



Board of Education

TO: Board of Education
FROM: Executive Director of Business & Operations, Karen Apostoli
Director of Human Resources, Sarah Burnett
DATE: November 7, 2024
RE: Migration to Skyward Qmlativ

This memo is:

- Information only.
- Information with a recommendation, and a request for Board consent.
- Information with a recommendation, and a request for Board approval by vote.

Date by which a Board decision is needed: November 21, 2024

Previous memos on this topic can be found:

- in previous Board packet(s) dated. _____
- or attached to this memo

Basic information:

The administration is requesting that the Board approve the cancellation of the contract with Skyward to migrate from our current system (SMS) to Qmlativ.

Background or historical information:

Originally, the administration had intended to upgrade the financial and employee system. We were strongly considering eFinance by Power School with a price range between \$150,000 - \$180,000. However, based on staff and parent dissatisfaction with features in the eSchool Student Information System (SIS) the administration made the recommendation to use that budgeted money to upgrade to the Power School Student Information System, and migrate the financial and employee system to Skyward Qmlativ at a much lower cost (\$15,707.) This was approved by the Board and beginning with the 2025-26 school year, we will use Power School as our SIS.

The migration from Skyward SMS to Qmlativ has not gone well for various reasons. The original "go live" date of 11/11/24 has been moved to February, and if we continue, will need to be pushed back further. The business and HR team are frustrated due to us being responsible for over 90% of the set up for Qmlativ, and Skyward's customer service is unacceptable, with no hope for improvement in the future. Furthermore, we have had to pay additional fees to reload our current data (FY25) - \$2,785.

On October 25, 2023, Skyward sent out an email regarding a 4 year migration plan for all customers to migrate from Skyward SMS to Qmlativ. A 15% discount was offered if migrating in 2024 and a 10% discount if migrating in 2025. The Business and HR began the migration process in Spring 2024 and met weekly with a Skyward representative. These meetings were not helpful. No training was provided, with the exception of asynchronous videos. We are expected to complete the setup for all of Qmlativ and its configurations through asynchronous

videos that do not contain all of the necessary information to be successful. This has led to a high level of frustration.

Sarah met with Skyward on Wednesday, October 9, 2024 to share the collective frustrations of the team and Skyward was unhelpful and stated that they had too many customers to provide us with the support we are seeking. When asked why our configurations could not transfer from SMS to Qmlativ, the response was “They are two different systems”. The solution that Skyward proposed on the call was a “one time” 2 hour call with a set-up representative to help us and answer questions. Business and HR were both on the call prepared with questions and the set-up representative had his own agenda that he went through without any regard for our needs.

Previous decisions, actions or parameters that relate to this topic or issue: (Options) 3 options

The board previously approved to upgrade the Student Information System to Power School, as well as to migrate the financial and employee system to Skyward Qmlativ.

Recommendations: (Recommendations) and (Evaluate)

The administration recommends that the Board approve the cancellation of the migration to Skyward Qmlativ.

Other questions? What else does the Board wish to know?:

Karen and Sarah will work together to evaluate systems outside of Skyward for finances and personnel. A recommendation will be brought to the Board.