



Now known as PowerSchool

Presented To:

ESCNJ

Presented By:

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Pricing Proposal

The following agreement with ESCNJ is for a three-year term valid from execution to June 30, 2022. For existing Schoolology customers who purchased off of the prior ESCNJ agreement, subscription pricing is subject to a 2% increase year over year at the time of renewal.

Learning Management System Subscription

Number of Students	Rate*
0-500	\$3,900 flat rate
501-2,000	\$7.80 per student
2,001-5,000	\$6.67 per student
5,001-10,000	\$5.93 per student
10,001-15,000	\$5.27 per student
15,001-20,000	\$5.07 per student
20,001 - 25,000	\$4.92 per student
25,001 - 30,000	\$4.76 per student

Learning Management System Implementation

Number of Students	Rate
0-2,000	\$2,500.00
2,001-7,000	\$5,000.00
7,001-20,000	\$13,000.00
20,001 – 30,000	\$23,000.00

*The rate indicated is for year 1. Subscription rates are subject to a 2% year of year increase.

Assessment Management Platform Subscription

Number of Students	Rate*
0-500	\$5,200 flat rate for LMS and AMP
501-2,000	\$6.24 per student
2,001-5,000	\$5.85 per student
5,001-10,000	\$5.27 per student
10,001 – 15,000	\$4.68 per student
15,001- 20,000	\$4.18 per student
20,001-25,000	\$4.10 per student
25,001-30,000	\$4.02 per student

Assessment Management Platform Implementation

Number of Students	Rate
0-7,000	\$1,800.00
7001-30,000	\$4,800.00

Printing and Scanning for Assessment Management Platform

Number of Students	Rate
0-25,000	\$0.75 per student
25,001- 50,000	\$0.50 per student
50,001 +	\$0.35 per student

*The rate indicated is for year 1. Subscription rates are subject to a 2% year of year increase.

KDS Inspect Item Bank for Assessment Management Platform

Number of Students	Rate
0-25,000	\$2.63 per student
25,001- 50,000	\$2.50 per student
50,001 -100,000	\$2.25 per student

Support Packages

Schoolology offers three distinct support packages.

Standard	Premium	Premium Plus
24/7/365 Online Help Center 24/7/365 Online Community Email/Web support within 2-day response time for Support Contacts Phone support for Support Contacts Mon-Fri 8am-8pm ET Chat support for Support Contacts Mon-Fri 8am-8pm ET Up to 3 Admin Support Contacts	24/7/365 Online Help Center 24/7/365 Online Community 24/7/365 Email/Web support within 8-hour response time for Support Contacts 24/7/365 Phone support for Support Contacts 24/7/365 Chat support for Support Contacts Up to 3 Admin Support Contacts	24/7/365 Online Help Center 24/7/365 Online Community 24/7/365 Email/Web support within 8-hour response time for System Administrators and instructors 24/7/365 Phone support for System Administrators and instructors 24/7/365 Chat support for System Administrators and instructors Up to 3 Admin Support Contacts
Included	18% of annual subscription or \$1,800 minimum	25% of annual subscription or \$2,500 minimum

Help Center

All Schoolology users can access support documentation 24/7/365 via the Schoolology Help Center (<https://support.schoolology.com>). This resource contains a wealth of curated content, including role-based user guides, a document center with quick reference cards and release notes, troubleshooting tips, Schoolology FAQ's, and an archive of regularly updated trainings, videos, and webinars. Schoolology also provides active community support within the Help Center, with discussions and responses moderated by Schoolology employees, and regular announcements of new Schoolology features.

Email

Schoolology allows administrators to use an email-based ticketing system for any questions or issues they encounter while using the platform. Schoolology recommends using the "Submit a request" link at the top of the Help Center (support.schoolology.com) to create and track tickets from a single location. For Enterprise customers, tickets can also be created by emailing help@schoolology.com. Priority attention will be given to Support Contacts that create a ticket with the Support team. When a ticket is created, the end user receives an email acknowledging receipt of the request and receives a response in a guaranteed window of time.

Chat

Schoolology provides the option for administrators to use a Chat feature with Schoolology Support personnel for any questions or issues they encounter while using the platform. This feature is integrated with the email-based ticketing system so that conversations can be recorded, tracked, updated, and escalated as necessary.

Phone

Schoolology provides dedicated phone support to Support Contacts and/or other administrators at a school or organization. A numerical Support Code is provided through the Help Center area of an administrator's Schoolology account, and it is required to access the support line. This feature is also integrated with the email-based ticketing system so that ongoing communication and investigation can be tracked from a single location.

Client Advisors

Client Advisors are friendly, personable product experts with technical acumen, and they help answer the majority of client questions and issues. All phone calls, chat interactions, and emails will be routed through Client Advisors. Typical questions include “how-to” questions, unexpected system issues, and administrative questions.

Support Engineers/Specialized Engineers

Support Engineers are general experts in Schoolology's backend technology. Support Engineers will troubleshoot issues escalated by Client Advisors that require a greater technical skillset or knowledge. Depending on the level of the inquiry, Support Engineers may escalate a question or issue to Specialized Engineers.

Specialized Engineers are experts in certain areas and technologies of the Schoolology platforms. Typical issues may include inquiries about Schoolology's API, further investigation into a technical integration, or gathering information from a mobile application.

Client Advisors and Engineers are housed inside of Schoolology headquarters in New York City so that issues can be communicated and resolved as quickly as possible.

Systems

Schoolology has an advanced infrastructure that utilizes several approaches and leading third-party technologies to monitor customer relations, user happiness, and product development. These technologies will be integral to the implementation, testing and support phases. Schoolology deploys the follow technologies to assure customer satisfaction at all levels:

- Zendesk—A web-based help desk software with a support ticketing system and self-service customer support platform.
- JIRA—A proprietary issue-tracking product, developed by Atlassian, commonly used for “bug” tracking, issue tracking, and project management.
- Good Data—A cloud-based business intelligence software integrated with Zendesk to analyze ticket trends, client response times, and other ticketing data.

Optional Services

Service	Cost	Description
Consulting – Onsite	\$3,500 per Schoology employee per day	Onsite consulting from a member of the Schoology team (PES, PDS, IE, etc.). Includes travel expenses
Consulting – Virtual	\$200 per hour	Virtual consulting from a member of the Schoology team (PES, PDS, IE, etc.).
Training- Onsite	\$3,500 per day	In person training with agenda tailored to client Max 15 participants Includes travel expenses.
Training- Web	\$300 per hour	Online training with agenda tailored to client Max 10 participants
Training- Open Enrollment	\$50 per person per web hour	Courses scheduled on a regular basis, but can be canceled if the required minimum number of attendees has not been met. May include participants from other organizations
Content Migration	\$1,500 for up to 1,000 courses	The client will be required to export content from legacy LMS The client will be required to conduct some spot checking of initial content that is going through the QA process.
Additional Data Integration Services	\$1,500 or custom SOW price	Additional data integration services such moving clients to a new SIS or developing a custom report. Custom work must be scoped and individually priced for each project.
Professional Learning Subscription	\$4,000	Access for up to five (5) named staff members to: Unlimited Open Enrollment Training sessions. Self-Paced course materials Sample plans for designing professional learning materials. Professional Learning Community with exclusive webinars and moderated discussions.
Professional Learning Subscription	\$1,500	Access for one named staff member to: Unlimited Open Enrollment Training sessions. Self-Paced course materials Sample plans for designing professional learning materials. Professional Learning Community with exclusive webinars and moderated discussions
Blended Learning Package	\$25,000	Access for up to five (15) named staff members to: Three face-to-face days of professional learning Monthly synchronous or asynchronous learning Support, coaching and collaboration with an educational expert on the Schoology team
NEXT Ticket	\$799	Ticket for Schoology's annual user conference.

Master Subscription Agreement

The Master Subscription Agreement available at <https://www.schoolology.com/agreements> will govern your acquisition and use of the services described.

The initial payment is due 30 days after the invoice date. All renewal subscriptions are invoiced 30 days prior to the start of the new term. Payment for renewal subscriptions must be received within 10 business days after the start of a new term.