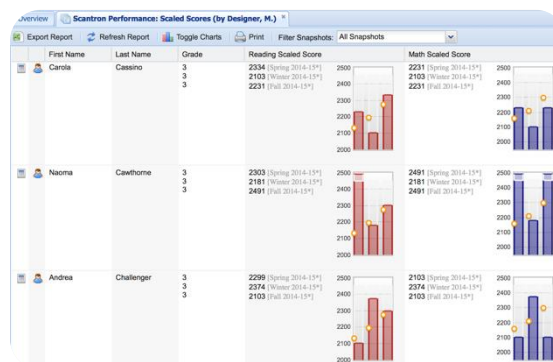
The OnCourse system does allow staff to filter student groups, by user security profiles, for reporting purposes.

## DASHBOARD

The OnCourse system **does have** a data visualization dashboard to allow for quick assessment analytics of State and Federal assessment test information.

## MULTIPLE ASSESSMENTS

The OnCourse system **is able** to disaggregate multiple assessments at a time through the reporting system.



## CUSTOMIZED REPORTS

The OnCourse system **does have** the ability to create customized reports, drawing from any range/type of assessment stored in the system.

## ITEM ANALYSIS

The OnCourse system **does have** the ability to report item analysis through **OnCourse Student Assessment** for an additional cost described previously in the Cost Narrative section of the response.

In a real-time dashboard (see right), staff can analyze:

- Percentage of students who scored correctly/incorrectly
- Item analysis by student overall score
- Percentage correct by standard
- Common incorrect answers
- Class averages on each question

Questions #					1	2	3	4	5	6	7	8	9
		MULTIPLE CHOICE: TOTAL CORRECT	MULTIPLE CHOICE: % CORRECT	WRITING: AVG. SCORE (OUT OF 4)	Demonstrate Initial Understanding	Vocabulary strategies/context	Vocabulary strategies/context	Draw conclusions	Make inferences using text info/provide evidence	Make inferences using text info/provide evidence	Library techniques - conflict/problem	Recall stated information/identify & Analyze plot/characters	Analyze main idea / theme
Student Name					1	2	3	4	5	6	7	8	9
Ashanti	45	90%	3.8										
Shelton	44	88%	3.8										
Michelle	43	86%	2.5										
Jessica	41	82%	3.3										
Ni'mah	41	82%	3.0										
Otiyami	41	82%	3.0										
Mary	40	80%	2.3										
Najla'a	39	78%	3.5										
Charles	41	82%	3.0										
Lamar	37	74%	3.0										
Imani	39	78%	3.0										
Ashely	37	74%	2.8										
Waynon	39	78%	2.5										
Yasmine	34	68%	2.8										
Terrell	34	68%	3.3										
Shantia	34	68%	2.3										
Sundees	32	64%	3.5										
Shannon	29	58%	2.0										
Al-Quan	26	52%	2.0										
Brandon	24	48%	2.0										
Mudiwa	21	42%	1.8										
TOTAL CORRECT PER Q:					21	17	21	14	17	7	17	16	15
% CORRECT PER Q:					100%	81%	100%	67%	81%	33%	81%	76%	95%
% CORRECT BY STANDARD:													

## DISAGGREGATION

The OnCourse system **does have** the ability to disaggregate the assessment results by student, class, course, school, district, grade level, student demographics and assessment score/proficiency. The OnCourse Student Assessment system is needed to disaggregate by Louisiana Student Standards, which can be provided for the additional cost described previously in the Cost Narrative section of the response.







## Hardware and Software

- OnCourse is 100% web-based and is not dependent on any operating system. The district will enjoy full support for all major internet browsers including Chrome, Internet Explorer, Firefox and Safari.
- The OnCourse system **does** operate on multiple devices including ChromeBooks, PCs, Macs, and Laptops.
- The OnCourse system **does not** have an app for mobile devices.
- The OnCourse system **does** interface with PowerSchool, and does not change student information. One of our references, Livingston Parish, is currently a PowerSchool customer.
- The OnCourse system is a Software-as-a-Service application, is deployed through the internet and do not require hardware from the school district.
- The OnCourse system **does have** hardware in sufficient numbers and with capabilities to support sustainability of data for 5 years and beyond. The highly-developed technology infrastructure of the OnCourse platform is ideal to support St. Charles Parish Public Schools.
  - Redundancy across web servers and databases provides for guaranteed 99.9% uptime every year
  - OnCourse's aggregate bandwidth is 700mbps between three dedicated fiber optic connections.
  - OnCourse's database is amply capable of accommodating the records which will be requested by SCPPS. In one comparable metric, OnCourse is currently storing and serving nearly 1 billion teacher lesson plans.
- The OnCourse system only requires a device with a web browser that has access to the internet.





“Up there with the invention of the photocopier, the paperclip, and air-conditioning in the South, OnCourse has brought essential teaching tools into my classroom.

**OnCourse makes effective teaching not only possible, but simple.”**

**Melissa Welsch**  
**Livingston Parish Public Schools**

### SECTION 3: EASE OF USE/EFFICIENCY/EFFECTIVENESS

Why has OnCourse won so many awards over fifteen years? (District Administration Top 100 Product, eSchool News Readers Choice Award, BESSIE Best Educational Software, etc.)

The teacher experience is *everything*.

Because we are cloud-based, OnCourse updates the suite *weekly* to incorporate district suggestions and feedback.

In aggregate, this creates an experience that fits snugly into school procedures making it easy for teachers of all skill levels, like Cheryl Bostock of Palmyra Public Schools who says:

*Having taught for 22 years I am amazed at how OnCourse has changed the way I can keep accurate records about my students. Thank you!*

Or Melodee Mallek of Middle Township Public Schools:

*Be ready to have your mind blown and a little more free time in your personal schedule. OnCourse makes life easier and it allows educators the ability to become people.*



### Committed to K-12

OnCourse does not offer products in any other industry, allowing our resources to stay 100% focused on K-12 and supporting schools and making applications which are specifically designed for K-12.

### Responsive Support for All Staff

No more getting lost in a robotic call center. The OnCourse team is available to every staff member in your district, including your teachers! Most support contacts are resolved immediately.

### One Source of Truth

All of your summative, formative, and state assessment data have a place inside the system, your new one-stop-shop data warehouse.

### Interactive Data Dashboards:

Make longitudinal data easy-to-understand and accessible for both teachers and administrators, with quick-access to charts on individuals, classes, or the entire school.

### Easy-Upload Templates

The system will consolidate your score spreadsheets online, automatically updating student profiles as data is loaded.

### Smart Distribution

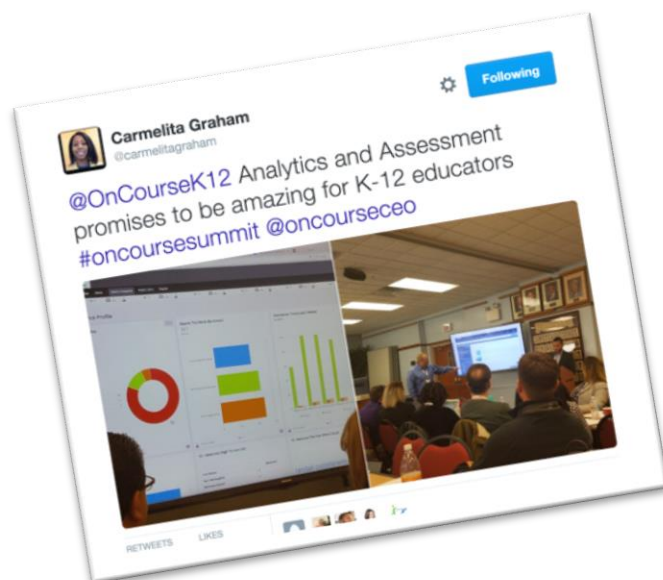
Lets your school data managers instantly post new reports, which automatically parses classroom data for teachers.

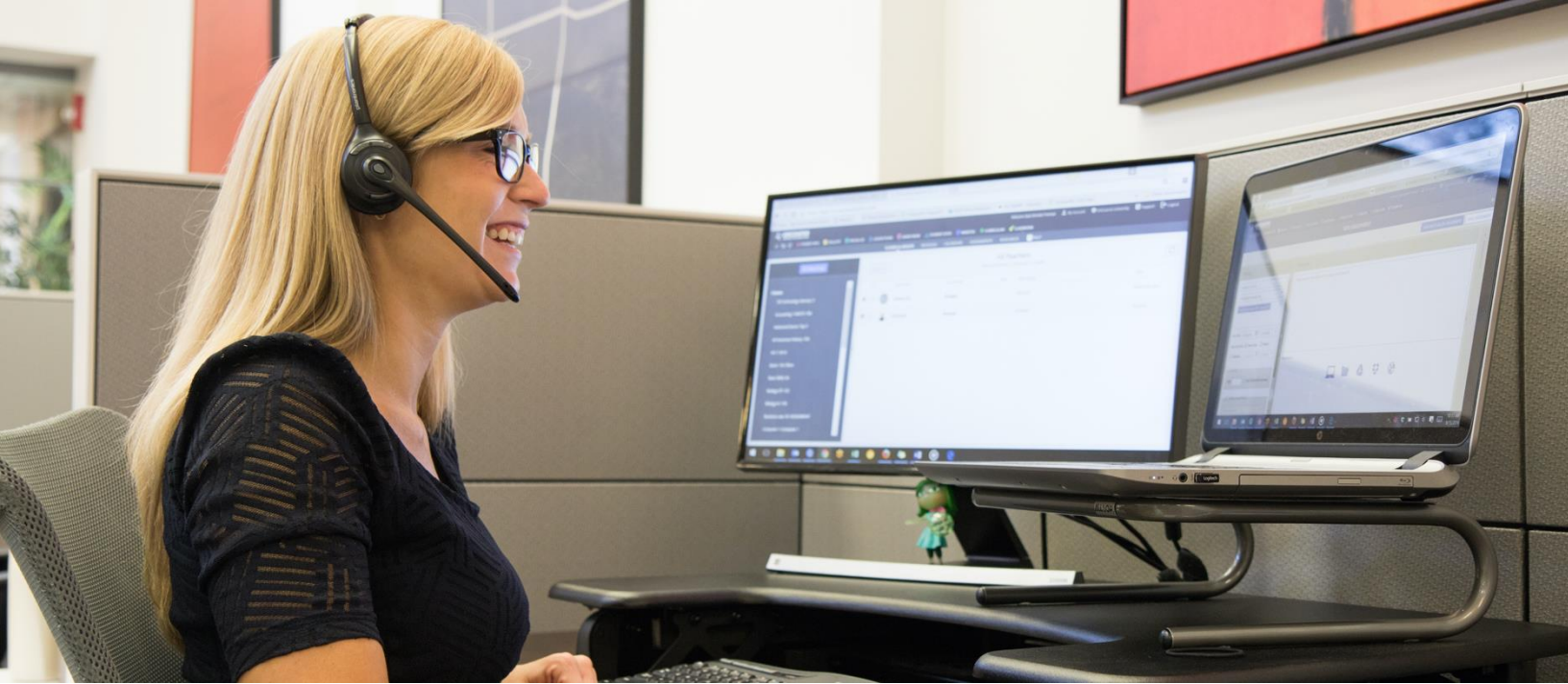
### Score Entry

Gives teachers the ability to key formative assessment scores directly into the OnCourse data warehouse.

### Report Designer

Puts chart creation in the hands of district staff, who are able to build custom reports with easy tools to summarize, filter, highlight, and chart.





## SECTION 4: IMPLEMENTATION PLAN

Since the company's inception, the OnCourse team has performed hundreds of successful product implementations and met or exceeded every deployment commitment.

For example, our team launched an OnCourse suite in the nation's 22<sup>nd</sup> largest school system, and the live product was in the hands of 10,000 trained teachers and 120,000 students in *half* the time proposed by the district.

OnCourse employs web-based project management that automates our fine-tuned process of launching ed-tech products. This system creates a highly informed, interconnected team of OnCourse staff and district personnel working concurrently on key milestones.

### Procurement

All OnCourse needs is a purchase order or commitment to provide a purchase order to start a project. As a fully web-based application, our terms of use of use are stated on our website.

### Installation

**Immediate Activation:** The system can be made available immediately after award and acceptance of contracts as our system is cloud-based and does not require access to District servers. We propose the initial term to start with the availability of the system.

**Start Date:** The initial start date will be agreed to by both parties during the project Kickoff Meeting.



# OnCourse Implementation Process

## STEP 1: KICKOFF

The OnCourse Implementation team and district project managers will establish milestones for a successful implementation.

Approximate Duration: 3-5 Days

### MILESTONES


During this meeting, OnCourse will review and send a series of forms for SCPPS personnel to complete. The documents include:

**Implementation Guide** – this document provides detailed information for the SCPPS's project team and acts as a reference during the implementation process

**Personnel Questionnaire** – this document collects information about the SCPPS staff members and their roles organizationally and with OnCourse, like data manager, assessment designer, etc.

**Setup Questionnaire** – this document will give an overview of the system, and ascertain details about which functions will be utilized in the initial system implementation

**Project Timeline** – this timeline, completed with the district, defines "go live" dates, training windows, cutover dates, etc.



### Kickoff

- In a digital meet-and-greet, district staff get to know their OnCourse Project Team.
- An overview of the implementation process is presented.
- Establish milestone and "Go live" dates.

## ONCOURSE LEAD PERSONNEL

**Lead Project Manager:**  
**Data Integration Lead:**  
**Database Admin:**

## DISTRICT PERSONNEL

**Project Manager**  
**District Technology Director**  
**Database Administrator**  
**Senior District Administration**  
**Key Administrators**

## DISTRICT DELIVERABLES

All forms returned to OnCourse within agreed-upon timeframe. District will also begin an initial data export for initial population into OnCourse:

- District extracts a sample of student, staff and section, and relationship data and transfers to OnCourse
- OnCourse Project Manager ensures data load is clean and comprehensive.

## ONCOURSE DELIVERABLES

With all forms returned, OnCourse will complete an initial system setup with the snapshot data from district SIS. Next steps are activating the live integration of data.





## STEP 2: INTEGRATION

The OnCourse SIS will be connected to the Powerschool SIS in use by SCPPS Schools.

**Approximate Duration:** 5-15 business days, depending on district proficiency with Powerschool.

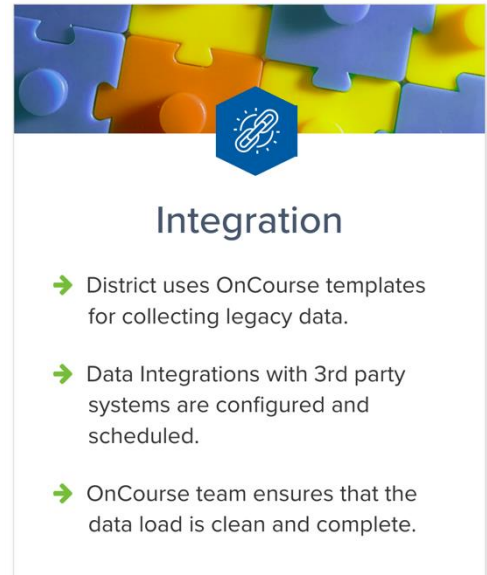
### MILESTONES

- OnCourse and SCPPS team will meet to agree upon the depth of information to be sent from Powerschool to OnCourse, which:

**MUST INCLUDE:** Student basics (including Unique ID), staff basics (including Unique ID), courses, sections, etc.

**MAY INCLUDE:** Advanced demographics for use in analysis (ethnicity, free/reduced, classification, etc.)

- OnCourse and SCPPS will agree upon integration method (SFTP, Clever, SIF) that will maximize the effectiveness and timeliness of the integration.
- District data managers will work closely with OnCourse personnel to provide configuration information and access where needed for successful data transfer.
- OnCourse will configure data exchange on a schedule set with the district (twice daily, nightly, weekly, etc.)
- Once activated, extensive testing will be performed to ensure successful data transfer.



### ONCOURSE LEAD PERSONNEL

**Lead Project Manager**  
**Data Integration Lead**  
**Database Admin**

### DISTRICT PERSONNEL

**Project Manager**  
**District Technology Director**  
**Database Administrator**

### DISTRICT DELIVERABLES

SCPPS must furnish access/information sufficient for OnCourse staff to analyze and architect for disparate systems. SCPPS will approve OnCourse's chosen methodology and provide aid during configuration and testing to ensure integrity of data transfer.

### ONCOURSE DELIVERABLES

OnCourse will build, activate, and test the integration to ensure successful data transfer between products.



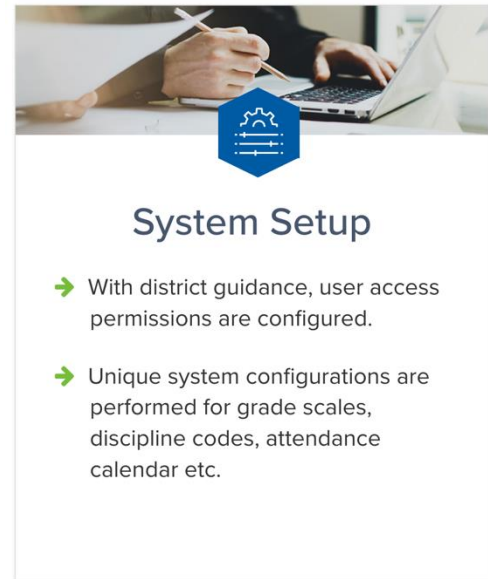
## STEP 3: SYSTEM SETUP/LEGACY DATA CAPTURE

The OnCourse suite will be launched to full capacity, with integration data now flowing. User roles will be granted initial resources for system testing.

Approximate Duration: 5 – 15 days

### MILESTONES

- OnCourse will perform initial data load of a select number of district's chosen assessments and work with the SCPPS team to validate the information.
- OnCourse Client Services will perform extensive quality assurance testing, ensuring that each user role has been granted rights appropriate to their responsibilities according to SCPPS's requirements gathered from Kickoff phase.
- OnCourse will teach the SCPPS data team how to upload the remaining 3 years of legacy data, and help them to configure any layout changes based on differences in data from year to year.
- OnCourse will connect regularly with SCPPS's Project Lead in order to communicate the completion of critical milestones.
- District will verify that all migrated data is now accessible via the OnCourse interface, including data charts, graphs, and visualizations.



### ONCOURSE LEAD PERSONNEL

**Lead Project Manager**  
**Data Integration Lead**  
**Database Admin**

### DISTRICT PERSONNEL

**Project Manager**  
**Database Administrator**

### DISTRICT DELIVERABLES

OnCourse Data Templates are completed and returned to PM as promptly as possible. If desired, the SCPPS Project Lead can be granted access to spot-check data visualizations/charts.

### ONCOURSE DELIVERABLES

With forms returned, OnCourse performs cleansing/upload of data elements and construction of all resultant components (student records, schedules, courses, etc.). OnCourse PM performs extensive quality assurance testing.



## STEP 4: SYSTEM LAUNCH/QUALITY ASSURANCE

OnCourse suite will be launched to full capacity, with legacy data now loaded. User roles will be granted initial resources for system testing.

Approximate Duration: 3 – 5 days

### MILESTONES

- OnCourse PM will complete configuration of district suite; performs activation of accounts, subdomains, and test accounts
- OnCourse team performs extensive quality assurance protocols, ensuring that user role types have permissions levels consistent with District's requirements from Phase 1 Discovery.
- OnCourse and District will perform testing script designed to ensure integration accuracy in production environment.
- District staff given initial access and training in order to verify/spot-check migrated data for accuracy.

### ONCOURSE LEAD PERSONNEL

**Lead Project Manager**

### DISTRICT PERSONNEL

**Project Manager**

### DISTRICT DELIVERABLES

District expected to "spot-check" data in live environment to ensure successful migration of legacy data and timeliness of integrated data.

### ONCOURSE DELIVERABLES

OnCourse activates District's suite and performs all final configuration required to achieve "Full Installation" status.

## STEP 5: TRAINING

See next section for training details.



**Training**

- District's custom OnCourse Training Track begins.
- Staff undergoes live, webinar, and/or turnkey training sessions.
- Self-paced training begins in OnCourse University.







## SECTION 5: PROFESSIONAL DEVELOPMENT

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*For installations the size of SCPPS, OnCourse recommends the following model which blends turnkey training with broadcast webinars to school locations. The following PD plan is just a sample, which will be highly customized for SCPPS staff.*

### **Session 1: Getting Started: Uploading Files, Viewing Reports & Distribution**

Duration: 3 Hours  
Intended Audience: Any user(s) responsible for data management  
Homework: Upload all assessment data possible into canned templates  
Webinar Topic: Users will learn key concepts (data templates, snapshots, data points, etc.) and learn the procedures for uploading a data files and error correction. Attendees will watch template reports update in real-time.

### **Session 2: Report Design**

Duration: 2 Hours  
Intended Audience: Any user(s) responsible for data creating/distribution.  
Homework: School will create & distribute their own reports.  
Webinar Topic: Includes creating new reports form editing 'canned' reports & creating new templates and reports for non-canned assessments.

### **Session 3: Entering Scores for Classroom Data**

Duration: 1 Hour per session  
Intended Audience: Any user(s) responsible for data creating/distribution.  
Webinar: Users will learn to enter data directly into the data warehouse.

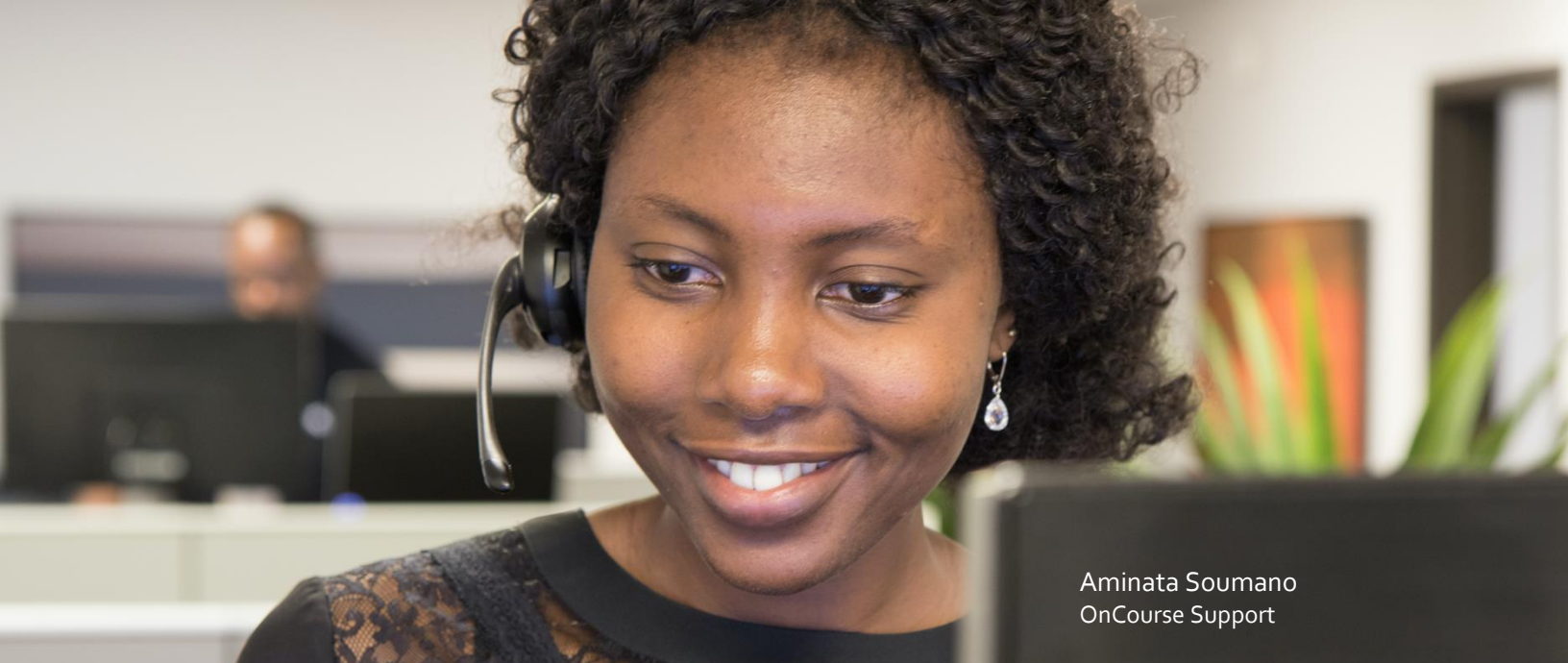
### **Session 4: Using the System to Differentiate: Teachers & Administrators**

Duration: 1 Hour per session  
Intended Audience: Any user(s) responsible for data creating/distribution.  
Webinar: This session is teacher & administrator-targeted, and will give an overview of how to access reports and use the information to better inform instructional strategies and data-driven decision making.

### **Session 5: Booster Session: Hands-on/Question & Answer**

Duration: 1 Hour per session  
Intended Audience: Determined by session focus.





Aminata Soumano  
OnCourse Support

## SECTION 6: MAINTENANCE AND SUPPORT

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St. Charles Parish Public Schools can take advantage of premium services offered exclusively through OnCourse, including:

- OnCourse University digital training platform
- Annual System Optimization services
- Full-Service EOY rollovers
- Direct-to-User support

### DATA PROTECTIONS

OnCourse's world-class cloud infrastructure includes fully-redundant web servers secured in a Tier III Data Center, Imperva Web Application Firewall, DDoS protection, SSL-encrypted communications, and automatic back-up and disaster recovery services.

OnCourse staff are also highly-trained in industry practices for securing student data, and the company is NEVER experienced a data privacy breach since inception in 2002.

For staff, OnCourse offers a sophisticated security model based on "resource groups", allowing the district to have complete control over how much access any individual/group has to update information.

***Due to significant investments in world-class infrastructure, OnCourse logs uptime in excess of 99.9% uptime annually.***



## BACKUP AND DISASTER RECOVERY

The web servers are stored in a Tier III data center with the following standard features:

- Generator backup with weekly testing
- Electrical load balancing with whole room N+1 UPS
- N+N climate control
- FM-200 fire detection/suppression
- Preventative maintenance coverage
- Written policies and procedures
- Regular SAS-70 audits
- GAMP 5 compliant
- Redundant fiber connects in a BGP/ASN configuration
- From an application/server standpoint:
  - Logs continuously backed up to disk locally and shipped to remote data center facility
  - Nightly full backups to disk and tape
  - Tape backups stored offsite at Iron Mountain for 30 days

**Warm Site Backup:** In addition to the primary data center, OnCourse also maintains a redundant warm-site backup in a geographically dispersed location. In the event of a catastrophic event affecting the primary data center, this site is capable of restoring service in approximately 15 minutes.

## SYSTEM MAINTENANCE

OnCourse's cloud-based technology offers the convenience of "invisible" upgrades, with rare scheduled maintenance windows occurring during holidays or periods of lowest system activity.

Rather than taking the system down, OnCourse releases micro-updates weekly. This eases teacher transition as change happens gradually (and often imperceptibly), and allows us to offer unparalleled responsiveness to district requests and feedback.

Our web-based platform enables:

- Rapid system activation, implementation, and adoption
- Global, real-time system reconfiguration
- System agility, allowing fast adaptation to changing state, federal, or local requirements

Because the updates require zero downtime, the district cannot choose upgrade times. There are no hardware requirements or software updates to download; the district's responsibility is simply to keep a modern web-browser installed.

## SUPPORT SYSTEM

*The secret to offering outstanding support is having intuitive software. It reduces support dramatically, which is one of our guiding principles.*

OnCourse offers support to all school staff users, via telephone from M-F 7:30am – 5:30pm EST, e-mail support 7 days a week, with LiveChat support as volume dictates.



90% of support issues are resolved within 24 hours, or immediately where possible. Average time to response is 2 hours.

**POWERED BY REMARKABLE PEOPLE:** Strong practices in hiring, training, and workflow management have led to an OnCourse staff that is highly-respected for offering professional, responsive, and relatable customer service.

*Throughout the years I have been working with OnCourse I have never been disappointed with the knowledge of customer service and support. From the beginning when I called multiple times a week with many questions that I now know were rudimentary to the more complex issues I now call with, I have always been treated with respect and patience."*

## SECTION 7: QUALIFICATIONS/PRIOR EXPERIENCE

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**Company Mission:** Our mission is to stimulate the effectiveness and efficiency of K-12 staff by replacing tedious tasks with software and services that people love.

**Beholden to School Districts, not Investors:** OnCourse's national expansion has been entirely self-funded, which facilitates stable pricing, organic growth, and uncompromised values. This allows OnCourse to provide much higher levels of quality and service than competitors who prioritize shareholders ahead of students.

**Experience:** By partnering with OnCourse, SCPPS will gain nearly fifteen years of experience equipping K-12 schools with the technology and services needed to overcome complex challenges. Our product line is a three-time winner of District Administration "Top 100 Product" awards and recent winner of eSchool News "Readers' Choice Award".

**Commitment to St. Charles Parish Public Schools:**

**Expert Guidance:** In addition to an outstanding scheduling product, HCPS staff will also receive the biggest difference-maker, which is responsive support throughout the scheduling process.

**Development Resources:** SCPPS will have unique needs, and the agility of our cloud-based system allows OnCourse to meet those needs more rapidly than traditional software systems.

**Meeting the Needs of Louisiana School Districts:**

OnCourse has **served approximately 55% of Louisiana parishes in the state of Louisiana**, including entire Parish Systems (like Tangipahoa and Livingston) and individual schools. In every installation, OnCourse has provided the platform, project management, and training needed for the district to be successful.

**Large-Scale Integration Expertise**

The OnCourse System is equipped with real-time integration capabilities, managed by a dedicated OnCourse Integration expert. Seamless data exchange is one of OnCourse's strongest areas of expertise.



## REFERENCES

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### Reference #1

School System Name: Tangipahoa Parish Schools

School System Address: 59656 Puleston Road, Amite, LA 70422

School System Enrollment: over 19,000

Contact Name: Vicki Blackwell

Contact Title: Director of Technology

Contact Email: vicki.blackwell@tangischools.org

Contact Phone: 985-345-1181

### Reference #2

School System Name: Livingston Parish Schools

School System Address: 13909 Florida Blvd., Livingston, LA 70754

School System Enrollment: over 26,000

Contact Name: Carlos Williams

Contact Title: Director of Technology

Contact Email: carlos.williams@lpsb.org

Contact Phone: 225.686.7044

### Reference #3

School System Name: Orleans Parish Schools

School System Address: 3520 General DeGaulle Drive, New Orleans, LA 70114

School System Enrollment: over 12,000

Contact Name: Shawn Persick

Contact Title: Assistant Principal at Edward Hynes Charter School

Contact Email: shawn\_persick@opsb.us

Contact Phone: 504-324-7160





### Transfer of Personally Identifiable Student Information

In accordance with Act 677 of the 2014 Louisiana Legislature, the St. Charles Parish School Board (SCPSB) seeks to increase awareness of the transfer of personally identifiable student information to ensure that parents and citizens have an accurate picture of said transfers. To that end, SCPSB wishes to enter into an agreement, or clarify an existing agreement, between ourselves and

hereinafter referred to as "Recipient".

To the fullest extent permitted by law, the Recipient agrees to and shall defend, indemnify and hold the St. Charles Parish School Board (SCPSB), its officers, agents and employees, harmless from and against any and all third party claims, suits, liabilities, losses, expenses, liens, costs, demands and causes of action of every kind and character including those of the Recipient, its agents and employees, as well as parents of SCPSB students, third parties, and all others, for any and all claims including, but not limited to, identify theft, bodily injury, personal injury, damage or destruction of real or personal property, libel, slander, defamation, including costs, attorneys' fees and settlements arising out of or in any way connected with the request, transfer, acquisition, obtainment, processing, use, and/or distribution of data elements and information regarding personally identifiable student information, by any negligent act or omission performed by the Recipient or any agent, employee, invitee or licensee of the Recipient, whether resulting from or contributed to by the negligence in any form by its officers, agents or employees whether active or passive. The Recipient shall pay all reasonable legal fees and costs incurred by SCPSB under this agreement to enforcing the indemnification articulated under this Section.

Recipient agrees that, upon termination of this agreement, it shall return all data to the SCPSB in a usable electronic form, and erase, destroy, and render unreadable all SCPSB data in its entirety in a manner that prevents its physical or digital reconstruction through the use of commonly available file restoration utilities, and certify in writing that these actions have been completed within thirty (30) days said termination. Recipient further acknowledges that the confidentially obligations and duties imposed or implied by the nature of any data elements and information incident to this agreement, as well as those imposed or implied by the agreement itself, shall remain in effect, surviving the termination of this agreement, for a period of fifteen (15) years or for so long as the information remains confidential.

The Executor of this contract for the Recipient herein represents and warrants that he or she has the unrestricted right to execute this agreement and that their doing so will not violate any law or intellectual property, property, proprietary, contract, or other right of any third party.

Recipient – Signed Date

SCPSB – Signed Date

Recipient – Printed

SCPSB – Printed

Title

Title

