Board Agenda Item #	III A Action Item
Date:	April 23, 2020
To:	Magnolia Board of Directors
From:	Alfredo Rubalcava, CEO & Superintendent
Staff Lead:	David Yilmaz, Chief Accountability Officer
RE:	Approval of "Infinite Campus" as the School Information System (SIS) for all MPS

<u>Proposed Board Recommendation</u>

I move that the board approve "Infinite Campus" as the School Information System (SIS) for all MPS.

<u>Background</u>

Why Does MPS Need a New SIS?

MPS has been using various SIS since 2002 with the latest two being CoolSIS and Illuminate Education. MPS has been using Illuminate Education for our SIS since the 2018-19 school year. MPS first started using Illuminate Education's Data & Assessment (DnA) program in 2016-17, and after two years, upon approval of the board, also started using the SIS. In many areas Illuminate provided better solutions compared with our old SIS, CoolSIS, and the MPS accountability team has worked tirelessly for the transition and full implementation of Illuminate. Since then our school sites have been successfully implementing Illuminate and other programs that work in sync with Illuminate (SchoolMint for application/lottery, ParentSquare for stakeholder communication, PrimeroEdge for lunch data/operations, etc.)

A few months ago, we were notified by Illuminate Education, along with other districts and schools, that Illuminate would cease their SIS support by the end of the 2020-21 school year. This news was received with a heartbreak because we had worked diligently to have a successful transition to Illuminate, trained all staff, had two years of implementation and as we had started excelling at it, we received the disheartening news. In short, next school year, i.e., 2020-21, will be our last year with Illuminate. Therefore, we informed our Board in December 2019 that we would like to run a Request for Proposal (RFP) to choose our next SIS and we shared the proposed RFP document with the Board. The proposed plan was to run the RFP and make a recommendation to the Board to approve the new SIS at their April 2020 meeting. This will give us plenty of time to use the next school year for transition (planning, migrating, training, etc.) so that we can fully implement the new SIS in 2021-22.

The RFP Process

In order to evaluate the RFP criteria and make the best decision we formed a committee of representatives from different levels of staff at MPS: Home Office, principals, Deans of Academics, Deans of Students, special education and teacher representatives, office managers, etc. The committee had about 20 people. This committee reviewed the proposals, attended the presentations, scored the RFP and made a recommendation to the Home Office accountability team during the month of February. We made sure the committee members committed to attending all presentations to make an informed recommendation.

The criteria we used to evaluate the RFP are attached. It was developed with our school leadership teams and Home Office staff. We organized our SIS criteria into 17 categories as follows:

> General Requirements, Security, Compatibility, Data Migration, Administrative Reporting, Student Demographics, Student Scheduling, Grading, Attendance, Student Health Records, Teacher Portal, Student/Parent Portal, Special Education, Behavior Student Discipline, State & Federal, Student Achievement Information, and Technical/Customer Support.

Please refer to the attached RFP document and SIS Criteria for details.

Six bidders responded to our RFP: Infinite Campus, Synergy, PowerSchool, Aeries, Aequitas and Alma. After a review of the proposals the committee decided to invite four of the vendors to present to the committee: Infinite Campus, Synergy, PowerSchool, and Aeries. Each vendor was provided with a 2-hour presentation time including a Q&A session. After attending each presentation, we discussed pros and cons of that SIS as a group. At the end of all four presentations, we asked the committee to carefully consider all criteria and narrow down the candidates from four to two. The committee unanimously selected Infinite Campus and Synergy as the two finalists. Those two vendors were then invited for a second presentation to respond to detailed questions from the committee. Furthermore, an additional webinar was also arranged for those two vendors to present specifically about California compliance and reporting to which our accountability team and office managers attended. In the end, both SISs were found eligible to meet the needs of MPS. On behalf of the committee, after much deliberation, having weighed pros and cons for each SIS, the MPS accountability team recommends that the Board approve Infinite Campus as our new SIS.

Why Infinite Campus?

Infinite Campus meets all of our required criteria and even goes above and beyond in some areas that inspire us to provide a dynamic platform to our students, families, and staff. Some features of Infinite Campus that our committee has highlighted include the following:

- Infinite Campus is an Illuminate Education partner, which means data migration will be a lot easier compared to other SIS.
- The LMS feature is powerful with the integration of Google classroom, Illuminate DnA and other online tools allowing teachers to have curriculum maps and lesson plans integrated with technology.
- It provides great support and professional development, including on-site training to staff. Our team is assured that Infinite Campus will provide all the necessary support for a successful transition. Infinite Campus also has a platform for end-users where they can participate in self-paced training modules and improve their savviness with the system.

- Infinite Campus provides a flexible system with grading options (standards-based, etc.) and customizable progress reports/report cards.
- Infinite Campus app for parents, students, and staff work on most platforms and provide the same, strong tools regardless of the platform.
- Infinite Campus integrates well with other MPS software (Illuminate DnA for data/assessment, SchoolMint for application/lottery, ParentSquare for stakeholder communication, and Meals Plus--our new program for lunch data/operations, etc.)
- Infinite Campus is a partner with Tableau, which is a powerful, secure, and flexible end-to-end analytics platform for data. This is especially important for MPS because we are a data-driven organization and need a platform for data analytics and visualization. MPS proposes that we not renew our Illuminate DnA agreement and add Tableau licensing to our Infinite Campus agreement starting with the second year of implementation. First year we would like to focus our attention on getting experienced with the basic components of the system and integration with other programs MPS uses.
- Even with the add-on tools (LMS, Registration, Tableau), pricing is relatively better and affordable.

Price Comparison

The following chart shows a price comparison of the four vendors. It is typical for SIS vendors to charge a higher price in the first year or first two years to cover data conversion, training, and other support costs. Our team has considered the price, but the price has a low weight in our decision. We have focused more on the quality of the program, how it fits MPS' needs, and the likelihood of support for successful implementation than the cost in our ultimate decision. Fortunately, it turned out that Infinite Campus's pricing is at the lower end of the price spectrum.

	Infinite Campus	Synergy - EduPoint	PowerSchool	Aeries
Year 1	$64,550	$66,743	$133,241	$81,630
Year 2	$53,450	$88,745	$62,935	$39,180
Year 3	$48,000*	$50,857	$62,935	$39,180

* The price for Year 3 and 4 under Budget Implications includes the added Tableau component for data analytics.

Conclusion

In conclusion, the MPS accountability team recommends that the Board approve Infinite Campus as MPS' new SIS. After Board approval the accountability team will start working with Infinite Campus on a detailed transition plan during the rest of the school year and 2020-21. Pricing information is attached and also listed below under Budget Implications. We will keep the Board updated about our progress during this transition.

Budget Implications

The details of the estimated cost (licensing fees, implementation services, etc.) are attached and also listed in the tables below. For budgeting purposes, the following tables show the Infinite Campus cost broken down for each MPS for four years based on an estimate of 3,800 students. It covers Infinite Campus SIS (license, support, and cloud

choice hosting), Campus Learning Suite (LMS), Online Registration Prime, Implementation Services (Project Management, ISI Data Conversion, Process and Business Consulting, and Onsite Training), Campus Learning Training, Campus Online Registration Training, Campus Passport, Data Health Check, and estimated travel costs (only actual billed). Tableau will be added in Year 3.

Schools have budgeted the FY 2020-21 amounts in their LCAP and budget.

(YEAR 1) FY 2020-21	
License: $6 per student; Cloud Choice Hosting: $1 per student; Campus Learning Suite (LMS): $1 per student; Online Registration Prime: $2 per student; Support: $10,000; Year 1 Discount: ($2) per student; Year 1 Implementation Services: $24,150	
MSA-1	$11,041.45
MSA-2	$7,389.28
MSA-3	$8,442.46
MSA-4	$1,851.57
MSA-5	$4,773.30
MSA-6	$1,885.54
MSA-7	$4,960.16
MSA-Bell	$8,187.66
MSA-San Diego	$7,151.46
MSA-Santa Ana	$8,867.13
TOTAL:	**$64,550.00**

(YEAR 2) FY 2021-22	
License: $6 per student; Cloud Choice Hosting: $1 per student; Campus Learning Suite (LMS): $1 per student; Online Registration Prime: $2 per student; Support: $10,000; Year 2 Discount: ($2) per student; Year 2 Implementation Services: $13,050	
MSA-1	$9,142.76
MSA-2	$6,118.62
MSA-3	$6,990.70
MSA-4	$1,533.17
MSA-5	$3,952.49

MSA-6	$1,561.30
MSA-7	$4,107.21
MSA-Bell	$6,779.71
MSA-San Diego	$5,921.70
MSA-Santa Ana	$7,342.34
TOTAL:	**$53,450.00**

(YEAR 3) FY 2022-23	
License: $6 per student; Cloud Choice Hosting: $1 per student; Campus Learning Suite (LMS): $1 per student; Online Registration Prime: $2 per student; Support: $10,000; ==Tableau: $22,560 → Tableau will be added as an addendum to the 3-year agreement. Amounts may vary depending on census day enrollment.==	
MSA-1	$12,069.47
MSA-2	$8,077.26
MSA-3	$9,228.51
MSA-4	$2,023.96
MSA-5	$5,217.73
MSA-6	$2,061.09
MSA-7	$5,421.98
MSA-Bell	$8,949.98
MSA-San Diego	$7,817.31
MSA-Santa Ana	$9,692.72
TOTAL:	**$70,560.00**

(YEAR 4) FY 2023-24	
License: $6 per student; Cloud Choice Hosting: $1 per student; Campus Learning Suite (LMS): $1 per student; Online Registration Prime: $2 per student; Support: $10,000; ==Tableau: $16,160 Amounts may vary depending on census day enrollment. 3-year agreement will be over and the new agreement will be brought to the Board.==	
MSA-1	$10,974.74

MSA-2	$7,344.63
MSA-3	$8,391.45
MSA-4	$1,840.38
MSA-5	$4,744.46
MSA-6	$1,874.15
MSA-7	$4,930.19
MSA-Bell	$8,138.19
MSA-San Diego	$7,108.25
MSA-Santa Ana	$8,813.56
TOTAL:	**$64,160.00**

How Does This Action Relate/Affect/Benefit All MSAs?

MPS has to have a SIS since the current SIS, Illuminate, will not be available for the 2021-22 school year.

Name of Staff Originator:

David Yilmaz, Chief Accountability Officer

Exhibits (Attachments):

- RFP for SIS
- SIS Criteria
- Infinite Campus Response to MPS SIS RFP
- Infinite Campus Cost Proposal

REQUEST FOR PROPOSAL
FOR
STUDENT INFORMATION SYSTEM
OF
MAGNOLIA PUBLIC SCHOOLS

About Magnolia Public Schools

The Magnolia Educational & Research Foundation ("Foundation") dba Magnolia Public Schools (MPS) is a non-profit organization established in August 1997. The Foundation is granted tax-exemption status (501(c)(3)) by the IRS and the State of California. The headquarters of the Foundation is located in Los Angeles, California. MPS oversees a network of charter schools throughout California dedicated to inspiring students to choose career paths in science, technology, engineering, art, and math (STEAM), while providing a robust, standards-based education program within a supportive culture of excellence.

In the fall of 2002, the Foundation established its first charter school, Magnolia Science Academy-1 ("MSA-1"), in the San Fernando Valley. Since then, the Foundation has successfully replicated its educational program and philosophy at 9 other charter school sites throughout California:

School Name	City	Grades Served	Enrollment Numbers (As of Census day Oct 2, 2019)
Magnolia Science Academy-1	Reseda	6-12	650
Magnolia Science Academy-2	Lake Balboa	6-12	435
Magnolia Science Academy-3	Carson	6-12	497
Magnolia Science Academy-4	Los Angeles	6-12	131
Magnolia Science Academy-5	Reseda	6-12	282
Magnolia Science Academy-6	Los Angeles	6-8	134
Magnolia Science Academy-7	Northridge	TK-5	292
Magnolia Science Academy-8	Bell	6-8	482
Magnolia Science Academy-SA	Santa Ana	TK-12	444
Magnolia Science Academy-SD	San Diego	6-8	546

Magnolia Public Schools today is made up of 10 school sites listed above. The 10 schools have a combined total of 3,893 students in grades TK-12.

MPS is accepting bids from qualified companies to replace our current Student Information System. The product would be purchased as a consortium to include all schools. Billing would be managed through Magnolia Public Schools. Implementation and support would be at each individual school. Please break down costs per site in order to calculate for budgeting.

Any award / contract will be pending the Magnolia Public Schools Board approval and availability of funds.

PURPOSE

The purpose of this Request for Proposal is to establish a contract for an internet based Student Information System, henceforth referred to as SIS to be used MPS-wide.

It is our goal to optimize data entry and analysis of student information at the student, site, and district levels. In an effort to obtain this goal, Magnolia Public Schools is looking for a viable platform that is designed to help all district users, school site administrators, and teachers, streamline the way they enter, store, edit, and view the information collected.

Transitioning to the new SIS will begin in the 2020-21 school year. Full integration and use will commence the 2021-22 school year. In person training should be made available to our school sites and district throughout the transition.

SCOPE OF WORK

The MPS District is composed of elementary, middle, and high-schools. Schools have different authorizers and must be able to customize their Student Information System to meet their requirements

At a minimum, the platform should provide solutions in the following areas:

- A district-wide web based database for all student information that can hold historical data, for the legal amount required, from 2 legacy SIS's (CoolSIS & Illuminate) as well as the current school year's data.

- A transition plan that is easy to follow and implement district wide so that all schools are operating fully off of the system by 2021-22 school year.

- A customizable approach to student data management and reporting that spans pre-K, elementary, middle and high school and various authorizer, state and federal requirements

- A system in which multiple levels of access are available, so users are only presented with information that is directly relevant to them and should have access to. (e.g., Central Administrator, School Level Administrator, Other staff, Parents, etc.).

Requirements are broken down into categories. Provide your response for each category as these areas are the focus of our review. We are looking for a system that offers innovative, simple solutions for the input and monitoring of:

- Student Demographics
- Scheduling
- Grading
- Attendance
- Health Records

- Special Education
- Behavior
- Student Achievement Information
- Information required for State and Federal reporting

As well as providing substantial components of the following:

- Security
- Compatibility with other systems
- Data Migration
- Administrative Reporting

- Teacher Portal
- Parent Portal
- Student Portal
- Customer Service and Support

Specific requirements are found in attached SIS criteria document. Each vendor is strongly encouraged to address each and every one of these capabilities in its response, as well as to include "value added" items that will supplement or enhance the capabilities listed.

SUBMISSION REQUIREMENTS:

In order to facilitate the analysis of responses to this RFP, proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP.

Please submit complete proposals electronically by emailing Jennifer Wade at jwade@magnoliapublicschools.org. Completed proposals must include the following:

- Complete response to attached criteria.

- Thorough transition plan.

- A price breakdown that includes price per student, per site, transition fees and services included in those fees.

- Provide end-user to review the demo accounts at a minimum for district admin, mentor/teacher, school site administrator, and student roles.

- Provide a thorough business plan which supports the sustainability and growth of the company.

STUDENT INFORMATION SYSTEM RFP TIMELINE NOTICE

MPS would like to inform the qualified vendors of the tentative RFP timeline outlined below:

RFP Posted	December 13, 2019
RFP Q&A Period Please direct all communication and questions to Jennifer Wade by emailing them at jwade@magnoliapublicschools.org	December 13, 2019 through January 31, 2020
RFP Deadline to submit	January 31, 2020
Presentation to Evaluation Committee (Subject to change)	February 3, 2020 through February 14, 2020
Evaluation Committee Meeting Date (Subject to change)	By February 14, 2020
MPS Board Meeting Date to decide winning bidder (subject to change)	March 5, 2020

*Note: Dates of all meeting dates are subject to change and based on availability.

Functional Requirements Compliance Legend and Score Key:
3 = Compliant
2 = Partially Compliant
1 = Future Compliant
0 = Not Compliant

	SIS Requirements/Criteria:	Compliance	Comments
1. General Requirements			
1	Solution provides a district-wide database for all student information, (which include TK,Elementary,Middle and High school students) with access to historical data from 2 legacy SISs (CoolSIS & Illuminate) as well as the current school year's data.		
2	Has a transition plan that is easy to follow and implement so that all schools within the district are fully operational by the 2021-22 school year.		
3	Vendor must be an established SIS system for a minimum of 10 years.		
	Holistic Category Score:		
2. Security			
1	Must allow or exclude users by: a. one or more schools b. function (such as attendance, grading, etc.) c. task (adding, changing, printing, deleting) d. specific program function (posting daily attendance for specific groups of students) e. school year		
2	Conforms to security and confidentiality of student records as required by all applicable statutes and regulations, including California State, FERPA & HIPAA.		
3	Has ability to give one user access to multiple or all schools.		
	Holistic Category Score:		
3. Compatibility-The system must interface with additional systems via complete read/write API including but not limited to:			
1	SchoolMint		
2	ParentSquare		
3	Illuminate		
4	Welligent		
5	CALPADS		
6	SEIS		
7	Clever		
8	Primero Edge/Meals Plus		
9	Google Classroom		
	Holistic Category Score:		

Functional Requirements Compliance Legend and Score Key:
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1 = Future Compliant
0 = Not Compliant

	SIS Requirements/Criteria:	Compliance	Comments
4. Data Migration			
1	Provide the ability to migrate data and perform the data conversion from our current vendor, Illuminate, and former vendor, CoolSIS, to the new Student Information System. Full retirement of the old applications is required.		
2	Provide ability to rollover student level data & ID's created in Illuminate & CoolSIS		
3	Allows for mass updates to certain fields (to make replacements directly in database) so that quick updates can be made by properly authorized system users.		
	Holistic Category Score:		
5. Administrative Reporting			
1	System provides extensive pre-built reports with data that is frequently asked: e.g. chronically absent students, at risk students, student programs, student demographic information, address labels, emergency information, end-of-year cumulative labels etc. And ability to view reports in browser or save as excel/txt/pdfs		
2	System provides the ability to create custom reports that can pull and group information from various fields and ability to view reports in browser or save as excel/txt/pdfs		
3	Provides mail merge capabilities.		
4	Provides integrated wizards for graphing and charts.		
5	Print and design forms in multi-language (Spanish, Vietnamese, etc.).		
	Holistic Category Score:		
6. Student Demographics			
1	Student Demographic Data fields are defined by the mandatory fields required by the California state reporting system (CALPADS) and includes, but not limited to, the following information 1.Student full name, birthdate, gender, rance, & ethnicity 2.Student Local & State ID 3.English Language Acquisition information (US/CA start date, primary/first/home language) 4.Parent & Emergency contact information If specific demographic fields are not automatically generated by the SIS, SIS allows district to create demographic fields needed and add those fields to the necessary reports		

	SIS Requirements/Criteria:	Compliance	Comments
2	The district and individual schools must be able to store multiple addresses and relationships for each student, ability to prioritize contacts and define access based on relationship. This includes, but not limited to the following: a. Student's legal guardian, and their preferred first and last names b. after school care and pick-up authorization c. mother and father relationship (custody) if separated or divorced d. If an order of protection in place		
3	Validates the student address and can assign an assigned public school district and assigned public school based on the student's grade level and address.		
4	Maintain instructional staff information such as employee ID, system ID, state ID, name, initials and short name, buildings, team, department, homeroom, position/role, phone, email address.		
5	Contains an enrollment/registration module which can run lotteries and allows the parent to register their new student which would then create and populate the student's profile and demographic information This should be customizable and support multiple languages as appropriate.		
6	Flags medical, legal, disability alerts system-wide.		
	Holistic Category Score:		

7. Student Scheduling

1	The system must provide a user-friendly means (e.g. one screen, one step) of entering course requests, modeling a schedule, and enrolling a student in a modeled schedule for elementary, middle, & high schools and be capable of handling rotating block scheduling as well as traditional scheduling methods.		
2	All courses must be defined with a code and description based on the CALPADS course descriptions and must be updated as the course descriptions are updated by the state.		
3	Support scheduling of sequenced, corequisite and prerequisite, anti-requisites, schedule before, schedule after, schedule opposite classes. Must include auto-checks for pre-requisites and whether a student has passed the class before allowing a course to be added to a student's schedule.		
4	The system supports locking a scheduling run and preventing it from being deleted or modified, with override capabilities. Also provides mass/individual scheduling of students as well as a walk-in student scheduler for students enrolling after the start of the school year.		
5	Allow for a course to be inactive in the course catalog, without deleting the course and allows the school to use the current year master schedule as a starting point for next year's master schedule.		

	SIS Requirements/Criteria:	Compliance	Comments
6	Provide conflict matrix of each student with irresolvable conflicts, indicating all courses elected and corresponding master schedule class possibilities, and flag master schedule classes that are filled.		
7	Provide ability to print schedules sorted by distributing period and date, by homeroom teacher, for future or current schedules.		
8	Allow counselors to create student 4-year plans and track students' progress towards meeting graduation requirements and diploma types		
9	Allows the user to define teacher qualifications and preferences to be used in scheduling. May require interface with HR system to access qualifications. Based on the preferences set by the district, the system should provide the ability to track a teacher's Highly Qualified Teacher status and alert the scheduler when an unqualified teacher is assigned to teach a class.		
	Holistic Category Score:		

8. Grading

		Compliance	Comments
1	Grade information, transcripts, amd assessment data must be easily available by year, by school attended and for each marking period display the course section, grade, earned credits, comment code, if credits were adjusted and why, and be able to be printed for individual students, selected students, and in mass.		
2	The system must be able to handle alphabetic, numeric or combination grading. Each school may have its own grading scheme, so the system must be flexible to address the unique needs of each school, controlled at the district level.		
3	Report cards & progress reports are available in a mailable format, with citizenship/conduct grades, that address high, middle, and elementary school needs		
4	Labels for the student's cumulative record with finalized grades should be a report that can be easily generated by staff		
5	The system should allow standards/mastery-based grading.		
6	Real time letter grade and cumulative GPA should be accessible at any time, not only after grades are finalized for progress reports/ report cards		
	Holistic Category Score:		

9. Attendance

Functional Requirements Compliance Legend and Score Key:
3 = Compliant
2 = Partially Compliant
1 = Future Compliant
0 = Not Compliant

	SIS Requirements/Criteria:	Compliance	Comments
1	Attendance taken within the system should be intuitive and easy to use for teachers and administrators and must be updated in real time. The office attendance clerk may access and modify student attendance history and enter reason for the absences in a communication log, and should prevent teachers from overwriting absences entered by the office.		
2	Enrollment summary reports that calculate tardies and absentees by grade and various demographic information, must be available. The report must also calculate the average daily attendance and average daily enrollment . This information must be available for any specific date for a specific student.		
3	Multiple user defined letters must be able to be stored and merged with the address/relationship information to notify family members of excessive absences, tardies, and/or Truancy.		
4	The system must produce all State required auditable attendance reports per CA State format, automatically calculates ADA (average daily attendance, total and in district)based on the school's accounting period. and provides audit trail management		
5	Ensure that absences cannot exist for a student on days that the student is not enrolled and alerts staff of unverified cases of Independent study and missing attendance. The system must automatically find and delete the invalid absences, and flag users of pending independent study/missing items		
6	School calendars can be: Altered during the school year (before or after the fact) Saved for prior years Copied to other campuses		
	Holistic Category Score		

	10. Student Health Records		
1	Allows staff to enter and keep track of: Immunizations, health alerts, upcoming screening and results, medication given, and emergency contact information easily		
2	Automatically calculates immunization compliance on-screen based on specific State requirements to determine which students are not up-to-date and which ones are complete. System must be easily configurable updated as State requirements change and have the ability to enter exemptions and their expiration date.		
3	The ability to view and print the most recent CA "Blue Card" for each student's cumulative record as needed.		
4	Ability to generate user defined medical alerts & that also show up in teacher gradebooks to alert them of special health risks/needs as well as an Emergency contact list with all telephone numbers and contact information.		

	SIS Requirements/Criteria:	Compliance	Comments
5	Capacity to produce professional reports, logs and letters. e.g.immunization notices, immunization compliance reports, medication logs, emergency contact list and alerts etc.		
	Holistic Category Score:		

11. Teacher Portal

		Compliance	Comments
1	The system shall provide for real time class rosters including transferred student in the teacher gradebook.Changes made in the Main SIS or the Teacher's portal should be seen immediately in the teacher attendance/gradebook & Main SIS		
2	The system shall provide the ability for creation of various customized seating charts for each class allowing for flexibility on the room arrangement. Seating charts can be used as an entry point for logging attendance, behavioral events, grades. etc.		
3	The system shall provide the ability to create and define grading categories, weights of assignments, copy multiple assignments to multiple class files, exempt students from an assignment, and the ability to create special scores for assignments and extra credit.		
4	The system shall provide the ability for identification of missing or incomplete assignments.		
5	The system shall provide for score display as letter grade, code, percentage and/or raw numeric score.		
	Holistic Category Score:		

12. Student/Parent Portal

		Compliance	Comments
1	The System shall provide Parent and Students access to current grades, missing assignments, assignment grades, class attendance, and discipline entries by class or date range. The System shall also display a list of the student's behavior point totals, current classes,with their current and cumulative gpa.		
2	Parent can select language (English, Spanish) in which to view assignments, grades and other student information.		
3	Allow for Parents to have a single login to access all of their assigned students as well as multiple logins to be associated with the same student to provide for split-household situations.		
4	The system shall provide Parent and students a view of met diploma requirements. Views should include where the student is currently, will be at the completion of current courses, and based on course requests for next year.		

Functional Requirements Compliance Legend and Score Key:
3 = Compliant
2 = Partially Compliant
1 = Future Compliant
0 = Not Compliant

	SIS Requirements/Criteria:	Compliance	Comments
5	Changes in system data should be mirrored in real-time updates to parent portal.		
6	Ability to enable/disable portal features (i.e. course registration, assignments, etc) by school.		
7	Vendor has a functional mobile platform available for parents, student, and school/district users.		
	Holistic Category Score:		

13. Special Education

1	The system tracks students who are receiving special services under IEP or 504.		
2	The system tracks students who are not attending (or only attending part-time) in the school district but who are receiving special education services from the school district.		
3	The system can integrate with 3rd party systems (e.g., SEIS/Welligent) and automate importing and exporting of data.		
4	The system has the ability to denote that a student needs to participate in special programs/IEP/504 within a class roster, so a teacher can easily understand and research the student's needs.		
5	The system tracks students who has a modified curriculum, grading standard or graduation/promotion criteria.		
	Holistic Category Score:		

14. Behavior Student Discipline

1	The system allows for the tracking of positive behavior points		
2	A simple posting routine must be in place that will allow the user to add the incident date, time, type, location, staff reporting the incident, free-form comment of what happened, incident reason, activity at the time of the incident, other incident factors, and participants involved in the incident. Stores consequence, duration of consequence, and if authorities were involved in major incidents. Allows for escalation of incidents and the ability to differentiate between students accused of something vs students who have been confirmed to have commited the incident. The teacher must be able to create an electronic referral that can be completed by an administrator to generate a major discipline incident in the system. A notification should be sent to applicable administrators via email or alert within the SIS system.		

Functional Requirements Compliance Legend and Score Key:
3 = Compliant
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1 = Future Compliant
0 = Not Compliant

	SIS Requirements/Criteria:	Compliance	Comments
3	The system must be able to track communication attempts, reentry plans, interventions, hearing outcomes, and any other corrective action that was taken for that student and relative incident		
4	The system must allow for multiple offenders, victims, and witnesses to be attached to an incident and different actions (Disciplinary measures) to be assigned to each participant. and must protect victim/offender/witness identity must be protected when discipline items are shared on student or parent portal.		
5	Required fields populate important state and federal reports. State offense codes should be tied to any major incident with the option of omitting minor infractions.		
6	The system allows the user to specify the duration of the in-school or out-of-school suspension for each student and generate the appropriate attendance codes, in accordance with the state, federal, and district policy.		
	Holistic Category Score:		

15. State & Federal

		Compliance	Comments
1	The vendor must guarantee that the system will maintain compliance with all California and Federal regulations and reporting requirements. Must update the system in a timely manner when changes in regulations happen		
2	The system meets, district,authorizer, California, and federal data retention requirements.		
3	The system produces the necessary electronic files to fully and seamlessly integrate with the State of California or Federal requirements (e.g., Civil Rights,CALPADS)		
4	The system must have built-in data checks available to use as a pre-submission data validation tool for state and Federal Reports		
5	For federal reporting purposes, if the student selected "NO" for Hispanic ethnicity and has selected two or more race categories, the student would be reported as "Two or More Races" and NOT counted in each of the individual races. If the student selected "YES" for Hispanic ethnicity and has selected one or more race categories, the student would be reported as "Hispanic".		
	Holistic Category Score:		

16. Student Achievement Information

		Compliance	Comments
1	Provides a platform to store and display student achievement data, including SBAC and ELPAC scores		

	SIS Requirements/Criteria:	Compliance	Comments
2	Allows upload of interim, benchmark, and other assessment scores		
3	Provides a platform to monitor student academic progress		
	Holistic Category Score:		

	17. Technical/Customer Support		
1	Provides adequate support to the district in transitioning all data to new software		
2	Provides district with in person training opportunities for the various user types, especially when district is launching new software at school sites		
3	Provides fast, efficient customer support with no more than 48 hour turnaround time in resolving issues		
4	Provides trainings throughout the year to learn about updates and new tools available within the system		
5	Provides Production and Training environments		
	Holistic Category Score:		
	OVERALL SCORE: (out of 51)	0	

Electronic

Infinite Campus

simple || powerful®

Magnolia Public Schools
Request for Proposal
Student Information System
Due: January 31, 2020

PROPOSED BY
Infinite Campus, Inc.
4321 109th Ave. NE
Blaine, MN 55449
800.850.2335

Contact: Ashton Faires
Strategic Market Development
Phone: 480.294.3311
ashton.faires@infinitecampus.com

The Most Trusted Name In Student Information

➢ **Table of Contents**

➤ Business Plan

Provide a thorough business plan which supports the sustainability and growth of the company.

Hello, we are Infinite Campus!

Our company was founded 27 years ago by Charlie Kratsch, who is still our CEO today. We provide software products and services to K12 schools, districts, and departments of education. Built from the ground up as a fully web-based, integrated system, our **Infinite Campus SIS** has been ahead of the competition since its conception.

Our mission is to Transform K12 Education® by streamlining administrative processes, promoting stakeholder collaboration, and personalizing learning. Since 1993, Infinite Campus has successfully implemented and provided data management solutions to approximately 2,000 districts and seven state departments of education, serving more than 7.8 million students across 45 states.

Across the country, Infinite Campus is the most trusted name in student information.

The Most Trusted Name in Student Information

7.8 million students | 2K districts | 45 states
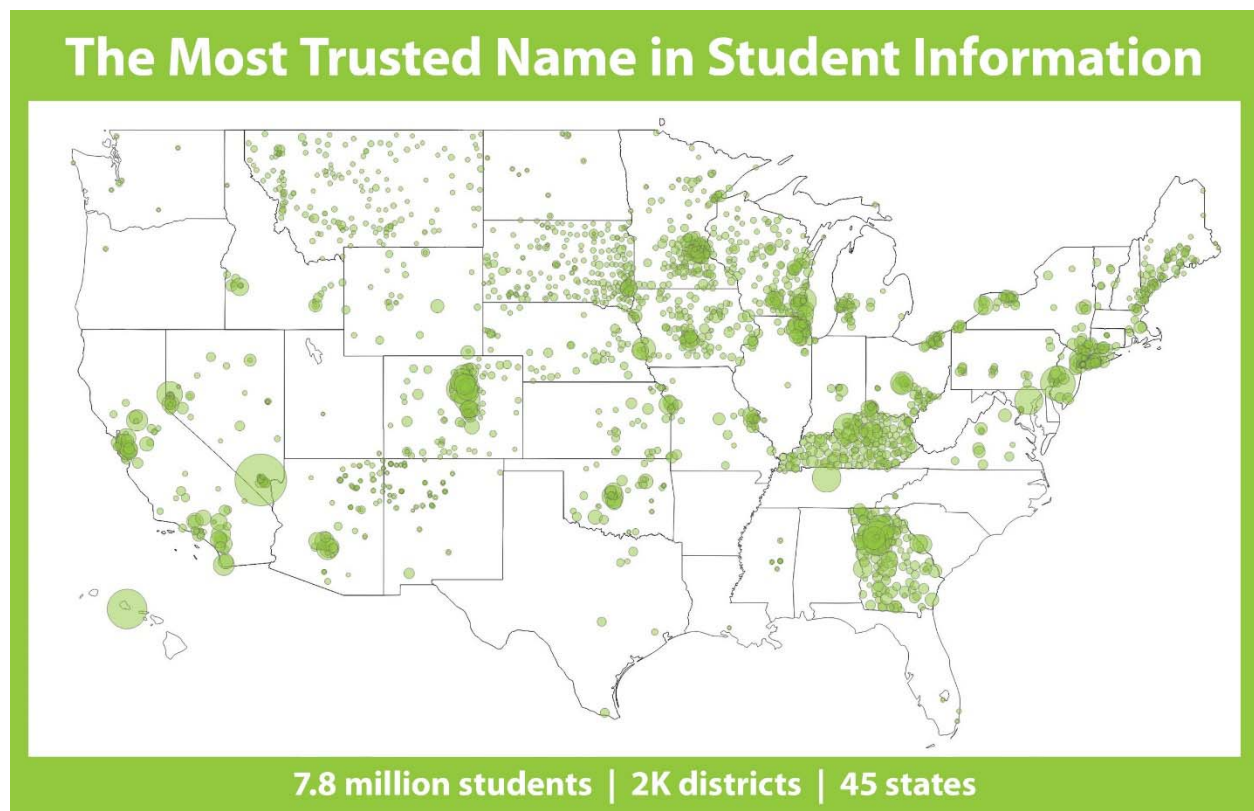
Map of Our Customers (Circles), Size Based on Enrollment

What We Offer

Infinite Campus SIS core features include master schedule builder, grade book, parent/student portal, special education and state reporting. Our integrated premium products, such as food service, online registration and online payments, will allow you to eliminate costly third-party vendors. The development of our online Learning Management System (LMS) and our certified IMS OneRoster and Learning Tools Interoperability (LTI) API is taking Infinite Campus classroom management boldly into the future.

3

Where We Come From

For 27 years, Infinite Campus has provided comprehensive products and services that schools and districts continue to use. Infinite Campus is a **privately-owned company,** so we only need to answer to you, our customer. The following is our brief history:

1993   Infinite Campus was founded in 1993 by Charlie Kratsch who continues to serve as CEO.

1996   The original version of Infinite Campus was launched in 1996 at Centennial School District in Circle Pines, Minnesota. They are still using the system.

2001   Infinite Campus was the first web-based SIS, but its real advantage was under the hood. A single district-wide database managing all student data without the need to upload, download, and sync to other applications which began to attract larger and larger districts. In 2001, the South Dakota Department of Education selected Infinite Campus as the SIS for all districts in the State. We now have six state edition customers: Kentucky, South Dakota, Montana, Nevada, Hawaii, and the Bureau of Indian Education (BIE).

2008   In 2008, we built our corporate headquarters, affectionately called the "Mothership" due to its resemblance to the starship Enterprise. We also own and operate four Tier 5 data centers.

2013   Infinite Campus continues to be the system of choice across the country. In 2013, Clark County School district, NV, **the fifth largest school district in the country** with 300,000 students, selected Campus as their new SIS. As we strive to transform K12 education within all districts, just as valuable to us is being selected by Lima School District in Lima, MT with 63 students.

2016   Infinite Campus maintains exponential growth. To meet the needs of our customers for innovative product development and personalized service and support, a nine-story expansion (the Tower) was constructed in 2016 to house an additional 400 employees.

Today Infinite Campus implements an unprecedented number of simultaneous customers. Our proven implementation methodology has been successful for customers of all sizes, **from under 100 students to enrollments of 330,000.** Infinite Campus continues to expand its product line with Campus Learning, Campus Analytics, and Campus Workflow Suites.

Who We Are

We believe that information technology is the catalyst that will transform education as it has other sectors of society. We have shown that by adapting and applying technology and practices used by the private sector to K12, educators can be more productive in their daily tasks and accomplish things previously thought to be impossible.

Our mission is Transforming K12 Education®. We partner with our customers to achieve the following goals:

➢ *Streamline Educational Processes*

Educators are spending an increasing amount of time performing administrative tasks; tasks that can be simplified or eliminated by technology. Streamlining time consuming processes such as student enrollment, scheduling, attendance, and grading provides more time and resources which can be redirected toward planning and instruction.

➢ *Promote Stakeholder Collaboration*

The weakness of public K12 education is the size of the problem; millions of teachers, tens of millions of students, and even more parents and guardians. Using information technology, this weakness can be turned into a great strength. Individual student performance will improve the more teachers interact with administrators, parents, and other teachers. Moreover, enabling teachers to collaborate electronically, regardless of location, allows them to share their knowledge and experience improving the entire system.

➢ *Personalize Learning*

The industrial education model is focused on process and consistency; raw materials (students) are processed into a finite set of finished goods (graduates) using predefined processes. The information age model treats people as individuals; each student may follow his/her own path to a set of unique outcomes. This new model stresses individual growth over group averages. The key artifact of education in the information age is the Personalized Learning Plan (PLP).

How We Do It

As a privately held company, our focus is on the development, services, and support of our public K12 education data management systems, Infinite Campus SIS and State Edition. Our in-house development staff creates and maintains **all aspects of our products.** Our ability to quickly adapt and integrate state-of-the-art technology into our system sets us apart from the competition.

Our approach is slow, controlled growth that relies on internal financing where profits from current sales are used to fund future growth. This strategy depends on careful customer selection, viral marketing (i.e. customer referrals) and sustained customer satisfaction resulting in long-term relationships. Our subscription license model ensures on-going customer satisfaction because customers pay a flat per student fee each year.

Most educational institutions lack in-house resources to properly install and maintain a complex software application and have begun to follow the outsourcing trend popularized by the private sector. To address this need for services, we have partnered with local agencies where possible to provide regional support and services. In areas not supported by our partners, the corporate office manages all support services for customers.

Our Ongoing Updates

The Infinite Campus release model is based upon a continuous release cycle. Release Packs are routinely delivered **every four weeks** and contain the results of many development activities, and Rx Packs are delivered on an as-needed basis and contain the results of just a single or very few development activities.

Any given Release Pack is a collection of enhancement updates, regulated updates, and bug fixes. Each development activity proceeds in parallel to other development activities and gets packaged in a Release Pack only when it has passed all testing and is ready for delivery. Unforeseen complications in one development activity do not hinder the delivery of other development activities.

Infinite Campus delivers updates known as Rx Packs on an as-needed basis. If a critical, high priority bug is reported, it needs to be addressed as quickly as possible. State Reporting changes may also warrant an Rx Pack release to meet mandated deadlines. All regulated development items target a Release Pack well in advance of the state-imposed deadline for school districts. If, however, a complication arises causing a regulated development item to miss its targeted Release Pack, an Rx Pack is used to deliver the regulated update as quickly as possible yet still in advance of the deadline.

Our Plans for the Future.

Infinite Campus is committed to exceptional user experience with Simple and Powerful features that supports how districts function. We are perpetually updating and enhancing our product based on user feedback and industry standards. Our flexible development schedule is planned on a project by project basis with the ability to change priorities and dates as the need arises. The following products and features are anticipated to arrive in the next few years.

➢ **Campus Data Validations**

We will continue our successful State and Federal reporting and expand data validations and reviews. These features provide piece of mind that the source of truth is accurate and reflective of your district while **meeting all required state and federal guidelines** and mandates.

➢ **Campus Workflow**

The Campus Workflow Suite provides **id badge scanning** for attendance and customized workflows within Campus SIS. We will continue to expand and enhance our integrated district-controlled workflow engine to streamline district processes, ensure proper documentation, and create appropriate notifications when a triggered event has occurred.

➢ **Campus Data Visualizations**

Replacement of our current data visualization tools which will allow a district to create **customizable data visualizations** from information stored in Infinite Campus SIS. The district will have the ability to publish and provide visibility to these easily consumable visualizations to whom and where they deem appropriate. This will allow our customers greater flexibility in providing important data-based evidence and support data-driven decisions.

➢ **Learning Interoperability**

Infinite Campus is a Contributing Member of IMS Global, the international body responsible for setting technical standards for learning interoperability. We are at the forefront of developing the standards that enable **simple, safe, and effective data sharing between SIS providers and third-party tools** commonly used by districts. Districts and teachers using Campus Learning can link to third-party systems with the IMS Global OneRoster and Learning Tools Interoperability (LTI) standards.

We are expanding our implementation of IMS Global specifications to include Competency and Academic Standards Exchange (CASE) and LTI Resource Search. These two implementations are planned for release during late 2020 or early 2021. CASE will allow districts to keep their Campus standards bank up to date with their state's standards, and LTI Resource Search lets teachers search Learning Object Repositories (LORs) for content.

We're also implementing Assessment Results Profile, an upcoming IMS Global standard. This will enable the real-time transfer of assessment results from assessment management systems, including interim/benchmark assessments, into our SIS. Infinite Campus played a pivotal role in the creation of this standard and provided IMS Global with the first prototype implementation.

➢ **Campus National Curriculum Library**

Today, Infinite Campus SIS includes a district-wide curriculum library within Campus Learning. This **stores teacher-created content and makes it available district-wide**. The new Campus National Curriculum Library, slated for early 2021 release, will support our customer districts in sharing teacher-created content with each other, as well as connections to Open Educational Resource providers.

➢ **Campus Communicator**

Campus Communicator is a suite of communication tools which will begin to appear in 2020. These tools will enable teachers, parents and students to make use of the latest real-time, omni-channel, mobile-first technologies to communicate about student work and participation. Our initial development efforts are focused on chat and voice-enabled user interfaces.

➢ SIS Criteria

We have completed the SIS Criteria spreadsheet provided by MPS. It is attached in Excel format as part of this RFP response. This functionality checklist highlights the capabilities of Infinite Campus SIS, and our software offers features above and beyond what is being requested. We've highlighted some of this functionality and services below, including our dedication to California customers.

➢ CALPADS

We have 68 California customers today, and **we've supported CALPADS since 2006.** Our dedicated localization team has built a strong rapport with the California Department of Education and our district customers to ensure that the CALPADS requirements are not only met but incorporated into the system as effectively and efficiently as possible. Our built-in CALPADS functionality is updated regularly along with our core system, while development is driven by the needs and requests of our active California users.

Our localization team is comprised of two Product Analysts that participate on the CALPADS monthly SIS vendor calls. We ask for clarity and offer suggestions based on our experience working directly with customers. Additionally, we swiftly incorporate functionality changes and process updates communicated via FLASH updates and CDE listserv communications.

The following links show documentation for CALPADS Student Discipline and the Monthly Attendance Summary (P1 & P2). All CALPADS documentation is updated as state reporting changes occur.

- ❖ **CALPADS Student Discipline**
- ❖ **Monthly Attendance Summary (P1 & P2)**

Along with detailed documentation, we moderate a California discussion board through the Campus Community. Administrators use this space to ask about best practices as well as other district processes. It is a platform for interaction that is used extensively during reporting time frames and when new changes are presented by CDE.

CALPADS extracts can be generated in an Add/Update, Replace, or Delete Transaction Type. State reports are generated in caret delimited (the required state format) and CSV or HTML formats for validation.

➢ California User Groups

Infinite Campus hosts user group meetings across the country each year. In California, user groups are hosted twice a year – fall and spring – in four locations across the state. This last fall, our locations included Sacramento, San Jose, Palmdale, and Perris. Not only is the user group meeting a great place to hear about functionality updates and future enhancements from Infinite Campus staff, but each one is an opportunity for districts like you to connect with other customers to share effective processes and procedures with the SIS. At each user group, we co-facilitate a State Reporting session alongside a CDE representative highlighting updated product functionality and processes.

Infinite Campus also hosts a monthly CALPADS conference call for Infinite Campus administrators. This time is comprised of Q&A and development updates related to regulated state requirements.

➢ **California Testimonials**

Franklin-McKinley School District | 8,200 Students

" Infinite Campus truly meets our needs. My favorite tool is the CAASPP import; I love the way it maps!"

Patricia Hernandez, Student Information Systems Specialist

408-283-6209 | patricia.hernandez@fmsd.org

William S. Hart Union High School | 22,400 Students

" I would recommend Infinite Campus to other California districts because they are committed to staying involved with the CDE and understanding the unique needs of California. I have always felt that while Infinite Campus is a large company, being able to meet with and discuss issues with the CEO and Founder shows me they are still grounded in their original mission and vision, and have not grown so large that there is a disconnect between top management and their customers."

Jon Carrino, Director of Technology Services

661-753-5740 x293 | jcarrino@hartdistrict.org

Palmdale School District | 19,000 Students

" I really like Bob (Campus Client Executive – California). He responds in a timely manner and has a very proactive approach to informing us about upcoming events/issues before we even ask. I especially appreciate that he breaks down Release Notes that are pertinent to California so I can forward information to our users."

Michael Breen, IT Technician

661-789-6558 | mabreen@palmdalesd.org

➢ **Single Database Solution**

All of the features in our student information system have been designed at our corporate headquarters and are built to work together. Many of our competitors, however, gain new functionality from acquisitions – purchasing products from vendors that go out of business and then bolting them onto their existing system. With Infinite Campus, **data transactions take place in real-time** because all functionality is built off the same database. District staff will notice a considerable difference in real-time data versus waiting for data to sync across the SIS because of disparate systems.

For a video that highlights our Single Database Solution, please see https://www.infinitecampus.com/video/single-database.

➢ **Academic Planning**

Academic Planning tracks **four-year graduation plans** and will notify MPS staff if students are not on track to graduate based on district graduation requirements. These plans are made up of credit, course, assessment, GPA requirements, and compound requirements (e.g. students can take a foreign language course or pass two foreign language assessments). Academic plans can also extend to other academic/career pathway programs.

Credit Type	09	10	11	12	Subtotal	Overflow	Total
⊞ Elective	2.0 / 1.0	2.0 / 1.0	0.0 / 1.0	0.0 / 1.0	4.0 / 4.0	6.0	10.0 / 4.0
⊞ English	2.0 / 1.0	2.0 / 1.0	0.0 / 1.0	0.0 / 1.0	4.0 / 4.0		4.0 / 4.0
⊞ Fine Arts	3.0 / 1.0	2.0 / 0.0	0.0 / 1.0		5.0 / 2.0	-3.0	2.0 / 2.0
⊞ Health	0.0 / 1.0	1.0 / 0.0			1.0 / 1.0		1.0 / 1.0
⊞ Mathematics	2.0 / 1.0	3.0 / 1.0	0.0 / 1.0		5.0 / 3.0	-2.0	3.0 / 3.0
⊞ Phy Ed	1.0 / 1.0	1.0 / 1.0			2.0 / 2.0		2.0 / 2.0
⊞ Science	2.0 / 1.0	2.0 / 1.0	0.0 / 1.0		4.0 / 3.0	-1.0	3.0 / 3.0
⊞ Social Studies	2.0 / 1.0	2.0 / 1.0	0.0 / 1.0	0.0 / 1.0	4.0 / 4.0		4.0 / 4.0
Total	14.0 / 8.0	15.0 / 6.0	0.0 / 6.0	0.0 / 3.0			29.0 / 23.0

Course Requirements	Progress
⊞ English - 1 credit in each grade level	4.0 / 4.0
⊞ Foreign Language - 2 credits in one language in any grade level	2.0 / 2.0
⊞ History - 3 total credits in any grade level	4.0 / 3.0
⊞ Phys. Education - 2 credits in any grade level	*1.0 / 2.0
⊞ Science - 2 total credits in any grade level	4.0 / 2.0

Academic Planning

Not only is Academic Planning used for monitoring student performance towards graduation or other academic requirements, but it can also be used as a **collaborative tool** between students, parents, teachers, counselors, and other stakeholders to plan out all the courses a student will take throughout their academic career. This ensures that students are set up for success early and that all requirements are met on time. Having students plan out their future courses early also helps the district plan for future FTEs – this projection data can be viewed in a canned report. Academic Planning also works seamlessly with the Scheduling module, as planned courses are added to the master schedule builder as student course requests.

For a video that highlights Academic Planning, please see https://www.infinitecampus.com/video/academic-planning.

➢ **Standards-Based**

Infinite Campus supports **standards-based grading** and reporting based on common core standards, state standards and/or district-defined standards. The standards bank is used to create standards and align them to a course. This then pre-loads the teacher's grade book with the standards specific to the class they are assigned. They can then create assignments and align them to one or more standards. Any number of standards-based report cards can be defined in Infinite Campus and student's grades associated to standards are seamlessly transferred to the report card from the grade book.

Infinite Campus has recently introduced the Progress Monitor tool, a revolutionized alternative to the Grade Book, which lends itself more to standards-based instructional practices. From this view, a teacher can review student mastery on all course-aligned standards at a glance and can easily manage the corresponding assignments. In-progress standard mastery is also available to students and parents/guardians from the Campus Student and Campus Parent Portals.

For a video that highlights Standards-Based Instruction, please see https://www.infinitecampus.com/video/standards-based-grading.

Progress Monitor

➢ **User Security**

MPS will control user access and visibility.

❖ *Tool/Screen Rights –* Each tool in our product menu is controlled by one or more tool rights. Each tool right may have Read/Write/Add/Delete granularity and/or more sub-rights underneath it for more control. Sensitive fields like Social Security Number often have their own sub-right.

❖ *Calendar Scope Rights –* Data within the system is scoped to school and year, and read/write access can be controlled per year. This lets the administration grant "read only" access to historical information or grant access to future calendars in preparation for scheduling for the following year.

A staff user's access is the intersection of their tool rights and their calendar scope rights. In order to modify data on an Attendance screen, you would need Write level access to the Attendance tool and Write level access to the calendar you are changing.

❖ *Restricted Teacher Scope –* If appropriate, a teacher user may have the ability to view all student data in a school calendar or only have access to students with whom they directly interact. This can be determined per user and is controlled with a special tool right. If a teacher hasn't been granted access to the entire calendar of students, then they are restricted to only students in their class rosters or through a team membership/caseload for special education, personalized learning plans, Response to Intervention, etc.

❖ *User Groups –* It is easier to manage data access by defining User Roles and then associating users to common patterns of data access.

Infinite Campus supports automatic creation and provisioning of student, parent, and staff accounts based off other data in the system. The district has the capability of establishing rules to determine when automatic provisioning should happen.

❖ An **employee** can be automatically granted specific user groups based off their title and other attributes on their employment assignment.

❖ A **student** account can be created automatically when they are first enrolled. This same automated routine can disable accounts as employments end or a number of days after the last enrolled date.

❖ **User provisioning data** can flow outbound to other systems through an IMS OneRoster interface. Each integrated third-party system through OneRoster is data and calendar scoped just like a user.
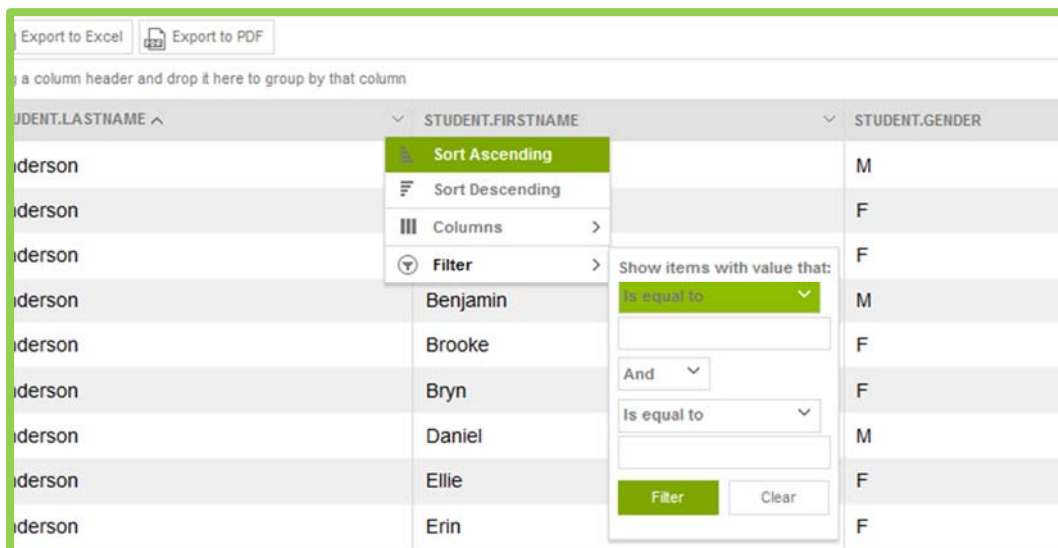
➢ **Custom Fields and Forms**

MPS will easily be able to add new fields and pages in Infinite Campus by using the front end of the system. These fields become part of the database, are available to select in ad hoc reporting and can be made visible to parents and students on the Campus Parent and Student Portals. Custom fields have built-in data type options, sequence values, max sizes, and the ability to hide the field from the interface or portal. Custom fields **can be marked as required** and would need to be populated before users navigate away from the page.

With the Custom Forms functionality, the district and each individual school has the capability of importing a fillable PDF document and mapping form fields to fields in the Infinite Campus database. This will allow a custom form to **pre-populate** with student information. The remaining fields can be aligned to custom fields, which would allow users to pull any information on the form into custom ad hoc reports. Custom Forms allow for consistency in process and procedure across the district.

➢ **Reporting Options**

❖ Our **Core Reports Library** offers **pre-built reports** available within specific modules of the product. Reports generate in PDF for easy distribution to stakeholders, posting on the Web, or for printing multiple copies.

❖ **Ad Hoc Reporting** allows users to select multiple fields from the database, which can be exported in HTML, XML, CSV, Fixed-width, and PDF. Ad hoc provides the flexibly to copy, modify and save existing filters for future reporting needs; share the results with other users throughout the district; select the fields to use in the query but not display on the final output; and determine the sort order of data and sequence of the output of the data.
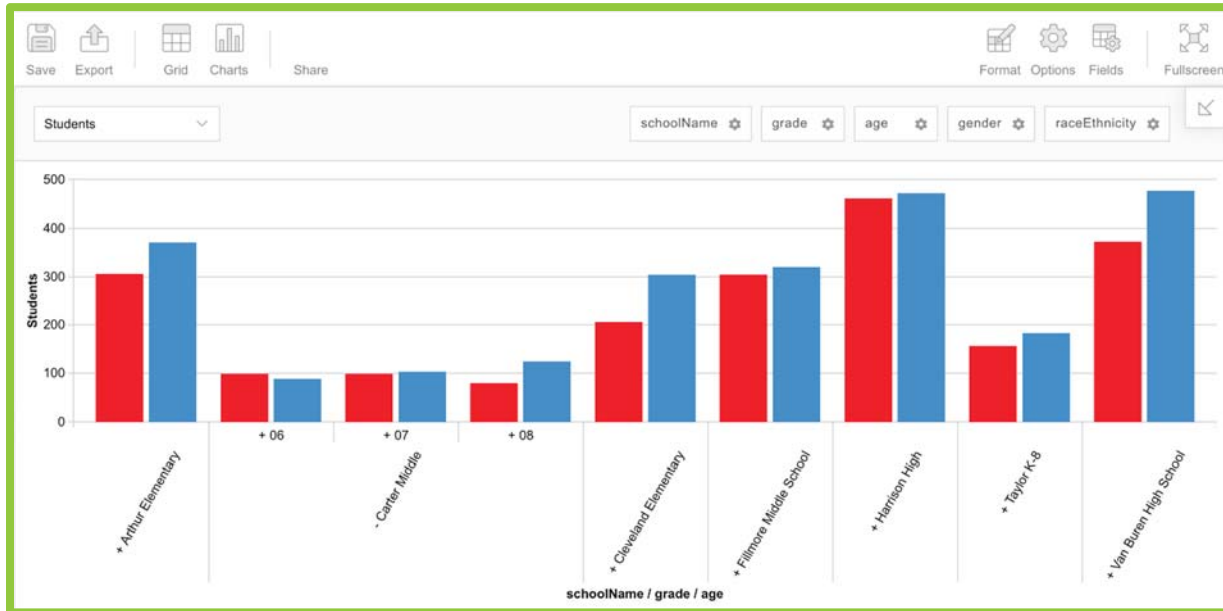

Ad Hoc Reporting

❖ **Data Viewer** is a user-friendly report building tool in which users **drag and drop fields** into a real-time view of the report as it is being built. Users can save the report and share with other user groups and have the ability to save report selection criteria. The report can also be filtered for a sub-set of students and generated in CSV, HTML, or PDF.

❖ **Data Analysis** considers Campus data and allows users to measure student progress as well as understand and visually present school, district, and state-wide performance data. It cross references student information by dimension to produce visual results of data in an easy to understand format.

Data Analysis

❖ **Microsoft SQL Server Reporting Services** (SSRS) gives report authors an option to create reports using any Infinite Campus data element and present the report in a **district-preferred layout**. Custom designed reports can be created using SSRS that include district-selected images, logos, headers/footers, and photos. With the fully hosted model of Infinite Campus, districts receive a free copy of SSRS and a free copy of MS Visual Studio to facilitate creating these reports.

Microsoft SQL Reporting Services
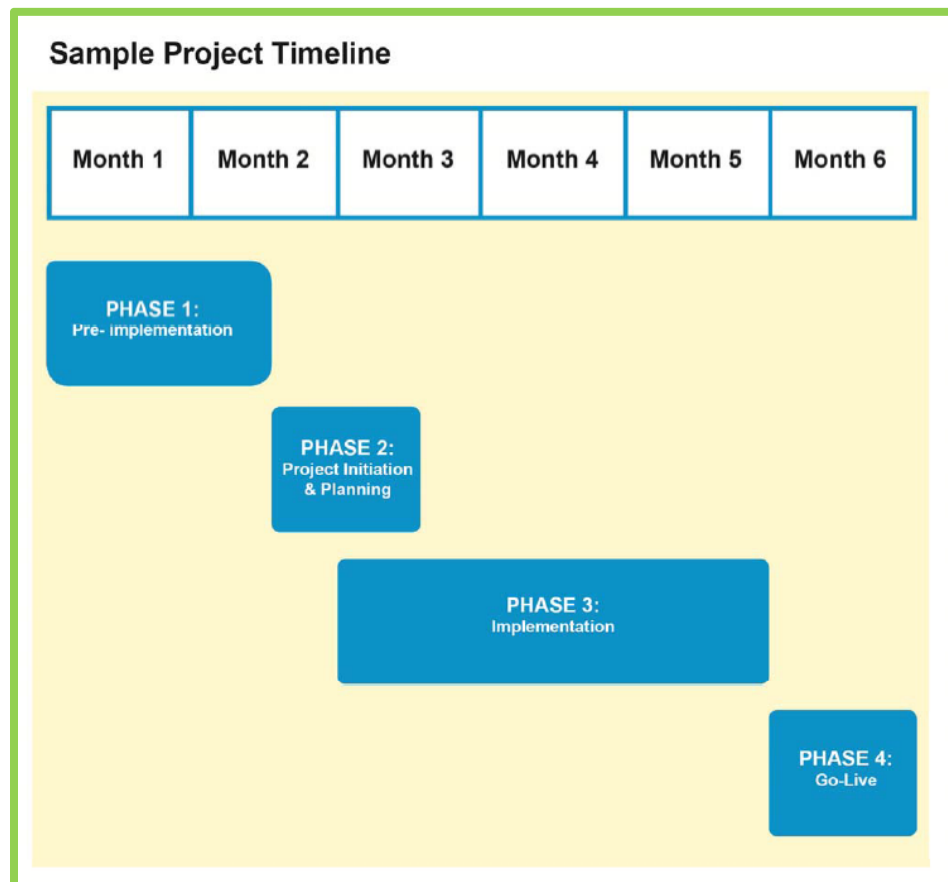
➢ Transition Plan

Our team has implemented thousands of projects.

Infinite Campus implements an average of over 100 new customers each year. Our 60+ customers in California were all implemented by our experienced Infinite Campus project managers, trainers, process consultants, and data conversion experts. **Our team is confident we can meet the implementation timeline requested by MPS.**

We've developed a signature implementation method that delivers project success.

Infinite Campus uses a well-defined and proven implementation framework. Our continuous process-improvement approach is driven by our experiences and customer feedback. At the core of every successful implementation is communication and planning. The intent of the methodology is to deliver a consistent project approach that reduces risk.

This methodology is scalable to any size district from five students to 100,000 students. The use of this methodology allows for a framework that has delivered proven success and provides a consistent approach to implementations of Infinite Campus. Recommended deployment of Infinite Campus typically is to not take more than six to nine months from contract signature to go live. We are confident we can implement MPS in time for the 2020-21 school year.

Sample Project Timeline

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6

PHASE 1: Pre- implementation

PHASE 2: Project Initiation & Planning

PHASE 3: Implementation

PHASE 4: Go-Live

Our implementation methodology allows us to implement at any time of the year. We work back from the preferred go-live date based on the individual needs of each district, time of the school year, and other factors to mutually agree upon what timelines work the best.

With a focus on the long term and a vision to help transform K12 education, Infinite Campus customers are assured their investment can and will adapt to take advantage of new technologies as they become available, quickly meet the needs of any changes in state and federal policy, and be ready for the unforeseen.

Infinite Campus is an expert at managing this transition. Using our implementation methodology and professional services for project management, data conversion, training, custom development, and application hosting, our team delivers customized services to meet specific needs.

The objective of our methodology is to provide the most efficient and cost effective approach of moving a customer from their current student information system to Infinite Campus, with the least amount of impact to its operation, while ensuring the system is well understood and implemented in the most effective way possible. As part of this approach, Infinite Campus requires its customers to undergo a rigorous review of their current practices. This review typically changes the way things have always been done so customers can establish a new set of policies and procedures to meet the demands of this new era quickly.

Our project managers collaborate with your staff and keep projects on time.

The Infinite Campus project management approach is best characterized as highly interactive with attention to detail and ever watchful for the rocks "hidden just below the surface." The project manager's diligence to detail and dedication to limiting the interruptions to the daily activities of the district keeps the project moving forward successfully. The Infinite Campus philosophy is not to make technology the centerpiece for discussion but a highly intuitive, functional and useful tool for educators.

Infinite Campus customers benefit from more than two decades of experience gained implementing customers across the United States with implementations that are **on time and on budget.**

We know what it takes to make your SIS implementation successful.

The keys to a successful implementation are:

➢ Strong project sponsorship

➢ Well thought out and appropriately timed communications

➢ A solid understanding of the day-to-day business processes that will be adjusted under the new system

➢ Thorough testing of the application, customizations and added features both technically and in the context of the business processes they facilitate

➢ Well designed, tested and implemented data interchange between the current SIS and Infinite Campus throughout the duration of the implementation

➢ Proven data conversion tools and techniques

➢ Core and Coach, hands-on training

➢ Clearly defined support channels for buildings and district staff

➢ Attention to details

Data Conversion

The data conversion team at Infinite Campus has developed a set of standard conversion utilities that are used to convert data from any legacy student information system (SIS) from which data can be exported. These utilities allow district staff the opportunity to effectively prepare data and for Infinite Campus engineers to run trial conversions that demonstrate how the data will fit into the Campus system. Trial conversions reveal areas in the legacy application where data cleansing and standardization activities are required before the final conversion.

The data migration process typically includes the implementation planning meeting to plan the conversion events, at least one data migration meeting to introduce the data conversion file layouts and the data conversion dashboard, two trial conversions, data review meetings, and the production conversion.

Data Conversion Essentials

➢ **Experience**. The Infinite Campus Data Services team comprises seven engineers with **over 30 years combined experience** converting data from many sources. Our data team works closely with personnel from the district who have extensive experience analyzing data in the district's legacy systems. It is essential for the district to form a technical team comprised of skilled personnel who will collaborate with Campus Data Services team throughout the implementation.

➢ **Knowledge**. Our Data Services Engineers have converted data from a variety of sources including databases, spreadsheets, and flat data files. All engineers have thorough knowledge of the Infinite Campus system, as well as working knowledge of other systems. Our data team will leverage the knowledge of the district's technical team to develop and execute the optimal data conversion plan.

➢ **Preparation.** The Infinite Campus Data Services team will engage the district's technical team early in the data conversion process to establish a solid working relationship that promotes the free exchange of knowledge.

➢ **Commitment.** The Infinite Campus Data Services team is committed to a successful implementation. Every member our Data Services team will provide high quality service tailored to fulfill the data conversion plan for the district. Every member of the district's technical team must be equally committed to ensure a successful implementation.

Data Conversion Methodology

The Infinite Campus implementation team adheres to a comprehensive Product Implementation Methodology (PIM) that is continuously improved to facilitate efficient, low risk, and cost effective implementation of our product. This includes the data conversion process. While specific in its construct, the methodology will be adapted to fulfill the specific needs the district. The implementation timeline will provide the flexibility to allow for multiple trial conversions and data reviews to ensure data integrity throughout the data conversion process.

Data Conversion Process

The Infinite Campus Data Services team employs a **proven process** for data collection, conversion, and validation. The data conversion process begins with the data collection system that is designed and maintained by the Data Services team. This system utilizes our Standard Conversion Layout files that work seamlessly with our Data Conversion Dashboard to collect and analyze data from any source system.

The Data Services team will collaborate with the district's technical team to develop a data migration plan that includes mappings for tables, fields, and codes. Members of the district's technical team will develop routines for exporting data from the legacy system into the Campus Standard Conversion Layout files, using the data migration plan for reference. The district's team will upload the data files to the Data Conversion Dashboard for data validation and integrity checking. The Campus Data Services Engineer will then convert the data into the Infinite Campus system and generate the Data Health Check report for review.

The district's implementation team will review the conversion results, using the Data Health Check report to identify data that requires cleansing in the source system, and data that requires special export routines and/or conversion routines. The Infinite Campus implementation team will conduct data reviews and provide guidance for communicating data issues to the Data Services team.

Our data conversion activities will have no impact on the district's existing production system because they will be performed in an isolated environment.

Data Conversion Timeline

The implementation timeline will provide the **flexibility** to allow for multiple trial conversions, multiple data reviews, and coaching before the production conversion. Each conversion cycle typically takes up to five business days to complete, including up to three days of data conversion activity. The typical conversion cycle will plan for the Data Services team to deliver the conversion site five business days after the district's technical team completes the data upload. Data reviews and coaching will typically be scheduled at least one week following the delivery of the conversion site. Optimally, the implementation timeline will allow at least six weeks between each conversion cycle to allow for data review and cleansing.

Data Conversion Deliverables

The Data Services team will provide the following documents throughout the implementation:

➢ Letter of Understanding – describes the data conversion process, team responsibilities, and provides tips for data exportation and validation

➢ Data Conversion Plan – documents the conversion schedule, identifies key personnel, and identifies data elements and special considerations for conversion

➢ Standard Conversion Layout files – provide templates for collecting data from the source system

➢ Data Migration Guide – provides detailed description of layout files and how they relate to the Infinite Campus application

➢ Layout Guide – provides data requirements for layout files

➢ Trial Conversion Site – provides the fully functional Infinite Campus application populated with converted data for review

➢ Production Site – provides the fully functional Infinite Campus application populated with converted data for production use

The district is responsible for the quality of their data. This responsibility extends to:

➢ Manage data cleansing

➢ Create data extraction

➢ Perform data reviews

➢ Identify data conversion issues, log and track responses to issues

Process Consulting

Campus Process Consulting goes beyond the basics to identify and implement new or revised processes while further leveraging the Infinite Campus investment. This optional service assists customers to increase efficiencies, reduce costs, and use the system to work according to the way you do business.

Training

Infinite Campus believes strongly that high quality training is critical to the success of any software implementation. In collaboration with MPS we will develop a comprehensive plan that provides highly professional, just-in-time trainings designed to prepare your staff to use Infinite Campus SIS to effectively and efficiently do their jobs.

Your customized training plan will be developed collaboratively.

Our training model is based on the idea that people learn in different ways. That's why we work hard to personalize our training to meet the needs of each individual. We provide a combination of onsite training, self-paced E-Learning, live webinars, product documentation, step-by-step simulations, and videos to prepare staff, no matter what their preferred learning style. **Training is personalized** to provide district and school staff with the skills they will need to use Infinite Campus based on what their position requires them to do.

➢ **Technical Knowledge Transfer**

There is minimal knowledge transfer necessary for maintaining the system as Campus Managed Services monitors and maintains the software and hardware remotely as part of Campus Hosting Services. Campus Managed Services also ensures that the operating system licenses on the servers are current and compatible and completes any software updates or patches needed or recommended.

Infinite Campus offers a SQL Certification Course, so the most technical users of the system can understand the database schema of Infinite Campus. Once technical users have an understanding of the schema, an ODBC connection allows for complete access to the database for any type of reporting.

➢ **Train-the-Trainer**

Using a train-the-trainer model, our objective is to prepare a district resource capable of providing continuing and refresher training. Upon receiving proper qualifications, district trainers become steeped in the content and curriculum as well as comfortable with how to teach Infinite Campus.

➢ **Onsite**

Onsite training is provided for key personnel at the district and building levels. With the exception of the Core Team Workshop, all sessions are focused on learning the system in a hands-on environment.

➢ **Webinar Trainings**

Webinar training is designed for end users in very specific areas of the product. It is recommended that a training room be provided with a projector and speaker phone or individual headsets to maximize the webinar training.

Staff Development Roles and Responsibilities

The successful completion of the Infinite Campus implementation depends on the **full commitment and participation** of the district management and personnel. MPS responsibilities related to staff development include:

➢ Provide a training coordinator who is responsible for:

❖ Partnering with the Campus Training Specialist to:

▪ Coordinate training sessions, dates and times

▪ Communicate and coordinate the roll out to district staff

▪ Schedule lab and lab readiness

➢ Distributes all user-session agendas for on-site courses when applicable

➢ The district will use Campus-trained Teacher Coaches to train the district teaching staff for full functionality of the instruction module

Infinite Campus takes responsibility for managing its resources and tasks as assigned in the planning sessions. Infinite Campus requires that all its resources working on Campus implementations are qualified in product knowledge as well as qualified in their area of expertise. The Infinite Campus Staff Development team responsibilities include:

➢ Provide detailed staff development plan

➢ Knowledgeable training specialist to deliver training sessions defined in the agreed upon staff development plan

➢ Provide opportunities for feedback surveys from users being trained

➢ Discussion regarding the ongoing needs for training in the district

➢ Provide electronic learning guides

➢ Provide go-live support

Training Courses

A **customized training plan** will be developed for MPS during the planning phase of implementation. The following is a sample training plan listing the courses, method of delivery, length, and who should attend. The course descriptions and time allocations are designed to assist in planning staff development during the implementation phase of the project. In large districts, staff training is provided based on school level, e.g. elementary, middle or junior high, high school, alternative, and charter schools. After implementation, an assessment of ongoing training needs will be completed and reported with recommendations going forward.

In the following chart, "Core Team" is referenced. Typically, Core Team members include the following roles: District Administrator/Power User, Site Administrator/Power User, District Student Information/Census, Principals/Assistant Principals, and a District Data Specialist.

Type	Training	Length	Topics	Prerequisites	Attendees
Webinar or Onsite	Fit Gap and Discovery	8 hours	District, Schools, Calendars, Grading Tasks, Score Groups/Rubrics, Credit Groups, Standards Courses, Grading, Sections, Rosters	Mastering Campus	Core Team
Webinar or Onsite	Fit Gap and Discovery	8 hours	System Preferences, Student #, Attribute Dictionary, Resources, Relationships, Attendance Codes, Transportation Behavior Admin, Attendance and Behavior Letters, Report Cards, Transcripts, Schedule Report, Health, Flags	Mastering Campus	Core Team
Webinar	Fit Gap and Discovery Review	2 hours	Review Census, Calendar, Grading data in the Discovery site	Mastering Campus	Core Team

Type	Training	Length	Topics	Prerequisites	Attendees
Webinar	Trial 1 Data Review (if needed)	2 hours	Review Census, Calendar, Grading, Course/Section, Transcripts, Behavior, User Security and State Reporting data in the Trial 1 site	Mastering Campus	Core Team
Webinar	Calendar & Tool Rights	1.5 hours	User Security Rights and Groups	Mastering Campus - Bring list of district roles	District and Site Administrators
Webinar	User Accounts (Add person)	1.5 hours	Align Users to Calendar & Tool Rights	Mastering Campus	District and Site Administrators
Webinar	Trial 2 Data Review (if needed)	2 hours	Review Data Health Check, Student Health, Lockers, Fees, Transportation, Attendance, FRAM, Flags and Custom Tabs in the Trial 2 site		Core Team
Webinar	Production Site Review	4 hours	Review Production Site		Core Team
Onsite	Student Information	8 hours	Overview of Student Module		District Student Information/ Census
	Census		New student enrollments, creating households, census modifications	Watch Video Training from Learning Guides	
	Ad Hoc		Census Workshop	Bring Enrollment packet-New students/ families for practice	
Onsite	Grading Setup Review	8 hours	Course/Section review, Grade Calc, Grading Tasks		Principals/ Assistant Principals/ Guidance Counselors/ Schedulers
	Course/Section Scheduling		Walk-In Scheduler, Roster Setup, Student Gap Scheduler, Roster Copy, Reports	Watch Video Training from Learning Guides	
	Student Scheduling			Bring Master and Student Schedules/ Homeroom Lists	
	Ad Hoc				

Type	Training	Length	Topics	Prerequisites	Attendees
Onsite	Attendance	8 hours	Classroom Monitor, Daily Attendance, Attendance Wizard, Messenger/Scheduler, Letters		Attendance Secretaries/ Guidance Secretaries/ Principals/ Assistant Principals/ Guidance Counselors
			Behavior Management, Behavior Referral	Watch Video Training from Learning Guides	
	Transcript/ Report Cards		Input & Modify Transcript Entries	Bring Transcript samples to validate converted data	
	Ad Hoc				
Onsite	Teacher Coach - Elem	4 hours	Campus Instruction Module		Elementary Teacher Coaches
	Teacher Coach - Secondary	4 hours	Campus Learning (If purchased)	Watch Video Training from Learning Guides	Secondary Teacher Coaches
			Modules taught based on tool rights	Bring Sample Assignment	Health Nurses/ Special Education
Webinar	Portal (Parent/Student accounts)	2 hours		After onsite visit-Census data cleaned up	District Student Information/ Census
Webinar	Messenger w/Voice Setup	2 hours	(If purchased)		District and Site Administrators
Webinar	Messenger w/Voice End User	2 Hours	(If purchased)		District and Site Administrators/ Principals/ Assistant Principals
Webinar	Health Admin Setup	2 hours	(If requested)	Have access to current health records and procedures	District and Site Administrators
Webinar	Health End User	2 hours	(If requested)		Health Nurses
Webinar	OLR (Online Registration)	16 hours	(If purchased, see OLR Training Plan found on case)	After onsite visit-Census data cleaned up	District and Site Administrators/ District Student Information/ Census

Other Optional Courses:

These courses can **optionally** be purchased by MPS during or after implementation.

➢ *Ad Hoc Advance*

Ad Hoc Advanced training covers complex queries, functions, letter design, letter building, and data export capabilities available in Campus.

➢ *Special Education P&P*

The trainer assists in facilitating the P&P discussion for district specific practice and procedures that will need to be changed or communicated to all stakeholders. This class covers all set up components of the special education modules for Evaluations, Individual Education Plans, adding team members, documents, and entering information into contact logs. The trainer will assist and explain what will need to be created and added prior to Special Education Coach - End User Training.

➢ *Special Education Coach*

The special education end user training covers the student information summary tab, creating teams, documents, contact log entries, and running applicable reports.

➢ *Scheduling Bundle*

This course is recommended for districts live on the Campus Application to create schedules for the next school year. The Bundle is broken into multiple parts covered over a three to six-month timeframe to accommodate the different roles and work assignments that go into scheduling. Sessions range from rolling calendars and student enrollments to building master schedules using an electronic whiteboard to printing and handing out student schedules.

➢ *Mastering Campus I*

This course is recommended for anyone wishing to understand the core functionality of the campus application. It covers basic areas and modules of the Campus Student Information System and includes a project to assist attendees in better understanding the application by setting up a school to predefined specifications which strengthens users knowledge of all functions learned.

➢ *Mastering Campus II*

This intensive course is recommended for district support staff or district training staff. It covers advanced areas of the product not covered in Mastering Campus I or implementations. The course is a combination of lecture, examples and workshop time with an associated project. Topics include: Online Assessments, PLP's and English Learner Plans, FDF's, Scheduling Theory, Ad Hoc - Functions, Logical Expressions, and Data Analysis, Messenger for staff, attendance and behavior, Health Module, Importing Assessments, Custom Tabs and Fields.

➢ *Mastering the Campus Database - Intro to Campus Schema*

This course is designed to provide Campus users with an overall understanding of the database schema and structure. Intended for Campus users that would like to gain a better understanding of "'How and where" the data goes. Users will be introduced to the programming of SQL (Structured Query Language). No prior experience with databases or SQL is required. Personal computers are not necessary but can be brought with Microsoft SQL 2000 installed. At the end of this course the user will be able to create simple SQL SELECT queries using the Infinite Campus schema.

➢ *Support Certification*

Support Certification training is a three-day course for district support/help desk staff. Participants will complete three projects and an exam at a 90% accuracy level to be certified. Mastering Campus I is a prerequisite for participants to take this course.

Infinite Campus Ongoing User Training and Documentation

Infinite Campus supports districts after go-live with ongoing training and documentation. We understand the first year on a new system is critical, and users need access to resources to learn what they need when they need it. The following resources are available for ongoing training:

Campus Community

Campus Community provides **single sign-on access** from within Infinite Campus product and is a free resource for all Infinite Campus users. Campus Community contains a wealth of information to assist end users in learning more about the product. End users should look to Campus Community as their initial resource when questions or issues arise or when they need "How To" documentation. Content is packaged to accommodate different learning styles, such as videos, simulations or documentation.

The Campus Community website provides 24/7 access to the following:

➢ *Knowledge Base:* Various multimedia help content on all product functionality.

➢ *Release Information:* Review enhancements, modifications, and regulated changes.

➢ *Highlight Videos:* Regular release highlight videos and time-sensitive tool updates.

➢ *Events and News:* Latest information about Infinite Campus and events.

➢ *Forums*: Interact and learn with thousands of Campus users across the country.

Help

Infinite Campus has online, context-sensitive help text embedded in the application for all functions and pages in the application which can be customized to meet district needs. With one click, our intuitive search and query capabilities connects to the most relevant learning content. Links to Campus Community are embedded and take the user to the Campus Knowledge Base in a separate tab. Help considers the district's version number and from where help is being accessed within the product to automatically navigate to specific product information, step-by-step instructions, logic details, release notes and other information.

Campus Passport

Campus Passport is a paid training subscription that features **role-specific, on-demand learning**. The continuous learning opportunities that are offered lead to more confident staff, data entry improvements, and increased staff satisfaction. This subscription prepares district staff to be more efficient and productive within Infinite Campus, allowing them to focus on student success and other district demands.

➢ *On-Demand Learning*

With our on-demand learning features, district staff members can be assigned role-specific learning opportunities that are developed by Infinite Campus Training Specialists. These training plans are tailored to match your district-defined process and procedure, which can be used to train new and returning staff members. The content found in these plans can be accessed by your district staff from anywhere at any time to provide maximum learning flexibility. Administrators can quickly assign plans to individuals while monitoring learning progress to ensure that staff members are getting the training they need to be successful.

➢ *Free Trainings*

Infinite Campus offers free training opportunities (Mastering Campus and Mastering the Campus Database) to our Campus Passport customers at our corporate headquarters. Starting in Fall 2020, we will be offering our annual National Training Week, which will be held regionally and will unite our nationwide customer-base through consistent curriculum and interactive activities. In addition, regional

Ad Hoc Training sessions will be taking place in various locations during Spring 2021 at no cost to our Campus Passport subscribers.

➢ *Schedule Training Series*

Campus Passport subscribers receive 8 hours of webinar training for the scheduling process each year. This scheduling series allows district staff to annually review the process of building and loading a master schedule while learning about new features that will maximize scheduling efforts.

➢ *Reduced Price for Additional Training Opportunities*

After implementation, Campus Passport districts can take advantage of additional training and process consulting at a reduced price. This includes the Other Optional Courses as previously outlined as well as individualized sessions with our training and process consulting staff to build automations within Infinite Campus, generate SSRS reports, evaluate and develop administrative processes, and request any customer-specific live trainings. This allows districts to work with our experienced staff to determine how Infinite Campus features and workflows can best meet their unique needs and desires.

Support

Our team will continue to support you beyond implementation.

The **award-winning** Infinite Campus Customer Support team is customer-focused providing advice and troubleshooting assistance to authorized support contacts. Located at our national headquarters in Blaine, Minn., our staff's background and experience comes from a variety of industries including school districts, technology companies and the military.

The Campus Support Team

Our support personnel are experts in all things Infinite Campus.

Our team takes personal initiative to learn product functionality and stay current on our many product enhancements. Campus Support Advisors complete and maintain credentials in Mastering Campus. The team is organized into eight sub-teams, each specializing in specific modules of the product and state reporting. When you submit a case with Campus Support, you are connected with an expert who knows how to help you.

Infinite Campus Customer Support team won the **2019 HDI Team Excellence and Best Service and Support Culture awards.** Winners were evaluated through a meticulous selection process with more than 400 total submissions considered for eight award categories. HDI, the leading support-industry association, annually honors organizations that have demonstrated exceptional leadership, vision, and innovation in achieving customer satisfaction. This worldwide certification verifies that our support professionals possess the knowledge required to provide quality service and support.

Campus Support Hours:

Campus Support is available Monday-Friday from 4 a.m. - 4 p.m. Pacific Time.

Cases can be submitted online 24/7.

24/7 phone support is available for Campus Hosted customers experiencing an application outage.

Campus Support Observed Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Eve, and Christmas Day.

Campus Support Process

The Campus Support process begins when the district-authorized support contact presents a problem or question to Campus Support that they were unable to address using the self-service options that are available on Campus Community (**24/7 online portal**). Campus Support utilizes both an online case portal (via Campus Community) and phone support to assist authorized support contacts.

Submit a Support Case 24/7

➢ The Authorized Support Contact at the district should submit a case via the support case portal on Campus Community and include the nature of the issue, all replication steps (who, what, when, where) and priority level of the issue, as well as due date if time-sensitive.

➢ For critical issues, the authorized support contact should follow up their online submission with a phone call to Campus Support. Issues should be submitted as critical when the Infinite Campus software is not operational and high when unable to perform a time-sensitive task.

➢ Upon receipt of a newly-submitted case, Campus Support will determine if the issue is a product defect, feature enhancement, data, configuration, environmental or training issue by customer-site replication, troubleshooting and investigating the problem.

➢ When a resolution is found, Campus Support will provide a written explanation on the case to the authorized support contact via the support case portal on Campus Community and place the case in a pending status for the authorized support contact to verify. Campus Support will attempt to verify the resolution with the authorized support contact at least three times over 10 business days before closing the case. An authorized support contact can easily reopen a case by pressing the re-open case button.

➢ If the issue is resolved to the authorized support contact's satisfaction the case can be closed by the customer. If the issue is not resolved, the authorized support contact should place a new note on the case with additional details for Campus Support to further investigate.

➢ If Campus Support is unable to resolve the issue, the case will be escalated to the appropriate Infinite Campus group and the authorized support contact will be notified via a note on the case.

➢ All customer communications are recorded and tracked via the support case portal. Authorized support contacts can communicate directly with the support advisor assigned to their issue either by adding a note to their case or by calling the Campus Support team and entering their assigned case number.

Some questions are better discussed over the phone – especially when facing critical issues.

Campus Support recommends submitting the case details into the support case portal before calling to expedite the request/issue. The case number can be entered, and the phone system routes the call to the Campus Support Advisor that is assigned to the case or to the next available advisor.

Security is our top priority. The Campus Support toll-free number is provided to authorized support contacts and is never published online. In certain instances, a contact may be asked to submit a request in writing via a case or note. This allows us to verify identity and confirm the authority to request configuration changes or data modification.

24/7 phone support is available for Campus Hosted customers experiencing an application outage.

We are committed to a proactive approach to resolve issues.

Campus Support understands the importance of responsive service and quality support. During business hours, it is the goal of Campus Support to respond to case severity levels as follows:

Critical: within 1 hour of submission

High: within 4 hours of submission

Medium: within 1 business day of submission

Low: within 2 business days of submission

Over 99 percent of our critical cases are responded to in less than one business hour. **The average response time for all cases submitted is two business hours.** Over 75 percent of submitted cases are medium priority. The average wait time for calls in the support line queue is less than 30 seconds. Most support calls are answered without queue - within three rings.

Localization Support

Infinite Campus maintains dedicated localization analysts and advisors to work with district staff and State Department of Education employees to ensure successful submission of state and federal regulated reporting items. Campus Support is unable to dictate or recommend specific district policy, but are available to work with district contacts to extract and verify submission data prior to regulated reporting deadlines, or troubleshoot state reporting issues.

Customer Surveys

Infinite Campus utilizes a customer satisfaction tool to gather feedback on the services provided to customers when they contact Campus Support. We are happy to report a **97% customer satisfaction rate**, above our 95% goal.
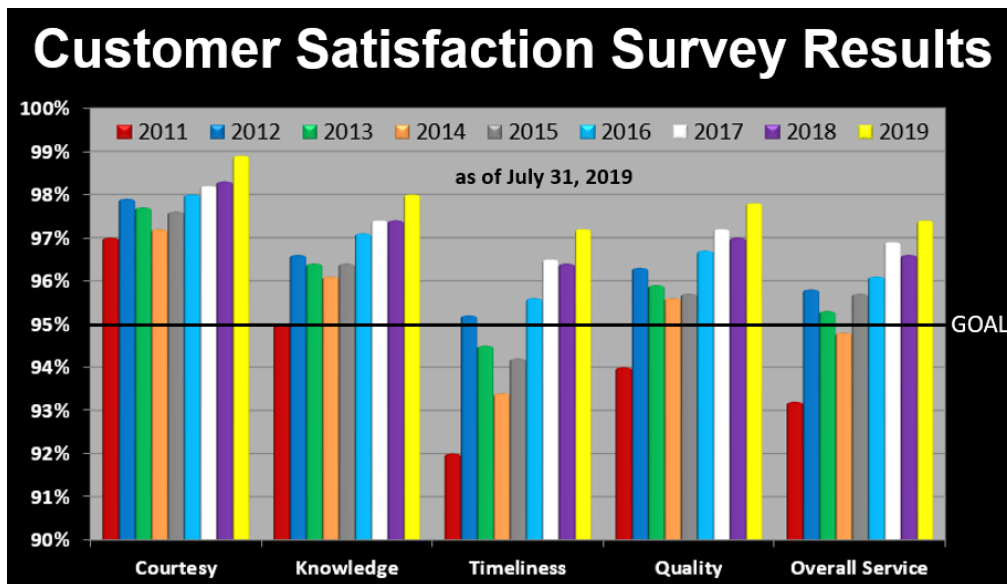
➢ Pricing

A price breakdown that includes price per student, per site, transition fees and services included in those fees.

We understand that you were caught off guard with the EOL of Illuminate SIS. When you purchase a new student information system, you are making an investment. Infinite Campus is prepared to be your long-term solution, and we are offering the **2-2-2 deal** to assist in minimizing the financial impact of this switch. For the first **2** years on Infinite Campus, MPS will benefit from **$2** off our license fee per student. In addition, implementation costs can be **split between years 1 and 2**.

Our cost proposal includes a full software implementation, annual license fees for our software, hosting and support services, and ongoing training with Campus Passport. Please see the completed Cost Proposal attachment has been included as a separate PDF document.

➢ End-User Review

Provide end-user to review the demo accounts at a minimum for district admin, mentor/teacher, school site administrator, and student roles.

Infinite Campus personnel will be happy to walk MPS staff members through a review of demo accounts for district administrators, mentors/teachers, school site administrators, students, and other users. Having our experts present our system ensures MPS end-users can get their questions sufficiently answered.

A typical Infinite Campus introductory demonstration may include, but is not limited to:

➢ **Campus Parent/Student Portal**

❖ Keeping household information current

❖ Reviewing recent school and district events

❖ Submitting assignments online

➢ **Campus Learning for Teachers**

❖ Performing classroom administration tasks

❖ Managing assignments and traditional/standards-based grading

❖ Planning robust curriculum

➢ **Clerical Staff Functionality**

❖ Maintaining student demographic and enrollment detail

❖ Reviewing classroom and daily attendance

❖ Sending communications to households

➢ **District/Building Administration**

❖ Building and loading a master schedule

❖ Modifying a student's existing schedule

❖ Processing behavior incidents

➢ **Reporting**

❖ Generating CALPADS extracts

❖ Creating custom reports and filters

❖ Reviewing visualizations of district data

MAGNOLIA PUBLIC SCHOOLS, CA - INFINITE CAMPUS PROPOSAL (3-4-2020)

Description	Unit	Cost Per	Quantity	Extended
Infinite Campus Student Information System				
License	Student	$ 6.00	3,800	$ 22,800.00
Support	Flat	$ 10,000.00	3,800	$ 10,000.00
Cloud Choice Hosting	Student	$ 1.00	3,800	$ 3,800.00
Illuminate ISI Discount Year 1 & 2	Student	$ (2.00)	3,800	$ (7,600.00)
			Total Campus:	$ 29,000.00
Additional Optional Systems				
Campus Learning Suite (LMS)	Students	$1.00	3,800	$3,800.00
Online Registration Prime	Students	$2.00	3,800	$7,600.00
Campus Workflow Suite	Students	$2.00	3,800	$7,600.00
Campus Anayltics Suite	Students	$2.00	3,800	$7,600.00
Campus Business Suite (FIN/HR/PR)	Students	$6.00	3,800	$22,800.00
Campus Food Service / Cafeteria System	Students	$2.40	3,800	$9,120.00
Point of Sale Terminals	Terminals	Variable	Unknown	Variable
Campus Data Warehouse System*	Variable	Variable	Variable	Variable
Unlimited VOIP Voice/Texting System	Students/Line	Variable	3,800	$8,855.00
Online Payment System (one time fee)	Flat	Not Included	1	$150.00
			Total Other Systems:	**$11,400.00**
Implementation Services				
Total implementation costs in blue above consist of Project Management, ISI Data Conversion, Process and Business Consulting, and Onsite Training. This is amount is split between year 1 and year 2.	Day & Flat	$ 1,200.00	26	$ 26,100.00
Campus Learning Training	Day	$ 1,200.00	1	$ 600.00
Campus Online Registration Training	Day	$ 1,200.00	2	Included
Campus Passport	Student	$ 0.50	3,800	$ 1,900.00
Data Health Check	Student	$ 0.25	3,800	$ 950.00
Estimated travel costs (only actual billed)	Trip	$ 2,550.00	3	$ 7,650.00
			Total Implementation Cost:	$ 37,200.00
Total Year 1 (2020 / 2021) - License Discount & 1/2 implemetionation costs				**$ 64,550.00**
Total Year 2 (2021 / 2022) - License Discount & 1/2 implemetionation costs				**$ 53,450.00**
Total Year 3 (2022 / 2023) and ongoing				**$ 48,000.00**