



April 10th, 2024

To: Navigator Board

From: Caprice Young, Ed.D., Superintendent and CEO and Victoria Garcia, Academic Data and Assessment Coordinator

Subject: *Approval of Contract for Dashboard Development and Ongoing Systems Integration with either Data Design Solutions Holdings, LLC or Qualtrics*

Action: Approve a contract with either Data Design Solutions Holdings, LLC or Qualtrics for either \$154,440* (Data Design) or \$49,525* (Qualtrics) to create a customizable platform for all pertinent Navigator data including:

Data Design: integration of up to five systems, including our SIS (Infinite Campus), unlimited dashboard KPI customizations, and unlimited student tracker customizations; available in one or three year contracts.

Qualtrics: the platform and user setup, integrations with our current data systems, a fully deployed student level dashboard, virtual leader training, and virtual staff training with one or multi year contracts available.

Summary: *(one or two paragraphs)*

To make it easy for teachers, coaches, administrators, and others to monitor and improve student achievement, Navigator needs automated academic dashboards that fully integrate the information available from a myriad of systems, including our Student Information System Infinite Campus. This contract will provide our team with a systems integrator specializing in educational systems that will create automated uploads, allowing our team to focus our efforts and time on taking action on the data as opposed to inputting and analyzing it.

After surveying the market, the data team identified three leading players to assess in detail: EduClimber (our current solution), Data Design, and Qualtrics. Our review included demonstrations of the solution providers' capabilities, test drives, and consultation with existing customers weighed against our requirements. Pricing differed greatly, primarily based on the amount of support provided by the vendor. People with education-specific data integration skill sets are difficult to find, and the rapidly changing industry knowledge and requirements argues for outsourcing this skill set while maintaining the skills and focus of our internal team of our unique programs and data questions. We are recommending that we contract with either DataDesign or Qualtrics because of their ability to begin work with a fully formed team on May 1, resulting in the initial dashboards being classroom-ready by the start of the 2024-25 school year.

The matrix below summarizes our findings:

Question	EduClimber	Data Design	Qualtrics
Is the system custom built for the client (Navigator)?	No. We have already connected most of our products, but still have imports to build if we want additional data to flow through. All dashboards are created manually by Navigator staff.	Yes. Data Design will build with direction from Navigator. Have some templates already for reference, but all customizable.	Yes. Qualtrics will be custom built for Navigator either as a "radio dial DIY" or full service. They do have some templates, but do not have to stay in it, and a single user can handle 100 automations (depending on a frequency).
Are the permissions set up in a way that Navigator can create one report, push out to the staff, and the end user only sees what is applicable for their site and grade? IE, eliminate the need to create individualized data points.	No. Navigator staff must create individual data points for each site and grade and pin appropriately.	Yes, this is a standard feature of the Data Design Dashboard. Navigator pulls one report to send to all staff, that will have permissions for each teacher to only view their specific students.	Yes, and this is done via an upload hierarchy from a CSV with roles etc, and each site sees data for only their site and grade.
Can your program push back to our SIS (Infinite Campus)?	No. Certain data points will sync overnight from Infinite Campus to EduClimber, but EduClimber never pushes back to Infinite Campus.	Yes	Yes, but most SIS's limit what is allowed in.
Do they have the filters we need on a regular basis? Race, Ethnicity, FRL, EL, Disability, Homeless / Foster, etc	Some, many are transferred from our SIS; however, Navigator cannot access all at all points in the system, and we have to manually form some "tags" in order to identify students, leaving room for error.	Yes, the end user can apply their own filters and any data from our SIS can be isolated at any point in the platform.	Yes, the end user can apply their own filters and any data from our SIS can be isolated at any point in the platform.
Can end users edit their own filters (ie, demographic information)?	Potentially, the end user would have to do it themselves, or rely on another Navigator staff member to "pin data". There would need to be additional training to show staff how to isolate those filters and it would not "stick", so they would have to reapply filters each time from the	Yes. From the data we share, users can click into a filter from within any chart and isolate the filters they need to apply in that instance.	Yes. From the data we share, users can click into a filter from within any chart and isolate the filters they need to apply in that instance. Ability to lock or allow this feature for staff.

	search engine.		
Does the platform have the ability to do a "threshold", or alert the end user when a student hits a particular data point?	Yes, we create a "threshold" that allows us to set one or many metrics that once triggered will send an email to staff members with names of students and the data point that was triggered.	Yes, called alerts within Data Design. Teachers have the ability to create their own alerts from their favorite data dashboards as well.	Yes, they are used as a "ticketing system / notification". Users can track the tickets internally like a helpdesk system, or case management for parents as well.
Are the thresholds set up in a way that a Navigator staff member does not need to edit weekly, and only the most current data is being communicated to staff?	Potential, it depends on the assessment, and how many assessments are within an assessment view that could cause a trigger. SEL is an example where this does not work because it requires a Navigator staff member to manually edit all thresholds to "delete a test" so only the most current data point shows up in the email to the staff member, not old and new data sets. Also, due to privacy issues, a different threshold has to be created for every site and grade to protect student privacy and allow end users to only see their applicable students.	Yes, can set up the alert in a way that it will "drop off" data that is "old" or less applicable.	Yes, we set a resolution time or mark as resolved from the above ticketing system. Have the ability to create sub tickets or reminders as well based on triggered results.
Does the platform have a usage report?	No, we can only see the last login and we have to search by user. We have no way of knowing which charts or collections are being accessed the most or by whom.	Yes, we can track which reports are being used by whom and for how long.	Yes, we can track which reports are being used by whom and for how long.
Do you have a google sheet integration?	Potentially, the platform advertises a google sheet integration, but it does not work, and helpdesk ticket has no eta. Also, can only have one tab even when it is functioning from within that Google sheet, eliminating many of the Google sheets we currently use that have multiple tabs within. Requires a Navigator staff member to manipulate and set parameters to pull data, not configured for us as users.	Yes, but this would be considered one of our integrations, but there are no limitations to the number of tabs to integrate this within the platform.	Yes, Qualtrics can pull in data and push that Google data elsewhere as Google is one of their companies they work closely with.

<p>Do you have an intervention tracker for students?</p>	<p>Yes, however in trials of this during our 22 - 23 school year this portion of the platform works best with automated systems like STAR, and not with in person interventions.</p>	<p>Yes, for both in and out of school interventions.</p>	<p>Yes, customizable to our needs.</p>
<p>Based on the above for MTSS, does the intervention track program effectiveness, and can interventionists enter / edit their own data points etc?</p>	<p>Potentially, Navigator staff have to set permissions to give access to edit data points, and it is limited to numerical points that never provided meaningful program effectiveness in the capacity we were using for after school intervention.</p>	<p>Yes, we can track intervention both in and out of school in a module called Out of School Time (OST Module) that would track, you guessed it, out of school time! This is included in the Student Tracker.</p>	<p>Yes, customizable to our needs and with the use of filters.</p>
<p>Can staff enter their own data points directly into the platform? Example, interventions, BPST / Fluency, participation, etc.</p>	<p>Potential, we have not tried this outside of interventionists since that was not giving us the data we needed, but "yes".</p>	<p>Yes, Navigator staff can enter their own data, and then that data can also feed back to our SIS (Infinite Campus); numeric and or written responses.</p>	<p>Yes, Navigator staff can enter their own data via an intake form that is tied to a staff ID; numeric and or written responses.</p>
<p>Can your platform import written responses? IE, Google, assessments via Illuminate, MTSS comments, etc.</p>	<p>No</p>	<p>Yes, for Google's integration, that will include Google surveys and will allow you to see the written responses and Google classroom assignments. Google survey's output is Google sheets, so it will be part of the Google integration.</p> <p>From Illuminate: Exams: This file contains the historical records for formative assessments, benchmark assessments, common core assessments, state standardized assessments, English-language development assessments, (or any other assessments available). If any of these exams is stored in another system, then separate files can be produced to meet the requirement.</p>	<p>Potential as it depends on the source, but very likely yes.</p>

Is there an ability to a use a training course? IE, put staff through training from within the system? Students?	No	Yes, the C&I Module is sold separately, but we can add that for you all to have access to right away.	Yes, including videos and quizzes through their SM Basecamp, not through the "library". This allows a dashboard with four minute videos or less, and then we can create an intake form to use as a CFU (check for understanding) to track completion.
Do you have an internal ticket system, like our own helpdesk, or actions, that allow us to track when staff and students are completing tasks?	Potential for tasks, similar to Google comments where we can assign tasks and mark completed, but we have never utilized this feature.	Potential, but Data Design would need to understand your use case for the "internal help desk" and what it's for before they commit to this.	Yes, Qualtrics can use this as a threshold where Navigator support can assign thresholds to staff to monitor students, parent contact information, or internal tech issues. The history stays attached to a user.
Can your platform create questionnaires or surveys for staff and students?	No	Potentially, Data Design has built surveys in their platform for clients in the past, but it's the same consistent survey sent to students at regular intervals. If this is what you are looking for, this is feasible.	Yes to both questionnaires and surveys, and they do not have to login to the platform. Instead they can get access through a link and it merges; IE students can access from our SIS or parents from an email or text.
Do you have translations available?	Potential if we upload via forms, we likely have to do the translations on our own first.	Yes, currently we have access to 250 languages for translation, but if there is a language within your student population that they do not have, it can easily be added to our library.	Yes, 76 languages are available.
Do you have the ability to house resources, like a digital library ?	No	Yes, our C&I Module currently allows you to embed videos & PDFs for staff reference & training. *Could supplement or replace our professional development and scope and sequences but would come with a significant additional cost.	Potentially, their "library" is a place to save surveys, but not resources for staff.
Can the platform message parents?	Yes	Yes	Yes, via emails, SMS text, social media, or QR codes.

<p>Is there live ongoing support available?</p>	<p>No, only online chat or email helpdesk. The only live support is public office hours.</p>	<p>Yes, in the initial phase can meet weekly for 4 to 6 months, then it tapers off to monthly and a helpdesk. Though verbally stated that we can keep the ongoing support going. *Smaller company / education only</p>	<p>Yes, included in the license, the ecosystem is 24 / 7 live support ("follows the sun" - 39 locations globally so always someone available to meet our hours). Customer success is 30 minutes of support, and the platform is built out so you can watch screen shots and 30 hours of self paced content (3 - 5 minutes each). *Larger company / education and businesses alike</p>
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<p>Price</p>	<p>Need to Verify as we are up for renewal this year. Would need to consider keeping on for one more year as we transition to another platform.</p>	<p>Option 1: Fully Customized Total Contract Value: \$154,440* *Price per Student: \$88 Available in 1 year or 3 year contracts Assumptions: 1. Up to 5 systems integrated, including SIS 2. Unlimited Dashboard KPI customizations 3. Unlimited Student Tracker customizations</p> <p>Either \$88 or \$50 per student depending on the plan we choose</p> <p>Additional cost for the C&I module</p>	<p>\$250 an hour past our implementation phase, and they do have multi year contracts available. year 1: implementation is more 1x + hours to build Access to Tech: \$ reoccurring every 12 months</p> <p>The proposal includes the following deliverables:</p> <p>Platform and User Setup Integrations with Your Data Systems A Full Deployed Student Level Dashboard Virtual Leader Training Virtual Staff Training</p> <p>*Can always reduce scope to bring the price down.</p> <p>Optional Add-ons: • SMS Text (50,000 credits): \$500 • Single Sign On: \$1,500</p> <p>Annual technology cost: \$14,450</p> <p>Client shall pay Isobar the total fee of \$49,525. Awarded Date + 30 Days Qualtrics Implementation \$11,025 Custom Development Services \$36,250 Training Services \$4,050 TOTAL FEE \$49,525</p>
<p>How Long is the onboarding process</p>	<p>NA as we already have functioning, but we would need to renew.</p>	<p>3 months once we sign the contract. So if we sign up at the end of April it will be ready for August and they will train staff.</p>	<p>6 - 8 weeks initially depending on our availability; this is if they do it for us, or we co build with them. Additional requests depend on our needs, and it becomes an additional \$250 an hour past our implementation</p>

			phase. Can always do a call or chat with support at no additional cost.
NOTES	Already set up many of our systems to flow into EduClimber, but would need to build imports for others. Training would still be a must for all.	<p>Each system will be an integration. So, from the list we provided, Data Design would integrate:</p> <p>SIS (which does include all grades or any assessments that are already in the SIS)</p> <p>Illuminate Google Classroom Renaissance Learning</p> <p>Data Design allows up to 5 systems, or it becomes an extra 10k per integration past that point. SIS counts as "one" so anything embedded in SIS would be "covered".</p>	Tech side - 24 hour support and Implementation partner - both train and do for us, and that will impact the cost.
Systems			
ST Math	no	potential	potential
AR Word Count	no - want me to create an import manually, issue being each row is singular book, so how do we get the CSV to recognize student ID's, and then take a sum of a column of numbers? If we can solve this, can the platform even accept numbers into the millions? - Ticket pending 3/13/24	potential - they have "experience" with this already	potential
Lexia	yes - requires export / import	potential	potential
Reading Plus	yes - requires export / import	potential	potential
STAR	yes - auto	potential - counts as separate from Illuminate	potential
ELPAC	yes - requires export / import	potential	potential
CAASPP	yes - requires export / import	potential	potential
Assessments	yes - auto from Illuminate	potential from Illuminate - Separate from Renaissance	potential

ALEKS	yes - requires export / import	potential	potential
BPST / Fluency	yes - requires export / import	potential from SIS	potential
Grades	yes - MS auto overnight, K - 5 auto quarterly	potential from SIS	potential