The Community MIS Challenge

This questionnaire has been put together to ask each MIS supplier in the UK key details about their product and service to school. The aim of this is to provide these details publicly in an unbiased and objective forum, directing parties to use this in part to save schools and even local authorities money but also to dispel some myths about the features available in system. The structure and layout of this questionnaire is similar to a LA RFP or ITT so should be well known to you.

This questionnaire is looking mostly for YES/NO or short answers to be used in a comparative way for the benefit of schools looking to find out more information about products on the market. It is in your own interest to respond so as to not be the only supplier not to be comparable. For some supplier this will also serve as a way for potential customers to find out more about your product, or at the very least be aware of the existence of products.

This is NOT to be views as a direct marketing tool, the responses will be standardised to ensure they are objective and stick to the facts. Answers will not be changed, but element may be removed if there is any degree of advertising or trying to show 'how your product is better than x'. Ultimately, if a school wants to know more, they will make efforts to contact you directly, so there is benefit in not only responding but answering within the limits set. Persistent responses deemed advertising in answers may result in removal of the answer or from the entire exercise. No referrals will be supplied back directly to suppliers, if schools are interested they will be directed to contact you directly.

Questions are designed to look for simple facts, not to suggest any product is inferior in any way. There is no scoring system or rank associated, and each response will be treated as fairly as the next. The questionnaire is looking for you to show you are prepared to be counted and work with the market, and remove the cloak of secrecy by finding out what your product can do.

Please answers many as you can, even if your solution does not provide elements this is useful to customers (it can be seen positive so customers do not feel they are buying something they will not use). There is no need to reveal detail, so there is no need to hide behind 'commercial sensitivity' as this is no use to your potential customers.

There is no ask or need to reveal any financial detail, this exercise is designed to focus purely on the technology, which is what the market should all be about. These questions have been sourced from schools and LAs in the market for the past 4 months, questions important to them.

You have 4 weeks to respond to this questionnaire. Responses after this time may not be included, but any non-responders will be publicised. Prior to the results being published, you will receive a copy with any required edits for you to approve (edits such as removal of advertising) before this is published. You will have a further 2 weeks to respond with approval or edits, after which time the latest responses will be published. Responding to this questionnaire grants permission for your responses to be published on a publicly accessible website.

Regards and thank you in advance for participating

Graham Reed

Director

Eduware Consulting

Section 1: Product Services

Data Policies

Is you solution's database stored locally in the school, hosted offsite by the local authority or hosted offsite in your own/leased servers/data centres? Please state which if multiple options are available.

All data is hosted offsite on leased servers in 3rd party data centres. All data centres are within the EU, to comply with data protection legislation. ScholarPack chooses to store all data within the UK for additional legal protection of data. Data is stored in a minimum of three separate geographical locations to eradicate the risk of total data loss.

Which method is most advantageous for schools and why?

- Hosted offsite – there are no servers to maintain within the school, no backups to manage or additional IT infrastructure to maintain.

- All updates are applied automatically and any large-scale updates can be easily completed out of hours.

- Data is available off-site whenever the user has access to the internet and the correct security credentials.

- Data is stored in secure data centres rather than on school premises (a much more secure environment).

If your solution's database is hosted offsite, is this hosting on dedicated servers or is it hosted in the cloud (i.e. using distributed servers using services such as Amazon Cloud)?

All servers are dedicated servers. Servers are paired to provide a primary server and a hot standby which can take over should a problem occur. Paired servers have backups in alternative geographic locations within the UK.

Assuming you follow all Data Protection policies, where is the UK is the data stored? Do you make this information available to your customers/are they actively aware? Could you prove this if questioned by customers/partners/Information Commissioner?

All data is stored in the UK. Customers are made aware of this and can ask for additional information if required. We use one data centre in Newark and 2 in Gloucester. Proof can be provided if it is required by customers/partners/Information Commissioner.

Is your solution security audited by an external third party (Yes or No) and how frequently does this occur (every release, every year)?

Not currently. Working towards ISO27001 by the end of 2014.

How do you deal with security vulnerabilities? For example do you do specific security patches or are they bundled into main releases. If you use underlying technology such as Java or .NET how do you notified customers of security patches. Do you provide public information – such as reference to CVS ratings (http://cve.mitre.org/about/index.html)

Any vulnerabilities discovered either in internal code or third party libraries (eg. Python) are patched by our internal teams and rolled out as soon as they are patched. There is no work required by the school. Schools would be informed of any vulnerability which could compromise the security of their data. Patched are rolled out as required and not bundled with main releases. This ensures that fixes are released as quickly as possible. ScholarPack has never had any such vulnerabilities and we use a highly secure software stack.

What are the estimated timescales for patch\release rollout, and how much effect is required by the school or LA to update the system?

Zero effort. All updates are applied internally. Small updates (bug fixes etc.) are applied daily as required. Larger updates (new modules, additional functionality) are released once per term. No updates require downtime.

Are you registered with the Information Commissioner?

Yes.

If you do host services in any form, what back-up procedures do you employ?

ScholarPack uses a comprehensive backup solution that ensures data is always stored in multiple locations and is readily available should a problem occur. All data centres are within the EU, to comply with data protection legislation. ScholarPack chooses to store all data within the UK for additional legal protection of data. Data is stored in a minimum of three separate geographical locations to eradicate the risk of total data loss.

ScholarPack employs two main backup techniques as described below:

Streaming Replication
All servers are configured in pairs within the same data centre. One member of each pair is the "Primary" and responds to all incoming requests from schools. The second member of the pair is a "Hot Standby" which can take over from the Primary should a problem arise.

Each standby is kept synchronised with the data on the Primary using "Streaming Replication" which ensures that every database transaction completed on the Primary machine is duplicated on the Secondary. Replication in this manner maintains high availability and minimises the time required to restore services should a problem with the Primary occur.

Traditional Backups
In addition to streaming replication, traditional backups are taken three times a day to minimise the time between complete backups should a full restore be required. The three daily backups are:

1. 10:00: All school databases (excluding imported documents) are backed up onto the Primary server. This backup time ensures that all morning registration codes are backed up.
2. 15:00: All school databases (excluding imported documents) are backed up onto the Primary server. This backup time ensures that all afternoon registration codes are backed up.
3. 03:00: All school databases (excluding imported documents) are backed up onto the Primary server.
4. 03:00: All school databases (including imported documents) are backed up onto the Primary server.

Once each backup listed above is complete the data is copied into two separate locations resulting in three separate backup copies of school data in three separate geographical locations. Once each backup has completed an SMS message is sent to the development team indicating that backups have been successful.

If you do host services in any form, what disaster recovery precautions do you employ?

ScholarPack uses an SQL database system, which makes disaster recovery quick and simple. Database tables can be restored as required as well as recovering an entire database. Detailed recovery procedures are described below:

- **A pupil**
  ScholarPack prevents the user from accidentally deleting a pupil by checking if the database contains additional data for that pupil. If any additional data (such as contacts, address information, assessment details etc.) has been stored then the school is prevented from accidentally deleting that record.

  If a pupil has been accidentally deleted the following procedure can be followed:

  1. The latest backup for that school is downloaded to the server.
  2. The database tables containing the deleted data are identified.
  3. Deleted rows are identified and extracted.
  4. Deleted rows are imported back into the school's current database.

  The entire process takes no more than 30 minutes and can be completed without taking the schools installation off-line.

- **A school**
  If a school database becomes corrupted the process to restore the database to a previously usable state is outlined below:

  1. The latest working backup of that school is downloaded to the server.
  2. A new database is created for the school.
  3. The backup database is imported into the new database.
  4. The school is connected to the new database.

  This process can be completed in no more than 15 minutes and can be completed whilst other schools are using the system. Disruption would only occur for the school that requires the recovery.

- **A Local Authority**
  Entire Local Authority data loss can only be caused by one of two problems. These problems and their respective solutions are outlined below:

  Primary server failure
  A severe hardware failure could cause the Primary server to become unresponsive and require a switch over to the Standby server. The process is outlined below:

  1. Issue a "standby promote" command to the Standby server. This causes the Standby server to become the Primary.
  2. Change DNS settings to direct all schools to the new Primary.

  This entire process can be completed in no more than 60 minutes. Once this process is complete the schools can begin to use the system as normal. No data is lost as the servers are in sync using streaming replication.

Once the switch has been successfully completed work can begin to repair the broken primary server. Once the repairs have been carried out this server can be re-synced and becomes the new "hot-standby" in the event of future server failure.

Data centre failure
A data centre wide fault could render the servers unreachable. Although highly unlikely, this failure would require the schools to be moved to a secondary data centre. This procedure is outlined below:

1. Secondary (reserve) data centre is brought into service.
2. New Primary and Secondary pair is checked and prepared for data.
3. Backup databases are restored onto new servers.
4. DNS settings are changed to direct all schools to the new primary server.

This entire process can be completed in between two and five hours. Once this process is complete the schools can begin to use the system as normal. The latest backups are used to construct the new servers ensuring a minimal amount of data loss.

Once the switch has been successfully completed work can begin to repair the broken data centre. Once the repairs have been carried out the repaired data centre becomes the new stand by in the event of a future data centre failure.

Please state you minimum server specification and setup (if multiple servers are recommended) to support a single school of 1000 students and 150 staff. This would be deemed a secondary school.

N/A - no minimum specs for school

Please state you minimum server specification and setup (if multiple servers are recommended) to support a single school of 300 students and 30 staff. This would be deemed a primary school.

N/A - no minimum specs for school

Please describe how your solution's database is updated including any supporting applications, services or user intervention required.

N/A – All database updates are applied by the ScholarPack team.

Markets

Which markets do you have customers in? Markets are Primary, Secondary, Independent, International British, International Other (Academies, Free Schools and other divisions should be included appropriately with the states groups).

ScholarPack work with Primary Schools only. This includes Primary Academies, Primary Free Schools, Primary Faith Schools and State Maintained Primary Schools.

Which markets do you typically target? Markets are Primary, Secondary, Independent, International British, International Other (Academies, Free Schools and other divisions should be included appropriately with the states groups). Note that this question is not designed to limit your audience but describe if your software is specific to a subsection of schools. Please be honest if, for example, you software is currently designed for Independent schools, but also mention if you are now or soon developing for other markets too.

As above. Primary Schools only.

Database Structure

What back end database technology can be used with you solution (MS-SQL, MySQL, Oracle, etc.)?

N/A. ScholarPack uses PostgreSQL for all databases. No other databases are required.

Does your data structure comply with any ISB (Information Standards Board) standards? Please use one example if Yes.

ScholarPack utilises the ISB standards where these are required by the DfE to support the CBDS. For example student addresses.

Is you data structure compatible with any SIF objects, or do you have a SIF agent? Please use one example if Yes.

ScholarPack does not have a SIF agent. All data is stored using the CBDS which is mapped to SIF in places.

Client/User Interface

Is your solution presented via a dedicated application or through web browser?

Web Browser through a 2048 bit encrypted SSL connection.

If you employ a browser interface, what browsers are supported currently?

ScholarPack supports a wide range of browsers and maintains support for older versions where these continue to be used. In all instances Google Chrome is recommended for optimum performance. Supported browsers include:

- Google Chrome (Version v18.0.1025.162 +)
- Firefox (Version 10 +)
- Safari (Version 3 +)
- Opera (Version 9 +)
- Internet Explorer (Version 9 +)

If you employ a browser interface, does you solution employ HTML5?

Some more advance features require HTML5 support (e.g. photo evidence within markbooks)

Does your solution require any players or stud applications to support functionality (i.e. Flash Player, .Net Framework)?

None required (meaning iPad compatibility without external apps is good).

Please state the Operating Systems (including versions) you solution supports.

ScholarPack support any OS which can support a modern browser. Recommended operating systems are:

Windows
The following versions of Windows are supported:

- Windows XP (Service Pack 2+)
- Windows Vista (all versions)
- Windows 7 (all versions)
- Windows 8 (all versions)
- Windows 8.1 (all versions)

Mac OSX
The following versions of Mac OSX are supported:

- Mac OS X 10.5 (Leopard)
- Mac OS X 10.6 (Snow Leopard)
- Mac OS X 10.7 (Lion)
- Mac OS X 10.8 (Mountain Lion)
- Mac OS X 10.9 (Mavericks)

Linux
The following Linux versions are supported:

- Ubuntu 12.04+
- Debian 7+
- OpenSuSE 12.2+
- Fedora 17+

Please state you minimum system requirements.

ScholarPack simply requires a modern web browser and can run on any operating system. ScholarPack unofficially supports any hardware which is capable of running a modern web browser but recommends the following as a minimum:

- Processor:
    o Intel Pentium 4 or later
    o AMD Athlon 64 or later
- 100 MB free disk space
- 256 MB RAM
- 1024x768px screen resolution

Please describe how your solution's user interface is updated including any supporting applications, services or user intervention required.

N/A. All interfaces updates are applied by ScholarPack and rolled out in any updates.

Updates, enhancements, fixes, new features and general support

What is your typical release schedule?

Critical bug: hourly
General bug: daily
Tweaks/minor fixes: weekly
Large scale product updates: termly

How many staff do you employ per customer (as a ratio) on your helpdesk?

30 schools : 1 support person.

Where is your helpdesk located (in the UK or outside the UK)?

All call centres are within the UK. There are NEVER menu systems for getting support. You will speak to a human first time, every time.

What are your support hours?

8:30am – 5:00pm Monday – Friday. Support desk is closed for public holidays but open during school holidays.

Do you have an online helpdesk?

Online documentation and ticket logging systems are available from within the product.

Do you employ a live online helpdesk/chat facility to support customers?

Not at this time. Support is available via phone, email and remote access which we believe offer a better support service than live chat.

What support models do you employ (for example, direct to school, via LA, via third party support)

All support is delivered via our in-house support team directly to schools. No third parties are used or are anticipated to be used.

What is your method for reporting a bug or issue?

Issues can be reported from within the product by clicking Home > Log Ticket. Alternatively schools can call our dedicated support phone number and speak to a support agent.

What is your typical SLA timescales for issues of all seriousness?

- Major errors (those which render the Service unavailable or dysfunctional for all End Users) shall be responded to immediately and resolved in 1 hour, barring a whole data centre issue in which case see **Data centre failure** above**.**

- 99% of 'Intermediate errors' (generic problems with single modules, but with the Service still being functional for some End Users) shall be responded to within 15 minutes and resolved within 3 hours.

- 99% of 'Minor errors' (intermittent or limited problems which affect only some users and do not materially affect the functionality of the Service or an End User's ability to use the Service) shall be responded to within 45 minutes and resolved within two working days.

Issues will be categorised by ScholarPack support staff when they are logged in ScholarPack's internal support systems. If the errors can't be rectified within the timelines, Scholarpack will communicate with the customer an update on timeframes and expected resolution actions and timings.

What is your method for requesting an enhancement or change?

Requests can be added from within the product by clicking Home > Log Ticket. Alternatively schools can call our dedicated support phone number and speak to a support agent. ALL requests for change are considered and thousands of change requests have already been implemented.

How do you engage with the market for new features and what sectors or bodies influence how and what is implemented?

Customers are encouraged to engage with the support team and the development teams on a daily basis to request features and suggest changes. ScholarPack regularly hosts group seminars where schools are encouraged to give direct feedback about the product and development roadmaps are shared with customers. A recent example of this are the 2014 curriculum changes assessment seminars we can been hosting around the country.

Do you publish your 12 month (or more) roadmap? Please share this as part of your response (if you do).

ScholarPack publishes a development roadmap to interested customers. Customers are kept informed via seminars which are regularly held throughout the year.

Data Integration

Do you have an API?

Yes.

Describe how this works. For example, does it employ web services?

Our API uses web services for transfer of data. Companies wishing to use the API need direct permission from both the school in question and ScholarPack.

Does it cover all the basic aspects for your solution (Pupil details, contact details, relationships, staff details, attendance, behaviour, markbooks, and timetable?) Please state which if only part covers, or covers more aspects.

API will cover all data aspects of the system by end of 2014. Currently API covers student, attendance and contact data.

Does your API allow write back? Please state which data elements can be written back.

API can write back if required. Read/write access is granted on a case by case basis but with strict guidelines from ScholarPack development team.

If this API free to access? If there is any aspect of using the API that you charge schools or third parties for, please state. This includes charging for write back, charging for sandbox or test environment use, requirement to pay for a licence of the software (but does not include charges for consultancy or support of the software or API).

Use of the API is chargeable at a standard annual £500 license per 3rd party, which includes unlimited support, tweaks, and access to test school data.

Does your solution use any other form of open standard integration or technology?

No.

Does your solution integrate in any way with popular cloud services such as Google Apps or Microsoft Office 365?

Web based embeddable calendars can be displayed within the product.

Legislative Requirements

For the following questions, it is expected that your solution will provide any census or other exports stated in the defined file type and structure requested by the DfE or Awarding Organisations (An Excel export requiring user intervention for example is not acceptable as a yes answer)

Does you solution, either internally or through a third party interface, produce the School Census?

Yes. All school census' can be produced internally using ScholarPack.

Does you solution, either internally or through a third party interface, produce the Staff Workforce Census?

Yes. School workforce census can be produced internally using ScholarPack.

Does you solution, either internally or through a third party interface, produce the Independent Census?

Yes. Independent census can be produced internally using ScholarPack.

Does you solution, either internally or through a third party interface, produce the Key Stage Assessment Returns?

Yes. Key Stage Assessment Returns can be produced internally using ScholarPack.

Does you solution, either internally or through a third party interface, produce the CTF File?

Yes. Both full and partial CTF files can be produced internally both for individual pupils and for groups of pupils.

Does you solution, either internally or through a third party interface, produce Exam Entries and other files in EDF compatible files? Are you working towards the A2C standard?

Not applicable for Primary Schools.

Section 2: Software Characteristics

Core Pupil Database (Real time alerting)

Does your solution store pupil basic/demographic/personal information?

Yes.

Does your solution contain all statutory fields required for School Census?

Yes.

Does your solution have any real-time alerting to inform staff of changes in any aspect of ongoing observation?

This is currently in development for release in September 2014.

Does your solution archive past student records? How far back can a student record be recovered/reviewed?

Yes. All historical student data is stored indefinitely.

Does your solution accept the latest CTF import?

Yes. All CTF version 7 and above are fully supported.

Does your solution accept the latest ATF import?

Yes. All ATF version 7 and above are fully supported.

Pupil Attendance

Does your solution record AM/PM (Statutory) attendance?

Yes.

Does your solution record lesson by lesson attendance?

Yes.

Does your solution alert to patterns of absence or patterns of students consistently absent? Please elaborate if yes.

Reports are available which can show patterns of attendance and present the user with an overview of irregular attendance patterns. These do not produce alerts at this time. Alerts will be implemented in September 2014. A wealth of other attendance reports are available (over 35 as standard).

Does your solution record the number of minutes late?

Yes.

Does your solution allow the storage of absence notes?

Yes. Free text notes are provided.

Does your solution connect with messaging systems to alert absence to parents?

Our internal SMS messaging system links with daily absence for SMS alerts.

Does your solution record responses through such a system, if yes?

N/A

Can a teacher see their class absences for a whole term? A whole year?

Teachers can see weekly attendance from within the register. Teaching staff can report on registration codes for their class for any given date range providing the user has the correct access rights. Teachers can access all attendance reports.

Can a school administrator see a student statutory attendance record for a whole term? A whole year?

Yes. Administrators can see all attendance codes stored for a child form within their profile page.

Can a school administrator see a class/form/year group statutory attendance record for a whole term? A whole year?

Yes. Administrators can use the report panel to view attendance details for any groups of students.

Can the system report back to the Local Authority system, such as to ONE via B2B OPEN?

Yes. ScholarPack currently supports the B2B data exchange format and will support any other formats as they are required by schools at no extra charge. ScholarPack would prefer the use of open standards to transfer data.

Pupil Behaviour

Does you solution record behaviour incidents?

Yes.

ScholarPack's behaviour module includes a variety of different ways to record behaviour. All behaviour items can either be added by an administrator or entered by a teacher in the classroom.

Behaviour items include:

- **House points**
  Group points for houses. These can either be vertical (including multiple years) or horizontal (across the same year)

- **Merits**
  Single point for good behaviour

- **Minuses**
  Single point for bad behaviour

- **Positive referrals**
  Single point for good behaviour with an attached free text reason

- **Negative referrals**
  Single point for bad behaviour with an attached free text reason

- **Incidents**
  A more complex behavioural item which includes a zone and type that can both be customised by the school as required.

Incidents can be followed up at a later date by senior staff members and multiple students can be attached to the same incident. Parents can be informed in real-time via SMS if required.

Does you solution record positive achievement events?

Both positive and negative event details can be recorded including the points associated with the event and a free text reason.

Does you solution record conduct points (positive/negative)?

Both positive and negative points can be recorded as well as free text notes for reasons (if required).

Does you solution record exclusions?

Yes. Both permanent and fixed term exclusions can be recorded.

Does you solution report exclusions to the local authority where necessary?

Yes. Exclusion data can be reported to the Local Authority where necessary.

Can your solution record evidence for incidents (and achievements) such as photos, videos, audio recordings, documents etc?

Not at this time. Free text notes can be recorded for any behavioural item.

SEN

Does your solution record SEN data?

Yes.

Does your solution maintain SEN records in a workflow to ensure date sensitive information is acquired in a timely fashion?

Yes. Data entry screens force the user to enter required information and present the user with data that has not yet been completed.

Does your solution maintain an IEP within the software (that is, not on Word documents)?

Yes. An IEP writer is included in the package. This allows teachers to access IEPs from within markbooks and the IEPs to be shared with parents via the Parents' Portal if required. An IEP template can also be imported if one exists I Word etc.

Document Storage/Content Management/Discovery

Does your solution store documents against student records?

Yes. Student document storage is provided.

Does your solution store documents against staff records?

This is being released in April 2014.

Does your solution store documents in internal but public locations (for example, on a notice board facility)?

No. No public/school document storage facility is available at this time. We recommend a 3rd party cloud document storage provider, such as Google Docs.

Does your solution have facility to make documents private to an individual or group of individuals?

Student documents are visible to all staff members with access to the student profile. Documents can only be deleted by administrator users.

What file types can your solution store?

All file types can be uploaded.

Are documents stored within the database itself or on a generic file store outside the database (Note that this is specifically the files and the back end database, not the interface)?

All files are stored within the database for convenient backup and restore of documents.

Does your solution provide interfaces to external content, such as education resources, eBooks, etc?

If so, is this content searchable?

No such interface provided at this time.

Markbooks

Does your solution contain a markbook style facility?

Yes.

Assessment data is added by teachers from within mark books. These can be set up by senior staff members on the behalf of teachers to reflect individual schools needs. All data is entered through the online interface to ensure that data entry remains simple and consistent for all staff members.

Senior staff members can change the mark type, the check point dates and the targets that appear in each mark book. Senior staff members can also choose to enforce the use of either a KS1/2 mark book (level based) or an EYFS mark book or both on a class-by-class basis.

Mark books are attached to a class and as such can be customised to reflect the structure of each school as required.

Classes can either be set up as form groups, multi year groups or any other selection of pupils from across the school. Pupils can appear in as many mark books/classes as required and can be in both an EYFS mark book and a KS1/2 mark book simultaneously.

Does your facility require the creation of each class markbook each year, as a manual or semi-automated process, or are markbooks provides for each class regardless based on a pre-defined template? Briefly elaborate on the process. This is a free answer.

Simple school structures can be automatically generated. For example in a school with 3 classes in each year the process is as follows: Add in class names > allocate students to classes > allocate teachers to classes. Markbooks are then automatically created for each class (in many schools step 1,2 and 3 will have already been completed.

In schools with more complex setups (classes with spilt year groups, special SEN classes etc.) it is often desirable to manually create markbooks using the "Classes" menu. In this scenario the process is: Create "empty" class > add students into class > allocate teachers to class > manually tick the students that should appear in that class. Markbooks are then automatically created for each class group.

This entire process (including more complex classes) can be completed in around 10 mins.

Can teachers create their own markbook columns?

Yes.

Can homework be set and associated with a markbook column?

Markbook columns can be used to record results from homework but this cannot be marked electronically (e.g. the student cannot upload homework through the system).

Can online tests be set and associated with a markbook column?

No. No online tests are provided at this time.

Can comment banks be used on markbook columns (or you have another facilities where comment banks are used, often for parental reporting, then this is an acceptable answer)?

No comment banks are provided at this time.

Can formulae be placed into markbook cells to make calculations on other cells?

No. No formulas are available at this time. Markbooks can be exported to Excel if required.

Can conditional formatting be placed into markbook cells?

No. No conditional formatting is available at this time. Markbooks can be exported to Excel if required.

Can gradesets or other value limiting mechanism be used on markbook cells?

Yes. Cells require a predefined set of allowed values. (most commonly these are levels/ percentages etc.) Cells can also be set to free text.

Can averages and other summary calculation be made on columns or rows in the markbook?

No. Markbooks can be exported to Excel if required.

Does your solution have any built in parameters for measuring progress against targets, assessments etc?

Yes. A full assessment reporting suite is provided which is very comprehensive for Primary schools.

Assessment

Does your solution record statutory (non GCSE) assessment such as Key Stage assessments?

Yes.

Are these assessments recorded in the main markbook or elsewhere?

Elsewhere via administrator interfaces. Markbooks are for internal assessments only, but statutory assessments can be shown on the markbook.

Does your solution record baseline assessment such as FFT or MIDYIS assessments/ results? Please list all baseline assessments available to be imported.

Baselines can be recorded for all year groups and key stages. We can import data from Raiseonline and are currently working on FFT integration - although the 2014 curriculum changes may mean this is not as useful as in previous years.

Are these assessments recorded in the main markbook or elsewhere?

Baseline is recorded in the senior management section.

Please briefly describe the import process for any of the above. This is a free answer.

ScholarPack handles import process.

Does your solution contain progress tracking or other analysis on these assessments?

Yes. A complete progress and tracking module is provided.

The internal assessment module is designed to track all internal assessments for early years and then from the first baseline in year 1 through to the final level in year 6. All levels are stored indefinitely which allows users to see progress made in each year and across multiple key stages.

A selection of common reports are outlined below. All these reports are available "our of the box" with no setup required, schools can begin to use the tracking module as soon as the first level is entered into the system.

Checkpoints
This report tracks progress made across a given academic year. Levels entered by teachers are converted into APS points to show the progress children have made. This report is colour coded to show users good, acceptable and bad progress for each child.

This report also allows users to compare progress made by common groups including pupil premium, boys/girls, Autumn, Spring and Summer born, FSM/non-FSM, etc.

This report can also be used for comparisons with user defined dynamic groups.

This report is also available in a graphical format.

Year on Year
This report tracks progress made across multiple academic years. Levels entered by teachers are converted into APS points to show the progress children have made. This report is colour coded to show users good, acceptable and bad progress for each child. Progress across key stages is also shown which informs the user of children making good progress.

This report also allows users to compare progress made by common groups including pupil premium, boys/girls, Autumn, Spring and Summer born FSM/non-FSM etc.

This report can also be used for comparisons with user defined dynamic groups.

This report is also available in a graphical format.

Student Yearly Targets
This report is a graphical view of any given child's progress towards their end of year target. It allows the user to see pupils who are not yet meeting their expectation for that year group. Targets are age related by default or can be set individually if required.

Whole School Statistical Overview
This shows the percentage of children who are meeting their age related expectation for each year group in any subject. The most recent levels are used to demonstrate the most up-to-date information.

This report also allows users to compare progress made by common groups including pupil premium, boys/girls, Autumn, Spring and Summer born FSM/non-FSM etc.

This report can also be used for comparisons with user defined "Dynamic groups".

Tracker
Tracking grids can be used as a visual indicator informing users how each child is performing in any given group. ScholarPack's assessment module includes both standard trackers, value added trackers and transition matrix for KS1 and 2.

This report also allows users to track levels for any user defined "Dynamic Group".

Does your solution provide assessment templates and features for Early Years assessment and the Foundation Stage Profiling?

Yes. Special EYFS markbooks are included which include all the EYFS targets.

Teachers are provided with separate early years foundation stage mark books. These allow teachers to record the progress a child has made during their early years education stage.

Both early years outcomes progress and early learning goals can be recorded enabling teachers to track progress from nursery through to reception.

Early years mark books also allow teachers to record photo evidence which can either be uploaded from a computer or taken directly using a tablets built-in camera.

Does this assessment facility show levels of progress against criteria based on age group? If not, but does provide other analysis, please briefly describe. This is a free answer, but please keep to brief features.

EYFS tracking is based both on pupil age and on relative progress within that pupil's class. Two example reports are shown below:

EYFS All Data

Shows the level collected for each EYFS goal in each age band. This report allows the user to select a date range which then shows the levels collected for that time period. For example, selecting September for this report will show the levels that were achieved during that time period. Choosing November would then show the levels that the pupils have achieved by that date.

EYFS Progress Indicator

Provides the user with a graphical view of steps of progress made by early years pupils. A step of progress is counted as moving from one level to another. For example, moving from emerging to expected would be counted as 1 step of progress.

This report shows the steps of progress which each child has made across all EYFS areas and aggregates the scores. This gives a good relative indication of pupils who are making good and bad progress within a class.

This report also allows users to track levels for any user defined "Dynamic Group".

Does your solution provide for the Early Years statutory return?

Yes. All EYFS statutory returns can be completed.

Progress Tracking

Please detail what progress measures can be tracked within your system. This is a free answer but please list the measures.

The built in assessment module provides a wealth of reports to the user on both internal and external assessments. Both KS1/2 and EYFS data can be tracked from within the assessment module.

The assessment module uses an APS system to track pupil progress and maps the school's preferred levelling system on to this scale. This ensures that schools are free to choose their own mark types including NC levels, fine grained NC levels, percentages and custom mark types as required.

All assessments use 6 checkpoints which enable schools to assess pupils 6 times a year (once every half term). ScholarPack also includes a base line which allows tracking of entry levels into each year. Baselines allow schools to easily demonstrate how they have aided learning for children of all abilities.

7 formal levels a year ensure that even the smallest step in progress can be logged into the system.

Does your solution have any alerting mechanism to inform staff of changes?

No. Alerts are currently in development.

Exams Management – N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution record exams (by this, GCSE/A Level)?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution import basedata from Awarding Organisations?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution send Entry and Amendment files in the EDF format?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution accept Results files?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution facilitate seating charts?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution facilitate exam timetables, for both students and rooms/exams?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Does your solution alert to exam clashes?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Is your solution being converted to the new A2C protocols in preparation for the A2C switchover?

N/A. ScholarPack does not have an exams module as we only supply the Primary sector.

Multi-Tenancy/Multi-School

Is your solution a multi-school solution? By this, can multiple schools access the one solution, each with their own protected information set, but able to still share data or resources?

No. ScholarPack provides a central application which can be used to bridge and aggregate data for multi schools, Academy Trusts or Local Authorities but this is not part of the core MIS system.

If yes, does your solution contain a multi-school interface, particularly useful for academy chains to view and analyse cross school/trust wide information.

Central ScholarPack allows users to aggregate attendance, assessment and behaviour information from across multi schools.

Admissions Management/Online Admissions

Does your solution provide admissions management?

Yes.

Does your solution provide enquiry management?

Yes.

Does your solution provide facilities to manage waiting lists and priorities on enrolments?

Yes.

Does your solution provide facilities for entering entry test results?

No.

Does your solution provide facilities for recording enrolment fees?

No.

Does your solution provide Fees management facilities? This would be associated with billing.

No. This would only be required by Independent Schools which we do not currently supply.

Lesson Planning/Curriculum Planning

Does your solution contain any form of curriculum planner? (This being a facility to manage the content of lessons over a term or year).

No.

Does your solution contain any form of lesson planner? (This being a facility to create and manage a plan for a lesson, with content, resources, outcomes planned, homework assignments, individualised learning styles etc.).

No.

Is this facility integrated or able to integrate with the markbook, if available?

N/A

Timetable/Curriculum Structure

Does your solution contain a timetable creation facility?

No. ScholarPack can import timetables from 3rd party packages as required.

Is this facility integrated with your solution? (Integrated means data is not synchronised or sent back and forth). If not, briefly describe the data movement process.

Data is updated via a CSV file.

Does your solution manage 'Options'?

No. This feature is not required by Primary Schools.

Are option 'Choices' able to be entered by students/parents online?

No. This feature is not required by Primary Schools.

Does the options facility directly integrate with the timetable creation facility? (Integrated means data is not synchronised or sent back and forth). If not, briefly describe the data movement process.

No. This feature is not required by Primary Schools.

Does the timetable facility:

- Incorporate student data

    Yes

- Incorporate staff data

Yes

- Allow rules to be set on student/staff availability, student/student in the same classes, student/staff in the same classes, lesson blocking, and lesson pattern structure? Are these rules customisable?

  No

- Allow multiple timetables to be created

  No

- View room and staff utilisation

  Yes

- View class sizes

  Yes

Can your solution have different timetables, even different day structures, for different year groups?

No.

When the timetable structure is built, do students have to be manually added to classes or is this already does (because student data have been incorporated into the timetable creation).

Already done.

Are student/staff timetables available online?

Online via ScholarPack.

Are student/staff timetables available to print?

Yes.

Can your timetable solution take multiple schools into account (that is, is a student or staff attends a second or more schools for part of their week, can time timetable incorporate this)

Yes.

Portals:

Pupil Portal

Does your solution contain a specific student portal? If so, what information is available to a student?

Not at this time.

What security is provided to protect data?

N/A

Can student amend or request an amendment to their personal details?

N/A

Parent Portal (Can parents amend personal details?)

Does your solution contain a specific parent portal? If so, what information is available to a parent?

Yes. Parents can view:

- Basic pupil data (name. dob, classes etc.)

- Basic school data (address, phone number, map to school etc.)

- KS1/2 Assessment data (levels, progress etc.)

  Data is presented in both graphical and statistical form to the user.

- EYFS assessment data (evidence, levels, progress etc.)

  Parents are given access to photo evidence collected via the markbooks and the progress that has been made.

- Attendance data

  Attendance percentages for authorised, late and unauthorised absences are presented to the user both in graphical and statistical formats. Data is also shown alongside school averages for comparative purposes.

- End of year reports.

- Information check

  Provided so that Parents can check that pupil data is up to date and inform the school if any changes need to be made to stored data.

What security is provided to protect data?

The same security techniques are used for both the MIS and the Parents' Portal. Each pupil has a unique username and password which can be given out by the school to the Parents that should have access to the Portal. Parents are able to change their own usernames and passwords as required.

Can parents amend or request an amendment to their/their children's personal details?

Parents can view data and request a change via the contact details that are provided.

What safeguards are in place to protect split parents from seeing data about each other or their children they are barred from accessing?

As above. Usernames and passwords are associated with each individual pupil and Schools can choose who should have access to the username and password for that child.

Governor Portal

Does your solution contain a specific governor portal? If so, what information is available to a governor?

No. Governors can be given restricted access to the MIS system if required so that they can produce reports.

What security is provided around sensitive data?

Governors would be treated as normal users and as such normal MIS security would be in place.

Mobile Apps/Access

Does your solution have a mobile ready interface?

ScholarPack officially supports resolutions above 1024x768 which includes many mobile devices (including most tablets). Dedicated mobile sites for phone screens are in development.

Does your solution have a dedicated app for mobile devices?

No. Mobile access is via the mobile browser only.

For either question, please provide details of which Operating System (iOS, Android, Windows) and browser your solution is available for.

All devices with a screen resolution above 1024x768 and an internet connection.

Remote Access

How can staff access your solution from outside the school? List options that are offered by your software (i.e. not taking into account what schools might put into place separate from your solution)

ScholarPack is fully Cloud hosted and as such can be accessed anywhere an internet connection is available.

How can parents access your solution from outside the school? List options that are offered by your software (i.e. not taking into account what schools might put into place separate from your solution)

ScholarPack Parents' Portal is fully Cloud hosted and as such can be accessed anywhere an internet connection is available.

Staff Management

Does your solution record and manage staff personal/demographic details?

Yes.

Does your solution contain all statutory fields required for Staff Workforce Census?

Yes.

Does your solution archive past staff records? How far back can a staff record be recovered/ reviewed?

Yes. Data is held indefinitely.

Does your solution record contractual details? If so, what security safeguards are available to prevent administrative but non-HR staff from viewing this information?

Yes. Contracts are only visible to users with the "HR" role. This role is allocated by the head teacher at a school.

Does your solution record financial/bank details? If so, what security safeguards are available to prevent administrative but non-HR staff from viewing this information?

No.

Does your solution manage and monitor staff checks and renewals for these (Checks being CRB, List 99, and Immigration).

Yes. A comprehensive Single Central Record is provided and links to the staff profile.

CPD

Does your solution manage staff professional development?

Yes, a new CPD module is in the final stages of testing.

Does your solution allow staff to interact with their own CPD recording?

Yes

Does your solution allow managers to review and evaluation CPD records?

Yes

Does your solution allow training courses to be provides, signed up for and managed online?

No

Does your solution interface with IfL for CPD recording?

No

GARRY DOING THESE ^^

Cover Management

Does your solution provide cover management facilities?

No.

Can a staff member be covered for part day, full day, or for long periods of time (several days/weeks) in one step?

N/A

Can a room be covered for part day, full day, or for long periods of time (several days/weeks) in one step?

N/A

Are cover statistics recorded against staff records?

N/A

Does your solution provide analysis for staff absences/covers against pupil performance, attendance and behaviour? If so, please briefly describe. This is a free answer, but please keep to brief features.

Yes, we have a full staff attendance module similar to student attendance.

Transport/Bus Management

Does your solution provide facility to manage school or LA sponsored transport (such as buses or taxies)?

No, but we record independent travellers, etc on register.

Does your solution provide route management and optimisation technology?

No.

Does your solution provide alerting to staff/parents/student for changes in transport provision (such as bus cancelation for example)?

Alerts can be sent via the built in communications module via SMS message to parents.

Extra-Curricular Activities

Does your solution provide facility to manage extra-curricular activities?

Yes. A provision mapping module is provided which can be used to record extra curricular activities.

Can fees be associated and charged through this facility?

No.

Can attendance be associated, recorded and reported on through this facility?

Not at this time. Paper registers can be produced but electronic registers are currently in development.

Can progress (markbooks) be used and reported on through this facility?

No.

Reports

Does your solution provide a reporting toolset? (This should be answered no if you connect to a third party solution to create the report, but this does not include the final output, such as Word or Excel or PDF).

Yes. A comprehensive reporting engine is provided.

Are all data fields within your solution available to be reported on?

Yes.

What output formats are available for these reports?

All reports are available in Word, PDF or Excel.

Can charts be produced as reports?

Some reports are available in graphical formats.

Can mail merges be produced as reports?

Yes. Mail merges are available either via the communications module or in CSV formats.

Can reports be sent or viewed online via portals?

No - all reports are kept internally but they can be exported as PDF, Word, Excel etc.

Can termly reports be sent or viewed online via parent interfaces, if available?

Yes. Termly, yearly and small interim reports can be released via the Parents' Portal.

Can termly reports be sent via email by facilities within the solution? (This should be answered no if a report or batch of reports would need to be produced, output, saved and then separately attached to emails, manually by staff).

No.

Does it allow importing\exporting of templates, for example provided by the LA?

No. Reports configured by an LA can be imported and shared with any number of schools by the ScholarPack support team.

Can you integrate third party BI systems – such as Cognos, Microsoft Power BI or Business Objects?

No. ScholarPack is cloud based and as such integration with complied applications is difficult and cumbersome.

Does your solution have a dedicated data warehouse for reporting to reduce load on the main transactional database

No. This is not required as reports are produced in seconds with very little impact on the database. We build beefy servers!

Communications

Does your solution provide text messaging facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

Yes. A complete communications module is provided including letters, mail merge, SMS, emails and attachments. Messaging is outgoing only and an audit trail is provided for all out going communications.

Does your solution provide emailing facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

Yes. A complete communications module is provided including letters, mail merge, SMS, emails and attachments. Messaging is outgoing only and an audit trail is provided for all out going communications.

Does your solution provide voice message facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

No. Communication methods as above.

VLE

Does your solution have an integrated learning platform (This should be answered no if you connect to a third party solution).

No.

If yes, please describe the basic characteristics of this platform. This is a free answer, but please keep to brief features.

N/A

Library Management

Does your solution have an integrated library management solution (This should be answered no if you connect to a third party solution).

No.

Asset Management

Does your solution have an integrated asset management solution (This should be answered no if you connect to a third party solution).

No.

Facilities Management

Does your solution have an integrated facilities management solution (This should be answered no if you connect to a third party solution).

No.

Helpdesk

Does your solution have an integrated helpdesk management solution (This should be answered no if you connect to a third party solution). Helpdesk does not need to be specifically for IT support, although this is the common need.

No.

Room Booking/Facilities Booking

Does your solution have an integrated room booking or facilities booking solution (This should be answered no if you connect to a third party solution).

No.

Can booking be managed by the customers, if yes?

No.

Parents Evening Management

Does your solution have an integrated parents evening management solution (This should be answered no if you connect to a third party solution).

No, scheduled for development.

Can booking be managed by the parents, if yes?

Will be able to.

AD Integration/Provisioning/Single Sign On

Does your solution provide any form of provisioning of Active Directory accounts? Are these accounts synchronised with the MIS account?

Yes, through 3rd party tool.

Does your solution provide other forms of Active Directory integration?

N/A

Does your solution provide Single Sign On? What technology is used for this?

No, for security reasons SSO is allowed through the MIS.

Is yes, what level of security policy is provided to mitigate data loss?

N/A

Customisation/Workflows/Imports/Exports/Process Management/Database Management/UDFs/Validation Control

Please list any facilities within your solution that allow the creation and customisation of:

- Customise interface (over and above the colour of the interface and logos)

- Workflows, to control data flow based on school requirements

- Data imports

- Data exports (this is different from general reports that output to Word or Excel formats)

- Custom processes (where a school might want to build a process of data specific to them, within the solution)

- Database Management (Can the school manage the database tables directly or indirectly, create or remove base and user defined fields, assign complex data types and relationships, add data format and validation).

Note that for these answers, a no answer with a valid positive reason for not offering this will be seen just as positively as a yes answer.

No - we find this type of functionality is not useful for Primary schools.

Data Auditing & Data Migration

Does your solution audit data entry/change/delete and is that data audit reportable?

Yes, an audit log is stored server side and we are in the process of making this presentable to end users for specific areas e.g. attendance.

Please list what popular MIS solutions you are able to migrate a school from, in terms of the data transfer:

All MIS systems can be migrated.

What are your typical migration times from each MIS solution you have mentioned?

ScholarPack operates a two week migration period including data extraction, training, migration and setup.

What is the typical data migration success rate (that is, how much data in breadth and history are you able to transfer) for each MIS solution you have mentioned?

Data can be migrated from any system provided an export is available for this data. We can migrate any data which can be exported in a CTF, CSV, XML or similar format.