Royal West Academy

Portal Report 2015-2016

Governing Board

Portal Sub-Committee

June 6, 2016

Contents

1. Executive Summary 3
2. Sub-Committee Mandate and Composition 3
3. Portal Sub-Committee Work and Results 4
3.1 Implement a pilot project (Schoology) 4
3.2 Continued evaluation of a fee-based enterprise-level solution 4
3.3 Formal participation by RWA in the EMSB's implementation of MS Office 365 5
3.4 Provide on-going support and guidance for RWA's portal 6
3.5 RWA community of practice 7
4. Updated Recommendations 8
Appendix A: Schoology Utilization Statistics 11
Appendix B: Tell Them From Me Survey 14
Appendix C: The Royal West Academy Portal Stakeholder Survey 16

1. Executive Summary

The following report should be considered an addendum to the Portal Evaluation Report submitted to the Royal West Academy Governing Board by the Portal Sub-Committee on May 25th, 2015.

The report summarizes mandated portal sub-committee work during the 2015-2016 academic year.

2. Sub-Committee Mandate and Composition

Extract from the minutes of the May 2015 RWA Governing Board Meeting:

Portal Sub-Committee: update and recommendations.
M. Delis presented the attached (Annex I) portal sub-committee report in a slide show detailing the process which was followed to reach their final recommendations. Both M. Delis and R. Ortiz clarified and answered the questions asked by the GB members.

Following are the final recommendations of the portal sub-committee:
1. Implement a pilot project based on a standardized (free) portal solution (Schoology) that will help build an RWA portal Community of Practice (CoP) on portal best-practices.
2. Continued evaluation of an enterprise-level (fee-based) solution and consideration of various funding options.
3. Formal participation by RWA in the EMSB's planning for the implementation of Microsoft Office 365.
4. Extend the mandate of the RWA Portal Sub-Committee to provide on-going support and guidance for RWA's portal initiative and serve as a link to the Governing Board.
5. Contingent on the outcome of the Schoology pilot, ongoing progress of the RWA community of practice, and guidance of the Portal Sub-Committee, RWA should endorse a single portal solution and encourage all teachers to use the same tool.

The principal thanked the sub-committee members for their great efforts.

It was stressed that the pilot project (Schoology) be implemented by the teachers on a voluntary basis and that the staff participating should give regular feedback to the portal sub-committee in order to properly assess the usefulness of the portal and improve any possible future implementation.

For a new portal solution to be adopted at RWA, it was noted that the teachers should feel it is facilitating their work and communication with the students/parents and not simply be an added task that takes away from their teaching time.

It was moved by L Rinaldi, seconded by D. Dupuis to accept the Portal Sub-committee report as presented.
Vote: 13-0-3 Motion carried

It was moved by P. Taylor, seconded by M. Mailly to approve the Portal Sub-committee recommendations as included in the report and mentioned above.
Vote: 13-0-3 Motion carried

The Portal Sub-Committee is composed of:

Michael Delis	Chair of the Portal Sub-Committee, Vice-Chair and Parent Member of the RWA Governing Board
Ryan Ortiz	Member of the Portal Sub-Committee, Parent Member of the RWA Governing Board

The following individuals were consulted as subject matter experts:

Tony Pita	Portal Sub-Committee Sponsor, RWA Principal
Lori Rinaldi	Royal West Academy Governing Board Chair

3. Portal Sub-Committee Work and Results

The following section summarize the activities, and associated outcomes, related to the Portal Sub-Committee mandate.

3.1 Implement a pilot project (Schoology)

Based on an initial assessment of available solutions, both free and fee-based, it was determined that Schoology was a good candidate for an initial pilot of an online learning portal at Royal West Academy.

On August 26 2015, Portal Sub-Committee Chair, Michael Delis, was asked to attend a general meeting of RWA faculty to introduce the Schoology pilot project. With the strong support of the principal, Tony Pita, all teaching staff were encouraged to use Schoology exclusively at the start of the 2015-2016 school year.

In September 2016 almost all teachers began using Schoology including some who were using alternate solutions (i.e. Edmodo), as well as some using a learning management system (LMS) for the first time.

Utilization statistics, provided by Schoology, show a significant increase in tool usage starting at this time and remaining fairly consistent throughout the school year (see Appendix A for statistics details).

3.2 Continued evaluation of a fee-based enterprise-level solution

To date, the primary focus of the Portal Sub-Committee has been on the Schoology pilot. This includes looking into the benefits of the Enterprise version of Schoology which would cost ~$10 USD per student per academic year. Although another fee-based enterprise solution (Coba) was evaluated in phase one of this project, no other solutions have been included thus far.

Although there are many benefits to using the Enterprise version of Schoology over the Basic version, for the purposes of evaluating the product's core functionality, the Basic version was more than sufficient.

The Enterprise version of Schoology provides the following additional benefits:

- Centralized system administration at the school and/or school-board level
- Centralized user account management and permission controls
- Branding capabilities (ex: school logos and color schemes)
- Integration capabilities with other student information systems
- Migration of teachers individual Schoology environments to a school-wide shared platform
- Across-the-board performance reporting and analytics

It is the opinion of the Portal Sub-Committee that these added features, though greatly beneficial, should be considered for implementation only once utilization of the Basic version has reached a critical mass. There are also some interesting developments involving the EMSB and the IT solution provider GRICS (see next section) that would make investing in the Enterprise version of Schoology premature at this point.

With regards to all-in-one solutions, like Coba, that offer some of the benefits of a learning management system like Schoology, as well as many back-office school administration functions, like admissions, enrollment, and attendance tracking, it is the opinion of the Portal Sub-Committee that RWA take a best of breed approach and chose the best solution for each use-case. The functionality needs of a learning management system are typically quite different from the needs of a student information system. Systems that are capable of doing both well are seemingly rare, but this market space is evolving quickly. The Portal Sub-Committee should continue to monitor developments in this market space regularly.

3.3 Formal participation by RWA in the EMSB's implementation of MS Office 365

In February 2016, the Portal Sub-Committee was asked by the EMSB if it would like to participate in a yet to be determined committee regarding its efforts to improve its current student and parent portal offering(s). Ryan Ortiz volunteered to participate and attended a presentation from GRICS held at the EMSB on March 8th 2016.

GRICS is a not for profit organization that provides many of the back-office information systems for the public Quebec schoolboards. This includes a user portal system called GPI which is not widely used for learning management purposes at RWA. It is, however, used by teachers and administrators for certain mandatory functions like grade and attendance reporting to the ministry of education. At present, its learning management capabilities do not compare well with competing solutions like Schoology, or even Edmodo. That said, GRICS has developed a new solution called Mozaik that would provide some, but not all, of the feature-set provided by Schoology, including a dedicated parent portal.

During the 90 minute presentation on March 8th 2016, representatives from the company gave a high-level presentation on their organization, their current products, as well as their new solution, Mozaik. Based on what could be gathered from the presentation, Mozaik is a web-based portal, built partially of the Microsoft Office 365 framework, with a front-end interface developed by GRICS. Although it did not seem to provide some of the more advanced features of a tool like Schoology (ex: quizzes, grading rubrics, multimedia), it looked much more advanced than their previous offering, particularly in the areas of its student and parent interfaces. Though relatively basic when compared to competing solutions like Schoology and Edmodo, Mozaik did seem to cover many of the core features required for a solution of this type (ex: file sharing, student/teacher communications, parent/teacher communications, assignment submissions). As well, their leveraging of the free offerings from Microsoft (Office 365) is a sound strategy. Furthermore, because several of GRIC's other solutions are already being used in Quebec schools for many back-office functions, Mozaik would likely provide greater integration capabilities with these systems than Schoology (speculative at this point).

After attending the presentation, Mr. Ortiz recommended that GRICS be included in the overall portal evaluation process and that an onsite demo be organized, similar to what was done for Schoology, Edmodo, and Coba. As a result, on April 22nd 2016, Mr. Ortiz had a phone meeting with GRICS Account Manager Michèle Séguin to discuss the possibility of organizing a private demonstration for RWA. Ms. Séguin explained that, due to the fact that GRICS is a not for profit organization, they do not have the resources to meet with individual schools. Given the nature of the portal project underway at RWA, however, she agreed to discuss the possibility of a private demo internally and get back to Mr. Ortiz with an answer. She also suggested that she might have better support internally if the request were to come directly from the EMSB. With the assistance of RWA Principal Mr. Pita, this request was made to the head of Teaching Services and IT at the EMSB. As of the creation of this report, however, no response has been received regarding a private demo. Furthermore, to the knowledge of Mr. Ortiz, the EMSB portal committee mentioned at the beginning of this section has not yet materialized.

3.4 Provide on-going support and guidance for RWA's portal

In order to support the ongoing pilot, the Portal Sub-Committee focused its efforts on surveying the four stakeholder communities on their use of Schoology. In total, two surveys were conducted. The first was the inclusion of two portal-specific questions in the Tell Them From Me survey, a yearly survey conducted by the EMSB designed to evaluate students' feelings towards school. The second was a 14 question survey developed by the Portal Sub-Committee, administered via RWA's Survey Monkey account.

3.4.1 Tell Them From Me survey

The "Tell Them From Me" survey was conducted in January 2016 with ~500 participating student respondents (see Appendix B for survey questions and detailed results).

Key Findings:

- Majority (~69%) of survey respondents agree/strongly-agree that course information and assignments are accessible via online portal.
- Majority (~57%) of survey respondents agree/strongly-agree that online portal improves overall learning experience.

Though relatively positive, there was a high number of neutral and negative responses. This type of response is not uncommon during the early stages of a pilot, especially among those who were asked to abandon their previous portal (Edmodo in most cases) in favor of Schoology. Because of these inconclusive results, the Portal Sub Committee agreed to conduct a more in-depth stakeholder survey later in the year.

3.4.2 RWA Portal Survey

After approximately seven months of utilization, the Portal Sub-Committee created and administered a 14 question survey which was sent to all students, parents, teachers, and administrative staff. It was designed to assess the current utilization of Schoology, the effectiveness of portal systems in general, and how best to promote its proper and effective use going forward.

In total, 510 participants responded, distributed as follows:

- 409 students (80% of survey participants)
- 51 parents (10% of survey participants)
- 45 teachers (9% of survey participants)
- 5 administrative staff (1% of survey participants)

Overall, the survey results show a high level of satisfaction with Schoology and a desire to increase its utilization (see Appendix C for survey questions and detailed results).

Key Findings:

- High majority (~94%) of survey respondents are using Schoology and most of them (~82%) are using it on average for 1 hour or less per week and most (~87%) found the portal easy to learn.
- Approximately 3/4 (~76%) of survey respondents found portal met many/most of their needs (ease of use, functionality, reliability)
- More than ½ (57%) of teacher respondents have more than ½ (55%-100%) of their subjects on portal.
- Strong majority (70%-80%) of survey respondents agree/strongly-agree the LMS is an important tool for the classes it's being used in, is effectively used, and should be used in more classes.
- Good majority (~67%) of survey respondents would recommend the use of the portal to their peers.
- Only a small minority (less than 7%) of survey respondents had a worse opinion of the portal after using it.

3.5 RWA community of practice

Utilization of a system like Schoology is almost entirely dependent on teachers. They are the ones who create and manage the class spaces, assignments, quizzes, discussion groups, etc. Students (and parents) will only use the system if there is something for them to do. Therefore, the primary focus, from a user adoption standpoint, should be on providing robust support resources to all teachers users using the system.

Due to the already strained schedules of most teachers, the sub-committee has proposed the creation of a Schoology Community of Practice (CoP). This would be a self-formed, informal group of teachers who meet on a regular basis to share their experiences with the tool, establish best practices, identify training opportunities, and most importantly, support each other in their ongoing use of the system. This group should be shepherded by a faculty member.

Recommended characteristics of CoP members:

- Highly engaged, tech savvy teachers
- Teach a wide variety of subjects (not just tech classes)
- Good understanding of the pedagogical uses of technology
- Willingness to share and evangelize with colleagues
- Willingness to experiment

Informational Links:

- https://en.wikipedia.org/wiki/Community_of_practice
- https://youtu.be/lhMPRZnRFkk

4. Updated Recommendations

Based on the results of the stakeholder surveys, as well as observations made by the Portal Sub-Committee, the following updated / revised recommendations are being made to ensure the ongoing success of the portal initiative at RWA.

1. **Continue the use of the free version of Schoology at RWA.**

   Overall, the majority of users, in all stakeholder groups, say that they are satisfied with Schoology and see benefits to its continued use. Although there are many benefits to the enterprise version, it is the recommendation of the Portal Sub-Committee that the free version continue to be used until its usage becomes more strongly entrenched within the school. Although a large number of teachers are using Schoology today, it is not yet being used consistently in all subjects and grade levels. There are also some new developments coming from GRICS, the school boards chosen solution provider that may provide better integration capabilities in the future, specifically with the school board's existing student information systems. Investment in the enterprise version of Schoology would be premature at this stage.

2. **Formally define the roles & responsibilities for two new roles within the RWA administration (Service Owner and Service Manager) to lead the ongoing management of the portal as a service.**

   In order to ensure continued adoption and promotion of the portal within RWA, two local custodian roles should be established. These individuals, a service owner and service manager, would be responsible for leading the ongoing implementation, governance, and oversight of the learning management system as a "service". The main difference between managing it as a service versus a technology project is the emphasis on delivering value to the organization and its end users. Schoology is just a tool. Its success at RWA, notably its impact on student outcomes, will depend entirely on how effectively it's used. It will be the role of the local service custodians to promote training, develop best practices, and encourage effective utilization, primarily among teaching staff. This is something faculty members are best suited to accomplish.

   Once the new custodian roles have been appointed, there should be a transition of certain sub-committee functions. Specifically, the ongoing monitoring of tool utilization, user satisfaction, and vendor relations. In addition, these individuals would be responsible for driving user adoption and organizational change management activities, something the parent-only sub-committee is not capable of accomplishing on its own.

   The following are the proposed roles and responsibilities for these new roles:

   <u>Service Owner</u>

   - Tool sponsor
   - Accountable for establishing overall tool requirements (functionality, availability, capacity, and security)
   - Defines the mission, vision, tactics, objectives, scope, governance, policies, key performance indicators, and measures, aligned with school strategies
   - Accountable for establishing tool utilization guidelines
   - Accountable for user adoption

Service Manager

- Executes the strategies defined by the service owner
- Provides information and feedback with regards to the required features of the tool
- Manages the relationship with the tool vendor
- Is a subject matter expert on the tool and acts as an escalation point for user support
- Promotes user adoption
- Accountable for internal communications related to the tool
- Assigns internal resources required to manage the tool's administrative functions
- Accountable for ensuring teaching staff are adequately trained on how to use the tool
- Responsible for documenting and communicating tool policies, guidelines, and best practices
- Responsible for establishing a user support framework (power user network, user discussion groups, etc)
- Responsible for establishing a community of practice

3. **Expand the Portal Sub-Committee to include representation from RWA faculty, administrators, and students, and transition sub-committee leadership responsibilities to the service manager role.**

   To date, the Portal Sub-Committee has been composed entirely of RWA parents. Although there has been some direct consultation with students, faculty, and administrators, aside from the various surveys and demo sessions, these three stakeholder groups are not directly represented on the committee. It is therefore recommended that the sub-committee membership be expanded to include at least one administrator, one student, and two teachers. Furthermore, chairmanship of the committee should be given to one of the two faculty members. The chair would likely be the same person who has been appointed to the role of Service Manager, but not necessarily. The committee should continue to have at least one to two parent members as it does today. The sub-committee would then take on more of a governance and oversight role, receiving most of its input from the service owner and service manager.

4. **The Portal Sub-Committee to provide guidance to the Service Owner / Manager in the establishment of a community of practice aimed at increasing portal adoption, standardization, user training, and best practices.**

   The establishment of a community of practice will be essential at ensuring a consistent and effective utilization of Schoology in all classes and grade levels. Ideally, a group of highly engaged, enthusiastic, tech-savvy educators would come together regularly to learn from each other, discuss best practices, and promote increased utilization among their colleagues. It would be the responsibility of the Service Owner and/or Manager to establish this group and foster its ongoing progress. A member of this group would likely be a good candidate for one of the teacher positions on the expanded Portal Sub-Committee.

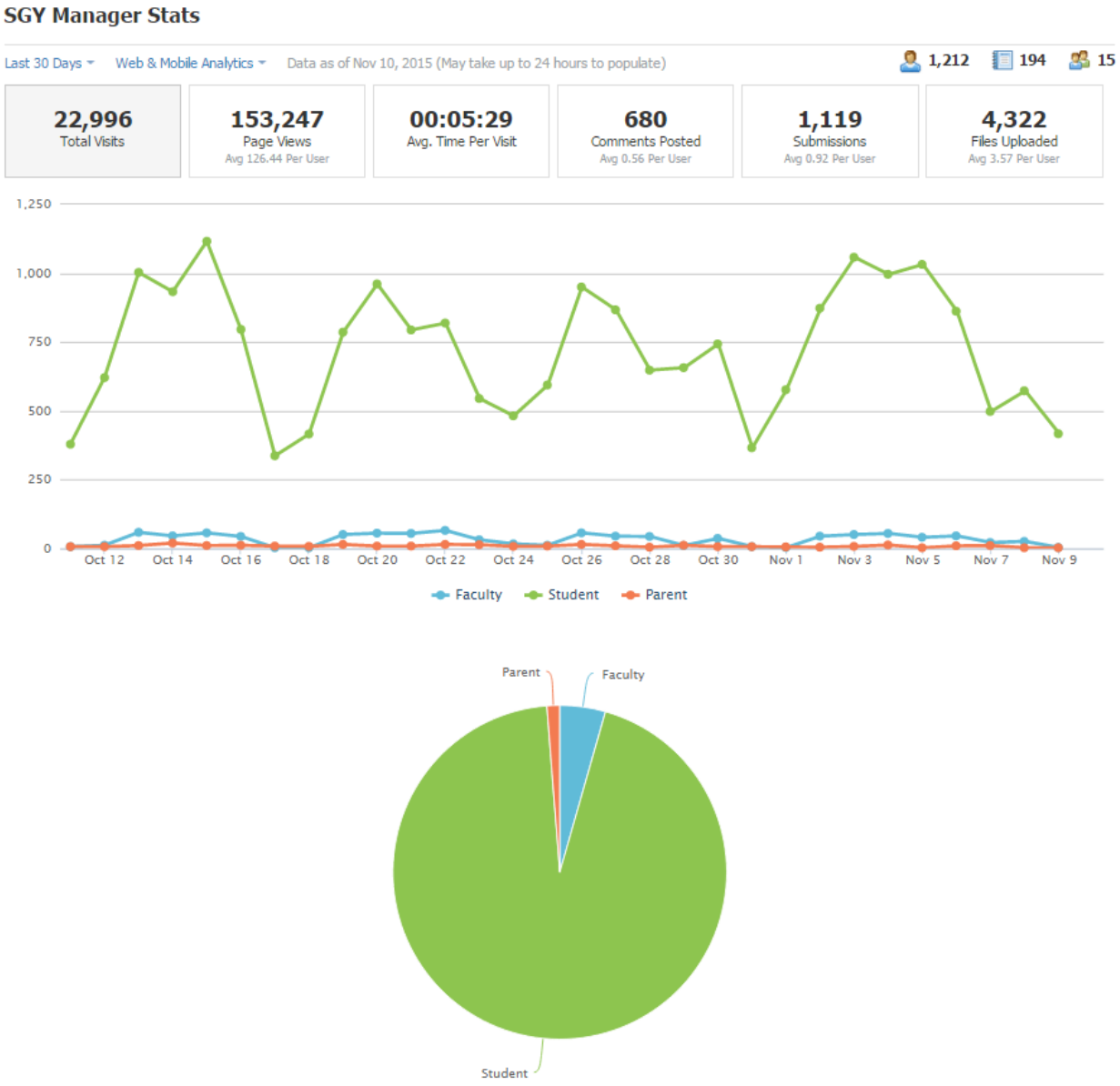
5. **The Portal Sub-Committee to support the Service Owner / Manager in the ongoing evaluation of the enterprise version of Schoology, as well as competing solutions being proposed by the EMSB from GRICS.**

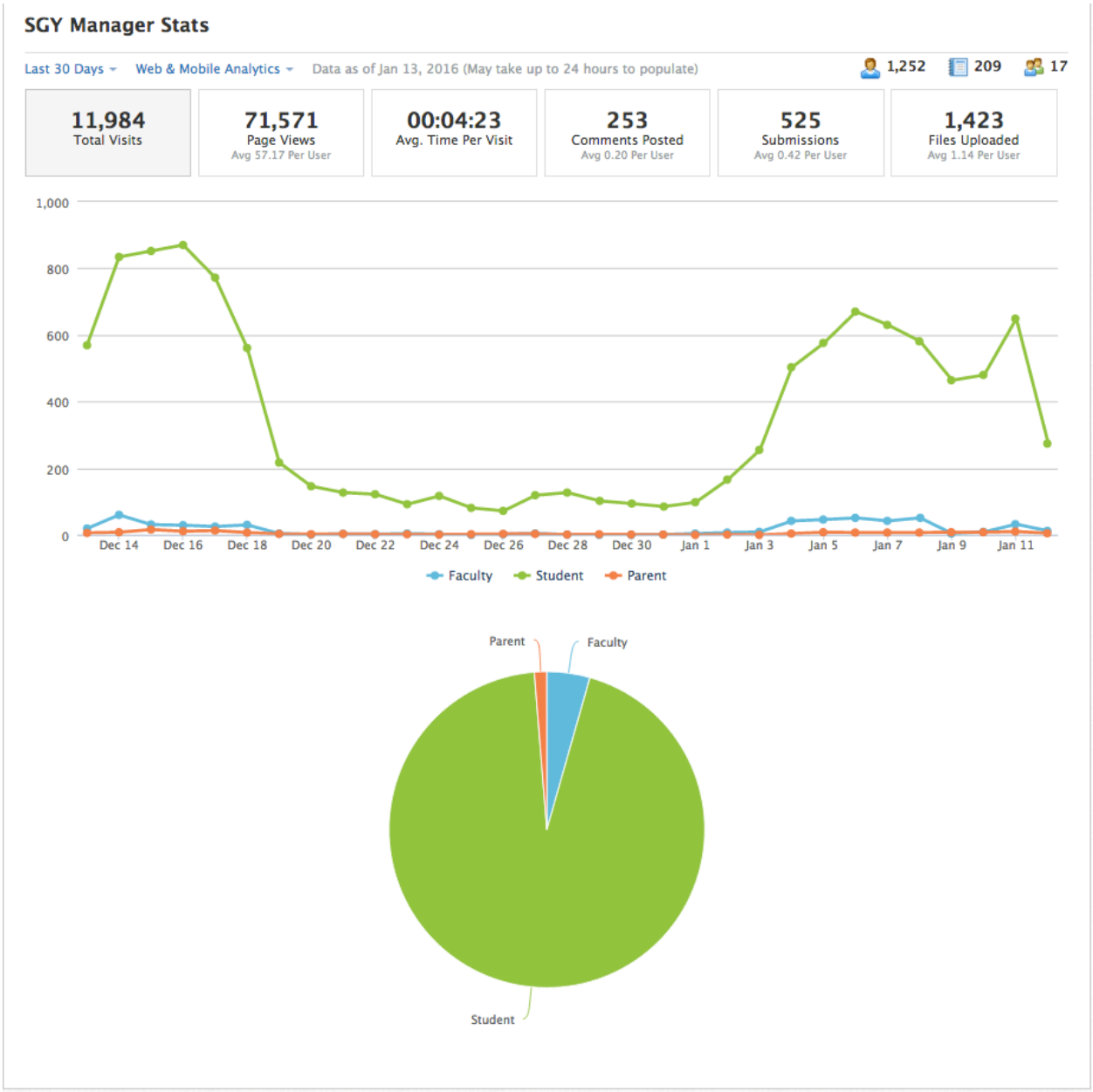
   The ongoing evaluation of the technology landscape requires time and knowledge of the industry. This is something that can be carried out on an ongoing basis by various members of the sub-committee when required. It is also recommended that the composition of the sub-committee continue to have members with backgrounds in information technology as it does today.

6. **Develop a communications strategy for parents.**

   According to the survey results, a number of parents felt that they either didn't know how to access Schoology, or how it might benefit them. Since one of the important features of a system like Schoology is the ability to communicate with parents and share information about the progress of their children, it is the recommendation of the sub-committee that a parent-specific communication strategy be developed to foster increased utilization by parents.

Appendix A: Schoology Utilization Statistics

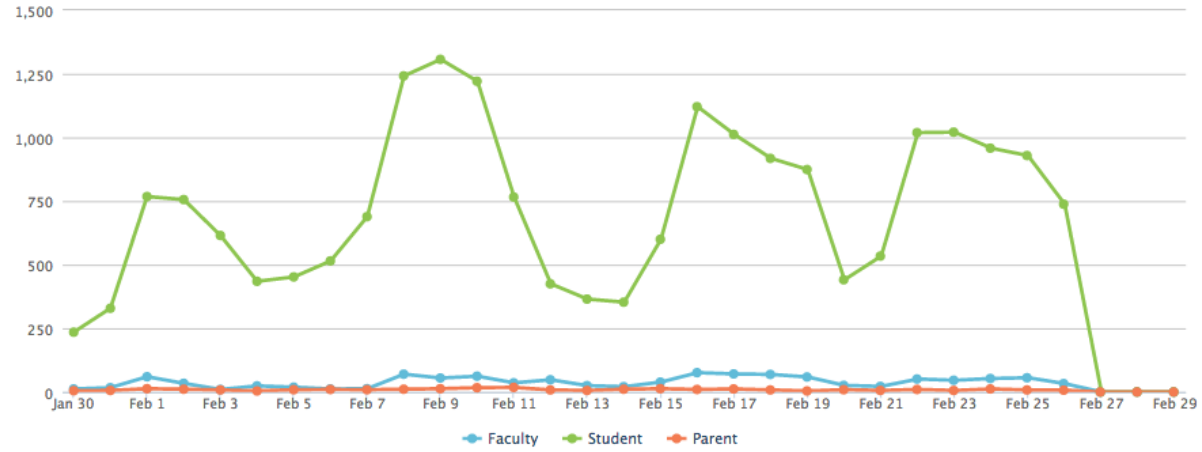


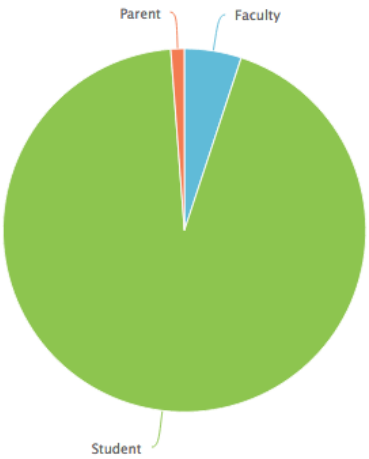

SGY Manager Stats
Last 30 Days
Web & Mobile Analytics
Data as of Jan 13, 2016 (May take up to 24 hours to populate)
1,252
209
17
11,984
Total Visits
71,571
Page Views
Avg 57.17 Per User
00:04:23
Avg. Time Per Visit
253
Comments Posted
Avg 0.20 Per User
525
Submissions
Avg 0.42 Per User
1,423
Files Uploaded
Avg 1.14 Per User
1,000
800
600
400
200
0
Dec 14
Dec 16
Dec 18
Dec 20
Dec 22
Dec 24
Dec 26
Dec 28
Dec 30
Jan 1
Jan 3
Jan 5
Jan 7
Jan 9
Jan 11
Faculty
Student
Parent
Parent
Faculty
Student

SGY Manager Stats

Last 30 Days | Web & Mobile Analytics | Data as of Feb 26, 2016 (May take up to 24 hours to populate) | 1,275 | 235 | 18

22,021	131,094	00:05:15	547	1,915	5,321
Total Visits	Page Views	Avg. Time Per Visit	Comments Posted	Submissions	Files Uploaded
	Avg 102.82 Per User		Avg 0.43 Per User	Avg 1.50 Per User	Avg 4.17 Per User





Appendix B: Tell Them From Me Survey

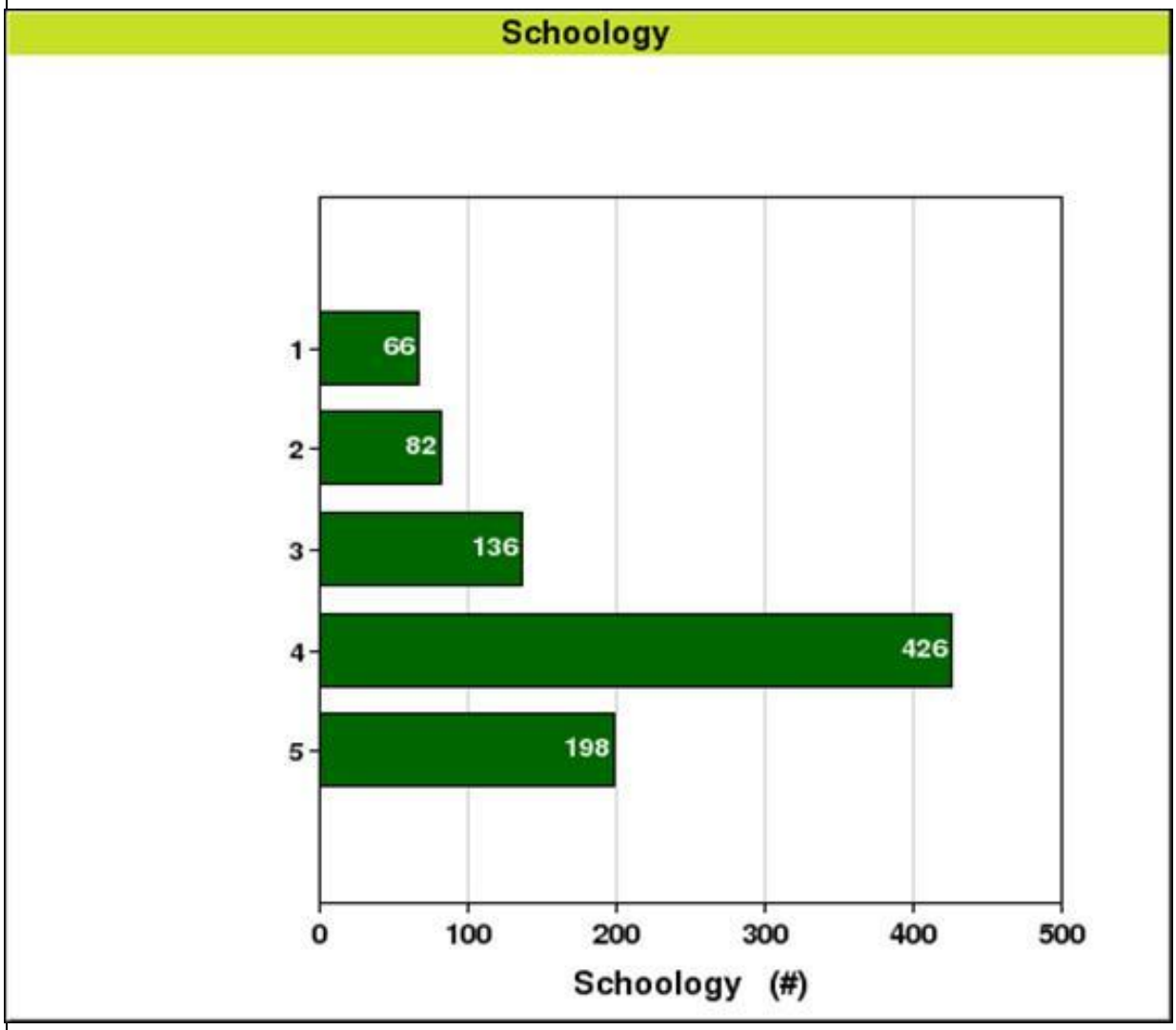
Conducted the week of Jan 11th

Report on Student Outcomes and School Climate Our SCHOOL Secondary School Survey (3935) Royalwest Academy Highlights

Multiple Choice Questions:

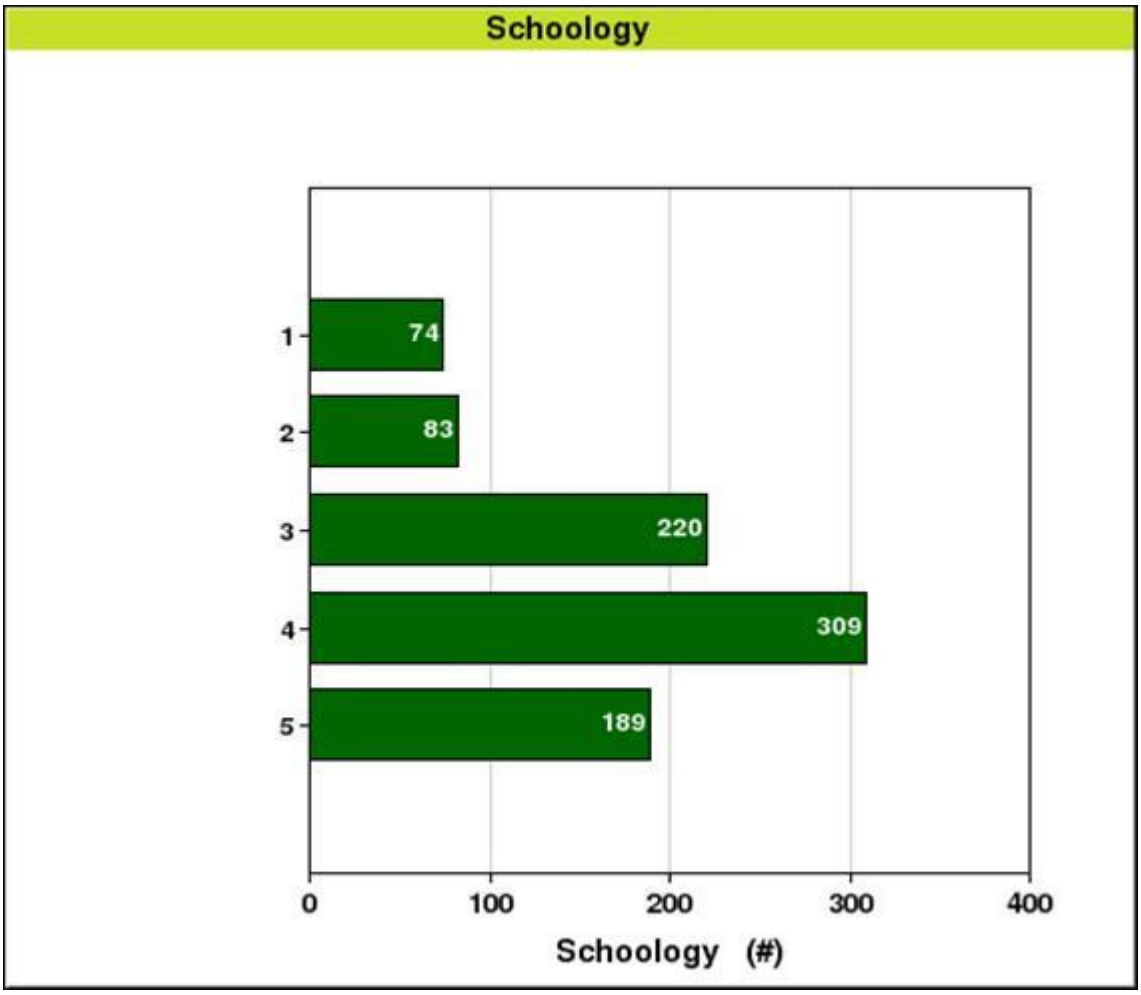
1. Students were asked: Course information and assignments are accessible, via an online web portal (ex: Schoology or Edmodo), for the majority of my classes.

   - strongy disagree (1)
   - disagree (2)
   - neither agree nor disagree (3)
   - agree (4)
   - strongly agree (5)



2. Students were asked: Being able to access course information and assignments, via an online web portal, improves my overall learning experience.

   - strongly disagree (1)
   - disagree (2)
   - neither agree nor disagree (3)
   - agree (4)
   - strongly agree (5)



Appendix C: The Royal West Academy Portal Stakeholder Survey

Invitation to stakeholders:

Dear RWA Community,

As many of you know, this September Royal West Academy began evaluating a web-based learning management platform called Schoology. This was the result of a preliminary assessment of available technologies and recommendation by a subcommittee of the Royal West Governing Board. All teachers have been encouraged to use this tool exclusively in subjects they felt its use was appropriate. As the school year draws to a close, we would like to assess how effectively the tool is being used and how well it meets the particular needs of students, teachers, administrative staff, and parents. We have prepared a short survey to answer some of these questions. We kindly ask that you take 10-15 minutes to fill out the survey below on Survey Monkey. This information will help Royal West make future decisions about these types of solutions. We ask that you complete the survey by Friday, May 13.

https://www.surveymonkey.com/r/JYZ8SMT

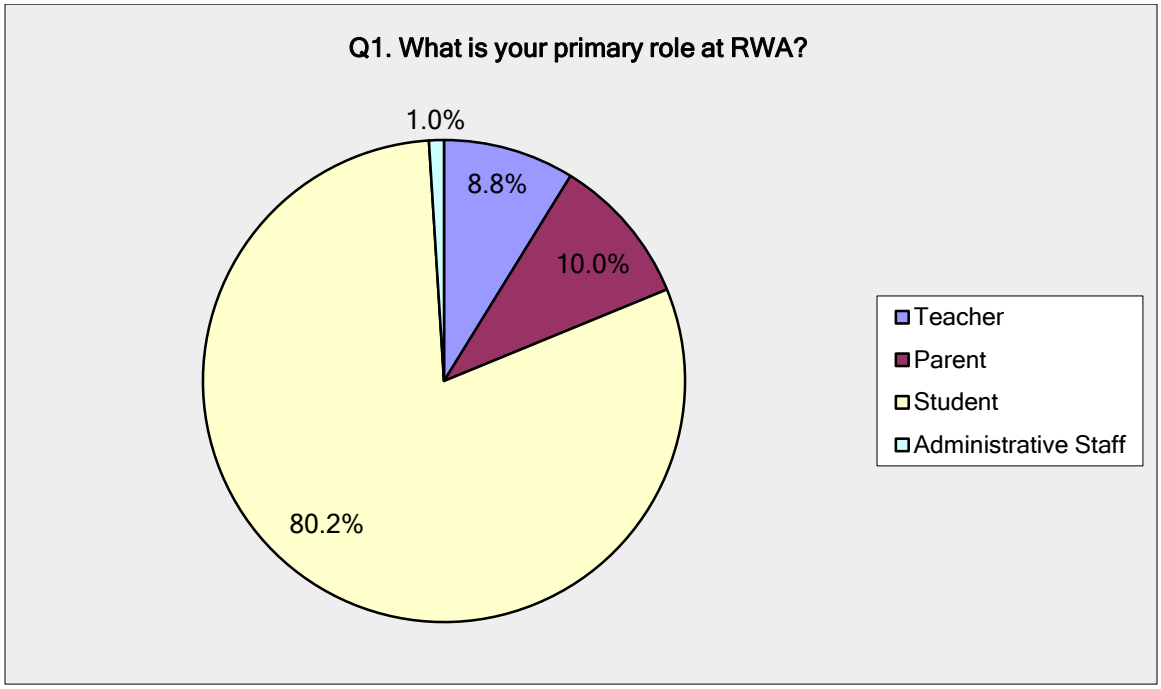
Thanks in advance for your cooperation.

Regards,

RWA Portal Sub-Committee

Survey Results:

Q1. What is your primary role at RWA?		
Answer Options	**Response Percent**	**Response Count**
Teacher	8.8%	45
Parent	10.0%	51
Student	80.2%	409
Administrative Staff	1.0%	5
answered question		**510**
skipped question		**0**

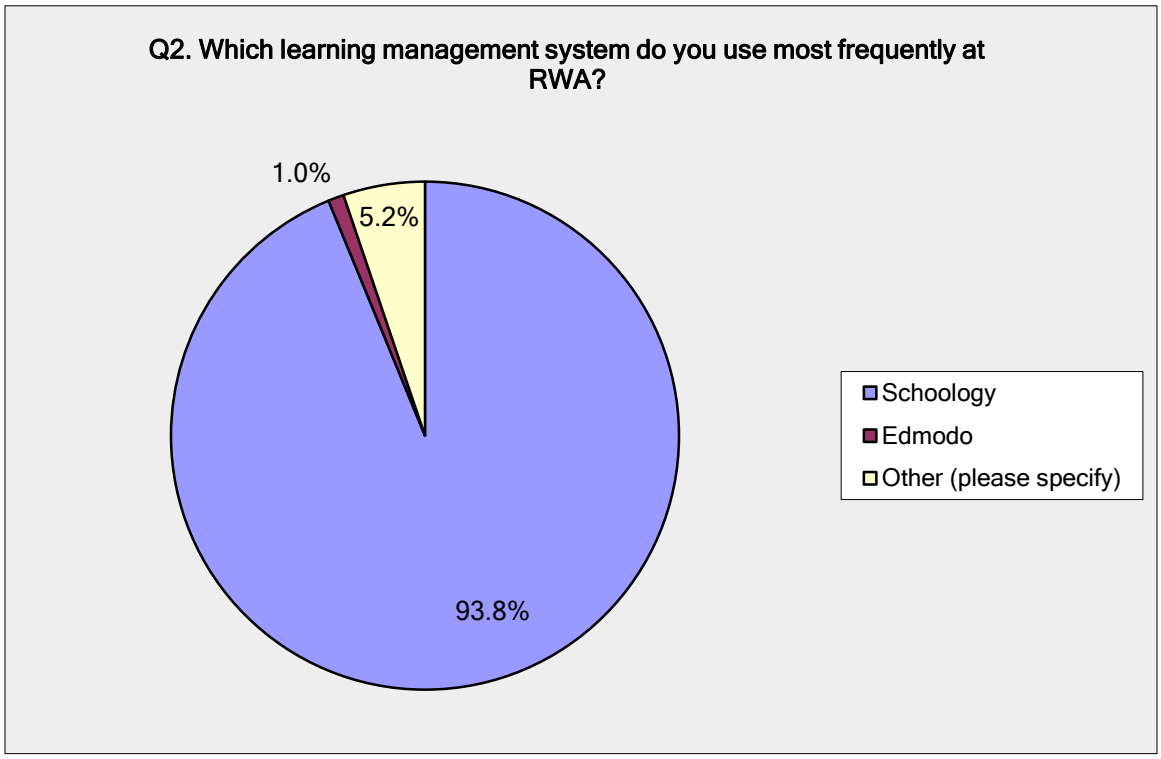


Findings:

- Majority of replies were from students (~1/2 of the population)
- ~94% of teachers responded to the survey
- Assumption that staff replying were GB members

Portal Survey 2016

Q2. Which learning management system do you use most frequently at RWA?		
Answer Options	**Response Percent**	**Response Count**
Schoology	93.8%	472
Edmodo	1.0%	5
Other (please specify)	5.2%	26
answered question		**503**
skipped question		**7**



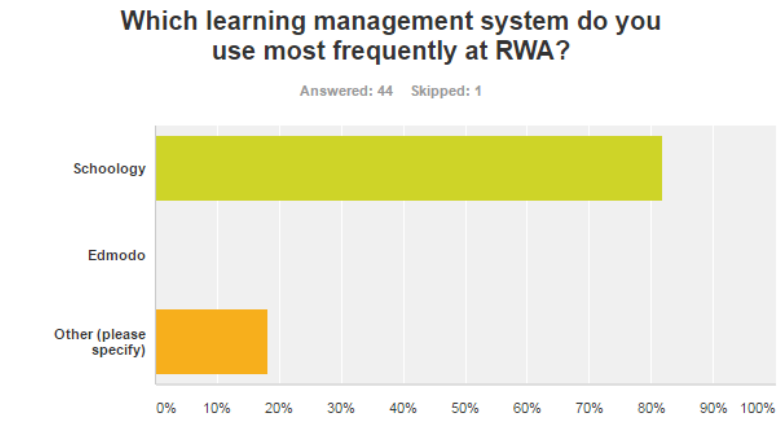
Number	Response Date	Other (please specify)
1	**May 11, 2016 1:20 PM**	n/a
2	**May 9, 2016 5:32 PM**	Edmodo
3	**May 9, 2016 3:01 PM**	books and the internet
4	**May 9, 2016 2:55 PM**	Books
5	**May 9, 2016 2:21 PM**	none of the above
6	**May 6, 2016 11:15 PM**	none
7	**May 6, 2016 5:37 PM**	runthegauntlet.org
8	**May 6, 2016 5:36 PM**	i dont use
9	**May 6, 2016 4:15 PM**	Facebook
10	**May 6, 2016 3:45 PM**	facebook
11	**May 6, 2016 12:56 PM**	none
12	**May 5, 2016 9:17 AM**	My Child uses Schoology not us
13	**May 3, 2016 3:53 PM**	Son has used both.

14	**May 3, 2016 12:24 PM**	A personal face to face system and email
15	**May 3, 2016 11:29 AM**	agenda
16	**May 2, 2016 4:53 PM**	did not learn how to access schoology.
17	**May 2, 2016 4:10 PM**	KappaPride
18	**May 2, 2016 2:19 PM**	*redacted*
19	**May 2, 2016 2:12 PM**	youtube.com
20	**May 2, 2016 11:04 AM**	student agenda, website and facebook
21	**Apr 30, 2016 12:16 AM**	none. my daughter is an independent student and I've never needed to assist her...
22	**Apr 29, 2016 2:00 PM**	my experience
23	**Apr 29, 2016 1:36 PM**	agenda
24	**Apr 29, 2016 1:33 PM**	none
25	**Apr 29, 2016 12:59 PM**	None
26	**Apr 29, 2016 12:29 PM**	gpi

Findings:

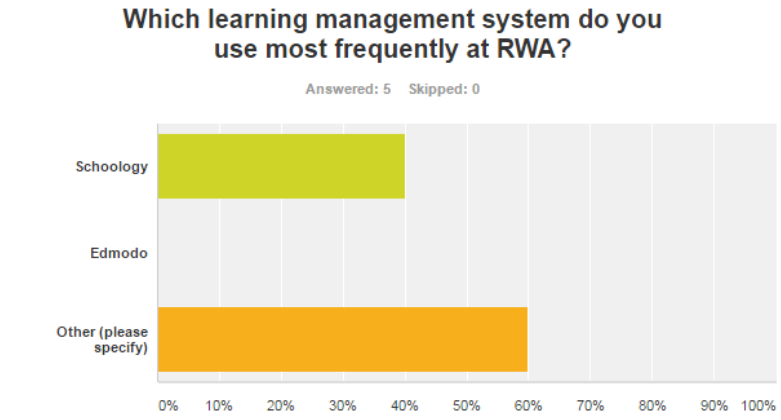
- Majority (~94%) of survey respondents are using Schoology (as per above)
- Majority (80%) of teacher respondents are using Schoology (as per below)
- 3 of 5 administrative staff are not using Schoology (as per below)

Teachers Only:



Answer Choices		Responses	
Schoology		81.82%	36
Edmodo		0.00%	0
Other (please specify)	Responses	18.18%	8
Total			44

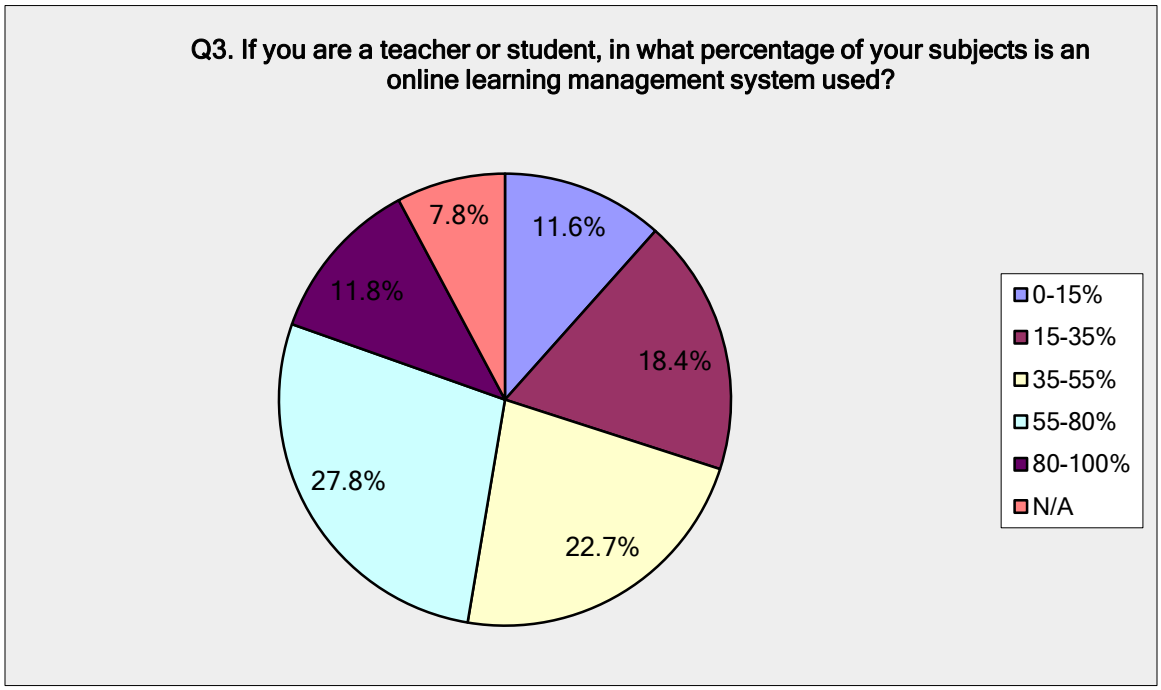
Administrative Staff Only:



Answer Choices		Responses	
Schoology		40.00%	2
Edmodo		0.00%	0
Other (please specify)	Responses	60.00%	3
Total			5

Portal Survey 2016

Q3. If you are a teacher or student, in what percentage of your subjects is an online learning management system used?		
Answer Options	**Response Percent**	**Response Count**
0-15%	11.6%	57
15-35%	18.4%	90
35-55%	22.7%	111
55-80%	27.8%	136
80-100%	11.8%	58
N/A	7.8%	38
answered question		**490**
skipped question		**20**

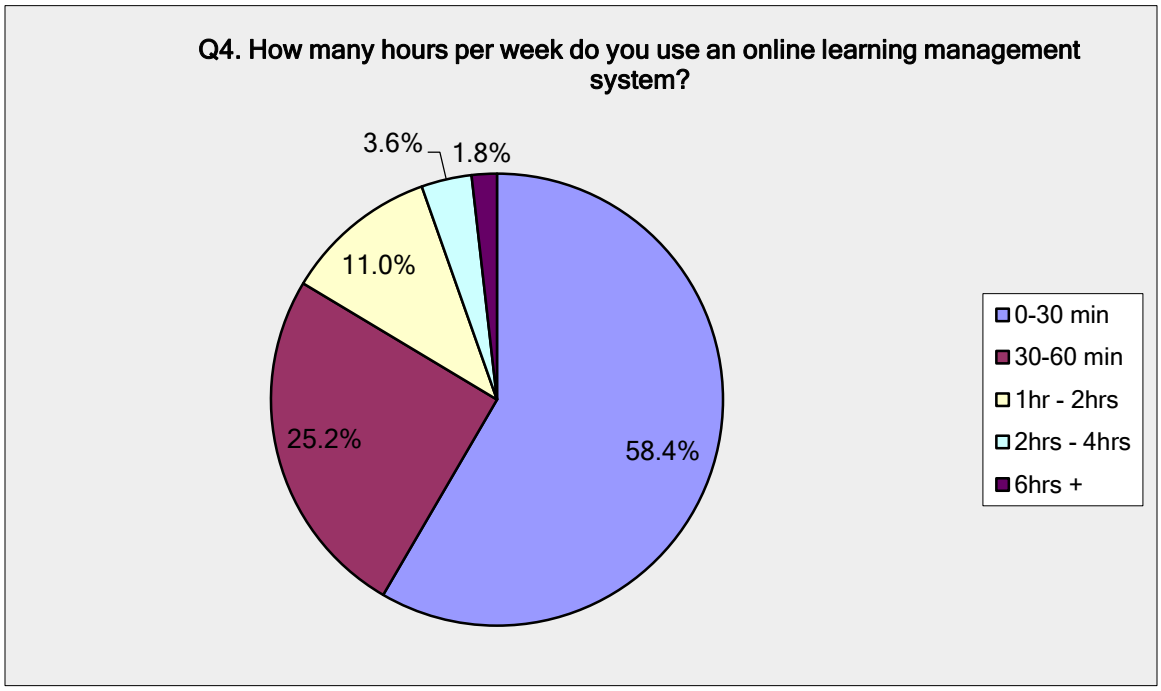


Findings:

- More than half (57%) of teacher respondents have more than ½ (55%-100%) of their subjects on LMS.

Portal Survey 2016

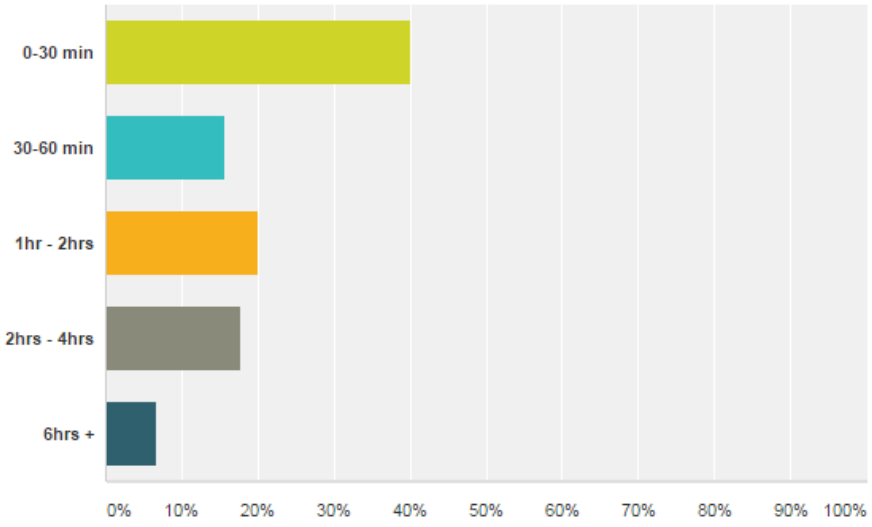
Q4. How many hours per week do you use an online learning management system?		
Answer Options	**Response Percent**	**Response Count**
0-30 min	58.4%	292
30-60 min	25.2%	126
1hr - 2hrs	11.0%	55
2hrs - 4hrs	3.6%	18
6hrs +	1.8%	9
answered question		**500**
skipped question		**10**



Findings:

- Majority (~82%) of survey respondents are LMS for 1 hour or less/week. (as per above).
- Interesting that 3 teachers (respondents 4714690647, 4711503591, 4698357159) are using LMS 6+ hours (as per below) and should be considered for future Community of Practices leads.

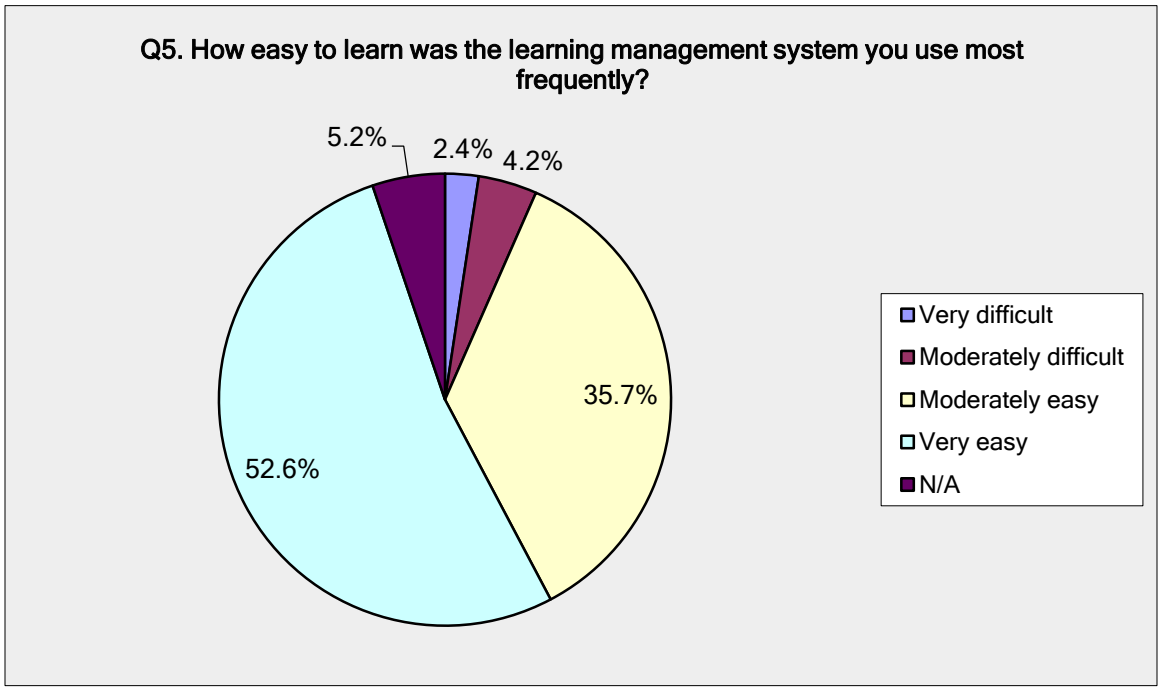
Teachers Only:



Answer Choices	Responses	
0-30 min	40.00%	18
30-60 min	15.56%	7
1hr - 2hrs	20.00%	9
2hrs - 4hrs	17.78%	8
6hrs +	6.67%	3
Total		45

Portal Survey 2016

Q5. How easy to learn was the learning management system you use most frequently?		
Answer Options	**Response Percent**	**Response Count**
Very difficult	2.4%	12
Moderately difficult	4.2%	21
Moderately easy	35.7%	180
Very easy	52.6%	265
N/A	5.2%	26
answered question		**504**
skipped question		**6**



Findings:

- Majority (~87%) of survey respondents found LMS easy to learn. (as per above)
- Majority (~93%) of student respondents found LMS easy to learn. (as per first results below)
- Majority (~82%) of teacher respondents found LMS easy to learn. (as per second results below)

Students Only:

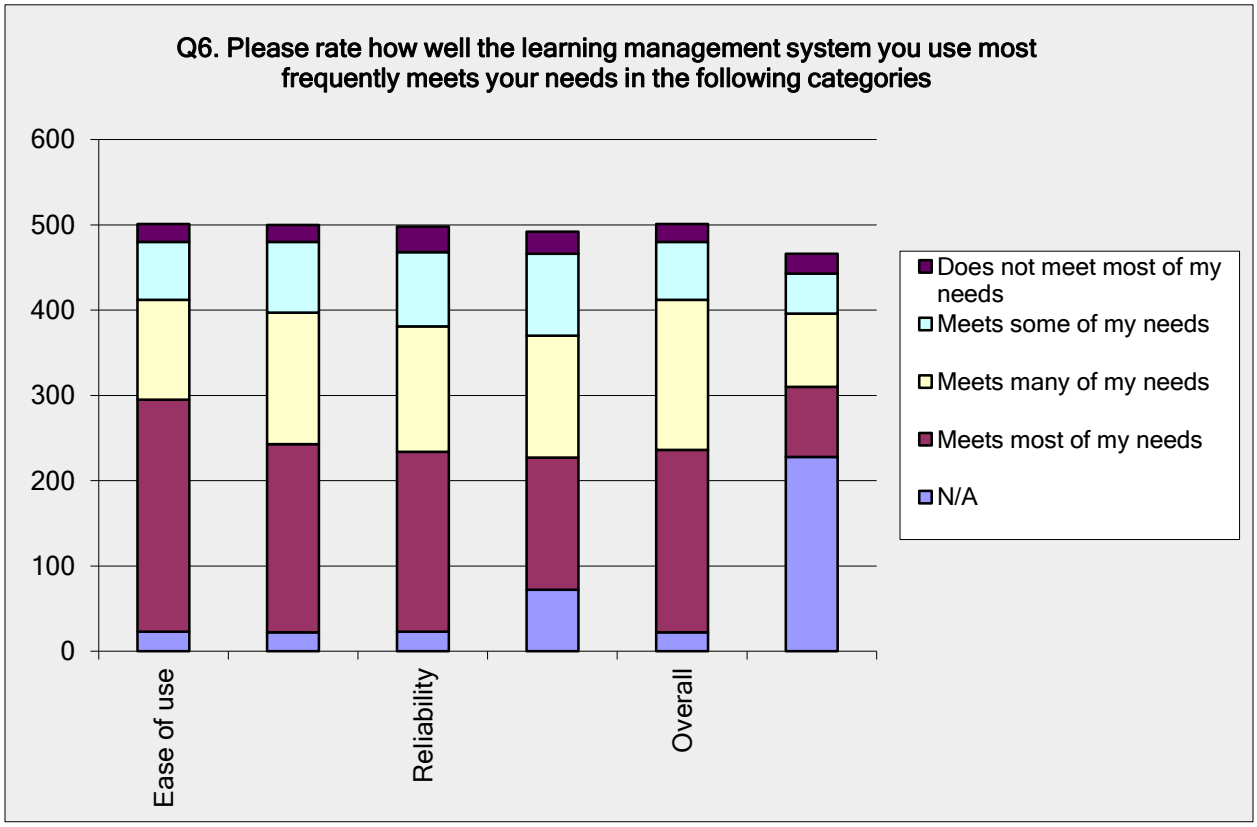
Answer Choices	Responses	
Very difficult	2.22%	1
Moderately difficult	4.44%	2
Neither difficult or easy	0.00%	0
Moderately easy	48.89%	22
Very easy	33.33%	15
N/A	11.11%	5
Total		45

Teachers Only:

Answer Choices	Responses	
Very difficult	1.96%	8
Moderately difficult	4.16%	17
Neither difficult or easy	0.00%	0
Moderately easy	36.19%	148
Very easy	56.48%	231
N/A	1.22%	5
Total		409

Portal Survey 2016

Q6. Please rate how well the learning management system you use most frequently meets your needs in the following categories						
Answer Options	**Does not meet most of my needs**	**Meets some of my needs**	**Meets many of my needs**	**Meets most of my needs**	**N/A**	**Response Count**
Ease of use	21	68	117	272	23	501
Functionality	20	83	154	221	22	500
Reliability	30	87	147	211	23	498
Administrative overhead (account maintenance, class setup, etc)	26	96	143	155	72	492
Overall	21	68	176	214	22	501
Other needs not covered above	23	47	86	82	228	466
If you selected a response other than N/A for the last item "other needs not covered above", please provide details here.						45
answered question						**503**
skipped question						**7**



Number	Response Date	If you selected a response other than N/A for the last item "other needs not covered above", please provide details here.
1	May 11, 2016 1:20 PM	would like admissions integrated into portal
2	May 9, 2016 11:07 PM	Administration is sometimes slow at responding to messages
3	May 9, 2016 5:32 PM	EDMODO
4	May 9, 2016 2:04 PM	Checking it is more of a pain than edmodo due to the lack of email notifications when something was posted.
5	May 6, 2016 6:26 PM	Teachers don't use it
6	May 6, 2016 5:59 PM	*redacted*
7	May 6, 2016 5:44 PM	*redacted*
8	May 6, 2016 5:42 PM	not all of my teachers use schoology, so it sometimes is inconvenient when looking at when work is due or tests
9	May 6, 2016 5:34 PM	Not all my teachers use it often, even though they have an account..
10	May 6, 2016 4:00 PM	Other
11	May 6, 2016 3:48 PM	we should be able to send messages to other students (for working on group projects)
12	May 6, 2016 3:46 PM	no
13	May 6, 2016 3:42 PM	if I submit a project to my teacher it ruins the format.
14	May 6, 2016 3:40 PM	*redacted*
15	May 6, 2016 3:27 PM	contacting teachers
16	May 6, 2016 3:25 PM	Directions
17	May 6, 2016 3:23 PM	not all teachers use schoology.
18	May 6, 2016 3:21 PM	We do not really use schoology often, so there is not much more to be mentioned
19	May 6, 2016 2:31 AM	how helpful it is for enhancing learning experience
20	May 5, 2016 3:46 PM	contacting someone
21	May 5, 2016 3:43 PM	contacting teachers
22	May 5, 2016 9:17 AM	we were never invited to learn or join Schoology, only our child
23	May 4, 2016 3:50 PM	Information classification
24	May 4, 2016 3:47 PM	if handouts and notes could be posted on the website alongside assignments it would be nice
25	May 4, 2016 3:46 PM	not enough teachers actually use it, most of them set up a group, but very few actually post deadlines on the calendar, which is so much easier than giving them to us in class, and requires the same amount of work from them
26	May 4, 2016 2:52 PM	i dont have other needs
27	May 3, 2016 12:24 PM	Have used a similar system before and found that students do not follow up and take responsibility when info is on web. they do not ask questions when necessary up and it is equivalent to them not being in school and not knowing what is going on. The face to face system has been far more successful
28	May 3, 2016 11:29 AM	the calendar to put when you have tests
29	May 3, 2016 1:18 AM	Teachers often post assignments on schoology without informing students of said assignments in class. Often students were unaware of due dates because teachers expected them to rely too heavily on schoology.
30	May 2, 2016 7:22 PM	providing students with notes and answer keys
31	May 2, 2016 5:34 PM	assigning projects
32	May 2, 2016 4:10 PM	KappaPride
33	May 2, 2016 1:01 PM	ease of communication with staff; handing in work
34	May 2, 2016 12:57 PM	All of my needs are covered by the above categories, but I really do not like Schoology so I put the worst options
35	May 2, 2016 12:41 PM	Great way to store projects

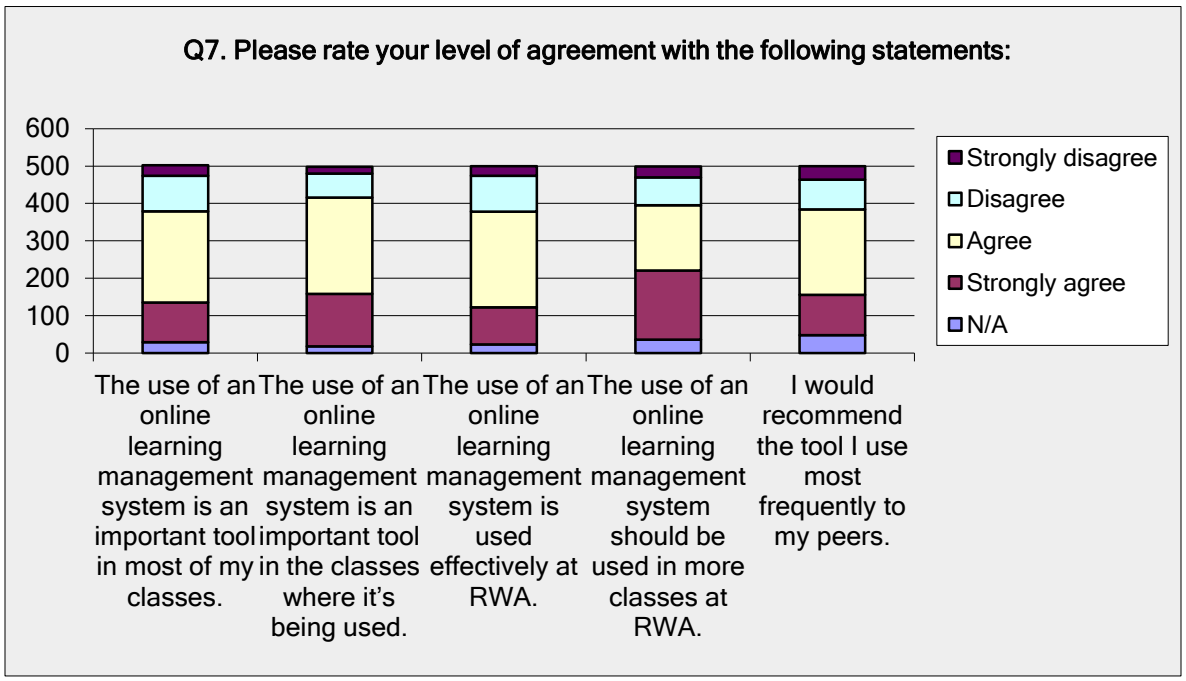
36	**May 1, 2016 8:24 PM**	Not enough teachers using it so it's inconsistent
37	**May 1, 2016 12:56 AM**	It needs to be consistent, and I found that it wasn't at all consistent (some courses missing, hard to figure out how to navigate)
38	**Apr 30, 2016 7:28 PM**	Group chats for projects would be helpful
39	**Apr 29, 2016 7:15 PM**	I am a parent. Not all the marks my child gets are posted or given in the summary I receive each week.
40	**Apr 29, 2016 3:07 PM**	I would like to enter the value of marks as a percentage instead of a factor.
41	**Apr 29, 2016 1:33 PM**	Never was given access to schoology and kids thought it was useless
42	**Apr 29, 2016 1:24 PM**	The system does not allow for marks to be weighted, which makes it very hard to adequately weigh and mark assigments
43	**Apr 29, 2016 1:05 PM**	On the part of the teacher, putting up information has been effective on this website. The students' feedback however is that they preferred Edmodo. I have not used the website to its maximum (doing evaluations online and collecting assignments/marking evaluations online) however for the mere purpose of communicating with students and posting upcoming tests, powerpoints, homework answer, etc., it has proven efficient
44	**Apr 29, 2016 1:04 PM**	I wish the platform could be used as a way for us to see our students' deadlines and test in other subjects to help even out their workload.
45	**Apr 29, 2016 12:32 PM**	It would be beneficial that all teachers use it and efficiently like posting grade results and extra practice work not just to submit assignments. When used efficiently it can be power tool for the student to refer to; like materials covered in class for the week,extra practice tools, 2 way messaging to ask the teacher a question for clarification etc. Also for section #13: very important if you can add a feature for child absense through the portial so the school receives an automated messaging only accessed through the parent log-in instead of paper, callin etc tthe current school procedure is completely antiquated.

Findings:

- ~3/4 of survey respondents found LMS met many/most of their needs w.r.t.: (as per above)
  - overall (~76%)
  - ease of use (~76%)
  - functionality (~74%)
  - reliability (~72%)

Portal Survey 2016

Q7. Please rate your level of agreement with the following statements:						
Answer Options	**Strongly disagree**	**Disagree**	**Agree**	**Strongly agree**	**N/A**	**Response Count**
The use of an online learning management system is an important tool in most of my classes.	28	95	244	106	29	502
The use of an online learning management system is an important tool in the classes where it's being used.	18	64	258	140	18	498
The use of an online learning management system is used effectively at RWA.	26	96	256	99	23	500
The use of an online learning management system should be used in more classes at RWA.	29	75	174	185	36	499
I would recommend the tool I use most frequently to my peers.	36	80	228	108	48	500
answered question						**505**
skipped question						**5**

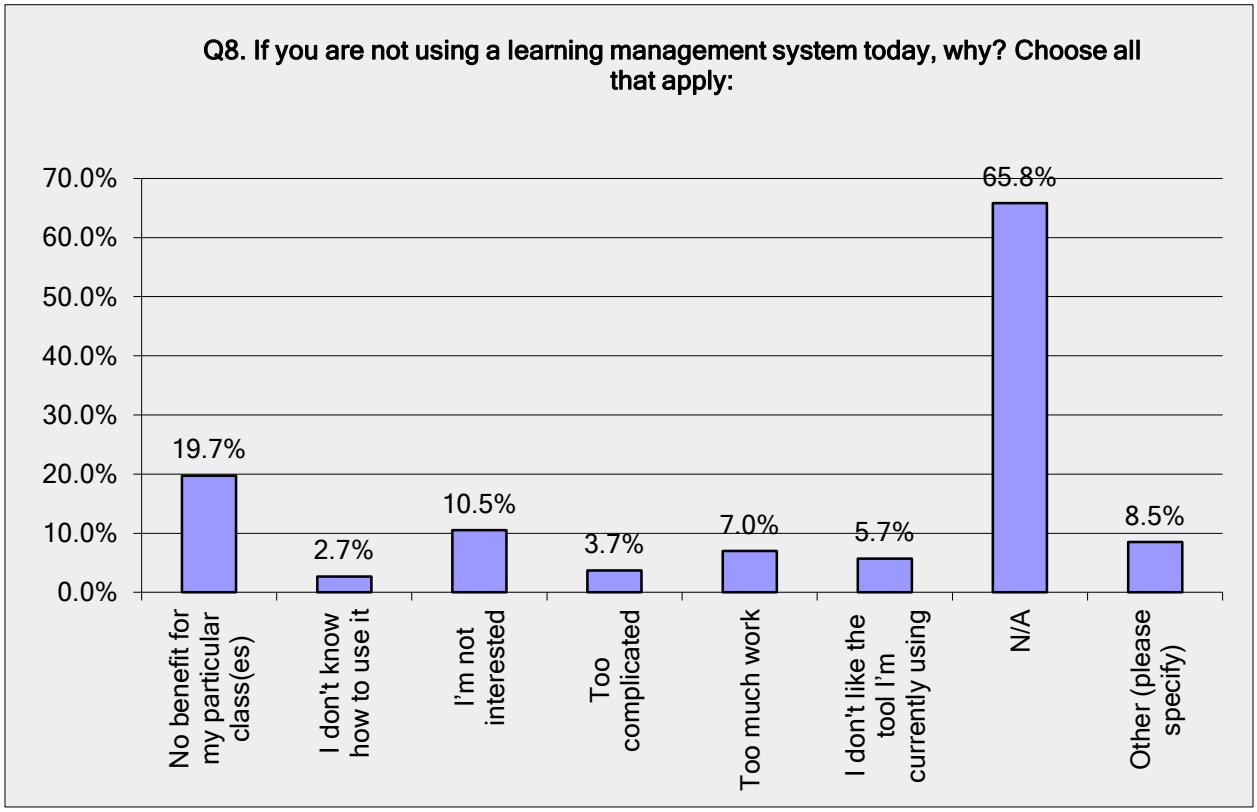


Findings:

- ~80 of survey respondents agree/strongly-agree the LMS is an important tool for the classes it's being used in
- ~70 of survey respondents agree/strongly-agree the LMS is an important tool for most classes, is effectively used, and should be used in more classes.
- ~2/3 of survey respondents (~67%) would recommend the LMS to peers

Portal Survey 2016

Q8. If you are not using a learning management system today, why? Choose all that apply:		
Answer Options	**Response Percent**	**Response Count**
No benefit for my particular class(es)	19.7%	79
I don't know how to use it	2.7%	11
I'm not interested	10.5%	42
Too complicated	3.7%	15
Too much work	7.0%	28
I don't like the tool I'm currently using	5.7%	23
N/A	65.8%	264
Other (please specify)	8.5%	34
answered question		**401**
skipped question		**109**



Number	Response Date	Other (please specify)
1	May 10, 2016 12:15 AM	I do not think it is necessary
2	May 9, 2016 5:32 PM	EDMODO
3	May 8, 2016 1:30 PM	Most teachers do not use it
4	May 6, 2016 11:15 PM	have yet to set up
5	May 6, 2016 6:26 PM	I am using one
6	May 6, 2016 5:44 PM	i use one
7	May 6, 2016 4:00 PM	But i am
8	May 6, 2016 3:56 PM	the teachers dont use it
9	May 6, 2016 3:54 PM	just because
10	May 6, 2016 3:46 PM	i do use one
11	May 6, 2016 3:42 PM	the teachers post things late at night (once at 11) and expect you to do it but when you say you didnt see it, they reply with "i posted it"
12	May 6, 2016 3:42 PM	Teachers don't use it
13	May 6, 2016 3:41 PM	*redacted*
14	May 6, 2016 3:40 PM	*redacted*
15	May 5, 2016 5:44 PM	as a parent I am not prompted (reminded) often to check schoology
16	May 5, 2016 5:33 PM	I am using one
17	May 5, 2016 5:24 PM	not effective
18	May 5, 2016 5:20 PM	we are using it
19	May 5, 2016 3:44 PM	some teachers choose not to use it which doesnt promote its overall use
20	May 4, 2016 3:47 PM	Its most useful features can easily be replicated with a Google account
21	May 4, 2016 3:45 PM	Many of the features offered by different learning managements systems can be used in a Google Account
22	May 3, 2016 6:06 PM	NO time
23	May 3, 2016 3:53 PM	I'm a parent. No outreach or access to schoolology.
24	May 3, 2016 12:24 PM	students need experience talking to teachers and having an open dialogue
25	May 2, 2016 5:32 PM	I do use one
26	May 2, 2016 4:53 PM	We never received information on how to access this as parents.
27	May 2, 2016 4:46 PM	I don't use it - my son does.
28	May 2, 2016 4:10 PM	CUZ
29	May 1, 2016 8:24 PM	Not enough teachers using it
30	May 1, 2016 12:56 AM	I used it to track my son's progress, but it wasn't ideal
31	Apr 29, 2016 9:34 PM	not all teachers use it
32	Apr 29, 2016 2:00 PM	increased use of internet technology by students has negative impacts that have not been considered by our school community at the same time we are dealing with an epidemic of anxiety.
33	Apr 29, 2016 12:59 PM	I haven't been informed how to use it.
34	Apr 29, 2016 12:30 PM	The tool was not used consistently or effectively by the teachers

Findings:

- ~2/3 (~66%) of survey respondents replied N/A, aligning with the 2/3 that would recommend the tool (question #7)
- ~20% of survey respondents (teachers below left and students below right) replied LMS had no benefit that needs to be further investigated.

Teachers Only:

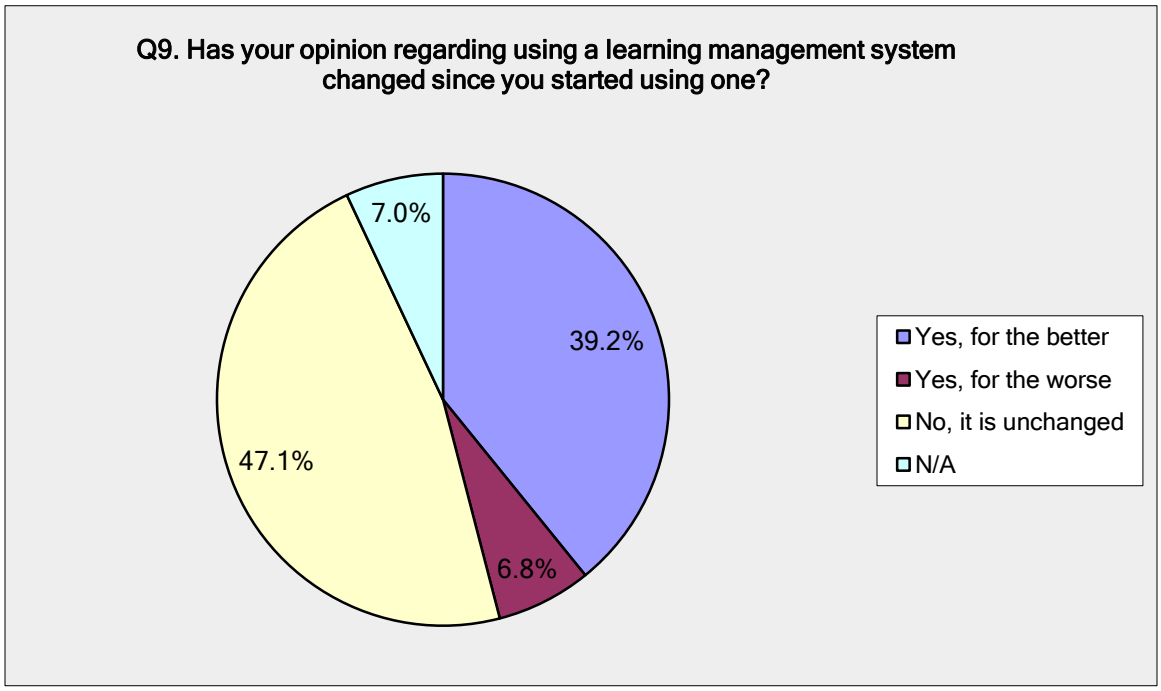
Answer Choices		Responses	
No benefit for my particular class(es)		19.35%	6
I don't know how to use it		3.23%	1
I'm not interested		12.90%	4
Too complicated		3.23%	1
Too much work		9.68%	3
I don't like the tool I'm currently using		3.23%	1
N/A		70.97%	22
Other (please specify)	Responses	16.13%	5
Total Respondents: 31			

Students Only:

Answer Choices		Responses	
No benefit for my particular class(es)		20.86%	68
I don't know how to use it		1.53%	5
I'm not interested		10.12%	33
Too complicated		3.68%	12
Too much work		6.75%	22
I don't like the tool I'm currently using		5.83%	19
N/A		66.26%	216
Other (please specify)	Responses	6.13%	20
Total Respondents: 326			

Portal Survey 2016

Q9. Has your opinion regarding using a learning management system changed since you started using one?		
Answer Options	**Response Percent**	**Response Count**
Yes, for the better	39.2%	197
Yes, for the worse	6.8%	34
No, it is unchanged	47.1%	237
N/A	7.0%	35
answered question		**503**
skipped question		**7**



Findings:

- Only a small amount of survey respondents (less than 7%) had a worse opinion of the LMS. (as per the above)
- Of them, only 2 were teachers (as per the first reply below) and only 27 were students (as per the second reply below)

Teachers Only:

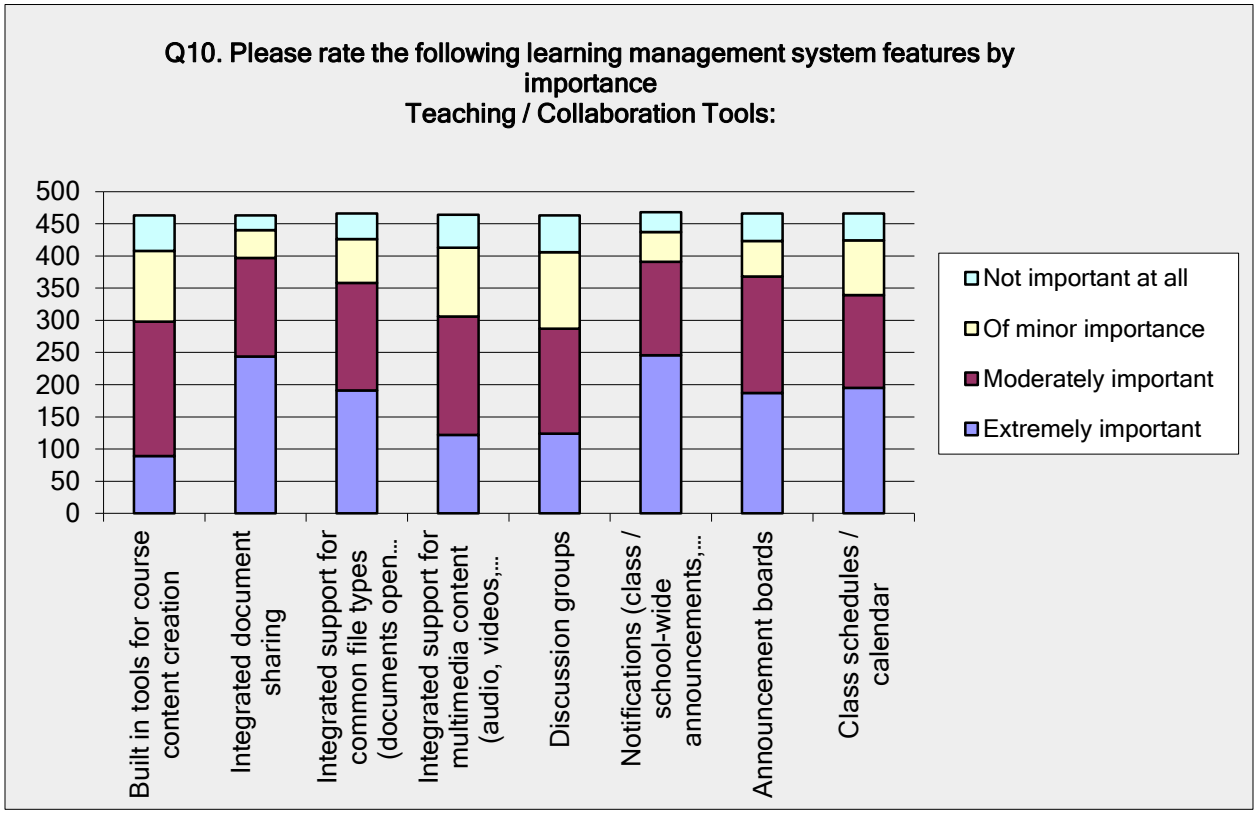
Answer Choices	Responses	
Yes, for the better	53.33%	24
Yes, for the worse	4.44%	2
No, it is unchanged	33.33%	15
N/A	8.89%	4
Total		45

Students Only:

Answer Choices	Responses	
Yes, for the better	38.27%	155
Yes, for the worse	6.67%	27
No, it is unchanged	50.12%	203
N/A	4.94%	20
Total		405

Portal Survey 2016

Q10. Please rate the following learning management system features by importance Teaching / Collaboration Tools:					
Answer Options	**Not important at all**	**Of minor importance**	**Moderately important**	**Extremely important**	**Response Count**
Built in tools for course content creation	55	110	209	89	463
Integrated document sharing	23	43	153	244	464
Integrated support for common file types (documents open within the system instead of having to launch an external application)	40	68	167	191	466
Integrated support for multimedia content (audio, videos, animations, etc)	51	107	184	122	465
Discussion groups	57	119	163	124	463
Notifications (class / school-wide announcements, assignment announcements, etc)	31	46	145	246	469
Announcement boards	43	55	181	187	466
Class schedules / calendar	42	85	144	195	467
answered question					**470**
skipped question					**40**

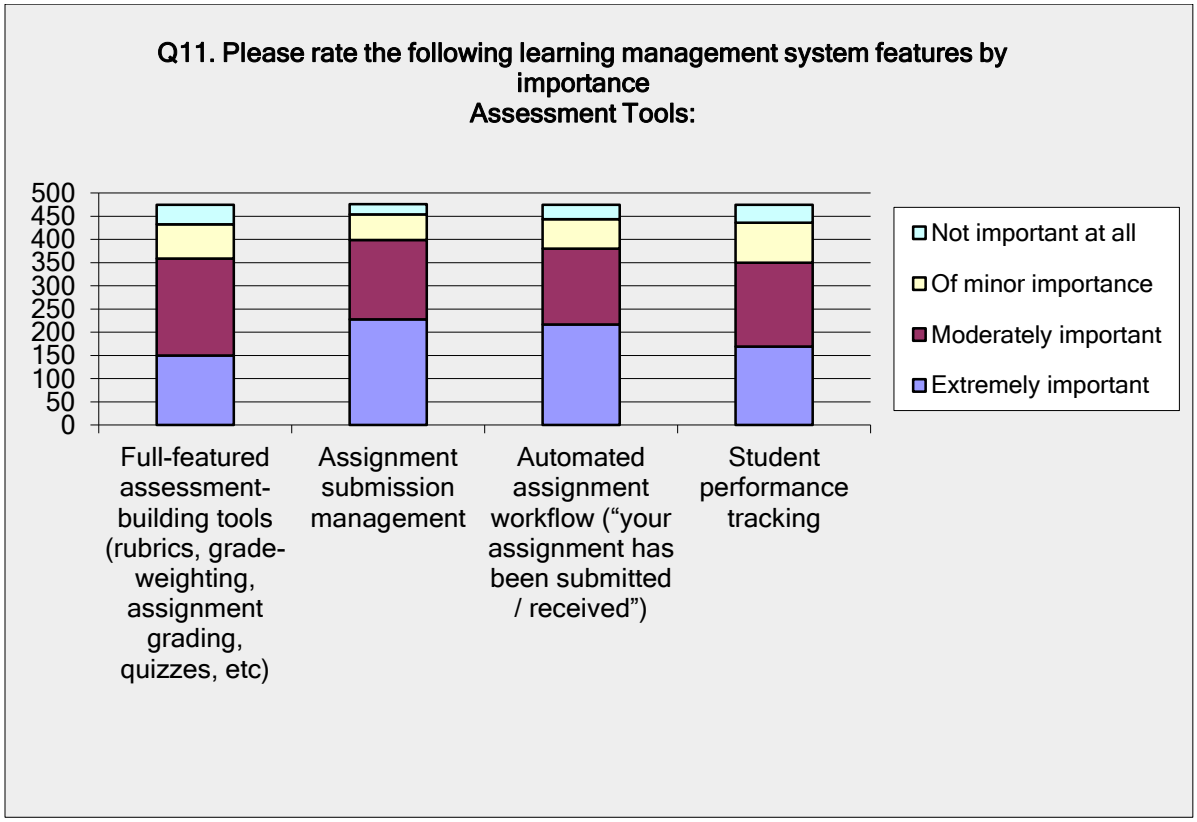


Findings:

- Please see the summary after question 14.

Portal Survey 2016

Q11. Please rate the following learning management system features by importance Assessment Tools:					
Answer Options	**Not important at all**	**Of minor importance**	**Moderately important**	**Extremely important**	**Response Count**
Full-featured assessment-building tools (rubrics, grade-weighting, assignment grading, quizzes, etc)	42	74	209	150	476
Assignment submission management	22	55	171	228	476
Automated assignment workflow ("your assignment has been submitted / received")	31	64	163	217	475
Student performance tracking	39	86	181	169	475
answered question					**477**
skipped question					**33**

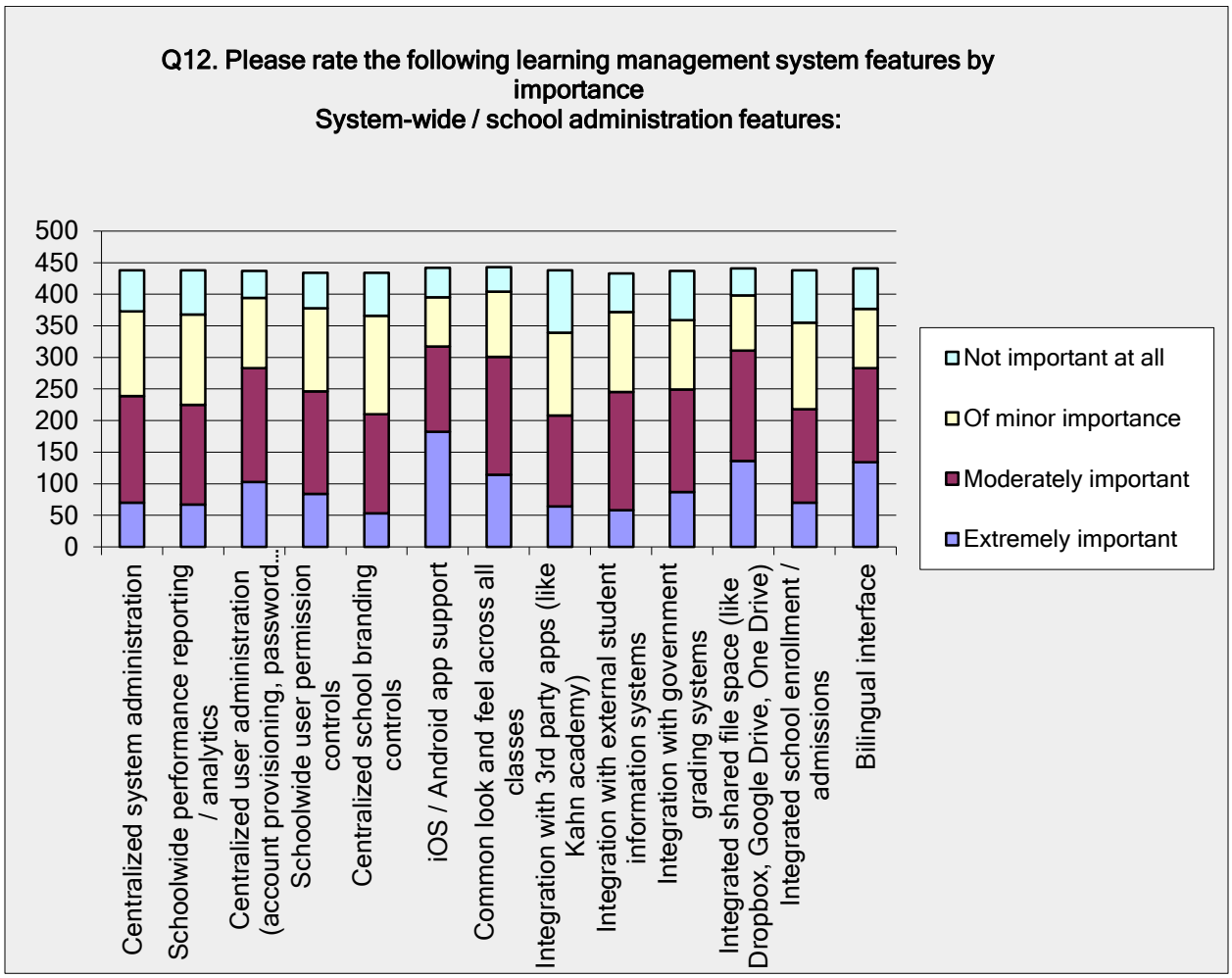


Findings:

- Please see the summary after question 14.

Portal Survey 2016

Q12. Please rate the following learning management system features by importance System-wide / school administration features:					
Answer Options	**Not important at all**	**Of minor importance**	**Moderately important**	**Extremely important**	**Response Count**
Centralized system administration	65	134	169	70	439
Schoolwide performance reporting / analytics	70	143	158	67	439
Centralized user administration (account provisioning, password resets, etc)	43	111	180	103	438
Schoolwide user permission controls	56	132	162	84	435
Centralized school branding controls	68	156	157	53	435
iOS / Android app support	47	78	135	182	443
Common look and feel across all classes	39	103	187	114	444
Integration with 3rd party apps (like Kahn academy)	99	131	144	64	439
Integration with external student information systems	61	127	187	58	434
Integration with government grading systems	78	110	162	87	438
Integrated shared file space (like Dropbox, Google Drive, One Drive)	43	87	175	136	442
Integrated school enrollment / admissions	83	137	148	70	439
Bilingual interface	64	94	149	134	441
answered question					**451**
skipped question					**59**

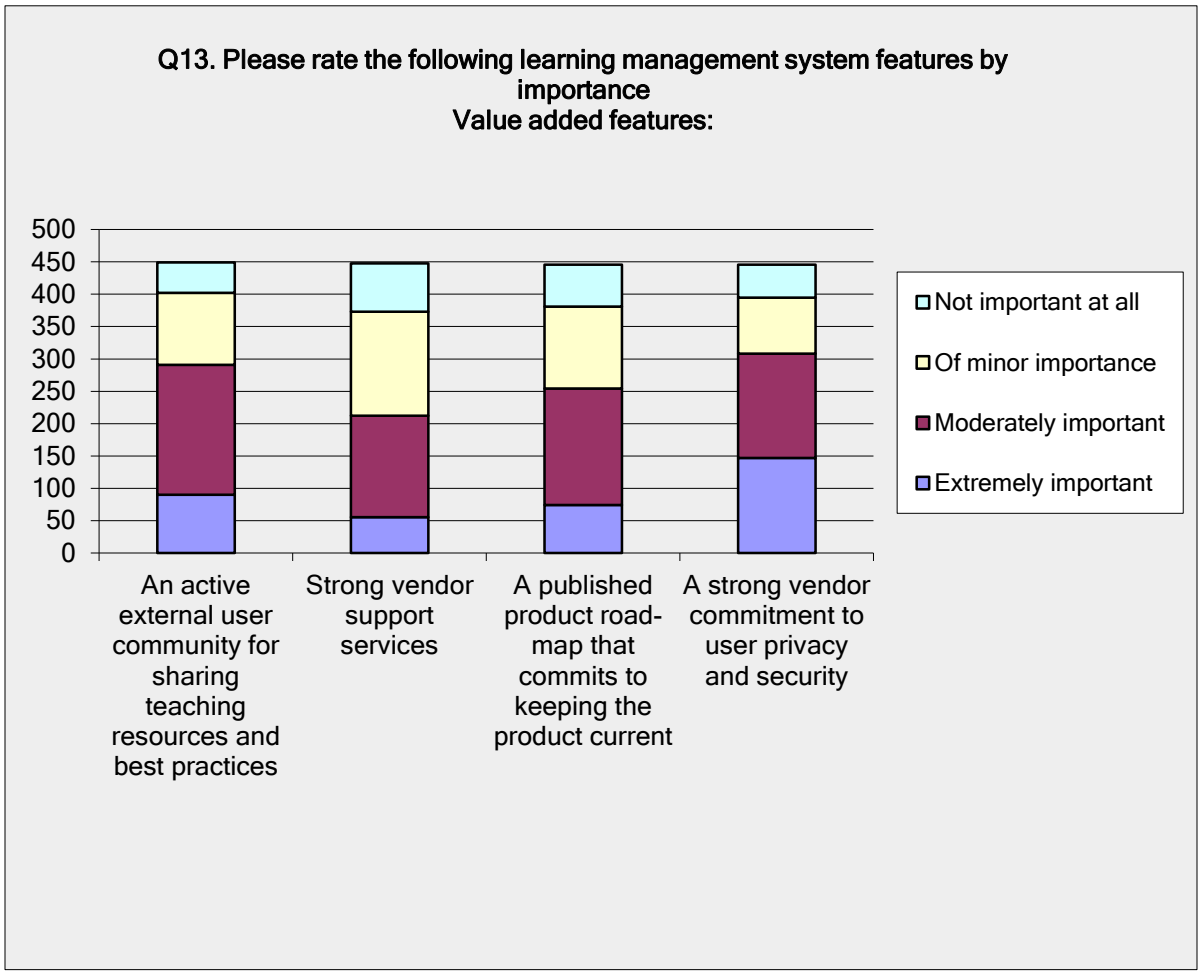


Findings:

- Please see the summary after question 14.

Portal Survey 2016

Q13. Please rate the following learning management system features by importance Value added features:					
Answer Options	**Not important at all**	**Of minor importance**	**Moderately important**	**Extremely important**	**Response Count**
An active external user community for sharing teaching resources and best practices	47	111	201	90	450
Strong vendor support services	75	161	157	55	449
A published product road-map that commits to keeping the product current	65	127	180	74	447
A strong vendor commitment to user privacy and security	51	87	161	147	447
answered question					**452**
skipped question					**58**

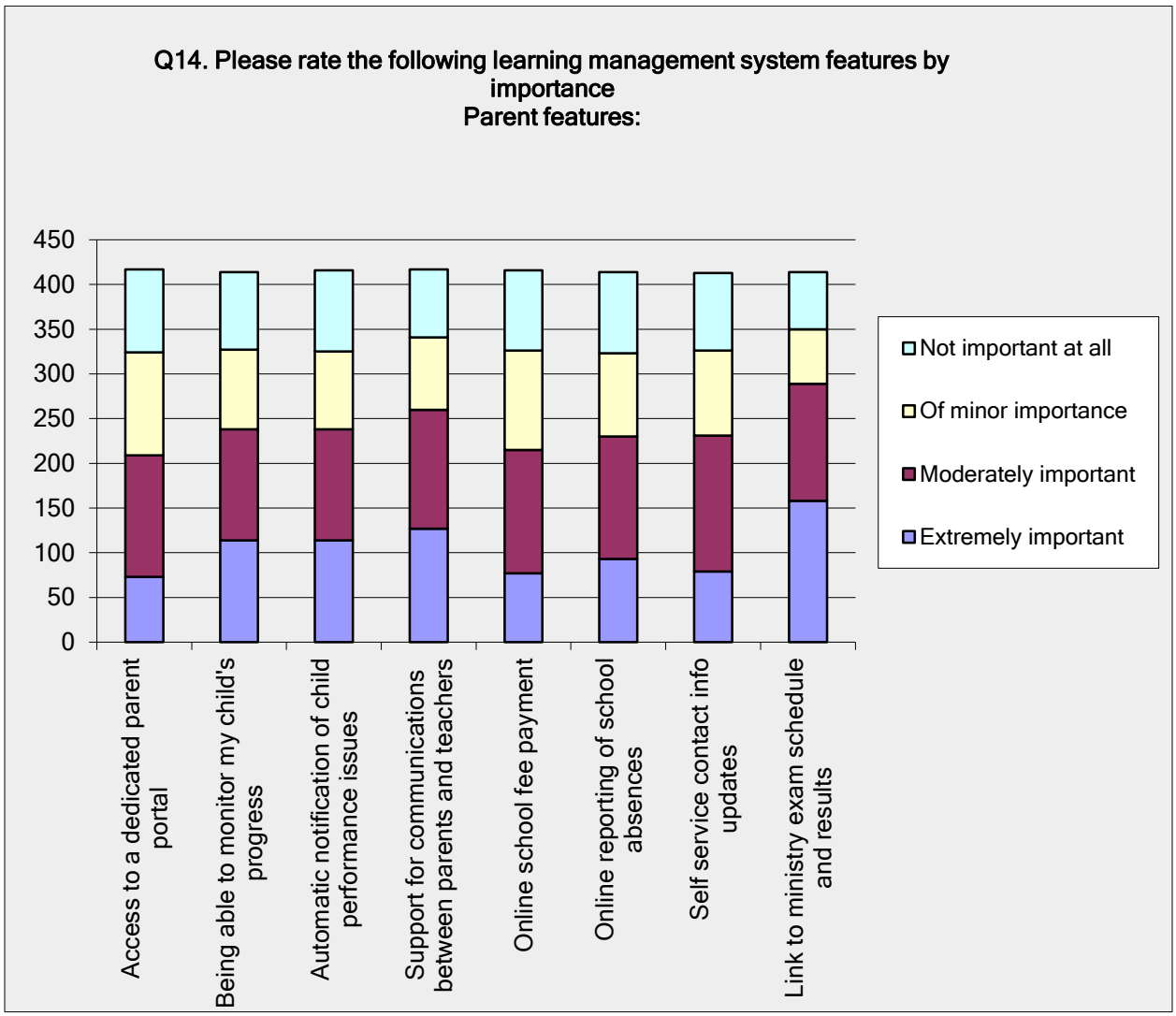


Findings:

- Please see the summary after question 14.

Portal Survey 2016

Q14. Please rate the following learning management system features by importance Parent features:					
Answer Options	**Not important at all**	**Of minor importance**	**Moderately important**	**Extremely important**	**Response Count**
Access to a dedicated parent portal	93	115	136	73	418
Being able to monitor my child's progress	87	89	124	114	415
Automatic notification of child performance issues	91	87	124	114	417
Support for communications between parents and teachers	76	81	133	127	418
Online school fee payment	90	111	138	77	416
Online reporting of school absences	91	93	137	93	414
Self service contact info updates	87	95	152	79	413
Link to ministry exam schedule and results	64	61	131	158	414
answered question					**421**
skipped question					**89**



Findings:

- Majority of survey respondents found the following LMS features either extremely/moderately important:
    - document sharing (~86%)
    - notifications/announcements (~83%)
    - file type integration (~77%)
    - class schedules/calendars (~72%)
    - multimedia content (~66%)
    - course creation and (~65%)