

# ***Royal West Academy***

## **Portal Evaluation Report**

**Governing Board**

**Portal Sub-Committee**

**May 25, 2015**

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## 1. Executive Summary

The summary below provides a high-level overview of subsequent detailed sections in this Portal Evaluation report.

### **Mandate**

To determine the feasibility of establishing a standard portal, the Royal West Academy (RWA) Governing Board (GB) formally established in November 2014 a Portal Sub-Committee with the mandate to: collect and validate portal requirements, evaluate available portal technologies, and create this report that would make formal recommendations for the implementation of evaluated portal solutions.

### **Background**

Presently there is no standard portal solution at Royal West Academy (RWA), or at the English Montreal School Board (EMSB). Through consultations and surveys performed during the period from 2011 to 2013, via an RWA GB Sub-Committee on Technology, there was a strong support for a school-wide online portal. Since 2013, several teachers at RWA have begun using a portal solution to administer assignments and communicate with students with non-standard adoption and inconsistent use that has supported the need for an RWA GB Portal Sub-Committee and mandate (summarized above and detailed further below).

### **Evaluation Process & Results**

The portal evaluation results (detailed further below) were based on an evaluation process that included: a preliminary analysis of the current situation (based on a report from prior RWA GB Sub-Committee on Technology), online research of portal solutions, an onsite demonstration of targeted solutions, a survey of portal feature priorities, participation in EMSB technology meetings, and enterprise-level remote demonstrations.

### **Recommendations**

The following three recommendations will be detailed in this report:

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.

## 2. Mandate

To determine the feasibility of establishing a standard portal solution for students, teachers, parents, and administrators at RWA (and optionally at the EMSB), the RWA Governing Board mandated the evaluation and recommendation of portal solutions to a Portal Sub-Committee, formed by the following members:

Michael Delis	Chair of the Portal Sub-Committee, Member of the RWA Governing Board, Parent, Executive Vice-President, Director of Training and Methodologies, <a href="#">PMC (Project Management Centre Inc.)</a>
Ryan Ortiz	Member of the RWA Governing Board, Parent, Information Technology Director Customer Services, <a href="#">McGill University</a>
Gabrielle Krim	Parent, Information Technology Technical Writer, <a href="#">McGill University</a>
Kirk Kelly	Chair of the RWA Technology Sub-Committee, Chair of the RWA Governing Board, Parent

The following individuals were consulted as subject matter experts:

Tony Pita	Portal Sub-Committee Sponsor, RWA Principal
Claudia Gucciardi	English and technology teacher, ex RWA teacher

The RWA Portal Sub-Committee was established in November 2014, stemming from recommendations outlined in the Final report of the Subcommittee on Technology to the Governing Board of Royal West Academy.

### **Excerpt from the RWA Governing Board meeting minutes of November 5<sup>th</sup>, 2014**

*6.3 Need for portal and effort to get one installed. T. Pita and K. Kelly talked about the need for RWA to have a portal that serves the needs of our school's stakeholders mainly the needs of the teachers, students, parents and administration. A full discussion by the members followed. Among the specifics discussed was the need to improve communication between the teachers and their students (going both ways) with regards to sharing documents (class notes, assignments, marks, etc). Also the need of the staff and administration to communicate with parents beyond using emails. The issue of security of the private information of those using such a portal was highlighted. It was noted that many private high schools have had such a tool (a portal) for many years now. It was moved by P. Rennison, seconded by J. Bateman and unanimously resolved to appoint R. Ortiz and M. Delis as members of a subcommittee which will look further into this issue. Vote: 13 – 0 – 0 Motion Carried*

### 3. Background

Presently there is no standard portal solution at RWA, or at the EMSB.

Through consultations and surveys performed during the period from 2011 to 2013, via the RWA Sub-Committee on Technology, teachers, parents, and students exhibited strong support for a school-wide online portal that “simplifies and opens up communications between the three stakeholder groups and offers up-to-date information on assignments, due dates, class notes where available, and source materials or links to such material”.

Since 2013, several teachers at RWA have begun using the Edmodo portal to administer assignments and communicate with students. However, adoption has not reached a critical mass and even those who are using it, are not doing so consistently.

Having a single portal solution, with school-wide policies, and instructor training, would be most beneficial to all parties. The benefits of this approach are:

- Consolidated space that is used consistently by teachers to provide basic information, such as: assignments, grades, important dates;
- Teachers, students, and parents need only learn a single interface;
- Prepares students for the type of Learning Management Systems they will encounter in CEGEP and University;
- Teachers who are more tech-savvy, or wish to provide more online interactivity in their courses, can use more advanced portal features.

### 4. Evaluation Process

The Portal Sub-Committee’s first objective was to perform a preliminary analysis to assess the current situation and evaluate the school’s readiness for a centralized portal solution with the review of a technology report produced by a prior RWA GB Sub-Committee on Technology (summarized in section further below).

The Portal Sub-Committee then performed online research of various portal solutions, including free and paid subscription-based enterprise-level solutions, which provide more features, but at a cost. Based on its preliminary research, the Portal Sub-Committee focussed its efforts on three of the more well-established solutions in the K-12 space (summarized in section further below).

Following the online research conducted by the Portal Sub-Committee, an onsite demonstration session was organized for each of the targeted three solutions. Two to three stakeholders, from each of the four major user communities (parents, teachers, students, and administrators), were invited and participated in these sessions. Their feedback was collected via paper surveys completed during the course of the sessions (see Appendix A).

Post onsite demonstration survey was conducted to ascertain the priority or portal features that were evaluated during the onsite demonstration.

The evaluation process also included participation in EMSB level technologies and remote demonstration of Enterprise-level portal solutions.

## 5. Evaluation Results

### 5.1 Preliminary Analysis

The following portal readiness SWOT analysis was prepared as an initial deliverable, based on findings from the RWA Sub-Committee on Technology, and informal discussions with various stakeholders. Despite some caveats, the Portal Sub-Committee believes that RWA is ready for such a solution and will benefit greatly through its implementation.

Strengths	Weaknesses
<ul style="list-style-type: none"> <li>• Strong support from parents, students and most teachers.</li> <li>• Most teachers, students and parents have access to computers outside RWA.</li> <li>• IT infrastructure has been greatly improved over the last 2 years – enough bandwidth, wireless access increased.</li> <li>• Edmodo was piloted by a small group of teachers; students have found it is easy to use – not overly sophisticated / complicated.</li> <li>• Email and text messaging are rated highly in importance and are currently used by students and parents; Edmodo portal supports notifications via email.</li> <li>• Students can manage assignments and activities via online calendar.</li> </ul>	<ul style="list-style-type: none"> <li>• Not enough dedicated IT staff for RWA, to support teachers.</li> <li>• <b>Security:</b> Is security managed enough within portal? In Edmodo students can access course materials for courses they are not taking.</li> </ul>
Opportunities	Threats
<ul style="list-style-type: none"> <li>• Can satisfy the need for greater “transparency” - parents can obtain progress reports, follow up on assignments, exams, etc.</li> <li>• May lead to higher grades and higher school rating.</li> <li>• Need to prepare teachers: develop teacher training/guidelines, coaching from more experienced teachers, imperatives from Principal.</li> <li>• Flexible approach to portal usage – bare minimum: assignment and exam dates, expanded: class notes, suggested readings, online collaboration activities.</li> <li>• School-wide or district-wide portal can be used to disseminate resources for all students, such as online safety guides, bibliography template, basic technology guides, etc.</li> <li>• Standardized statistics – grades and metrics stored in a school-wide portal could be used by RWA and EMSB to report student results on standardized tests – good for benchmarking.</li> </ul>	<ul style="list-style-type: none"> <li>• Some teachers are fearful of sharing intellectual property “online”.</li> <li>• Teachers may fear having to stay connected with students 24/7.</li> <li>• Parents and teachers are afraid portal usage will replace face-to-face interaction.</li> <li>• Tech support and funding requirements will increase as more users adopt online portal and other technology.</li> <li>• If teachers do not use the same portal tool and do not use it in a consistent way, it will be frustrating for students, parents and administrators.</li> </ul>

## 5.2 Portal Solution – Online Research

Prior to embarking on a more formal product evaluation process, the Portal Sub-Committee conducted online research on the available solutions. The following 5 portal solutions were considered for evaluation:

1. [Schoology](#)
  - Cloud-based learning management system / communication portal
  - Available in two flavors: free or paid subscription with enhanced functionality
  - US based
2. [Edmodo](#):
  - Cloud-based learning management system / communication portal
  - Free for all users
  - US based
  - Used by several RWA teachers
3. [Coba](#)
  - Private, enterprise resource planning (ERP) / learning management system / communication portal
  - Licensed software, run locally or hosted by the vendor (for a fee)
  - Based in Laval, Quebec
  - Used by several private schools, including Selwyn House
4. [ChallengeU](#)
  - Course content sharing platform, not really a LMS
  - Based in Montreal, Quebec
5. [Black Board K-12](#)
  - Private learning management system / communication portal
  - Licensed software, run locally or hosted by the vendor (for a fee)
  - US Based

Where possible, test accounts were created, allowing the sub-committee members to gain familiarity with the solutions.

Based on the initial feedback from the sub-committee members, it was decided to focus the formal evaluation on Schoology, Edmodo, and Coba. The primary criteria were: usability, alignment with the high-level functionality requirements, and existing user-base in Quebec.

### 5.3 Onsite Demonstrations

A small focus-group assembled at RWA on March 18<sup>th</sup>, 2015 to view demonstrations of three portal solutions: Edmodo, Schoology, and Cobra. The participants included 3 teachers, 2 students, 4 parents, and 3 administrators.

The demos for both Schoology and Edmodo were conducted by Claudia Gucciardi, an ex RWA technology teacher who has vast experience with both solutions. Although Ms. Gucciardi had a stated preference for Schoology, she provided an objective comparison of the two solutions, their capabilities, and their strengths and weaknesses. The demo for Cobra was provided by the software vendor.

The following individuals participated in the on-site evaluation sessions and / or provided feedback on functional / non-functional portal requirements:

<b>Teachers</b> <ul style="list-style-type: none"><li>• Andrea Dillon</li><li>• Marie-Alessia Zuccaro</li><li>• Claudia Gucciardi</li></ul>
<b>Students</b> <ul style="list-style-type: none"><li>• Peter Delis</li><li>• Justin Abrams</li></ul>
<b>Parents</b> <ul style="list-style-type: none"><li>• Michael Delis</li><li>• Ryan Ortiz</li><li>• Gabrielle Krim</li><li>• Kirk Kelly</li></ul>
<b>Administrators</b> <ul style="list-style-type: none"><li>• Tony Pita</li><li>• Chantal Juhasz</li><li>• Patricia Taylor</li></ul>

#### Evaluation Session Questionnaire:

During the evaluation session, a questionnaire was distributed to each participant asking them to provide feedback on each solution in the following categories:

1. User interface / experience
2. Internal Communications
3. Content Management
4. Course Calendars
5. Assignments - Online Submissions
6. Assessment - Quizzes
7. Grades
8. Collaboration - Group projects
9. Discussions - Online Forums
10. Platforms -Browsers/Devices supported
11. Integration w/ EMSB (attendance, grades)
12. User provisioning / access management
13. IT Security (encryption, privacy compliance, intellectual property protection)

See full responses in Appendix A

## 5.4 Portal Feature Priorities Survey

Following the evaluation session, each participant was asked to complete a survey to assess the priority of a set of more detailed functional and non-functional criteria. The purpose of this survey was to weight the responses from evaluation sessions (i.e. if a solution doesn't address a high-priority criterion, this is considered more heavily than if it doesn't address a lower-priority criterion). The following feature list was sent to the focus-group by email and the participants were asked to rate the importance of each feature, on a scale from 1 to 10:

1. Notifications from the school
2. Chat between students and teachers or parents and teachers
3. Notifications from the teacher to class or individual students or parents
4. Ease of use/user experience
5. Content Management
6. Course Calendar
7. School Calendar integrated to portal
8. Assignments - Online Submissions
9. Grades - easy to enter/ manage for teachers and view by parents and students
10. IT Security (encryption, privacy compliance, intellectual property protection)
11. Collaboration – ability to create groups for collaborative work
12. Discussions (moderated by teacher)
13. Easy to maintain system
14. Total cost of ownership
15. Integration w/ EMSB
16. Chat between students (private)
17. Assessment - Quizzes
18. Access managed by individuals (self-reg., with teacher approval on a per-course basis)
19. Access managed centrally (IDs/accounts for students/parents set up by school admin.)

*See full responses in Appendix B*

#### 5.4.1 Questionnaire / Survey Results

The results from both the demo session feedback, and prioritized list of requirements, have been used as the primary foundation for the recommendations in this report. In short, the vast majority of users were interested in a portal solution that is easy to use, facilitates communications between all user communities, and helps students stay on-top of their schoolwork. Another important consideration was to limit the work-load impact on the already overburdened teaching staff.

Based on the written feedback from the demo session questionnaires, there was an overwhelming preference for Schoology over its closest cloud-based competitor, Edmodo. Coba, though providing a much broader set of functionality, was viewed as being outdated from a user interface perspective.

The following is a summary of themes found in the questionnaire responses.

##### **Schoology**

- User friendly / Intuitive
- Well organized assignment submission
- Strong collaboration capabilities
- Strong content management capabilities
- Strong communications / notifications capabilities

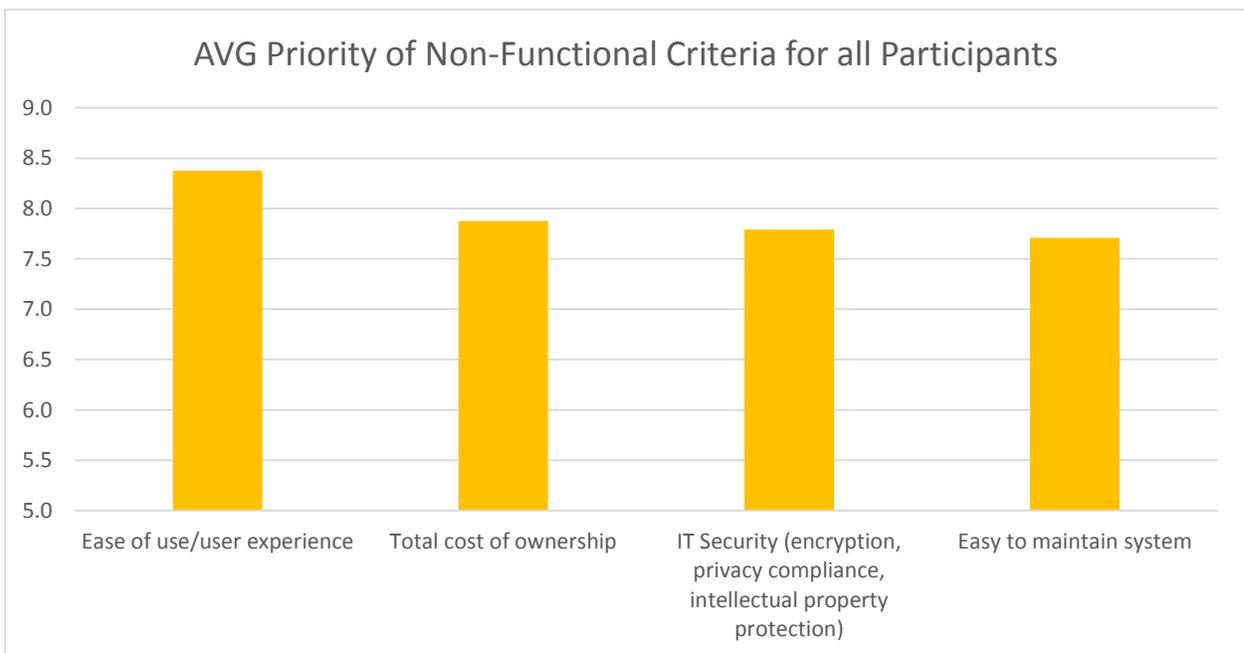
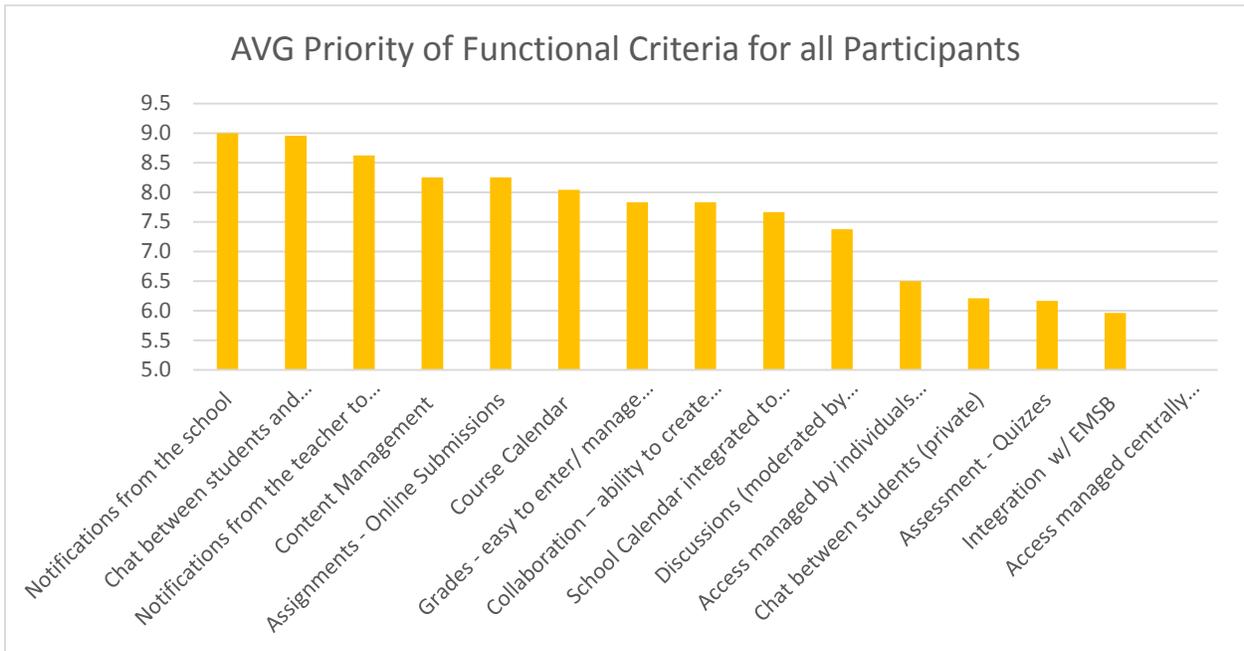
##### **Edmodo**

- Not as intuitive. Confusing “news feed”
- Notifications poorly implemented
- Labor intensive user-access administration
- Assignment submissions difficult to manage for teaching staff

##### **Coba**

- Well structured, but dated interface
- Good internal communications, but poor notification capabilities
- Strong content management capabilities
- Strong calendaring capabilities
- Strong assignment submission capabilities
- Strong grading capabilities and integration with MELS
- A lot of ERP capabilities (admissions, tax slips, payroll, etc)

The following two graphs summarize the responses to the functionality prioritization survey that was sent to each of the demo participants.



#### 5.4.2 Portal Comparison

The following section is a high-level comparison of the features, benefits, and shortcomings of the three evaluated portals. It is based on the online research of the sub-committee as well as the on-site / remote demo sessions. This information, in conjunction with the functionality priorities detailed above, form the basis of final recommendation outlined in section 5. The highlighted items represent those that were considered high priority by the demo participants (top 5 functional, top 2 non-functional).

Item	Schoology	Edmodo	Coba
<b>Notifications from the school</b>	<ul style="list-style-type: none"> <li>Well supported in Enterprise version</li> </ul>	<ul style="list-style-type: none"> <li>Not well supported</li> </ul>	<ul style="list-style-type: none"> <li>Well supported via internal email, but not notifications</li> </ul>
<b>Chat between students and teachers or parents and teachers</b>	<ul style="list-style-type: none"> <li>Well supported</li> <li>Private chat between students can be enabled or disabled by the teacher.</li> </ul>	<ul style="list-style-type: none"> <li>Messages seem to be only to the entire class.</li> </ul>	<ul style="list-style-type: none"> <li>Not well supported</li> </ul>
<b>Notifications from the teacher to class or individual students or parents</b>	<ul style="list-style-type: none"> <li>Well supported</li> </ul>	<ul style="list-style-type: none"> <li>Lacks robustness</li> <li>Notifications are sometimes delayed</li> </ul>	<ul style="list-style-type: none"> <li>Well supported via internal email, but not notifications</li> </ul>
<b>Ease of use/user experience</b>	<ul style="list-style-type: none"> <li>Intuitive</li> <li>Social-media-based experience</li> <li>Mobile friendly</li> </ul>	<ul style="list-style-type: none"> <li>Newsfeed very similar to Facebook</li> <li>All content is intermixed within the newsfeed</li> <li>Can be difficult to get oriented within the system</li> <li>Mobile friendly (app)</li> </ul>	<ul style="list-style-type: none"> <li>Dated user interface, but well-structured and relatively intuitive.</li> </ul>
<b>Content Management</b>	<ul style="list-style-type: none"> <li>Supports multiple file types</li> <li>Embedded file viewers without need for external applications</li> <li>Intuitive folder structure</li> </ul>	<ul style="list-style-type: none"> <li>Supports multiple file types</li> <li>Folder structure less intuitive</li> </ul>	<ul style="list-style-type: none"> <li>Supports multiple file types via internal file server</li> <li>No embedded file viewers</li> </ul>
Course Calendar	<ul style="list-style-type: none"> <li>Built-in reminders</li> <li>Integration with notifications (due dates, etc)</li> </ul>	<ul style="list-style-type: none"> <li>Poorly supported</li> </ul>	<ul style="list-style-type: none"> <li>Very well supported. Best of the three.</li> </ul>
School Calendar integrated to portal	<ul style="list-style-type: none"> <li>Supported in Enterprise version</li> </ul>	<ul style="list-style-type: none"> <li>Not well supported</li> </ul>	<ul style="list-style-type: none"> <li>Very well supported. Best of the three.</li> </ul>
<b>Assignments - Online Submissions</b>	<ul style="list-style-type: none"> <li>Well organized submission</li> </ul>	<ul style="list-style-type: none"> <li>Poorly implemented</li> </ul>	<ul style="list-style-type: none"> <li>Well supported</li> </ul>

	interface for both students and teachers	<ul style="list-style-type: none"> <li>• Can be extremely confusing for the teacher and students</li> </ul>	
Grades - easy to enter/ manage for teachers and view by parents and students	<ul style="list-style-type: none"> <li>• Feature-rich grading capabilities</li> <li>• Manual and automatic grading capabilities</li> <li>• Grade weighting capabilities</li> <li>• No integration with MELS</li> </ul>	<ul style="list-style-type: none"> <li>• Supports grading, but with the free version, they are not managed at the school-wide level.</li> </ul>	<ul style="list-style-type: none"> <li>• Well supported</li> </ul>
IT Security (encryption, privacy compliance, intellectual property protection)	<ul style="list-style-type: none"> <li>• US based data center(s)</li> <li>• SSL encryption of all content</li> </ul>	<ul style="list-style-type: none"> <li>• US based data center(s)</li> <li>• SSL encryption of all content</li> </ul>	<ul style="list-style-type: none"> <li>• Canadian software manufacturer / host</li> <li>• SSL encryption of all content</li> </ul>
Collaboration – ability to create groups for collaborative work	<ul style="list-style-type: none"> <li>• Well supported</li> <li>• Strong teacher / moderator controls</li> </ul>	<ul style="list-style-type: none"> <li>• Less robust</li> </ul>	<ul style="list-style-type: none"> <li>• Not well supported</li> </ul>
Discussions (moderated by teacher)	<ul style="list-style-type: none"> <li>• Well supported</li> </ul>	<ul style="list-style-type: none"> <li>• Feature was not covered in the demo session</li> </ul>	<ul style="list-style-type: none"> <li>• Not well supported</li> </ul>
Easy to maintain system	<ul style="list-style-type: none"> <li>• Zero system maintenance (SAAS)</li> <li>• Teacher administrated (free version)</li> <li>• Enhanced centralized administration (Enterprise version)</li> </ul>	<ul style="list-style-type: none"> <li>• Zero system maintenance (SAAS)</li> <li>• Teacher administrated (free version)</li> </ul>	<ul style="list-style-type: none"> <li>• System would be owned by the school and would require local system administration.</li> </ul>
<b>Total cost of ownership</b>	<ul style="list-style-type: none"> <li>• \$0 (free version)</li> <li>• \$10 / student, \$2,500 implementation, approx. 0.10 FTE's ongoing (Enterprise version)</li> </ul>	<ul style="list-style-type: none"> <li>• \$0 (free version)</li> </ul>	<ul style="list-style-type: none"> <li>• Approx \$12,000 per year plus hosting fees (or local IT infrastructure costs if hosted locally).</li> </ul>
Integration w/ EMSB	<ul style="list-style-type: none"> <li>• None at present</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• Integration with MELS, GRICS, GPI</li> <li>• Strongest of the three.</li> </ul>

Assessment - Quizzes	<ul style="list-style-type: none"> <li>• Robust online quiz tool</li> <li>• Integrated with automated grading system</li> </ul>	<ul style="list-style-type: none"> <li>• Not robust</li> </ul>	<ul style="list-style-type: none"> <li>• Well supported, but not as robust as Schoology</li> </ul>
Access managed by individuals (self-reg., with teacher approval on a per-course basis)	<ul style="list-style-type: none"> <li>• Well supported</li> <li>• Managed by teacher (free version)</li> </ul>	<ul style="list-style-type: none"> <li>• Labor intensive for teacher</li> </ul>	<ul style="list-style-type: none"> <li>• All access centrally managed by the school (delegation may be possible)</li> </ul>
Access managed centrally (IDs/accounts for students/parents set up by school admin.)	<ul style="list-style-type: none"> <li>• Managed by RWA administration (Enterprise version)</li> </ul>	<ul style="list-style-type: none"> <li>• Not supported</li> </ul>	<ul style="list-style-type: none"> <li>• All access centrally managed by the school</li> </ul>
Major caveats	<ul style="list-style-type: none"> <li>• No integration with GRICS at present</li> </ul>	<ul style="list-style-type: none"> <li>• No integration with GRICS at present</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a lot of ERP functionality that is outside the scope of this project (admissions, transcripts, payroll, attendance, etc)</li> <li>• Only available at a cost. No free version.</li> <li>• Requires internal IT infrastructure, or paid hosting services</li> </ul>

5.5 EMSB Portal Initiative

On Thursday, April 30<sup>th</sup>, Ryan Ortiz and Tony Pita attended a meeting at the EMSB offices with the EMSB IT Director, Luigi Di Filippo, members of his team, and several representatives from other EMSB schools. The purpose of the meeting was to present the EMSB’s plans for implementing a school-board wide “portal” solution based on [Microsoft Office 365](#). Also in attendance was a software integrator appointed by Microsoft to customize the Sharepoint Online / One Drive environments (parts of the O365 offering) to meet the needs of the EMSB. Mr. Di Filippo presented a high level overview of the solution’s functional design and intended use cases, defined in a prior meeting.

Although the term “portal” was used, what was described only met small sub-set of the functionality being evaluated by the RWA Portal Sub-Committee. Primarily, their proposal was to implement a document management system with folder and access structures organized by school, class, teacher, and student for sharing documents. It did not meet any of the learning management system functionalities seen in the three solutions being evaluated by RWA. That said, Mr. Di Filippo discussed possible future integrations with systems like Schoology or Edmodo, but did not provide any detail as to the level of integration, how it would be accomplished, and within what timeframe.

Also included in the O365 offering was Exchange Online and Active Directory (cloud email and user authentication) for all staff and students. Free access to MS Office 2013 on up to 5 personal devices per user was also presented. It should be noted that this is not a special offer to the EMSB in particular. In 2014, Microsoft began offering specific Office 365 products/services to qualifying K-12 schools, at no cost.

Some of the stakeholders in attendance questioned the need to do custom development (programming) to modify O365 when other solutions are available that already meet the need (ex: Schoology). This topic was not discussed at great length, but privacy and security seemed to be the primary considerations for choosing Microsoft over other cloud-based solutions. Also mentioned was the cost of integrating these other solutions with [GRICS](#). One can assume, however, that the cost to integrate Office 365 would be similar to that of competing solutions.

Although the solution being proposed by the EMSB does not meet all requirements identified by the RWA Portal Sub-Committee, it does have many benefits, primarily: Exchange Online, One Drive, and Office 2013. Further discussions should be had to evaluate potential integration opportunities with solutions like Schoology, which fulfil a much broader set of requirements. User privacy and security should be a focal point in these discussions.

## 5.6 Remote Demonstrations

On Tuesday, May 12<sup>th</sup>, members of the sub-committee conducted a web-conference demonstration of the Schoology Enterprise platform, given by Schoology representative, Christopher Sienna-Canas.

### **Summary of the Schoology Enterprise Features:**

(in addition to all the learning management features of the free version)

- Administrative interface allows school administrators to manage accounts (students, parents, and teachers) and set up course membership in advance
- Single sign-on (can be used with Office 365 credentials)
- School-wide calendar and notifications
- School branded interface
- Supports a variety of media types, including audio & video
- Integration with Office 365 (for learning resources/files)
- Can easily migrate course content from one year to the next
- Easy to migrate from free/ consumer version to the paid/ enterprise version
- System-wide grading scale, and ability to export grades
- Security controls for different types of users
- Direct access to Support Team by phone, email, and ticketing system
- Training available

**Cost:** Initial setup= \$2,500 USD, plus \$10 USD per student per year. No additional charges for teachers, parents or administrators.

### **Total Cost of Ownership Considerations:**

- Hosted by Schoology, 99.9% uptime, no infrastructure maintenance cost
- System administrator(s) needed to manage user accounts, permissions, exporting grades and other data. Approx 0.20 FTE's at the start of each semester and 0.10 FTE's ongoing.

## 6. Recommendations

Based on the above evaluation results, the Portal Sub-Committee recommends to the RWA GB the following plan of action for RWA:

### **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:**

Based on the research conducted by the sub-committee, and feedback received from each of the stakeholder communities, Schoology is the solution that best meets the current needs at RWA. The sub-committee therefore recommends a phased implementation of the free version of Schoology as a pilot project. To this end, we recommend the following:

- a. Establish a community of practice, comprised of 3-5 engaged, tech-savvy teachers to start using Schoology exclusively at RWA. The objective would be to evaluate the solution in a more real-world context and validate its suitability for RWA.
- b. The secondary goal would be to establish expertise within the school which would be leveraged in later phases.

### **2. Continued evaluation of an enterprise-level (fee-based) solution and consideration of various funding options:**

Of the three solutions that were evaluated, two were available in a fee-based context. In the case of Schoology, the extra functionality was primarily focused on tighter school-wide integration, branding, and centralized administration. In the case of Coba, which is only available for a fee, functionality was provided that greatly exceeded the scope of this mandate, covering ERP-type functionality such as: admissions, attendance, transcripts, payroll, etc. Both fee-based solutions provide a level of integration and centralized administration / governance that are not possible with free solutions.

The sub-committee recommends continued evaluation of one or both of the above fee-based solutions to meet the school's future needs.

Due to the two-year budget lifecycle at RWA, funding strategies should be developed as soon as possible to ensure that budget is available for a fee-based solution if/when it is required.

### **3. Formal participation by RWA in the EMSB's planning for the implementation of Microsoft Office 365:**

The EMSB's plan to implement Microsoft Office 365 as a school-board wide "portal" solution is a relatively recent development and should be taken into account as RWA moves forward with any portal initiatives of its own. The EMSB has legitimate security and privacy concerns that should not be taken lightly. That said, the current Office 365 offering only meets a small sub-set of the requirements identified by the RWA Portal Sub-Committee. To ensure adequate integration between the plans of the EMSB and RWA, we recommend the following:

- c. Communicate the need for a true learning management system (LMS) to the EMSB and invite the IT Director, Mr. Di Filippo to presentations with Schoology (and possibly Coba) so that he

- can better understand what RWA is looking for. IT security concerns, a preoccupation for the EMSB, could be discussed in more detail.
- d. Ask the EMSB to formally investigate the integration possibilities between Office 365 and Schoology / Cobra.
  - e. Ask the EMSB to have formal on-going representation from RWA on their portal committee.
- 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.**
- a. Core group of teachers to report in to sub-committee on a regular basis.
  - b. Portal Sub-Committee to participate in EMSB portal discussions, and report back to 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.**

Among the key success factors in the successful implementation of a portal at RWA will be level of user adoption, and consistency of utilization (i.e. everyone uses the same tool in the same way). To this end, we recommend the following:

- f. RWA administration should endorse a single portal solution and encourage all teaching staff, who choose to use a portal, to use the same one.
- g. Provide teaching staff in the community of practice with the necessary resources (time and IT resources) to provide local mentoring and support to those joining the bandwagon.
- h. Once critical mass has been established, begin discussions to move to an enterprise solution (either Schoology or Cobra) which would greatly improve portal consistency across all classes.

## Appendix A (Detailed Demo Session Participant Feedback)

The following are the anonymized feedback of each participant of the demo sessions that were held on March 18th, 2015 at Royal West Academy.

Each participant's response is preceded by a number. Response "1" in each feedback category, for example, comes from the same respondent. The number assigned to each respondent is different for each product feedback form. Respondent "1" from the Schoology feedback form is not the same as respondent "1" from the Edmodo feedback form.

<b>Solution Name:</b>	<b>Schoology</b>
<b>Date of demo:</b>	March 18th 2015
<b>Functionality Area:</b>	Feedback:
<b>User interface / experience</b>	<ul style="list-style-type: none"> <li>1. User friendly &gt; simple. Total control for Instructors</li> <li>1. No control other than uploads and comments for students</li> <li>2. Ease of use for creating questions</li> <li>3. Easy to use</li> <li>4. Kind've complex, not that simple</li> <li>4. enjoyable experience</li> <li>5. well organized on screen</li> <li>6. Inventive menu FB based</li> <li>7. 3 different interfaces - parent, teacher, student</li> <li>7. looks like Facebook</li> <li>7. free mobile app</li> <li>9. user friendly</li> <li>10. relatively clear</li> </ul>
<b>Internal Communications</b>	<ul style="list-style-type: none"> <li>1. Users can notify each other online or through an app</li> <li>1. Parents use codes to access students file / grades</li> <li>1. Filtered notifications - parents can access all of student files</li> <li>2. looks easy</li> <li>3. Moderated</li> <li>5. parent communication</li> <li>7. Private messaging btw std &gt; teacher, teacher &gt; parent.</li> <li>7. Student &gt; student can be disabled</li> <li>9. with app &gt; get reminder</li> <li>9. comments can be public or private</li> <li>9. interdisciplinary groups</li> <li>10. messaging within program</li> </ul>
<b>Content Management</b>	<ul style="list-style-type: none"> <li>1. easy identification of files</li> <li>1. uploads are easy - user organizations (control over it)</li> <li>2. looks easy</li> <li>3. Easy to edit, move, copy courses</li> <li>4. well designed</li> <li>4. easy to access different courses</li> <li>5. Control commenting (viewing)</li> <li>7. Accepts std file types, photos</li> <li>7. embedded file viewers</li> <li>7. Copy content to other courses</li> <li>8. Very easy to organize with folders</li> </ul>

	<ul style="list-style-type: none"> <li>9. seems user friendly</li> <li>9. limits access</li> <li>10. folders intuitive</li> <li>10. dropboxes</li> <li>10. links to other sites</li> </ul>
<b>Course Calendars</b>	<ul style="list-style-type: none"> <li>1. Reminders are visible 24/7 (upcoming)</li> <li>1. notifications are used as well</li> <li>3. Upcoming events easily seen</li> <li>5. presence of reminders</li> <li>6. access codes</li> <li>8. I like that assignments / homework automatically</li> <li>9. reminders on screen</li> </ul>
<b>Assignments - Online Submissions</b>	<ul style="list-style-type: none"> <li>1. easily identify student submission</li> <li>1. upload / make / show resources online the site</li> <li>2. looks easy</li> <li>3. Can upload Word documents</li> <li>4. simple to use and submit work</li> <li>5. students can resubmit</li> <li>7. yes</li> <li>8. Great, seems easy to manage. No more excuses like forgot at home, in my locker, etc.</li> <li>9. can submit assignments - teacher point of view</li> <li>10. online submissions organized by courses / groups</li> </ul>
<b>Assessment - Quizzes</b>	<ul style="list-style-type: none"> <li>1. many setting available</li> <li>1. total control over the choice quiz (time, questions, etc)</li> <li>2. looks easy</li> <li>3. Timers ; scramble; easy to use; computer lab setting</li> <li>4. Not very practical</li> <li>4. doesn't give students time to think</li> <li>5. many options</li> <li>7. built in</li> <li>7. ability to see student profile</li> <li>7. timed questions, random order questions</li> <li>8. Great for self-assessment, I wouldn't use it for my math quizzes / tests.</li> <li>9. variety of formats</li> <li>10. In-site</li> <li>10. graded</li> </ul>
<b>Grades</b>	<ul style="list-style-type: none"> <li>1. Instructor is in total control of grades and comments for the student</li> <li>1. Can be used as a mark-book.</li> <li>1. terms are specified</li> <li>2. looks easy - but no connection to MELS</li> <li>3. Easy to transfer grades from course to course</li> <li>4. easy to receive feedback</li> <li>5. can enter grades manually or use system to grade automatically</li> <li>7. yes with weighting</li> <li>8. I like that it can be my mark book / GPI.</li> <li>9. weighting / competencies / terms easy to organize</li> </ul>

<p><b>Collaboration - Group projects</b></p>	<ul style="list-style-type: none"> <li>1. Teacher can create group with access codes for particular students they desire to be together</li> <li>1. Merged disciplines</li> <li>2. &amp;*%% that it can facilitate group work</li> <li>3. No ability for private messages</li> <li>3. PM works between teacher / student</li> <li>4. pretty unnecessary</li> <li>5. moderation possible</li> <li>5. group codes</li> <li>7. creation of sub groups</li> <li>8. Good! like Edmodo</li> <li>10. easy to manage groups</li> </ul>
<p><b>Discussions - Online Forums</b></p>	<ul style="list-style-type: none"> <li>1. Comments are accessible to all</li> <li>1. Teacher has control of comment viewing and deletion</li> <li>1. can enable private messaging</li> <li>2. limited as per teacher controls but seems robust</li> <li>3. Moderation possible; notifications for posts</li> <li>5. open student forums possible (can be graded or not)</li> <li>7. discussion board feature</li> <li>8. Good! like Edmodo</li> <li>9. Discussion groups easily created</li> <li>10. private messages only btw teacher &amp; students</li> <li>10. students can only message when in a group together</li> </ul>
<p><b>Platforms - Browsers/Devices supported</b></p>	<ul style="list-style-type: none"> <li>1. app / online</li> <li>1. install resource &gt; many sources / apps for storage</li> <li>2. Tried on my iPad - worked great</li> <li>3. Mobile app available; text message reminders</li> <li>4. an app is good to have</li> <li>5. send notification to smart phones</li> <li>7. clicker support?</li> <li>9. access using all browsers</li> <li>10. app avail. for smartphone</li> </ul>
<p><b>Integration w/ EMSB (attendance, grades)</b></p>	<ul style="list-style-type: none"> <li>1. Attendance can be used by school</li> <li>1. Grades can be shared</li> <li>2. none</li> <li>3. can be integrated w/ API</li> <li>5. potential to be like GPI (but MELS requires GPI)</li> <li>6. No GPI</li> <li>7. No integration with GPI / MELS</li> <li>7. Export to GRIX?</li> <li>8. Great for personal markbook and attendance, cannot link w/ GPI / Grics.</li> <li>9. no link - no upload of distribution lists</li> <li>9. can program competencies + weight</li> <li>10. TBD</li> </ul>
<p><b>User provisioning / access management</b></p>	<ul style="list-style-type: none"> <li>1. Access for parents, instructor, and students</li> <li>3. Invitation possible</li> <li>5. render Excel sheets with codes</li> <li>7. Self service</li> </ul>

	<ul style="list-style-type: none"> <li>7. Support for multiple children under parent account</li> <li>9. teacher access code</li> <li>9. Can you insist on EMSB email.</li> <li>10. Parent account has high degree of information &gt; grades, attendance, discussion board</li> </ul>
<b>IT Security (encryption, privacy compliance, intellectual property protection)</b>	<ul style="list-style-type: none"> <li>2. No idea</li> <li>3. USA server</li> <li>3. Moderated by teacher</li> <li>4. Servers in USA</li> <li>7. can restrict what bio info students can share</li> <li>7. Can force students to sign-in with EMSB email</li> <li>10. ?</li> </ul>
<b>Other comments</b>	<ul style="list-style-type: none"> <li>7. Limited administrative controls</li> <li>7. Registration for parents is course by course. Maybe better with enterprise</li> <li>7. Facebook of education</li> <li>7. Student perspective: "blows Edmodo away"</li> <li>7. Privately funded</li> <li>7. American</li> <li>7. Open about who funds them</li> <li>7. Monetize: buying enterprise version</li> </ul>
<b>Questions:</b>	<b>Answers:</b>
<b>Did you see any feature or functionality that was unexpected during this demonstration?</b>	<ul style="list-style-type: none"> <li>3. Browser lockdown?</li> <li>3. Skipping able to be tracker</li> <li>4. the attendance list</li> <li>10. breadth of functions</li> </ul>
<b>What did you like best about this demonstration?</b>	<ul style="list-style-type: none"> <li>3. Resource apps: dropbox, youtube</li> <li>5. I currently use Edmodo, and notice that Schoology has slightly more features / options for managing - Example: grading options are extensive! (class, term, year - full markbook)</li> <li>9. Can setup discussion groups</li> <li>9. Notifications through app</li> </ul>
<b>What did you like least about this demonstration?</b>	<ul style="list-style-type: none"> <li>9. Not clear we can easily upload data to system</li> </ul>
<b>What did you expect to see that you did not see during this demonstration?</b>	
<b>Is the system intuitive? Do you think it would be easy to train users to use it?</b>	<ul style="list-style-type: none"> <li>3. Easy to find answers on Google</li> <li>5. Yes. My impression is that it is very user-friendly. I feel I could use the basic functions immediately.</li> <li>9. Think students / teachers would easily adapt.</li> <li>10. very intuitive</li> </ul>

<b>Solution Name:</b>	<b>Edmodo</b>
<b>Date of demo:</b>	March 18th 2015
<b>Functionality Area:</b>	Feedback:
<b>User interface / experience</b>	<ul style="list-style-type: none"> <li>1. Looks more like FB, less control than Schoology</li> <li>2. Static</li> <li>3. Looks a lot like Facebook</li> <li>3. News feed not editable, merged into one field</li> <li>4. Mimics news feed</li> <li>4. Mixed old and new assignments</li> <li>5. Not as intuitive</li> <li>5. Too FB like. Everything shows up in the feed</li> <li>8. Like Facebook</li> <li>8. Newsfeed</li> </ul>
<b>Internal Communications</b>	<ul style="list-style-type: none"> <li>1. Notifications are not well done / on time</li> <li>5. Delayed notifications</li> <li>8. Not very accessible</li> <li>8. Badges?</li> </ul>
<b>Content Management</b>	<ul style="list-style-type: none"> <li>1. Everything is merged into one field</li> <li>2. Seems clunkier</li> </ul>
<b>Course Calendars</b>	<ul style="list-style-type: none"> <li>8. Notifications are flawed</li> </ul>
<b>Assignments - Online Submissions</b>	<ul style="list-style-type: none"> <li>2. A mess for the teacher</li> <li>3. Scrambled in fields</li> <li>8. Submissions show up on newsfeed</li> </ul>
<b>Assessment - Quizzes</b>	<ul style="list-style-type: none"> <li>8. Yes</li> </ul>
<b>Grades</b>	<ul style="list-style-type: none"> <li>3. Only weight assignments, quizzes</li> <li>5. No weighting (or difficult) by term</li> <li>8. Weighting not as straight-forward</li> </ul>
<b>Collaboration - Group projects</b>	<ul style="list-style-type: none"> <li>2. Not shown</li> <li>8. Small groups possible</li> </ul>
<b>Discussions - Online Forums</b>	<ul style="list-style-type: none"> <li>2. Not shown</li> <li>8. Not included in demo</li> </ul>
<b>Platforms - Browsers/Devices supported</b>	<ul style="list-style-type: none"> <li>8. App for smart phone</li> </ul>
<b>Integration w/ EMSB (attendance, grades)</b>	<ul style="list-style-type: none"> <li>2. None</li> <li>8. TBD</li> </ul>
<b>User provisioning / access management</b>	<ul style="list-style-type: none"> <li>3. Parent access codes are done one by one. Cannot download info.</li> <li>5. Teacher managing students is manual from one term to the next. Delete users or delete entire course.</li> <li>5. Manual generation of access codes.</li> <li>8. Access codes for parents &amp; students</li> </ul>
<b>IT Security (encryption, privacy compliance,</b>	<ul style="list-style-type: none"> <li>3. USA server</li> <li>8. ?</li> </ul>

<b>intellectual property protection)</b>	
<b>Other comments</b>	<ol style="list-style-type: none"> <li>1. Not as good as Schoology. Simple</li> <li>5. Facebook of education</li> <li>5. Privately funded</li> <li>5. American</li> <li>5. More restrictive about who funds them</li> <li>6. I use Edmodo, I can see how Schoology would be easier to use for grades, parent communication, assignment / homework organization. The only thing is I sometimes like the newsfeed option. It's also more familiar because it looks like Facebook however, with our students, I don't think it would be very difficult to get used to.</li> <li>7. Was out of room</li> </ol>
<b>Questions:</b>	<b>Answers:</b>
<b>Did you see any feature or functionality that was unexpected during this demonstration?</b>	
<b>What did you like best about this demonstration?</b>	
<b>What did you like least about this demonstration?</b>	<ol style="list-style-type: none"> <li>3. Premium options.</li> <li>3. Need to manually remove older students</li> <li>3. Hasn't been updated</li> </ol>
<b>What did you expect to see that you did not see during this demonstration?</b>	
<b>Is the system intuitive? Do you think it would be easy to train users to use it?</b>	

<b>Solution Name:</b>	<b>Coba</b>
<b>Date of demo:</b>	March 18th 2015
<b>Functionality Area:</b>	Feedback:
<b>User interface / experience</b>	<ol style="list-style-type: none"> <li>1. Administrative abilities (view contact info like GPI)</li> <li>1. Not the most fluid to view past info.</li> <li>2. Takes over school website</li> <li>2. Very structured</li> <li>2. Dated interface</li> <li>2. Tries to do too much</li> <li>3. Not as "pretty" as schoology or edmodo, but easy to use</li> <li>4. F/E web based</li> </ol>

	<ul style="list-style-type: none"> <li>4. Promotes school thru graphics</li> <li>4. would be school's website</li> <li>5. Bilingual</li> <li>5. can be school adapted (homepage, etc)</li> <li>7. Education management software.</li> <li>7. 200 clients; staff of 40, customizable</li> <li>8. Many features</li> <li>8. Report cards &gt; MELS verified</li> <li>9. Easily changeable</li> <li>9. Doesn't offer control / automated / very specific</li> </ul>
<b>Internal Communications</b>	<ul style="list-style-type: none"> <li>1. Internal messaging (email sent through COBA)</li> <li>1. Automated messages - good options to send. Parents + teachers need to be on COBA</li> <li>2. No notifications.</li> <li>2. Email push</li> <li>2. Internal mail system</li> <li>2. No notification / popups of due dates</li> <li>2. private messages. Business rules ex: approve message to parents</li> <li>3. by email, hard to have an active discussion no discussion boards for class participation</li> <li>4. Mcss messaging.</li> <li>4. Admissions</li> <li>4. Can ask for appointments with parents with a schedule</li> <li>5. school wide message posting on login screen</li> <li>5. individual / group messaging (w/o email address)</li> <li>7. inbox. Dropbox to download assignments. Can create appointments with parents.</li> <li>8. Mail &gt; internal. No web server. By group, class, group</li> <li>9. Internal to Coba</li> <li>9. Easy communication with everyone.</li> </ul>
<b>Content Management</b>	<ul style="list-style-type: none"> <li>1. seating plans + pictures</li> <li>1. links to teacher websites</li> <li>2. File share space managed by school</li> <li>2. no embedded file viewer</li> <li>3. relatively easy</li> <li>4. seating</li> <li>4. internal messaging system</li> <li>4. class / grade / schedule</li> <li>4. calculation of grades to report card auto.</li> <li>4. teacher site / correct + put</li> <li>5. Less elaborate class pages, less options available (w/ due dates)</li> <li>7. 3 days to build a school database by admin.</li> <li>8. Space for uploading files</li> <li>8. surveys from admin to students.</li> <li>9. Very specific for each student accessed by teacher</li> </ul>
<b>Course Calendars</b>	<ul style="list-style-type: none"> <li>1. Due dates from all courses viewable</li> <li>1. School calendar feature</li> <li>2. auto generate assignment calendars viewable by parents</li> </ul>

	<ul style="list-style-type: none"> <li>2. organizes parent teacher night appointments</li> <li>3. Fantastic! Linked to school calendar and other courses.</li> <li>4. No notifications * *</li> <li>5. Less extensive than Schoology or Edmodo, but possible (no embedded viewing, but can be downloaded)</li> <li>6. Online homework agenda for students &amp; parents. No reminders. Assignments workload. School agenda.</li> <li>8. Agendas with all assignments. Assignment created for all stakeholders.</li> <li>9. Everyone has same setup / course and calendar are automated / created by one admin.</li> </ul>
<b>Assignments - Online Submissions</b>	<ul style="list-style-type: none"> <li>1. Download student assignments or have student work corrected</li> <li>2. Yes. # of days late allowed</li> <li>3. I like that students can save work within Coba like their portal.</li> <li>4. teachers can see all work for all classes - publish would be able to plan around student's workload.</li> <li>6. Will auto-correct and post to markbook. # of late days allowed. Timing mechanism.</li> <li>8. Folders created automatically when assignment is built</li> <li>9. Many options to make &amp; give out assignments</li> </ul>
<b>Assessment - Quizzes</b>	<ul style="list-style-type: none"> <li>1. "forms" : not so user friendly</li> <li>2. Mixing questions / answer order</li> <li>3. Good, standard.</li> <li>4. drop box</li> <li>4. stats</li> <li>4. Form generator - mix quest</li> <li>4. Will correct and calculate basic quizzes</li> <li>6. Online quizzes. Timed. Scrambled.</li> <li>8. Multiple choice only</li> <li>9. Choice of quiz criteria (time, questions, etc)</li> </ul>
<b>Grades</b>	<ul style="list-style-type: none"> <li>1. Grades + weighting: controlled by Admin + teachers</li> <li>1. skip GPI steps</li> <li>2. Generation of report cards</li> <li>2. full grade book.</li> <li>2. attendance.</li> <li>3. Great! Within Schoology and Edmodo, most teachers will be annoyed that they then have to transfer to GPI, with Coba it's fast and easy.</li> <li>4. Calculates marks and transfers to report card</li> <li>4. Grade book - categories / honour roll</li> <li>5. Central by student (report cards)</li> <li>5. Individual course grades managed</li> <li>7. Report cards downloaded</li> <li>7. Can change marks up until term closed.</li> <li>8. Gradebook incorporated</li> <li>9. Easily accessible and manageable.</li> <li>9. Can be graded online.</li> </ul>
<b>Collaboration - Group projects</b>	<ul style="list-style-type: none"> <li>1. Group function available</li> <li>3. Lacking</li> </ul>

	<ul style="list-style-type: none"> <li>4. no blogs</li> <li>5. N/A</li> <li>6. Has own Google drive ability. Space managed by admin.</li> </ul>
<b>Discussions - Online Forums</b>	<ul style="list-style-type: none"> <li>1. No forums or chat rooms</li> <li>1. Email to groups &gt; like an email to all, reply all function</li> <li>2. No.</li> <li>3. Lacking</li> <li>4. Not possible - private school request</li> <li>5. N/A</li> <li>6. Private messages not visible by teachers. Not chatrooms. No forums.</li> <li>8. Teachers / admin can make comments on student file.</li> </ul>
<b>Platforms - Browsers/Devices supported</b>	<ul style="list-style-type: none"> <li>1. Not currently mobile friendly</li> <li>2. mobility limited</li> <li>3. Lacking</li> <li>4. web based</li> <li>5. No notification system</li> <li>7. No mobile platform at the moment.</li> <li>9. None</li> </ul>
<b>Integration w/ EMSB (attendance, grades)</b>	<ul style="list-style-type: none"> <li>1. Replacement for GPI!</li> <li>2. Full attendance</li> <li>2. Full integration with MELS</li> <li>2. Tax slips</li> <li>2. Fee payment</li> <li>3. Best of the three</li> <li>4. Can replace EMSB system</li> <li>5. possible</li> <li>5. connection to MELS exists (get grades)</li> <li>7. Coba works w/ MELS</li> <li>9. Integrated with whole school</li> </ul>
<b>User provisioning / access management</b>	<ul style="list-style-type: none"> <li>1. SAS - locally in MTL</li> <li>2. automatic generation of user accounts</li> <li>5. Registration managed by Coba (students, teachers, etc. already in system).</li> <li>7. Course selection done online</li> <li>8. No notifications at this point</li> <li>8. No app at this point</li> </ul>
<b>IT Security (encryption, privacy compliance, intellectual property protection)</b>	<ul style="list-style-type: none"> <li>1. encryptions</li> <li>1. locked databases</li> <li>2. Administration: 3 days per terms. Check this!</li> <li>2. <a href="https://">https://</a></li> <li>2. ASP / MSSQL</li> <li>4. Encrypted for all elements</li> <li>7. ESP, MS SQL, Encrypted. DB Locked. SSL.</li> <li>8. ? Locked database</li> </ul>
<b>Other comments</b>	<ul style="list-style-type: none"> <li>1. PLC's &gt; Dept. heads inputting course + term breakdowns.</li> <li>1. account statements, purchasing within, tax forms</li> <li>2. ERP!</li> <li>2. cost structure?</li> </ul>

	<ul style="list-style-type: none"> <li>2. release roadmap?</li> <li>2. Disciplinary notes</li> <li>2. Room reservations</li> <li>2. Company: 40 people in laval</li> <li>2. Portal solutions for universities</li> <li>2. Rewriting new fully web based version.</li> <li>2. Admissions</li> <li>2. Fees: Moneris, Desjardins</li> <li>2. All the hebrew schools, LCC, Cooper</li> <li>4. 35 years experience. Spec management software</li> <li>4. 875 / 12,000 per year</li> <li>5. Comment page for student behaviour that can be viewed by all teachers, admin, parent</li> <li>5. Embedded file viewer not currently available but coming soon? Annotation possibilities also (for correcting assignments)</li> <li>6. I found Coba to be very old fashioned in their web design. Although the function of the website was very impressive. Only issue I remarked was that it seemed difficult to navigate. There was an enormous amount of options and settings. It wasn't very user friendly.</li> <li>7. \$12,000 per year. unlimited users</li> <li>7. + hosting fees</li> <li>8. \$12k per year</li> </ul>
<b>Questions:</b>	<b>Answers:</b>
<b>Did you see any feature or functionality that was unexpected during this demonstration?</b>	<ul style="list-style-type: none"> <li>3. MELS, EMSB, RWA, GRICS and GPI come together as one - fantastic.</li> <li>4. tax forms + account balances</li> <li>4. management of student workload through the agenda</li> <li>4. On-line registration + payment for activities</li> <li>4. room reservations</li> <li>4. Library loans - inventory of equipment</li> <li>4. ECA activities</li> <li>5. Teacher schedule</li> <li>5. Class seating plan</li> <li>5. Staff and student photos</li> <li>5. Create pre-set message templates for notifying parents (example)</li> <li>5. Agenda of all assignments for parents to see</li> <li>7. Overtakes website</li> <li>7. Seating plans w/pictures for substitute pictures.</li> <li>7. Mobile application to come</li> <li>7. Room reservation</li> <li>7. Overdue library books</li> <li>9. Everything syncs</li> </ul>
<b>What did you like best about this demonstration?</b>	<ul style="list-style-type: none"> <li>3. Coba combines all of a teacher's responsibilities parent communication, report cards, homework, etc. They seem to be improving as well so that teachers don't have to download each assignment. The only downfall would be that for Coba to work</li> </ul>

	<p>best, all teachers and admin should participate. It would be a shame to pay for their services but only be a handful of teachers use the agenda option, for example.</p> <ul style="list-style-type: none"> <li>4. Teachers don't have to re-enter data for reporting</li> <li>4. Direct communication with the student through student's email</li> <li>4. Storage space unlimited</li> <li>5. Can see all assignments a student has due from all teachers</li> <li>5. Automated emails for appointments (and scheduling)</li> <li>7. Admissions able to be done online. Payments accepted online. Point system for discipline. Team activities for registration.</li> <li>8. Administrative functionality at the school level.</li> <li>8. Admissions. Registration to activities. Assignment workload</li> </ul>
<p><b>What did you like least about this demonstration?</b></p>	<ul style="list-style-type: none"> <li>4. Lack of notifications and reminder</li> <li>4. Comprehensive</li> <li>4. No blogs possible</li> <li>4. Must download all forms to view (long process)</li> <li>7. Not able to upload prev. report cards to portal for admissions.</li> <li>7. No file viewer for assignments.</li> <li>8. Interface does not seem as accessible or attractive as other systems</li> <li>9. The display / interface is not pleasing to the eye.</li> </ul>
<p><b>What did you expect to see that you did not see during this demonstration?</b></p>	<ul style="list-style-type: none"> <li>4. Notifications</li> <li>5. No notification system, reminders, etc (but plans to be integrated in the future?)</li> <li>5. No messaging moderation, no forums</li> <li>8. Loans / reservations &gt; linked to inventory</li> <li>8. Online registration for activities &gt; online payment</li> <li>9. A better look to the site.</li> </ul>
<p><b>Is the system intuitive? Do you think it would be easy to train users to use it?</b></p>	<ul style="list-style-type: none"> <li>4. User friendly</li> <li>4. Focus greater on administration and teachers</li> <li>5. Less user friendly on first impression than Schoology or Edmodo, but more complex / integrated at the same time.</li> <li>7. Many capabilities.</li> <li>7. Might be long to adapt to.</li> <li>8. No, it seems to require quite a bit of training</li> <li>9. Yes however it is really complicated because of the control it has over many aspects &gt; it syncs.</li> <li>9. Many options &gt; can learn.</li> </ul>

## Appendix B (Detailed Functional and Non-Functional Prioritization)

ID #	Feature Category	Portal Feature	Priority	Priority	Priority	Parents-AVG	Priority	Priority	Teachers-AVG	Priority	Priority	Staff-AVG	Priority	Priority	Student-Priority	TOTAL AVG
4	Functional	Notifications from the school	9.0	7.0	8.0	8.0	10.0	9.0	9.5	7.0	10.0	8.5	10.0	10.0	10.0	9.0
3	Functional	Chat between students and teachers or parents and teachers	9.0	8.0	5.0	7.3	10.0	9.0	9.5	8.0	10.0	9.0	10.0	10.0	10.0	9.0
5	Functional	Notifications from the teacher to class or individual students or parents	9.0	8.0	10.0	9.0	10.0	4.0	7.0	7.0	10.0	8.5	10.0	10.0	10.0	8.6
7	Functional	Content Management	8.0	9.0	7.0	8.0	10.0	3.0	6.5	8.0	10.0	9.0	9.0	10.0	9.5	8.3
10	Functional	Assignments - Online Submissions	8.0	7.0	9.0	8.0	7.0	10.0	8.5	6.0	10.0	8.0	7.0	10.0	8.5	8.3
8	Functional	Course Calendar	10.0	9.0	10.0	9.7	9.0	3.0	6.0	7.0	10.0	8.5	8.0	8.0	8.0	8.0
12	Functional	Grades - easy to enter/ manage for teachers and view by parents and students	8.0	6.0	8.0	7.3	9.0	2.0	5.5	7.0	10.0	8.5	10.0	10.0	10.0	7.8
13	Functional	Collaboration – ability to create groups for collaborative work:	8.0	7.0	7.0	7.3	7.0	10.0	8.5	6.0	8.0	7.0	7.0	10.0	8.5	7.8
9	Functional	School Calendar integrated to portal	9.0	9.0	8.0	8.7	9.0	3.0	6.0	9.0	10.0	9.5	8.0	5.0	6.5	7.7
6	Functional	Discussions (moderated by teacher)	5.0	7.0	6.0	6.0	9.0	9.0	9.0	5.0	8.0	6.5	6.0	10.0	8.0	7.4
17	Functional	Access managed by individuals (self-reg., with teacher approval on a per-course basis)	8.0	8.0	2.0	6.0	8.0	6.0	7.0	8.0	8.0	8.0	0.0	10.0	5.0	6.5
2	Functional	Chat between students (private)	6.0	5.0	5.0	5.3	5.0	9.0	7.0	5.0	0.0	2.5	10.0	10.0	10.0	6.2
11	Functional	Assessment - Quizzes	5.0	6.0	3.0	4.7	7.0	10.0	8.5	6.0	7.0	6.5	5.0	5.0	5.0	6.2
15	Functional	Integration w/ EMSB	7.0	7.0	2.0	5.3	9.0	2.0	5.5	9.0	10.0	9.5	6.0	1.0	3.5	6.0
16	Functional	Access managed centrally (IDs/accounts for students/parents set up by school admin.)	8.0	10	2.0	5.0	8.0	6.0	7.0	8.0	8.0	8.0	0.0	0.0	0.0	5.0
			Parent 1	Parent 2	Parent 3	AVG	Teacher 1	Teacher 2	AVG	Admin 1	Admin 2	AVG	Student 1	Student 2	AVG	ALL
			Parents			Teachers			Staff			Student				

ID #	Feature Category	Portal Feature	Priority	Priority	Priority	Parents-AVG	Priority	Priority	Teachers-AVG	Priority	Priority	Staff-AVG	Priority	Priority	Student-Priority	TOTAL AVG
1	Non-Functional	Ease of use/user experience	10.0	10.0	10.0	10.0	8.0	1.0	4.5	10.0	10.0	10.0	8.0	10.0	9.0	8.4
19	Non-Functional	Total cost of ownership	9.0	10.0	8.0	9.0	8.0	9.0	8.5	8.0	10.0	9.0	0.0	10.0	5.0	7.9
18	Non-Functional	IT Security (encryption, privacy compliance, intellectual property protection)	9.0	10.0	7.0	8.7	8.0	1.0	4.5	8.0	10.0	9.0	8.0	10.0	9.0	7.8
14	Non-Functional	Easy to maintain system	8.0	9.0	8.0	8.3	9.0	10.0	9.5	9.0	10.0	9.5	0.0	7.0	3.5	7.7
			Parent 1	Parent 2	Parent 3	AVG	Teacher 1	Teacher 2	AVG	Admin 1	Admin 2	AVG	Student 1	Student 2	AVG	ALL
			Parents			Teachers			Staff			Student				

