



***Gaggle Email and Student Web Hosting
Service Proposal
eRate Funding Year 2013 – 2014***

Please review the enclosed proposal to see why Gaggle is the leading provider of SAFE online classroom tools, and why schools across the country are using this AWARD WINNING service!



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Section I: Gaggle Overview

Gaggle Background

Gaggle is a pioneering provider of safe student email, launching our initial service in 1999. We have grown to be the leader in safe technology in the K-12 market. We offer a hosted, web-based solution with no additional hardware or software for the district to purchase.

In 2002, Gaggle released numerous web tools including Chat Rooms, Discussion Boards, Blogs, Digital Lockers, and Assignment Drop Boxes to complement our email solution. In 2010 and 2011, Gaggle released several new online tools including Shared Documents, Spreadsheets, and Presentations, Social Learning Wall, Safe SMS Texting, GaggleTube, Gaggle Mobile, Integrated Calendars, Mark It Up!, Class Pages, Instant Messaging, and updated several older tools. The summer of 2012 brought the addition of our standard Human Monitoring Service to all Gaggle accounts and the Gaggle iPad App.

Gaggle's Human Monitoring Service puts the monitoring of blocked messages in Gaggle's hands, eliminating the need for teachers to review questionable communication so they can concentrate on classroom instruction. The Human Monitoring Service greatly improves the safety and security of students, both online and in the real world. Gaggle's HMS team has uncovered bullying, drug use, threats of school violence, teen depression, suicidal intentions, and abusive domestic situations.

This year we are excited to announce the release of our Gaggle iPad App. With Gaggle's App, each student using the iPad logs in to their own account, so sharing the tablet is easy and solves the problem of shared iPads in a classroom cart environment. The Gaggle App Features include: Email, Digital Locker File Storage, Mini Document Editor, GaggleTube Access, Blogs, Assignment Drop Boxes, and Mark It Up! digital grading tool.

Gaggle is much more than email and has grown to be a complete online teaching and learning environment.

GAGGLE INCLUDES:	
Chat Rooms	Discussion Boards
Blogs	Digital Lockers
Assignment Drop Boxes	Class Pages
Shared Documents, Spreadsheets, and Presentations	Filtered Instant Messaging
Social Learning Wall	Safe SMS Texting
GaggleTube (YouTube access)	Integrated Calendars
Mark It Up! Grading Tool	Custom iPad App

Gaggle's corporate headquarters are located in Bloomington, IL. We employ approximately 50 full-time staff members, including Customer Service Representatives, IT System Support Engineers, Finance, Sales, and Marketing personnel. Gaggle currently provides **Safe Online Learning Tools** to more than 3,000,000 accounts and stores more than 2 billion emails. Gaggle has many tools in place to keep student communication safe, including blocked word lists, blocked domains, an Anti-Pornography Scanner, and more.

At Gaggle, we believe that every student must learn to communicate effectively using 21st century tools. Our solution allows students to experience this without the worries of inappropriate content. Gaggle is an entire suite of safe online tools designed to meet the changing needs of K-12.

Company Structure Matters

One of the many advantages of working with Gaggle is our structure. Gaggle is a privately held company with no debt. Instead of trying to please outside investors or venture capitalists, we are free to make long-term plans for the benefit of our customers. Gaggle is not focused on short-term profits; rather we are focused on your students' long term success.

Our company founder, Jeff Patterson, is still our CEO, and he is directly involved in most aspects of the company. It's not unusual for customers to get an email or phone call from Jeff helping to fix a bug or identify a new feature. You'll often find him at the state and national technology conferences ready to listen to your needs and collaborate on the next big idea.

At Gaggle our employees are cross-trained to provide solutions to customers at almost every level. Our customers deal directly with the Gaggle support and engineering teams for immediate answers to questions. Gaggle has continued to grow because the product is excellent and the customer service is exceptional.

Awards

Gaggle has received numerous educational technology awards with the most notable over the past two years:

- 2012 CODiE Award **Winner** in the category of Best Instructional Solution
- 2012 CODiE Award Finalist in the category of Best Education Community Solution
- 2012 CODiE Award Finalist in the category of Best Instruction Solution Other
- 2011 Technology & Learning Award of Excellence **Winner** for Best Upgraded Product
- 2011 CODiE Award **Winner** in the category of Best Instructional Solution in Other Curriculum Areas
- 2011 CODiE Award Finalist in the category of Best Education Community Solution
- 2011 Distinguished Achievement Award **Winner** in the Technology category for Administrative Tools
- 2011 Distinguished Achievement Award Finalist: Technology for both Administrative Tools and Social Media

Overview of Gaggle's Solution

Gaggle realizes that today's students are social learners. Rather than pushing against the tide, schools can embrace the benefits in a safe and controlled environment designed specifically for the needs of K-12 education. Our tools help engage students, support diversity, and develop communities that encourage dialogue and the sharing of ideas and events. Gaggle's tools enable anytime, anywhere access so that teachers and students can work together on assignments, projects, and events.

Gaggle's Tools

Email – web-based email service for access anywhere with constant filtering and control of student accounts.

Blogs – a place where students can share their thoughts, ideas, and creativity in a secure environment. Teacher blogs can be shared with parents for easy home-school communication.

Social Learning Wall – profile-based connections with sharing of content. Teachers and students can update and monitor their social wall by texting from their cell phone as well as using their computer.

Digital Lockers – online file storage for students and teachers, with the option of sharing documents and files with specific students, classes, or the entire school or district.

GaggleTube – YouTube™ access while still allowing the district to block direct access to YouTube content. All YouTube access is logged, filtered, monitored, and can be controlled at the teacher and student level.

Assignment Drop Boxes – an organized, paperless alternative for assigning, collecting, and correcting homework assignments. Students can submit assignments anywhere, anytime.

Class Pages – combine the communication and collaboration of a class social group with class information. Easy access to announcements, due dates, class discussion boards, shared files, and Assignment Drop Boxes via a dashboard view makes it easy for teachers to fully integrate all of their favorite tools into every class they teach.

Gaggle iPad App – Gaggle’s new mobile application now allows Apple iPad users to access a variety of Gaggle’s tools on the Apple iPad.

Shared Documents, Spreadsheets, and Presentations – filtered online word processing, spreadsheets and presentations powered by the award-winning Zoho® office suite. Zoho features online presentations, spreadsheets, and word documents with simultaneous editing and group collaboration with version history.

Mark It Up! – makes assessing student work simple and paper free. This feature with Gaggle’s Assignment Drop Boxes provides an intuitive and simple way to review student submissions, with options for annotations like comments, highlighting, and a free-form drawing tool.

SMS Texting – safe teacher-to-student mobile texting, with individual phone numbers hidden. All incoming and outgoing text messages are filtered and logged thru the Gaggle SMS Gateway.

Integrated Calendar – individual and shared enterprise calendars that support open protocols and offer automated reminders via email and SMS Text. Gaggle’s calendars also integrate with our Assignment Drop Boxes.

Discussion Boards – support curriculum and extend learning with ongoing classroom discussions. Teachers can create discussion boards restricted to specified students and classes, with all of Gaggle’s filtering in place.

Chat Rooms – offers the ability for real-time discussions in and out of the classroom. Teachers can create chat rooms restricted to specified students and classes and offer virtual office hours and online study sessions.

Instant Messaging – real-time instant messenger feature that includes access controls, live-time monitoring, filtering, and logging. Allows instant student collaboration, teacher assistance, and staff-to-staff communication. Gaggle’s IM system is compatible with Gtalk and other XMPP IM systems.

Gaggle Widgets – Small widget versions of Gaggle’s tools can be organized into a Home screen or embedded directly into LMS systems, such as Moodle, Blackboard, and Angel.

Portal Links – a single-sign-on solution from Gaggle to other web sites. Portal Links allow users to log directly into your other subscription web sites with a single click.

Gaggle Mobile – mobile phone compatible version of Gaggle’s desktop web applications. Gaggle is fully compatible with tablets, iPads, iPhones, iPod Touches, Android Devices, and Blackberrys.

Why Choose Gaggle?

Gaggle provides a collection of safe tools controlled by the district’s administrators and educators. Gaggle’s flexible and scalable solution can meet the needs of any size district and still be customizable to meet individual school’s needs.

Gaggle complies with all US privacy and safety laws, particularly those involving students and children. These include: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Children’s Online Privacy Protection Act (COPPA) and Children’s Internet Protection Act (CIPA). Gaggle conducts thorough criminal background checks on our employees. For more information please see page 26.

Key Gaggle differentiators are:

Safety – Gaggle’s proprietary filtering system enables districts to filter content according to your district’s policies. Text, attachments, domains, images, and URLs are all filtered with polices that are easily customized to

meet the needs of your district. Content filtering applies to all tools in Gaggle's suite. Gaggle is far more than just a spam and virus filter with a bad word list.

Gaggle Administration of Blocked Messages – Gaggle's Human Monitoring Service puts the monitoring of blocked messages in Gaggle's hands, eliminating the need for teachers to review questionable communications. It greatly improves the safety and security of students, both online and in the real world. Gaggle's HMS team has uncovered bullying, drug use, threats of school violence, teen depression, suicide intentions, and abusive domestic situations.

Anti-Pornography Scanner (APS) – Gaggle's proprietary APS is based upon a complex, intelligent logarithm that leverages 12 years of development to provide the highest level of CIPA compliance available. Gaggle's APS can tell the difference between pictures of students in bathing suits and pornographic images.

Flexibility and Scalability – Administrators are in complete control of Gaggle's tools with 21 different user access levels as well as numerous student controls for each tool. Gaggle offers extensive student monitoring with the most flexible and scalable social learning and collaboration platform available. Our solution can grow with your students. For example, you can allow your first graders to email their teacher only, fourth graders their class, middle school students their school, and high school students can use Gaggle to apply for jobs and college. All student web hosting tools afford you the same flexibility.

Gaggle can be implemented based upon the needs of your district. You can choose whether to implement district wide, only in middle schools/high schools, or any combination thereof. This scalability coupled with the provisioning of accounts in less than 48 hours allow the district to meet your changing population and goals.

Extensive Customer Help and End User Resources - Customers can take advantage of Gaggle's extensive online assistance, including over 70 short one-minute video tutorials, Administrator's Guide, and Robohelp feature. Robohelp is a contextual help system that provides immediate on-topic instruction from within the Gaggle website. In addition, Gaggle provides free monthly webinars on the administration of the system as well as special topics throughout the year.

Seven (7) Gigabytes of Storage per User – Gaggle's storage per user is seven gigabytes. This amount of storage eliminates the need for users to delete any mail.

Powerful Searching – Gaggle's district-wide and user level search indexes make it easy to search for and find any email message. When you need to find something it's no longer like searching for a needle in a haystack. You have powerful Boolean search capabilities at your fingertips. For example, users can quickly search every email stored in the district to find the attachment that contains the words "Cisco," "manual," and "ASA5500" to find the missing firewall manual. Most district-wide searches return results in less than 9 seconds.

Free Customer Service and Support – Customer service is a top priority at Gaggle, and our goal is to provide outstanding customer service. When calling our customer service, you will speak with a live person instead of getting caught in an automated phone system. All student and teacher users can contact us directly for assistance; and thus eliminate the burden on the district's help desk.

The Gaggle customer service team is available via our toll-free number or Live Chat feature Monday-Friday from 6:00AM – 6:00PM (CST). After normal business hours and on weekends and holidays, customers are encouraged to reach our service department via our support@gaggle.net address. We guarantee an 8-hour or less response time, even on weekends and holidays, with a typical response time of less than 2 hours.

Proven Implementation Process - Your Gaggle subscription begins with an implementation process developed by a licensed Project Management Professional, leveraging over 12 years of successful implementations. A dedicated account representative gets to know you and your school or district and will provide a high level of support throughout the year. Districts that change providers, because they are promised lower prices and comparable service, frequently return to Gaggle after just one year, because they do not receive the level of service and support they require.

Socially Safe Seal Participant - Socially Safe Seal participants are backed by the leading experts in CyberSafety and compliance. Gaggle is a member of this elite community that handles data responsibly, maintains standards, and leads the industry in safety, privacy, and responsible use to keep their communities safe and secure.

SLD Selection Criteria Guidelines - Price is NOT the only Consideration

According to the SLD, applicants have an affirmative duty to conduct a fair and open competition, seeking the most cost effective solution for their technology needs. Price must be the most important factor in consideration (the factor with the greatest weight), but price need not be the only consideration. Other relevant factors may include: technical requirements and features, the district’s prior experience with the provider, the reputation of the provider, personnel qualifications, the cost of changing from one provider to another, geographical needs, and the ability to provide necessary maintenance and assistance.

As an example, the following is a sample bid evaluation matrix from the SLD site.

	<i>WEIGHT</i>
Price	30%
Prior Experience	25%
Environmental Objectives/Required Features	20%
Reputation	15%
Management Capability	10%

We believe Gaggle is your answer to safe email accounts for your students and faculty:

1. Gaggle has over 12 years of experience providing a safe email and web collaboration tools. With over three million subscription users, more students log into Gaggle per day than most providers get in an entire month.
2. Gaggle is the only CIPA compliant email provider that includes a system to read and analyze graphics to determine if they are pornographic.
3. Gaggle has won numerous industry awards and has a proven track record with 12 years of successful implementations.
4. There are many important items on the Gaggle Features List which are unique to our system. Any one of these unique items may constitute a substantial reason to choose Gaggle over other bids. Visit the following link to review Gaggle’s Unique Features List <https://www.gaggle.net/get/58c0fa3>.

The Gaggle email service does not include web or internet filtering, both of which are ineligible items for eRate funding. Gaggle does provide a text-monitoring feature and an anti-pornography system, which are sometimes incorrectly labeled as a web filter. The text-monitoring feature scans incoming and outgoing email for offensive language or other violations of a school's Acceptable Use Policy. Gaggle's anti-pornography system analyzes image data to protect against offensive images.

The text monitoring, domain monitoring, and the anti-pornography components are included with the Gaggle service. None of these features are sold separately from the email service, and they have no cost component. To review information regarding the SLD's selection criteria, visit the following link: <http://www.usac.org/sl/applicants/step04/>

Section II: Email Service (100% eRate Eligible)

Safe and secure communication has been Gaggle's specialty for over 12 years, and we continue to develop innovative technology to meet the needs of educators, parents, and students. Gaggle gives educators the confidence to allow students to take advantage of the latest methods of communication and collaboration. With Gaggle educators and students can communicate anytime and anywhere using our wide range of Web 2.0 tools. Our system is highly flexible and scalable and is designed to meet the unique needs of diverse student populations and stakeholders.

Email Overview and Description

Each account includes 7 gigabytes of storage and can be controlled at the classroom, school, or district level. Gaggle offers 21 different access levels to meet your custom needs. This hierarchy allows for maximum privacy and flexibility. Each of the access levels has different email privileges and can control different parameters for the group and member accounts. For example, only a user with School Master or School Administrator access can edit the school setup pages, and only a district level user can edit the district control options.

If your district uses a Student Information System or Active Directory database, the account creation and management can be automated using Gaggle's Active Account Provisioning process. User accounts can be created, deleted and updated via customized scripts between your district and Gaggle's servers. The accounts can be imported as a one-time upload or set to automatically update on a schedule determined by the district.

Filtering

All incoming and outgoing communication is automatically filtered according to your district's policies. Messages with questionable content or attachments are automatically rerouted to the student's administrator or Gaggle Cyber Security Agent for review. The administrator may decide to allow the message or take action with the student. Each school can also customize a set of blocked addresses and domain names to further control with whom the students communicate.

Gaggle's filtering is extremely flexible. Twelve years of serving school districts has taught us that every district has unique considerations and requirements. For example, you can choose to have some users' mail blocked for offensive content, whereas other users might only trigger a notification email when questionable content is detected.

Text Filtering – Gaggle's text filtering not only prohibits students from sending and receiving inappropriate content, but also helps educate students on acceptable, professional communication practices. All communication within Gaggle is scanned against a Blocked Word List. Gaggle's Blocked Word List contains words and phrases that have been deemed inappropriate. We offer several different levels of text filtering that schools can choose from that include: a strict blocked word list, standard blocked word list, permissive blocked word list, or no list at all. Each school can customize their blocked word list, adding regional or localized words or slang. Another easy way to customize your list is to subscribe to a blocked word list from another school in your district. For schools with a large Spanish speaking population, a Spanish blocked word list is available.

When a message is identified as having inappropriate text, it is rerouted to the student's administrator or Gaggle's Cyber Security Agents for review. The message can be "unblocked," which will deliver it to the intended recipient, deleted, or saved for discussion with the student. The student's administrator is typically the student's teacher, but the administrator can be someone else at the school or district level, such as a guidance counselor or vice principal.

Access Level Restrictions – When using Gaggle, you have complete control over who can communicate with your students. There are several options to choose from when deciding the access level to give your students.

Some of the access levels include, but are not limited to: email to educators only, email to class only, email to school only, email to district only, email to Gaggle only, and the full student level.

Domain Filtering – In addition to the access level restrictions for controlling email, rules for blocking specific domain names and username patterns can also be created. A student set to email the whole world can still have restrictions to block email with specific domain names, top-level domains, username patterns or specific addresses. For example, rules can be set to block all .com addresses, allow aol.com but block a specific sender at AOL from communicating with your students.

Anti-Pornography Scanner (APS) – We believe that pornography protection is vital for a district-provided tool that will be used from home as well as school. No administrator wants to get an angry phone call from a parent whose child accessed a pornographic picture or web site from a message that was received in a school provided email account. Gaggle's APS can provide the peace of mind that administrators and parents need before allowing student email access.

CIPA compliance is ensured with our unique real-time image analysis that detects and prevents pornographic images in all of Gaggle's features. The APS scans not only embedded and attached images but also images in attachments like Word and PowerPoint documents, and any URL links a student mentions or posts.

The Gaggle APS is similar to advanced technology used by the FBI to track child predators online. It analyzes graphic content and forms a unique “visual fingerprint” for each image representing fundamental properties such as color, texture, shape or composition. These image properties are then translated into a numerical score from harmless to highly objectionable.

Student Monitoring – The ability to quickly and easily monitor your students' accounts is a key component to having a successful student email solution. With a few clicks of the mouse, you will have access to each student's Inbox, sent folder, and even their deleted folder. Gaggle provides easy access to student email, files, and activity logs. We believe that accountability is just as important as filtering when it comes to ensuring student safety.

Standard Human Monitoring Service*

At Gaggle, we believe internet communication offers a unique window into the lives of students and a tremendous opportunity to prevent serious problems. Detecting issues early allows parents and educators to intervene positively on behalf of students. To protect students and reduce the administrative burden on teachers, **Gaggle now includes our Human Monitoring Service at no extra cost.**

The Human Monitoring Service puts the monitoring of blocked messages in Gaggle's hands, eliminating the need for teachers to review questionable communications. With the HMS teachers can concentrate on integrating technology into their classrooms. The Human Monitoring Service greatly improves the safety and security of students, both online and in the real world. Gaggle's HMS team has uncovered bullying, drug use, threats of school violence, teen depression, suicide intentions, abusive domestic situations, and inappropriate activities between students and teachers.

How the HMS works

Gaggle has a specially trained, dedicated team to monitor student accounts. All email, blog posts, digital locker files, instant messages, and other communications are passed through Gaggle's standard filtering lists. Any content that gets blocked by the filters is re-routed to Gaggle's HMS team. If the activity was the result of inappropriate behavior, a Gaggle Cyber Security Agent will initiate an internal User Violation Report (UVR).

*The Opt-In to Gaggle's Standard Human Monitoring Service will limit the district's ability to customize some of Gaggle's access levels, options, and other controls. Customers can choose to opt-out of the Human Monitoring Service without credit.

Management of blocked communication is based upon the best-practices of Gaggle districts' discipline and escalation policies. Messages will be regularly monitored during the Standard Monitoring Coverage Period. Any blocked messages received outside of that period will be reviewed during the next scheduled Monitoring Coverage Period. For additional information on Gaggle's HMS process please see Gaggle's Service Level Agreement for Human Monitoring Service: <https://www.gaggle.net/get/d439f1de>.

False Positives: Content that was blocked for false positive reasons is quickly unblocked and allowed to be sent, received or posted. Content that is inappropriate, but not problematic such as spam messages, is deleted.

Offensive Content: Students who share offensive content receive warning notifications and may have their account suspended on a third strike. Whenever a student account is suspended the teachers and administrators are notified and can decide when the student account is to be reactivated.

Student Situations: If a serious situation is detected such as a bullying incident, threats of violence, or indications of self harm, a senior member of Gaggle's HMS team will contact your school or district by phone. We recommend that each customer have multiple emergency contacts on file with Gaggle in case such a situation occurs.

All HMS notifications are tracked in a database available for review by your administrators.

The Human Monitoring Service provides peace of mind to teachers and administrators that a watchful eye is being kept on their students. If a student is found to be in crisis, be assured that your HMS monitor will follow up with your designated contact person to provide details of the incident so that you may quickly intervene.

Key Benefits of the HMS Service

- Greater teacher acceptance, enabling the educators to focus on benefits of 21st Century Learning
 - Reduced work load on teachers
 - Teacher Unions and Associations believe in the HMS Promise to support teachers in the classroom
 - Available school and district reports
- Brings a consistent and impartial application of the District's Policies
 - Consistent and standardized warning sent for each violation
 - Consistent consequences for inappropriate behavior
 - Centralized database of all student violations
- Extended monitoring hours allow administrators to keep after hours issues out of the classroom
 - Increased frequency and diligence of monitoring
 - Extended hours allowing for greater monitoring of at risk conduct
 - Human Monitor notifies district of violation and possible need for intervention

Visit <https://www.gaggle.net/get/88c90749> for a detailed white paper on The Status of Student Safety in Today's Cyber-Driven World.

Call for details on Gaggle's Premium Human Monitoring Service.

Calendaring System

Gaggle's Calendars are designed for use by administrators, teachers, and students. The Calendars can be shared with an entire district, the whole school, or just specific users. Users can have multiple Calendars, and each Calendar can have an access level such as view busy/free time, view events, view and edit events, or edit Calendar. This allows administrators to designate an assistant to manage their Calendar, while others may only

view the administrator's availability. Users also have the ability to filter events by category, allowing others to see only specific event types, such as homework assignments, or district activities.

Gaggle Calendars can assist students in organizing their schedule, inform them when assignments are due, and provide a place to practice essential skills on a daily basis. Calendars are integrated with Gaggle's Email, Assignment Drop Boxes, and Class Pages. Calendar reminders can be delivered via email, pop ups, or via SMS Text message.

Gaggle's Calendars support the iCal format and are accessible using standard protocols such as CalDAV. Support for standard formats enables Gaggle Calendars to work with multiple devices such as the iPhones, Android devices, and other district information systems.

Search Indexes

Gaggle indexes all messages and attachments for easy searching using Boolean search terms. Users can easily search their own mail and attachments for specific words and phrases. In addition, administrators can search the mail stored across the entire district. If a student or teacher is suspected of inappropriate email behavior, it is easy to locate the questionable message using the search feature. Searches of even 50,000+ users typically return results in less than 9 seconds.

Enhanced Features & Controls

Gaggle has many features to control exactly what students can and cannot do as well as increase student and teacher productivity. At Gaggle, one of our most important goals is saving you time.

Mass Recover & Mass Delete – The mass recover/delete feature uses our powerful search indexes and meta-data to target specific messages and have them purged from users' accounts.

Max Messages Per Day – This feature controls how many messages each student can send in a 24-hour period.

Max Recipients Per Email – The district can decide exactly how many addresses can be put into each outgoing email message, preventing students from sending inflammatory emails to the entire student body.

User Directory – An easy way for users to find the email address of other members of your school community. Directory access can be set to district wide, school wide or restricted to just students or teachers.

Blocked Attachment Type – Allows districts to restrict file types such as EXE, JPEG, VB Scripts, SCR files, etc. The attachments can be stripped out of the email or block the entire message. These rules can be applied to students' and/or teachers' emails as well as to their Digital Lockers.

Filtering of Attachments – Gaggle is one of the only systems to scan the content of attachments. All incoming and outgoing attachments are scanned for inappropriate text, images, and URLs. Each attachment is scanned by our Blocked Word List and our Anti-Pornography Scanner to ensure that content is safe and appropriate. Even zip files are uncompressed and scanned for offensive content.

Email Routing Rules – Users can designate different actions when specific emails are received. Routing rules include delete, mark as read, star, mark as spam, move to specific folder, and forward to another email address. Rules can be based on name, sender, receiver, if the email includes an attachment, or specific words within the email.

Portal Links – Portal Links provide easy access to other web-based services or favorite websites. Schools can integrate the login information for services, such as Discovery Education, that use a shared username and password or link individual user’s login data with their Gaggle account for single sign on.

Phone Based Account Retrieval System – Users can retrieve their account name and password from Gaggle without any human involvement.

Auto Mail Check Feature – Gaggle’s solution includes an auto mail check feature that is similar to client-based email programs. Users can set the auto mail check to run every 5, 10, or 15 minutes.

Attachment Reminder – If the word “attach” or “attachment” is used within the body of an email and there is no email attachment, a pop-up message will appear asking the user if they are sure that they want to send the email without an attachment.

Star Feature – Gaggle includes the ability to flag emails to help users better manage their email.

Auditory Feedback System (AFS)

Gaggle's Auditory Feedback System (AFS) allows your students to hear all outbound and inbound Emails, Blogs and Discussion Board posts read aloud. With Gaggle's AFS, you can provide your students with auditory reinforcement for their literacy success. The Auditory Feedback System is available in six different audio voices, including Spanish and French.

Gaggle’s AFS is a great way to support auditory learners. The AFS can help target these auditory learners by giving them the option to hear their emails and blogs read aloud. Messages can be read to the student before being sent, allowing students to identify errors and make corrections. This is a great way to encourage students to proofread their messages before sending.

The AFS will also allow any “played” email or blog to be saved as an MP3 file to be used in student projects. As with all Gaggle features, the AFS was designed with student safety in mind. If a student tries to use inappropriate text with the Auditory Feedback System it will be filtered and blocked. If offensive content is detected, the feature is disabled and the administrator is notified of the attempt.

Built In Language Translation

To assist districts with diverse student populations, Gaggle includes a built-in Language Translation feature that supports **forty-three different languages**. Those languages include: Albanian, Arabic, Bulgarian, Catalan, Creole, Croatian, Czech, Danish, Dutch, English, Estonian, Filipino, Finnish, French, Galacian, German, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Latvian, Lithuanian, Maltese, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Simplified Chinese, Slovak, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, and Vietnamese. Other languages will be added as they become available. The Language Translation feature can be a valuable tool in your foreign language classes or when conducting pen pal projects with students from other countries. The Language Translation feature can also assist educators in communicating with ESL students and their parents.

The Language Translation feature can be turned On or Off for an entire school or on an individual user basis. This feature is available on the Gaggle write mail screen, read mail screen, discussion boards, blogs and other tools. There is no limitation on the size of document that can be translated. All text on the Gaggle system is filtered in the original language in which it was typed so students cannot trick the system by translating inappropriate text to another language.

Teacher/Staff Primary Accounts

Gaggle offers teacher and staff accounts that include the same great features as our student accounts and much more. Gaggle Staff accounts include traditional tools like personal folders, routing rules, signatures, auto-reply, shared calendars, outbound user identification, enterprise class virus and spam protection, and 7 Gigabytes of storage. In addition, they include advanced search capabilities to increase your user's productivity and can function as a knowledge store for your users. Email access is available through our user-friendly web interface that looks and functions like a full email client inside a web page. In addition, IMAP, POP3, and SMTP access is supported using Outlook, AppleMail, Thunderbird, and other client programs.

Advantages of Gaggle Staff Accounts:

- 7 Gigabytes of storage space
- Secure off-site storage – three enterprise class storage systems in two states
- Tiered permissions for message searches – department heads can be set up to have search access only for those users within their department
- Advanced Boolean search functionality for quick and easy message retrieval
- Enterprise class virus and spam protection
- Ability to forward mail to an outside email address
- Archiving features, including litigation holds and retention policies are available at an additional cost. See Page20 for more information.

Section III: Student Web Hosting Tools (95% eRate Eligible)

Introduction

Gaggle's Student Web Hosting Tools are an excellent complement to the Gaggle email accounts. They provide a collaborative solution for schools that wish to address the needs of 21st century learners. Gaggle is excited to present a comprehensive set of Student Web Hosting Tools developed to extend learning outside the classroom and beyond the school day. Gaggle's Student Web Hosting Tools are **95% eRate eligible**.

Safety

Safety is a top priority at Gaggle, and therefore, all of our Student Web Hosting Tools include built-in safety features. All student activities in Gaggle are passed through multiple filtering systems that scan for inappropriate content. All graphic files that are uploaded are processed through Gaggle's Anti-Pornography Scanner. The APS filter even scans URL links to other web sites and blocks students from linking to offensive content. Gaggle provides an initial set of rules for these filters, and the district has the option of modifying and adding to the rules to fit their policies. Violations of any of the rules are sent to the assigned monitor for review.

The student's administrator will receive any blocked messages or violation notifications that are generated by the student assigned to them. Blocked email, blog postings and comments, and discussion board postings can be unblocked if they are deemed appropriate. Educators can control which tools students can access and adjust those settings for the entire district, a single school, an individual class, or a specific student.

Blogs

Gaggle Blogs are a great way to share information and ideas and provide the opportunity for feedback and discussion. Our blogs have a great selection of themes to choose from - cheetahs to football to wild pink swirls- so users can really express themselves. Users can create multiple blogs, so teachers can have one for every class. Many educators find blogs to be a simple and effective way to keep parents up to date on assignments and other class information, without the time and effort to maintain a class webpage. Users can provide links to files in

their Digital Locker or embed GaggleTube videos in their blog, allowing access to files and documents. Students also benefit from blogging as a means of self-expression and writing practice. Many schools are using blogs in place of traditional journals and allowing parents to become active participants in their students' learning. Blogs are also being used for online student portfolios (e-portfolios), allowing students to store and share their written work, such as current events, reports, and speeches.

Gaggle blogs are safer than other blogging sites, because the teachers are in control and all student content is filtered. Teachers can decide if access to the student blogs is opened to the outside world, or whether it is limited to the class, school, or district. Teachers can restrict who can comment on the blogs, hide full names and email addresses, prevent pictures, and more.

The Gaggle blogging system uses an intuitive interface, including a variety of background themes, threaded comments, calendared display, and visitor mapping. The blogs also support RSS feeds, allowing users to subscribe to their favorite or most commonly visited blogs. All entries are logged to comply with CIPA and eDiscovery requirements.

Blogging Project Ideas: Free Journaling, Creative Writing, Writing Prompts, Literature Reviews, Current Event Blogs, ePortfolios, and Research Findings.

Digital Lockers

The Digital Locker is an online storage system for files, images, and other data that are used in the Blogs, Shared Documents, Spreadsheets, and Presentations, Social Wall, Assignment Drop Boxes, and other collaboration tools. Both students and staff members can upload and store files from any computer connected to the internet. The Digital Lockers are a great way to move files from school computers to home computers without having to worry about burning CDs or using portable drives that could potentially carry viruses.

Shared files in the locker can be designated as private or shared with an entire school, class, user groups, or specific users. Additionally, files can be shared as “view only” or with editing privileges.

Administrators can monitor acceptable use by easily accessing all files stored in the students' lockers. Even if a student deletes a file, it is accessible by the administrators for at least 30 days from the upload date.

File Searching – All digital locker files are indexed for fast searching. Users can perform Boolean searches on the file content as well as searching by name, file type, creation date, and last modification date. In addition, administrators have the ability to search all files within a school or the entire district. If you need to find a missing file lost in an unknown user's Digital Locker, it can be found in less than 9 seconds.

Tight Integration – Gaggle's Digital Locker is tightly integrated into our other tools. All Shared Documents, Spreadsheets, and Presentations created in Gaggle are stored in the Digital Locker. Assignments can be turned in to a Assignment Drop Box directly from the Digital Locker, and when students receive an attachment via email they can save the file right to their Locker without the need to download it to their desktop. Locker files can also be embedded into Blogs, Discussion Boards, and outgoing emails.

Virus Protection – Files uploaded to our Digital Locker are automatically scanned for viruses on both the upload and the download, protecting the district's computers and network from potential viruses.

Version History – Gaggle stores a copy of each saved file and maintains a complete version history. If students edit a file using Zoho or upload a new file with the same name, each one is kept on the system. The user who edited the file is recorded, and versions can be compared to detect changes.

Assignment Drop Boxes

Gaggle's Assignment Drop Boxes provide a paperless alternative for teachers to manage and collect homework assignments. The solution is web-based and integrated with each user's email account and other tools (like our Mark It Up! feature). Many schools have seen significant savings in paper and toner costs with the utilization of Gaggle's Assignment Drop Boxes.

Teachers can create multiple drop boxes or one drop box with multiple class assignments. Each drop box is assigned to a specific group of students, so an elementary teacher may only need one drop box, while high school teachers can have one for each class they teach. Students and teachers have the option to receive automated emails whenever new assignments are created or homework is turned in. All homework assignments that are assigned a due date automatically appear in the student's calendar. Assignments can also be created in advance and scheduled to be available to students on a future date and time.

Teachers can decide if they want students to see other users' submitted assignments or if they want to be notified when students submit assignments. Teachers have other options as well, such as choosing whether or not to accept assignments after the due date. The Assignment Drop Boxes are tightly integrated with Gaggle's Shared Documents, Spreadsheets, and Presentations. Teachers can right click on a submitted word document and edit the file in Zoho or correct the assignment with our Mark It Up! feature. Submitted assignments will appear in the student's Digital Locker as read only files.

Mark It Up!

Having a paperless classroom just got easier! This feature provides an intuitive and simple way to page through, correct, and return student submissions—with options for annotation like comments, highlighting, and a free-form drawing tool. Teachers can Mark It Up! and return the assignments to their students as they go, or they can hold and return them to the entire class at once, saving time and resources. This feature makes marking and assessing student work simple and paper free. This tool will work on most file types including Word, PowerPoint, and PDF.

Gaggle is a natural fit for schools that want to become environmentally responsible and save money. For many schools, the savings realized using Gaggle to "Go Green" could cover the cost of their Gaggle subscription accounts, giving your students safe, engaging tools for communication, collaboration, and productivity that basically pay for themselves! Mark It Up! and the Assignment Drop Box help your school "Go Green" by reducing the number of assignments that need to be printed and handed out. Students have the ability to collaborate online and reduce the number of drafts and copies printed, which in turn reduces paper consumption, ink, and toner. In fact, one 8th grade class in Indiana saved over 20,000 sheets of paper by using our Assignment Drop Box and Mark it Up! Additionally, the electronic submission and assessment of assignments can also increase teacher productivity by reducing or eliminating time spent making copies.

Social Learning Wall

The Gaggle Social Learning Wall offers the benefits of Facebook® without the dangers. The Social Learning Wall allows users to stay in touch with friends and safely share information by posting status updates, website links, add photos, and participate in groups. It creates profile-based connections for sharing of content, text, and communications. Gaggle's Social Learning Wall allows administrators to restrict which students can friend each other. You can set friend restrictions to specific individuals, classmates, other school users or district wide.

Students can update and monitor their Social Learning Wall by computer or texting from their mobile phone. Students register their mobile phone with the Gaggle system to receive and post updates. Users can even text pictures to their wall right from their phone, so limited computer access no longer impedes student communication and collaboration.

Gaggle's social wall allows districts to address the sensitive topic of teachers "friending" students on traditional social networking sites. Districts can create a policy that all friend requests and social networking activity be limited to the district provided system.

A powerful aspect of Gaggle's Social Learning Wall is the ability to create Groups around specific topics and student interests. Many students begin to disengage from school in junior high, and this is particularly true when the students are not involved with a sports team or activity to provide them a sense of connection and community. Social Wall Groups can be used to create micro-communities within your schools and thus increase student engagement and attendance.

Gaggle Social Learning Wall Project Ideas: Study Groups, Clubs, Sports Teams, Student Support Groups, Community Awareness Projects, Persuasive Postings, and Travel Logs.

GaggleTube

GaggleTube provides YouTube access for your schools while still allowing your district to block direct access to YouTube content. All YouTube access is logged, filtered, and monitored and can be controlled at the teacher and student level. This allows teachers to use the many great educational videos located on YouTube while prohibiting access to the inappropriate videos. Video filtering is a difficult process and not perfect; nevertheless, GaggleTube offers a degree of safety and protection that allows YouTube to be seen as a resource, instead of a distraction filled with offensive content. Student and teacher access to GaggleTube can be set to search filtered, view approved, or completely turned off; and administrators have the ability to restrict the number of searched videos a student can view per day.

Videos tagged by teachers for approval, can be used by students in all of Gaggle's collaborative tools. They can be used in student Blogs, Discussion Boards, Assignment Drop Boxes, and the Social Wall. Today's student grows up in a media saturated world. Allowing them to use video to convey their messages is a powerful tool for student engagement.

GaggleTube is more than just a system for filtering and viewing video content. It is also a way for students to upload and share their own video creations with the world. As you would expect from Gaggle, the educators can define the parameters of this world. GaggleTube's upload feature allows students to create videos and submit them for their teacher's approval. Approved videos can be limited to viewing just within the school, the district, Gaggle, or submitted to YouTube. Videos submitted to YouTube are submitted under a generic, school controlled account and can be pulled back at the discretion of the school.

Sharing videos through YouTube is a powerful motivator for students. For example, students in a Spanish class might create a video of various action verbs to share with others. Knowing that their work is reaching a broad audience will change their perception of the project and the quality of their work. In addition, posting the video to YouTube allows parents, grandparents, and the local community to view the project as well.

GaggleTube Project Ideas: Group Discussions, Current Events, Story Starters, Writing Prompts, Fact vs. Opinion, and Research Projects.

Class Pages

Gaggle's Class Pages provide a home page for each class to facilitate communication and collaboration with easy access to the files, assignments, and discussion boards created for that class. The Class Page is automatically created for every class that is populated in the system, so teachers can quickly begin using the tools with their students. The Class Page displays the class' Social Group, which gives the teacher and students the ability to share updates, web links, photos, and post questions or information to help with class work. Links to the Class

Documents, Class Calendar, Assignments, and Discussion Board keep each class organized and up to date. Class Pages support the class as a community and make it easy to access the most common features in a single location.

Shared Documents, Spreadsheets, and Presentations

Gaggle's Documents, Spreadsheets, and Presentations are a suite of online tools for word processing, spreadsheets, and presentations. This allows users to create, edit, share, search, and view all of their documents in a filtered environment. These tools include simultaneous editing and group collaboration capabilities, both of which can have powerful implications for student learning.

All documents, spreadsheets, and presentations are stored in the user's Digital Locker and are accessible from any computer with an internet connection. An important benefit of this feature is that it removes the problems caused when students have access to different software at home versus school.

Users have the option to share documents with specific individuals, whole classes, or even the entire school or district. File accessibility levels can be set to "View Only" or "View and Edit" for collaboration.

The following files formats can be edited with these tools include: Microsoft Word™ (.doc and .docx), Microsoft Excel™ (.xls and .xlsx), Microsoft PowerPoint™ (.ppt and .pptx), OpenOffice™ (.sxw), Open Text Document (.odt), Rich Text Format (.rtf), Text Files (.txt), and HTML.

Documents, Spreadsheets, and Presentation Project Ideas: Collaborative Stories, Peer Revision, Small Group Presentations, and Surveys.

Instant Messaging

Technology has changed our expectations for communication, and we have grown to expect instantaneous access to friends and colleagues using text and instant messaging. Gaggle's Instant Messaging feature is similar to Facebook's chat system and can integrate with outside chat clients like Gtalk and AIM. It includes an intuitive interface with the filtering and safety we're known for.

Users can see who is online and instantly chat with current Gaggle Social Wall friends or add Chat buddies right from their Chat window. Both the User List and Directory have a status dot showing who is online and a right click on a specific user gives you the option to add them as an IM buddy.

Like all of Gaggle's tools student access can be restricted to the district, school, class, or just teachers. The IM Monitor tab on the User List will let educators monitor chats as they happen, for whichever set of users is displayed in the list. Teachers can monitor chats during their own class, making classroom management a breeze. Plus, they can instantly turn off the feature for a specific student or the class if they are not on task.

Teachers and staff users can benefit from on demand communication without interrupting instruction. All IM conversations are permanently logged as threaded conversations in each user's account, which are accessible to administrators.

SMS Texting

Gaggle's SMS Texting provides safe teacher-to-student mobile texting with all incoming and outgoing text messages, filtered through our "blocked word list" and logged through our SMS Gateway. Gaggle's SMS filtering includes common "text speak" terms, and it will scan for offensive images in MMS text messages.

Thanks to the Gaggle SMS Gateway, individuals' phone numbers are kept private and hidden from users. If parents question the content of the SMS texts, the logs can be easily accessed through Gaggle's interface for review. Teachers can send texts to a class or group, and the students who do not have a phone number registered will receive the message in their Gaggle email. Teachers can also pre-schedule text messages, like a reminder for a test, to be sent out at a later date and time.

Gaggle SMS Texting Project Ideas: Word of the Day, Assignment Reminders, Team Practice Changes, Knowledge Races, Test Review, Contests, and the use of Mobile Phones as a Student Response System.

Discussion Boards

Discussion Boards are a great tool to support curriculum outside of the normal classroom environment. Discussion Boards are often used for ongoing classroom discussions over an extended period of time. The teacher can post a message specific to that day's curriculum and create a dialogue that dramatically increases class discussion. The Discussion Boards have the ability to eliminate the physical walls of the classroom and enable learning to take place outside of normal school hours.

Teachers can create individual boards accessible by just their class or group of users, or Discussion Boards can be created specific to the school or district. There are also Gaggle Wide Discussion Boards that are shared by all students and teachers on the Gaggle network. Discussion Boards are separated into five categories for better organization: School Discussion Boards, District Discussion Boards, Educator Boards (Key Pals, Help, etc, for teachers only), Gaggle Wide Discussion Boards, and Specified User Discussion Boards Only.

Discussion Board Project Ideas: Homework Centers, Test Review, Online Discussions, Expert Forums, Character Impersonations, and Debates.

Chat Rooms

Using Gaggle Chat Rooms, teachers can initiate online study groups, test reviews, and more. Like the rest of the Gaggle features, the teacher is in control. Each Gaggle Chat Room is assigned to a particular educator, just as the students are assigned to an administrator. Teachers have the ability to create multi-user chat rooms for online study groups, test reviews, virtual office hours, and homework help.

The Gaggle Chat Rooms use a system called passive filtering. Students will see their questionable chat posts appear on their own screen; however the chat is hidden from all other student users. After three attempted posts of offensive content, the student's chat privilege is revoked, and they are kicked out of the room. We have found this system very effective at curbing inappropriate behavior. There is no point in being rude if no one sees it, and if the student wishes to continue chatting they must be very careful with their word selection.

The same project ideas provided for Discussion Boards will also work in Chat Rooms; only now they are done in real time! Teachers also have the ability to monitor live-time chats of students during class to ensure students stay on task while on computers.

Chat Room Categories: School Chat Rooms, District Chat Rooms, and Specified Chat Rooms.

Chat Project Ideas: Homework help, study groups, foreign language practice, and Historical figure impersonations.

Gaggle Mobile

Gaggle includes a mobile phone version of our web applications including Email, Blogs, Calendars, Discussion Boards, YouTube access, and more. Mobile access allows students and teachers to utilize Gaggle inside and

outside of school via their phone when access to a traditional computer is not available. The combination of Gaggle as a web based tool with our mobile applications can also be used to support Bring Your Own Technology or Device initiatives. The mobile interface has been optimized to work in a low bandwidth environment, on small screen sizes, and with relatively slower processors. Gaggle Mobile provides access via Tablets, iPads, iPod Touches, iPhones, and Android devices.

Gaggle iPad App

An exciting new Gaggle Mobile Application is our Gaggle iPad App. Sharing iPads amongst several students is common practice in schools today and while applications that support document editing, file storage, and email are readily available, they fail to meet the shared device model's needs. With Gaggle's app, users can each have their own set of document files and email all safe, secure, and protected from other users who share access to the same device.

Gaggle's iPad App gives students and teachers the ability to use an iPad as a collaborative learning tool while supporting a shared-device classroom environment. And like all other Gaggle applications, the Gaggle iPad App is accessible at school, home, and on the go!

Gaggle App Features Include:

- **App Springboard** – Subpage of the Gaggle iPad Apps
- **Email** – Full access to all Gaggle email folders through IMAP
- **Digital Locker File Storage** – Secure, virtual file storage accessible from home or school with preview capability for dozens of file types including: Word, Excel, PowerPoint, PDF, images, movies, and more!
- **Mini Document Editor** – Edit previously created .doc and .docx files in the Digital Locker
- **GaggleTube Video Access** – YouTube access from the iPad with all content being filtered and monitored
- **Blogs** – Students can create and read blogs just as easily on the iPad as on a desktop computer
- **Assignment Drop Boxes** – Teachers can create new assignments and students can view and submit work right from the iPad
- **Video and Image Insert** – Insert images and videos from the iPad camera roll into the Digital Locker
- **Zoom and Pan** – Use two fingers to adjust the view within the Gaggle App
- **Mark It Up! Digital Grading Tool** – Digitally grade assignments and return them to students by using the Mark It Up! pen, highlight, strikeout, text underline, and comment tools

Section IV: Additional Gaggle 100% eRate Eligible Services

Active Account Provisioning (Set-up)

Gaggle's Active Account Provisioning automates the creation, deletion, and management of user accounts. This feature works with your Student Information System, Active Directory database, or LDAP and runs via customized scripts between the district and Gaggle. In addition, class groups can be automatically created and updated daily. Automating the creation of classes in Gaggle will greatly benefit teachers saving them time, allowing them to immediately start using the system to enhance student learning. Accounts can be created as a one-time import or set to automatically update on a schedule determined by the district. Active Account Provisioning **is eligible** for eRate discounts.

Account Migration (Set-up)

Gaggle's Account Migration will automate the transfer of your existing data to your Gaggle accounts. This can be performed on all of your accounts, or you can pick and choose which accounts you would like migrated. Account Migration **is eligible** for eRate discounts.

Administrative Training

Gaggle Training Course #501 is an on-site training designed for school and district personnel who will be involved in the administrative setup and management of Gaggle. This session provides in-depth training for the administrative tasks associated with the use of Gaggle email accounts. Training will also focus on account administration and effective management of the Gaggle safety features. This training **is eligible** for eRate discounts as it does not include the training of teachers.

Custom Domain Name

Your school or district may choose to use its own domain name with Gaggle email accounts. A Custom Domain helps unify and identify the members of your school, as well as giving your users more choices for their email address. For example, the email address john@gaggle.net is taken, but john@franklinschools.edu is available. There is a one-time set-up fee that **is eligible** for eRate discounts.

There are two choices for customizing the email addresses for your school.

1. Custom Domain name (jsmith@franklinschools.edu) – If your school has its own domain name you can use this for your email address.
2. Sub-domain name (jsmith@westsidehigh.gaggle.net) – A sub domain of gaggle.net

Section V: Optional Gaggle Services

Several optional features and services can be purchased to complement and support your Gaggle accounts. These features are **not eligible** for eRate discounts.

Archiving & Data Retention Policy Features

Gaggle offers an extremely affordable Email Archiving solution for hosted Gaggle accounts. The Email Archiving & Data Retention Features are an optional item and are **not eligible** for eRate discounts. By separating out the cost for the specific Archiving features, we are offering school districts the maximum flexibility and affordability.

The Email Archiving and Data Retention Features can be added to either staff/teacher primary accounts or our standard student and monitor accounts. This service can also be purchased separately as an archiving solution for external email systems such as Google Apps, Exchange, and GroupWise. These features, when combined with Gaggle's 7 Gigabytes of storage, provide a powerful solution for your email archiving needs.

INCLUDES:

Customized Retention Policies – The district can set customizable data retention policies for each school organization and department. You determine which user levels are archived, and when mail is permanently purged from the system.

Powerful Search Capabilities – Archived messages are saved and indexed for fast and efficient retrieval. Searches can be run on an individual user account or across the entire organization. Users can search message bodies, subjects, to/from address, date ranges, and specific words or phrases within attachments. Search results are typically returned in less than 9 seconds.

Litigation Hold – Litigation holds override data retention policy settings and prevent the specified data from being purged by the system. Litigation holds can be set for individual messages or for an entire account. Multiple holds can be created and managed.

Private Accounts – Private accounts allow you to protect the privacy of your school board members and highest-level administrators. Their email accounts cannot be searched (not even by the IT staff that administers the email archives). The data in private accounts is still archived, but it is only accessible upon written request. Private accounts protect your IT staff from accusations of misusing their access.

Total Data Integrity – Your data integrity is guaranteed as school district personnel cannot alter or delete messages after the message has been archived. In addition, messages are stored with a checksum calculation to ensure that the content has not been altered.

Tiered Permissions for Searches – The Gaggle system has numerous access levels and offers various groupings for business units and departments. This flexibility allows sub-administrators to search only in the accounts of specific users for whom they are responsible. Individuals can also access their own archived messages if allowed.

Extensive Security Logs – Gaggle’s Archiving solution includes search query logging, message access logs, and instant email notification anytime a user logs into the archives.

24-Hour Access – Gaggle’s simple to use web-based interface is available 24/7 from any computer with an internet connection and a compatible web browser.

LDAP and Active Directory Authentication – The system supports LDAP and Active Directory authentication as well as single-sign-on protocols.

Premium Spam Protection

In addition to the standard Spam and Virus Protection that automatically comes with all Gaggle accounts, we also offer Premium Spam Protection. This service provides additional features that include a daily digest of quarantined mail and allows users to adjust their individual spam settings. This Premium Service is available for Gaggle accounts or your locally hosted email server such as Exchange, GroupWise, FirstClass, or even Google Apps. Premium Spam Protection is available for an additional fee and is **not eligible** for eRate discounts.

Section VI: Professional Development and Implementation

We offer many professional development options for administrators and educators on the utilization of Gaggle and other Web 2.0 tools.

Webinars

Gaggle offers free, scheduled webinars that cover our new features and best practices for administering and creating 21st Century Learning Environments. These webinars run approximately 45 minutes and are offered at multiple dates and times. To register visit our Webinar page at: <https://www.gaggle.net/webinar/>.

Professional Development

Gaggle offers several professional development courses to aid in the successful implementation and use of Gaggle. Training includes 1 day of training with a maximum of 20 attendees per session.

Gaggle 501 – This training is for administrators of the Gaggle System. This course will assist with the implementation and will take an in depth look at administrative tasks associated with the successful management of the application. Participation is limited to individuals with the duty of overseeing the use of Gaggle within the district or school. (*This Gaggle training course is **eRate eligible**.*)

Gaggle offers many other Professional Development options that are not eRate eligible. Visit <http://tinyurl.com/6dqezsz> for more information on Gaggle's Onsite Training options.

Online Self-Paced Training

Gaggle's self-paced online training course is an affordable and convenient training option for districts. The training includes ten hands-on modules that are designed for those new to Gaggle or just wanting a refresher on Gaggle's applications. During this training, users will become familiar with how to set up and utilize Gaggle's applications available to teachers and students. The course is a 1 ½ hour self-paced training that is available 24/7. This training option is **not eligible** for eRate discounts. Visit <http://tinyurl.com/9w2vox3> for more information on Gaggle's Online Self-Paced Training.

Implementation Project Management

Gaggle's implementation process will guide your district through the best practices for a successful implementation, providing a solid foundation for high usage and maximizing the benefits to your students. If your district desires assistance with the formal planning and management of implementation, an optional Gaggle Project Management package is available. Our certified Project Management Professional (PMP) will meet with your key district personnel and develop an individualized plan to achieve your objectives. After plan approval, our Implementation Manager will assist in monitoring the execution of your plan with regular status updates and usage analysis to measure success. Also included is a mid-year and end-of-year account review to create a usage maximization plan and ensure increasing levels of benefit to your students and teachers. All of Gaggle's implementation processes have been developed with Project Management Standards in mind. The Gaggle Project Management package will reduce the burden on your staff as well as add professional planning and oversight.

Included with onsite project management:

- Consultations with Gaggle's Implementation Manager
- Detailed Implementation Project Plan
- Ongoing monitoring and consultation of initial phases through account roll-out
- Onsite visits for project kickoff, mid-year review, and end-of year review
- Monthly usage analysis
- Midyear project review and end of year account review

Section VII: Gaggle Assists Schools in Achieving 21st Century Goals

Gaggle Philosophy

Gaggle has been providing safe online learning tools for the K-12 market since 1998. Our focus is and always has been on student safety, so educators have the confidence to allow learners to take advantage of current technology tools for communication, collaboration, and productivity. A foundation of Gaggle's philosophy is Customer Service. We are confident that you will not find better service and support from any other provider.

Safety

Safe and secure communication has been Gaggle's core competency for over 12 years. All student activity is filtered through our blocked word lists and Anti-Pornography Scanner. Gaggle provides the highest degree of CIPA and COPPA compliance with complete spam and virus protection. We have had numerous instances where a blocked message provided insight into suicidal thoughts or other safety issues and allowed for intervention.

Productivity

It seems nowadays everyone is being asked to accomplish more with fewer resources. Gaggle’s solution is designed for K-12 with built-in processes and work flows specifically created to promote educator productivity and student engagement. For example, our Assignment Drop Boxes enable teachers to easily create, assign, collect, and correct assignments on their schedule.

Gaggle is vendor neutral and easily integrates with most Student Information Systems, web hosting providers, and several LMS platforms. Gaggle’s email application and widgets can be directly embedded into other web sites and portals. Gaggle provides integration with Moodle, Blackboard, Angel, and SharePoint. We also integrate with web hosting providers such as Edline, SchoolWires, SchoolFusion, and FinalSite with cross authentication of users and single sign-on. Current Gaggle customers already integrate with Powerschool, Skyward, Infinite Campus, NCWise, Genesis, Pentamation, Tyler, JPAMS, Zangle, and others.

Green Initiatives

Green initiatives have become an important trend in K-12. Schools around the country are using new technology to become more environmentally friendly and to save money. These efforts allow students to set an example and take a leadership role in their communities. Gaggle’s online communication and collaboration tools can help your district meet your “green” goals by reducing paper and ink consumption. Recently, a teacher in Indiana estimated that using Gaggle saved her class 22,000 printed pages per year!

Gaggle Alignment to NETS-S

Gaggle provides a scalable and flexible set of tools that can integrate with any subject area and curriculum to save time and support content-area standards. Visit <https://www.gaggle.net/get/53278966> for a description on how Gaggle’s tools are aligned with ISTE’s NETS-S and mapped to each core group.

Gaggle’s Tools Help Create College and Work Ready Students

Email is the standard for professional business communication, and Gaggle is an effective way to teach these skills. Gaggle helps students understand the difference between professional and personal communication. Gaggle’s Auditory Feedback System, visual interface, and integration with JAWS, and other software provide an effective platform to mainstream and/or meet the educational goals of blind/deaf students.

In addition, Gaggle provides powerful tools for creating and manipulating media such as presentations, images, spreadsheets, and more. These tools are increasingly common in today’s workplace and can be used to enhance the critical thinking skills necessary for the jobs of the future.

Section VIII: Additional Specifications and Documents

Insurance

Gaggle takes safety very seriously and has acquired substantial insurance coverage to provide peace of mind to our customers. Gaggle carries \$2,000,000 in Commercial General Liability Insurance, with a \$1,000,000 umbrella policy. In addition, Gaggle also carries \$1,000,000 in Professional and Technical Errors and Omissions Insurance. See included Certificate of Liability Insurance on Page 27 of this proposal.

Equal Opportunity Employer

Gaggle is an equal opportunity employer and agrees not to discriminate against any employee or applicant for employment based upon their race, color, national origin, age, religion, gender, sexual preference, marital or veteran status, or physical disability.

Gaggle Technical Information

We are proud to offer an exceptional level of performance, reliability, security, and service.

System Performance – The Gaggle system is a custom java application running on Linux CentOS 5.5. The web servers run Apache 2.2 with the Tomcat servlet engine. The system provides a complete web interface to the email accounts as well as web-based administration. Email access is also provided to client programs using custom POP3, IMAP, and SMTP server applications. District, school, and user data is stored in multiple MySQL databases with extensive redundancy and failover.

The mail transfer agent used by Gaggle is a custom compiled version of qmail, which includes anti-spam and anti-virus functionality. Failover and redundancy is maintained for web, mail, and storage applications with data centers in two geographically dispersed states.

Bandwidth and Co-Location Center – Gaggle receives bandwidth from Mzima networks via a completely fault-tolerant nationwide backbone network connecting to multiple Tier-1 carriers. The connection to the Gaggle servers is a burstable 1 Gigabit line. Additional bandwidth can be added in less than 2 days. Internet bandwidth and connectivity will affect any web-based service, including Gaggle. If your building has limited bandwidth or high latency, Gaggle performance can be affected. As a provider of web-based tools, our applications run best in a high bandwidth environment with low latency and priority given to our services.

Our primary co-location center is located in the One Wilshire building, the premier telecommunications hub for the Western U.S. The One Wilshire building is home to hundreds of telecom and internet providers and features the most connected meet-me-room in the world. The data center is monitored 24/7 by security guards, with the Gaggle servers housed in separate locked cabinets. Gaggle's secondary data center is located in Nashville, TN. This backup facility houses Gaggle's second Enterprise storage system with an equivalent amount of storage capacity. This second facility helps provide our customers the assurance of data availability, even in the event of a major catastrophe in one part of the country.

Browser Requirements – The only requirement for client machines is that they can connect to the Internet, utilizing a modern web browser. The minimum browser requirements are Internet Explorer 9.0+, Mozilla Firefox 8.0+, Safari 5.0+, or Google Chrome. Gaggle is optimized for Internet Explorer 9.0+, Google Chrome, Safari 6.0, or Mozilla Firefox 14.0+. Some of Gaggle's tools use Java Applets and Adobe Flash; as such these technologies should be current. Gaggle supports Macintosh, Windows, and Linux platforms as well as most mobile devices.

Virus and Spam Protection – Gaggle uses a two-pronged approach to combating viruses, with an enterprise-class commercial virus scanning solution as well as a customized Clam AV system. Each message is scanned twice for viruses, once on the upload to our servers and again prior to downloading the attachment by the end user. Gaggle's virus definition libraries are updated every hour.

Gaggle has many systems in place that are designed to defeat spammers starting with an enterprise-class commercial anti-spam system. Each day the Gaggle system rejects hundreds of thousands of spam messages. This technology analyzes all incoming mail to identify new spammers in real time. An additional throttling mechanism is used to slow down access by servers that attempt to deliver large quantities of mail to the Gaggle servers.

For an additional fee Gaggle offers a Premium Spam Filtering Solution. Added features include a daily digest of quarantined mail and allowing users to adjust individual Spam settings. The Premium Service is available for Gaggle accounts or your Exchange, GroupWise, or other mail servers. The Premium Spam Service is **not eligible** for eRate discounts. Please contact your Gaggle representative for more information.

Gaggle References Utilizing eRate Funding

Pasadena Independent School District

Pasadena, TX
Shane Tout, District Office Instructional Tech
Phone: (713) 740-5308
Email: stout@pasadenaisd.org
40,000 Gaggle Accounts

Klein Independent School District

Klein, TX
Nettie Briggs, Instructional Technology
Phone: (832) 249-4145
Email: nbriggs@kleinisd.net
26,500 Gaggle Accounts

Moreno Valley Unified School District

Moreno Valley, CA
Aaron Barnett, IT Director
Phone: (951) 571-7500
Email: abarnett@mvusd.k12.ca.us
25,000 Gaggle Accounts

Dayton Public Schools

Dayton, OH
Leroy Edwards, Director of Education Technology
Phone: (937) 542-3585
Email: ledwards@dps.k12.oh.us
12,000 Gaggle Accounts

Manatee County Schools

Bradenton, FL
Jeannie Galindo, Supervisor-Instructional Technology
Phone: (941) 751-6650 x 2049
Email: galindoj@fc.manatee.k12.fl.us
10,000 Gaggle Accounts

Prairie-Hills Elementary School District 144

Markham, IL
Francesca Guntenspergen, Curriculum Coordinator
Phone: (708) 225-3631
Email: francesca@phsd144.net
3,100 Gaggle Accounts

Paxton-Buckley-Loda CUD 10

Paxton, IL
Dr. Mike Brehm, Technology Coordinator
Phone: (217) 379-3314
Email: drbrehm@pbl.k12.il.us
1,200 Gaggle Accounts

Johnston County School District

Smithfield, NC
Diana Freeman, Media & IT
Phone: (919) 934-4361, ext 347
Email: dianafreeman@johnston.k12.nc.us
32,000 Gaggle Accounts

Alamance Burlington School District

Burlington, NC
Julie Cozort, Email Administrator
Phone: (336) 438-4015
Email: Julie_cozort@abss.k12.nc.us
26,000 Gaggle Accounts

Catawba County School District

Newton, NC
Scott Stuckey
Phone: (828) 312-8775
Email: Scott_stuckey@catawba.k12.nc.us
14,000 Gaggle Accounts

Tyler Independent School District

Tyler, TX
John Orbaugh, Director of Technology Services
Phone: (903) 262-1085
Email: john.orbaugh@tylerisd.org
12,000 Gaggle Accounts

Central Kitsap School District

Silverdale, WA
David Guertin, Coordinator of Instruction
Phone: (360) 662-1751
Email: davidgu@cksd.wednet.edu
9,175 Gaggle Accounts

Hoover-Schrum Memorial District 157

Calumet City, IL
Rose Jordan, Technology Director
Phone: (708) 868-7500
Email: rjordan@hsdist157.org
700 Gaggle Accounts

Pike County Schools

Troy, AL
Stephanie Snyder, Technology Coordinator
Phone: (334) 566-1850 x81115
Email: ssnyder@pikecountyschools.com
1,200 Gaggle Accounts

Compliance with Privacy and Safety Laws

Gaggle considers student safety a top priority and complies with all US privacy and safety laws, particularly those involving students or children. These include: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Children’s Online Privacy Protection Act (COPPA), and Children’s Internet Protection Act (CIPA). Gaggle also conducts thorough criminal background checks on our employees.

The Children's Internet Protection Act (CIPA)

CIPA was signed into law on December 21, 2000. Under CIPA, no school or library may receive discounts unless it certifies that it is enforcing a policy of Internet safety that includes the use of filtering or blocking technology. The school or library must also certify that it is enforcing the operation of such filtering or blocking technology during any use of such computers by minors. In addition, the Internet Safety Policy must **ensure the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications.**

Under CIPA, no school may receive discounts without protecting its students from inappropriate material. CIPA information on the SLD website: <http://www.universalservice.org/sl/applicants/step10/cipa.aspx>

One of the important provisions of the *Children's Internet Protection Act (CIPA)* states that **schools must have technology measures in place to protect against visual depictions that are obscene or pornographic.** Gaggle is the only email and web hosting provider capable of providing real time image analysis to detect and prevent pornographic images. As such, we believe that Gaggle provides the highest degree of CIPA compliancy of any email solution on the market. The best option that other providers can suggest is to block all attachments. However, this will not prevent pornographic pictures that are sent as embedded images, linked files, or the inclusion of URLs that point to pornographic web sites. Other filters may block some pornographic sites via a black list; however, there are many sites that will only be blocked via Gaggle's Anti-Pornography Scanner.

Pornography Protection at Home – At Gaggle, we strongly believe that pornography protection is vital for a district-provided tool that will also be used from home. No educator wants to get an angry phone call from a parent whose child accessed a pornographic picture or web site from a message that was received in a school provided account. Gaggle's ability to block pornographic attachments and messages with links to pornographic web sites can provide the peace of mind that administrators and parents need before allowing student email access and web based collaboration.

The Children’s Online Privacy Protection Act (COPPA)

COPPA is a federal law designed to protect the privacy of children under 13 years old. COPPA requires that companies provide parents and guardians with notice concerning what personal information is collected from children and how it is used or shared.

Gaggle’s services are in compliance with the Children’s Online Privacy Protection Act of 1998.

1. Individual children are not allowed to sign up for the Gaggle accounts. The only way a child may obtain access to an account on Gaggle is through their school. Schools sign up for a group account on Gaggle and then create accounts for specific students.
2. Each school is responsible for creating and monitoring student accounts on the service. Schools may choose to list students’ full names in the record for each user. Entering data in the Full Name field is optional and is for the school’s use only. It is intended for administrative and disciplinary purposes. As the creator of the student accounts, the district is acting as a proxy for the parents.
3. The school wide data collected by Gaggle is the school’s address, grade levels, and other aggregate information about the school’s internet connection, computers, and the likelihood of students to have home computers.

The company, product and service names used in this proposal are for identification purposes only. All trademarks and registered trademarks are the property of their respective owners.



CERTIFICATE OF LIABILITY INSURANCE

GAGGL-1

OP ID: CRZ

DATE (MM/DD/YYYY)
10/24/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Clemens & Associates, Inc. P.O. Box 5190 Bloomington, IL 61702-5190 Brent Kelly	Phone: 309-662-2100	CONTACT NAME:
	Fax: 309-662-2134	PHONE (A/C, No, Ext):
		FAX (A/C, No):
		E-MAIL ADDRESS:
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Hartford Insurance Co.	NAIC #
	INSURER B: Great American Insurance Group	37478
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

INSURED
Gaggle.Net, Inc.
PO Box 1352
Bloomington, IL 61702

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input type="checkbox"/> OCCUR			83SBAIJ0801	11/08/2012	11/08/2013	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input checked="" type="checkbox"/> TECH LIAB			00 TE 0223087 11	11/08/2012	11/08/2013	MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			83SBAIJ0801	11/08/2012	11/08/2013	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10000			83SBAIJ0801	11/08/2012	11/08/2013	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	83WECNC7563	11/08/2012	11/08/2013	<input checked="" type="checkbox"/> WC STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Tech/E&O Liab			00TE0223087	11/08/2012	11/01/2013	Limit 1,000,000
B	D&O			DPL9991622	10/05/2012	10/05/2013	Limit 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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