



## **TeachBoost and Oak Park Elementary School District (97)**

*2016–17 Proposal*

TeachBoost is a best-in-class solution for supporting educator growth and development. Our instructional leadership platform supports and manages formal evaluations, informal observations, goal-setting, and instructional coaching at all levels, from the individual teacher to the district office. We facilitate the real-time exchange of meaningful, calibrated feedback among educators, and we provide reporting tools to surface actionable insights on educators' strengths and needs.

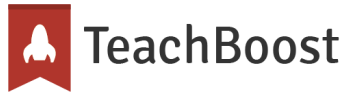
Our experience working with a wide range of districts, including CCSD59, has given us a deep understanding of educators' pain points, and we have evolved our platform and support services to help resolve these issues and generate positive outcomes for teachers and leaders.

We come to this work with three key strengths:

1. We provide white-glove, proactive, scaffolded support that our districts love.
2. We offer an efficient, intuitive, adaptive user experience so that the platform is easy to learn and easy to use.
3. We are designed for unprecedented customization and flexibility in both account structure and usage scenarios, which allows us to build a system that reflects your district's specific objectives and cultural dynamics.

Our goal is to help districts leverage the evaluation process as a professional growth opportunity, in the service of improving student outcomes. We believe technology should exist as an invisible support layer, ensuring the focus remains on building capacity and developing educators, not filling out forms.

We are excited to present this proposal as a first step toward a partnership with Oak Park 97 ESD. We welcome your feedback and comments, and we are happy to answer any questions you have. Many thanks.



## **Services**

TeachBoost will provide its instructional leadership platform to Oak Park ESD's teachers, leaders, and district administrators for the purposes supporting the district's teacher observation and development program.

## **Onboarding**

TeachBoost's onboarding process comprises an implementation strategy call, initial account set-up, and product training.

### **Implementation Strategy Call (60 minutes)**

During this call, OPESD and TeachBoost will determine a set of success metrics for the pilot. In addition, your TeachBoost account manager will gather information about OPESD's current observation and coaching practices. Evaluation and coaching manuals will be requested, along with a number of other important documents. The aggregation of these materials will ensure that the initial account configuration is swift and accurate to OPESD's systems and processes.

### **Initial Account Set-Up (7 business days)**

After receiving the required documents, TeachBoost will create OPESD's TeachBoost account.

### **Initial Product Training**

TeachBoost offers remote and in-person trainings throughout the year. Trainings will be supplemented by the district's customized Implementation Playbook (see below), which allows users to jump ahead in the training process or look back and review what's already been covered.

## **Ongoing Support**

Customer support is our top priority. We provide best-in-class service, personalized trainings, a self-service help portal, and proactive account management. Our support channels are outlined below.

### **Dedicated Account Management**

TeachBoost will dedicate assign an experienced account manager to manage OPESD's account. They will provide proactive, customized, expert support to all users. OPESD and TeachBoost will determine an ongoing account check-in schedule to monitor progress, surface questions and concerns, and share feedback.

### **Product Training**



# TeachBoost

In addition to the initial training, TeachBoost and OPESD will determine a training calendar to further educate participants on platform functionality. Subsequent sessions may cover grouping, reporting, data analysis, the teacher experience, peer observation, and other topics relevant to the implementation.

Trainings can be web-based or on-site; the cost of web-based trainings is included in the price of each teacher license (see below). The agenda for remote trainings will be developed in partnership with OPESD, and can extend to 4 hours per day.

## **Live Chat**

While logged in to TeachBoost, every user has access to our Live Chat portal. Live Chat connects OPESD to TeachBoost's support team in real-time so that acute issues are addressed while users are logged in. Live Chat is available between 6 a.m. and 4 p.m., Monday through Friday, and hours may be extended if the need arises.

## **Support Tickets**

For non-urgent requests and product feedback, we encourage users to submit a support ticket via the TeachBoost Support hub. Users can track their tickets' status through to resolution. Nearly all support tickets are resolved within 24 hours.

## **Pricing**

TeachBoost licenses are \$60/teacher/year, with volume discounts available for larger implementations. OPESD's teacher count is estimated at 425. We'll extend a 5% discount to OPESD to reflect our partnership, normally reserved for districts with 500 teachers or more. Per-teacher license pricing is all-inclusive, and factor in all of the services outlined above, with the exception of in-person training.

### **Annual license, 425 teachers**

425 teachers at \$57/license (\$60 + 5% volume discount) = \$24,225

(optional) In-person training session (1 trainer) = \$1600

Unlimited web-based training sessions = \$0

Total = \$24,225 + any in person training needed.