Gaggle Services Proposal

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Section I: Gaggle Overview

Background

Founded in 1999, Gaggle is a leader in providing web-based learning tools and solutions to K-12 schools and districts. Gaggle currently provides *Safe Online Learning Tools* to more than 5,000,000 users and stores more than 5 billion emails. Gaggle has many tools in place to keep student communication safe, including blocked word lists, blocked domains, our Anti-Pornography Scanner, and more.

GAGGLE LMS INCLUDES:	
District Web Sites	School Web Sites
Email Accounts	Teacher Web Pages
Blogs	Digital Lockers
Assignments	Class Pages
Chat Rooms	Instant Messaging
Gaggle Safety Management	Calendars
GaggleTube (YouTube access)	Discussion Boards
Mark It Up! Grading Tool	Chromebook Integration
iPad App	Android App
Gaggle Safety Management for Google	Gaggle Safety Management for O365

Awards

Gaggle has received numerous educational technology awards. Below are the recent notable awards:

- 2015 Bronze Stevie Award Winner
- 2015 Tech & Learning Award of Excellence Winner
- 2014 CODiE Award Finalist in the category of Best Education Community Solution
- 2014 District Administration Top 100 Award
- 2014 Tech & Learning Award of Excellence Winner
- 2014 ISTE Best of Show Award
- 2013 CODiE Award Finalist in the category of Best Education Community Solution
- 2013 CODiE Award Finalist in the category of Best Cross-Curricular Solution
- 2013 Tech & Learning Award of Excellence Winner

Why Choose Gaggle?

Ease of Use

Gaggle's tools are easy to use and maintain. Inline editing makes it easy for even the non-technical person to create and change information. Administration of Gaggle's interactive communication and learning platform can be automated, with all account creation, updates and deletes handled nightly.

Safety

Gaggle leads the industry when it comes to student safety and CIPA compliance. No other provider offers a true Anti-Pornography Scanner to protect against offensive images. In addition, all communication in Gaggle's interactive learning platform is monitored and reviewed for appropriateness. Last year Gaggle helped districts intervene in over 11,000 self-harm, sexual, drug, alcohol, and bullying instances.

Extreme Customer Service

Gaggle provides phone, chat, and email support not just to your administrators but to all of your users. We are an extension of your team. We are there to help all your users with everything from setting up the website, fixing

passwords, adjusting settings, and using the tools. Each of our customers receives a dedicated account manager who will learn your specific needs and help your schools be successful.

Active Account Provisioning

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 rosters can be automatically created and updated daily. Automating the creation of classes in Gaggle will greatly benefit teachers, saving them time and 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.
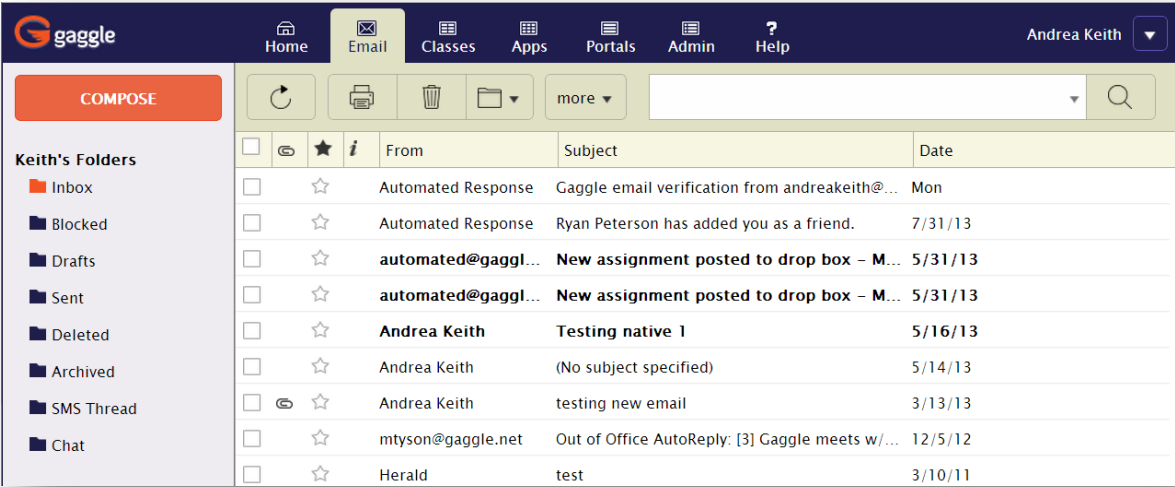
Integration with Numerous Platforms and Devices

Gaggle accounts can be integrated with Google Apps or Microsoft Office 365, giving districts an added layer of safety and the highest level of CIPA compliance. Gaggle's Chromebook integration allows students to use a single username and password with their Chromebook to access their very own protected workspace. Our iPad and Android apps give your users native access to all of Gaggle's powerful tools for student engagement and learning.

Section II: Gaggle Safe Learning Management System

Email

Gaggle's solution is specifically designed for the communication and workflow needs of teachers and students. Our new user interface makes it simple even for kindergartners to use 21st century learning tools. Gaggle provides a flexible solution enabling you to tailor the environment to the needs of each student population. You can limit communication to just the teacher, class, school, district, or open up monitored communication with the entire world. Gaggle offers numerous user levels to meet all of your access and control needs. Each access level has different email privileges with different options for the group and member accounts.

Monitoring and Safety Features

All incoming and outgoing communication is automatically filtered. Gaggle's filtering is extremely flexible. Fifteen years of serving school districts has taught us that every district has unique considerations and requirements.

Text Filtering – Gaggle's text filtering prohibits students from sending and receiving inappropriate content and helps educate students on acceptable communication practices. All communication within Gaggle is scanned against a blocked word list. We offer several different levels of text filtering that schools can choose from.

When a message is identified as having inappropriate text, it is rerouted to the student's administrator or Gaggle's Student Safety Representatives for review. If the message is acceptable it can be "unblocked," which will deliver it to the intended recipient. If the message contains inappropriate content it can be deleted or saved for later discussion with the student.

Anti-Pornography Scanner (APS) – CIPA compliance is ensured with our unique real-time image analysis that detects and prevents pornographic images in all of Gaggle's tools. The APS scans embedded and attached images as well as images in attachments like Word and PowerPoint documents. Even URL links to other web sites are scanned for offensive content.

Access Level Restrictions – With Gaggle, you have complete control over who can communicate with your students. There are several options to choose from such as "Send to Teacher Only", "Send to Class Only" and "Send to School only."

Domain Filtering – In addition to the access level restrictions for controlling email, Gaggle offers rules for blocking specific domain names and username patterns.

Student Monitoring – With a few clicks of the mouse, you will have access to each student's Inbox, Sent folder and Deleted folder. We believe accountability is an even more powerful tool than filtering and blocking.

Gaggle Safety Management

Our Safety Management Services puts the monitoring of blocked messages in Gaggle's hands. It eliminates the need for teachers to review questionable communications, and instead they can concentrate on integrating technology into their classrooms. The service greatly improves the safety and security of students, both online and in the real world. Our team of Student Safety Representatives has uncovered bullying, drug use, threats of school violence, teen depression, suicide intentions, abusive domestic situations, and inappropriate activities between students and teachers.

Advantages of Gaggle Safety Management:
- Greater teacher acceptance of new 21st century learning tools.
- Brings a consistent and impartial application of the district's policies.
- Extends monitoring to 24/7 and allows administrators to keep after hours issues out of the classroom

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.

- **Unlimited Storage** – Each user account includes unlimited storage for email and attachments.

- **Tiered Administrative Access** - Gaggle provides numerous options for controlling user access and settings. Your administration can decide which settings and transparency levels make the most sense for your district.

- **Mass Recover & Mass Delete** – Our powerful search indexes make it easy to target specific messages and have them purged from users' accounts.

- **User Directory** – It's easy 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** – Ability to restrict file types such as EXE, JPEG, VB Scripts, SCR files, etc. Attachments can be stripped out of the email or the entire message can be blocked.

- **Filtering of Attachments** – All incoming and outgoing attachments are scanned for inappropriate text, images, and URLs. Even zip files are uncompressed and scanned for offensive content.

- **Email Routing Rules** – Users can designate specific actions when matching emails are received.

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

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

- **Auto Mail Check Feature** – 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 with 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 star messages to better manage your email.

- **Auditory Feedback System (AFS)** - Allows users to hear all outbound and inbound Emails, Blogs, and Discussion Board posts read aloud in six different audio voices, including Spanish and French.

- **Built In Language Translation** - Gaggle includes a built-in language translation feature that supports forty-three different languages**.** This feature is available on the Gaggle write mail screen, read mail screen, discussion boards, blogs, and other tools.

- **Search Indexes** - Gaggle indexes all messages and attachments for searching using Boolean terms. Users can 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.

- **Calendaring System** - Gaggle's calendars provide standard scheduling features with invitations and reminders on individual and shared calendars. Calendars support iCal format and are accessible using standard protocols such as CalDAV. Calendars work with multiple devices such as iPhones and Android devices and 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 messaging.

Understanding Safety

Safety is a top priority at Gaggle, and therefore, all of our interactive tools include built-in safety features. All student activities occurring in Gaggle are passed through multiple monitoring systems that scan for inappropriate content. All image files that are uploaded are processed through Gaggle's Anti-Pornography Scanner.

The student's administrator or Gaggle's Student Safety Representatives will receive any blocked messages or violation notifications that occur. Teacher awareness of violations provides meaningful opportunities to help students become better decision makers.

Learning doesn't stop when the school day ends. Our specially trained Student Safety Representatives are on the job 24 hours a day, 7 days a week. Last year Gaggle helped districts intervene in over 11,000 self-harm, sexual, drug, alcohol, and bullying instances.

Blogs

The Gaggle blogs are designed for student writing as well as school communication. The blogs include 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 and filtered to comply with CIPA and eDiscovery requirements.
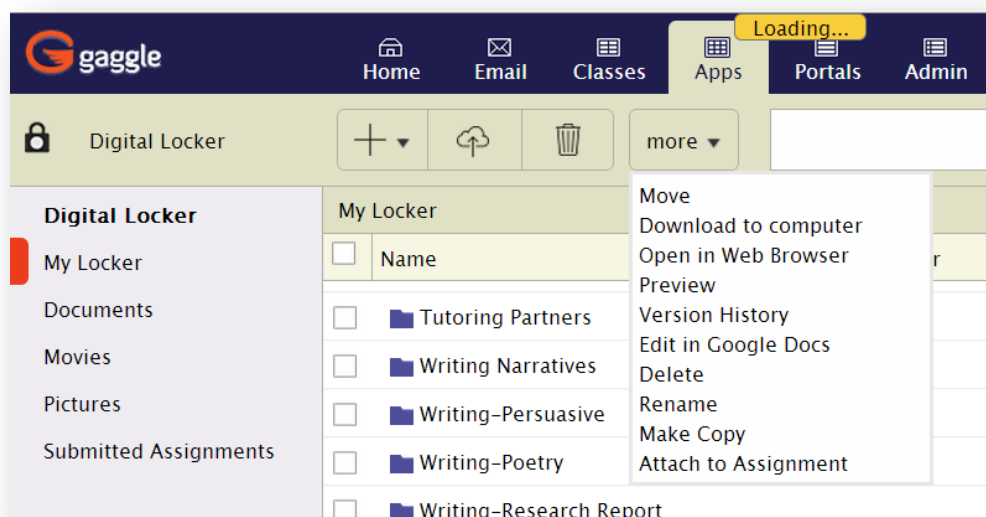
Advantages of Blogs:
- Users can create multiple blogs; teachers and students can have one for every class or even specific projects.
- Digital Locker files and GaggleTube videos can be embedded in the blogs for easy access.
- Gaggle blogs are safer than other blogging sites, because all student content is filtered.
- Access to student blogs can be opened to the outside world or 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.

Digital Lockers

The Digital Locker is an online storage system for files, images, and other data. Users can upload and store files from any computer connected to the internet. The Digital Locker decouples learning from the device giving students anytime, anywhere access to their documents in the cloud.

Locker files can be designated as private, shared as "view only," or shared with editing privileges. Administrators can monitor and review 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.
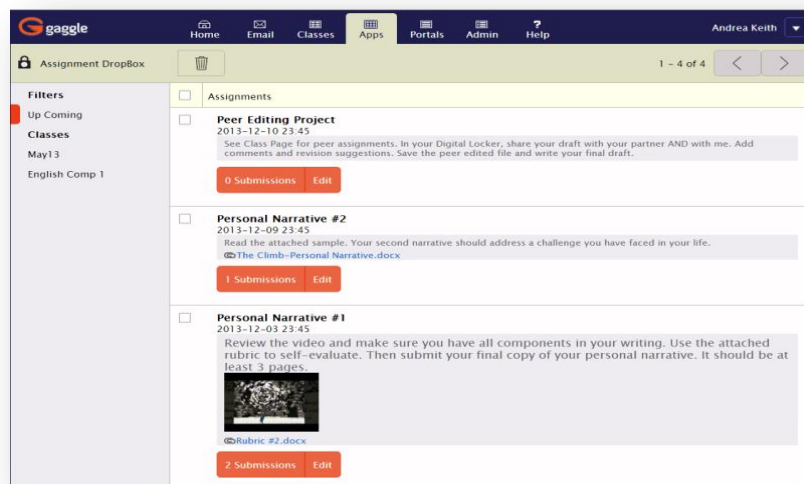
Advantages of Digital Lockers:

- **Easy Sharing** – Resources such as lesson plans, forms, curriculum guides, handbooks, and policies can be easily be shared with a class, school, district, or specific users.
- **Tight Integration** – Integration with many of Gaggle's tools, including Email, Blogs, Assignments, and Shared Documents.
- **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.
- **Google Drive Integration** – Files from a user's Google Drive can be integrated into the Digital Locker.
- **Document Search** – Full Boolean search functions of a single user's locker or across the entire district.

Assignments

Gaggle's Assignments feature provides a paperless alternative for teachers to manage and collect homework. Assignments are integrated with Gaggle's email accounts, the Mark It Up! Tool, Digital Lockers, and shared docs.
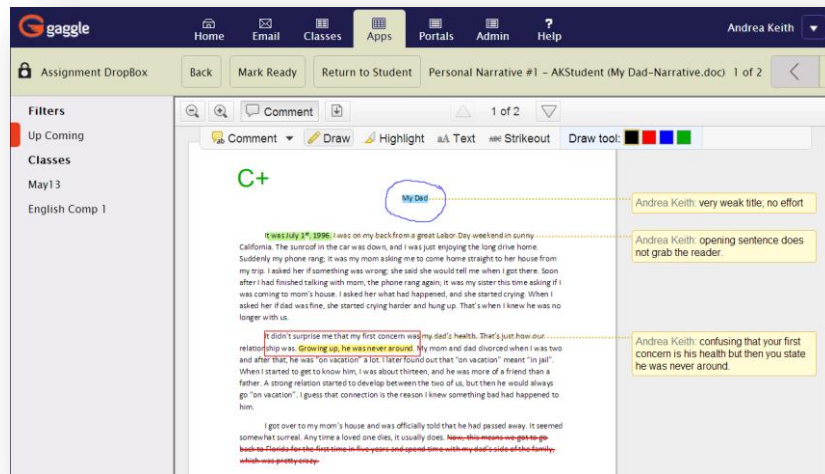

Advantages of Assignments:

- Save class time and get more done.
- Save money on paper and toner costs.
- Teachers can create multiple drop boxes or one drop box with multiple class assignments.
- Option to receive automated emails when new assignments are created or homework is turned in.
- All assignments with due dates automatically appear in the student's calendar.
- Assignments can be created in advance and scheduled for a future date and time.
- Option to accept or deny assignments turned in after the due date.

Mark It Up!

Having a paperless classroom just got easier! This feature revolutionizes the way teachers review, correct, and return student assignments. Papers can be graded online using annotation options such as comments, highlighting, and a free-form drawing tool. Mark It Up! works on most file types including Word, Excel, PowerPoint, and PDF. For many schools, the savings realized using Gaggle to "go green" could cover the cost of their subscription accounts. In fact, one 8th grade class in Indiana saved over 20,000 sheets of paper by using Assignments and Mark it Up!
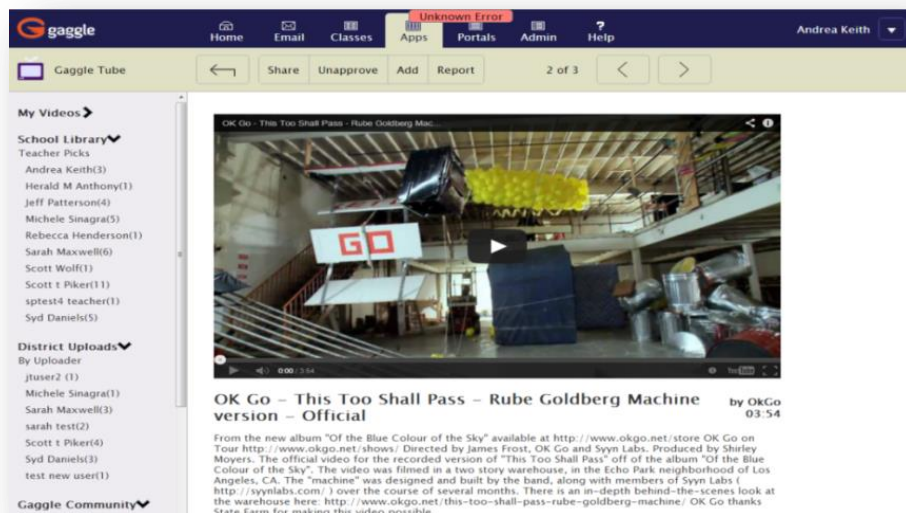
Advantages of the Mark It Up! Feature:

- Increased teacher productivity.
- No more stacks of paper to bring home and grade.
- Teachers can mark up and return assignments as they go or hold and return them to the entire class at once.
- Gaggle is a natural fit for schools that want to become environmentally responsible and save money.

GaggleTube

GaggleTube provides access to YouTube content while allowing your district to block direct access to the YouTube website. With GaggleTube teachers can use the many great educational videos located on YouTube while prohibiting access to the inappropriate ones. 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.

Advantages of GaggleTube:

- Allow access to YouTube™ content while still blocking direct access to the YouTube web site.
- All YouTube access is logged, filtered, and monitored.
- GaggleTube settings can be controlled at the teacher and student level.
- Videos tagged by teachers for approval can be used by students in all of Gaggle's tools.

Class Pages

Gaggle's Class Pages are the one stop location for all class information and communication. They provide easy access to announcements, due dates, class discussion boards, shared files, and Assignments.

Advantages of Class Pages:
* Pages are automatically created for every class that is populated in the system.
* Support the class as a community and make it easy to access the most common tools in a single location.

Instant Messaging

Gaggle's Instant Messaging feature is similar to Facebook's chat system but with Gaggle's filtering, safety and logging. Gaggle's IM system is compatible with Google Talk and other XMPP Instant Messaging systems.

Advantages of Instant Messaging:
* Increase productivity by allowing teachers and staff to use instant messaging.
* Teachers can see which students are online and initiate chats with those students.
* Student access can be restricted to the district, school, class, or just teachers.
* Educators can monitor chats as they happen and can instantly turn off the feature for a specific student or the class.
* All IM conversations are permanently logged as threaded conversations in each user's account.

Discussion Boards

Discussion Boards are a great tool to support curriculum outside of the normal classroom environment. Teachers can post a message specific to that day's curriculum and create a dialogue that dramatically increases class discussion. Discussion Boards can help eliminate the physical walls of the classroom and enable learning to take place outside of normal school hours. Professional Learning Communities will flourish with educators sharing ideas, resources, and objects.

Advantages of Discussion Boards:
* Gaggle-wide Discussion Boards that are shared by all students and teachers on the Gaggle network.
* Board access can be set to a class, school, district, or even a specific group of users

Chat Rooms

Using Gaggle Chat Rooms, teachers can initiate online study groups, test reviews, provide virtual office hours, homework help, and more.

Advantages of Chat Rooms:
* Chat Rooms use 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 privileges are revoked and they are kicked out of the room.

Gaggle Mobile Tools

Gaggle includes a mobile phone version of our web communication tools. 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 be used to support Bring Your Own Device initiatives. The mobile interface has been optimized to work in a low bandwidth environment, on small screen sizes, and with slower processors. Gaggle Mobile provides access for tablets, iPads, iPhones, and Android devices.

iPad App

Gaggle's native iPad App includes all of our interactive communication tools such as Email, Blogs, Assignments, Calendars, Class Pages, GaggleTube, Digital Locker, Discussion Boards, and Mark It Up!   The App also supports iOS power features such as AirPrint and Open In.

While iPad Apps that support document editing, file storage and email are available, they fail to meet the needs of the shared device model. With the Gaggle App, users can each have their own set of documents, files, and email that are protected from other users who share the same device.

Android App

Gaggle's Android App is a native application built for universal devices including phones, 10 inch tablets, and mini tablets.   The universal app includes our core interactive communication tools such as Email, Blogs, Assignments, Calendars, Class Pages, GaggleTube, Digital Locker, and Mark It Up! Our app also supports the shared device model.   It allows students to have their own set of documents, files, and email that are protected from other users who share the same device.

What's Next?

Gaggle is continually listening to teachers and administrators for suggestions on how to improve our LMS. Based on feedback, we are coming out with a major release in 2015 that includes, but is not limited to:

- Assessment Creation and Evaluation, including Question Bank and Standards Alignment
- Gradebook with ability to export to a CSV file
- Streamlined Workflow updates to make experience more intuitive
- Mark-it-Up Tool consistent across all platforms
- Tablets supported
- Notifications

Section III: Gaggle Safety Management Services

Gaggle Safety Management for Google

Gaggle offers several options to customize your district's Google Apps for Education environment. Gaggle-Google integration enables you to elevate Google into a full-featured learning platform designed specifically for the unique requirements of K-12, or simply enhance the CIPA compliance of your Google environment. With Gaggle, Google can truly be a safe online learning environment for students.

The Gaggle-Google integration is very flexible. Students and teachers can log in to either Google or Gaggle to access their files with the same safety applied to both systems. For example, middle school students might log in to Gaggle and use Google Docs, while your high school students log in directly to Google. You select the configuration that works best for your needs.

Your customized solution can include:
- Google Mail Monitoring & Filtering
- Google Docs Monitoring & Filtering
- Google Drive Monitoring & Filtering
- Google Calendars Monitoring & Filtering

Benefits of Gaggle Safety Management include:

- Easy account creation, organization, and management using the school and class structure from your student information system (SIS).
- Linked Gaggle and Google accounts for easy access and single sign-on.
- Student safety features, including Gaggle's Anti-Pornography Scanner and Gaggle Safety Management Services.
- Gaggle fully integrates with Google Chromebooks. When students power up their Chromebooks, they are immediately logged into the integrated Google-Gaggle solution.
- One-year Gmail and document retention with options for additional archiving.

Gaggle Safety Management for Office 365

Many schools are using Microsoft Office 365. However, the email account feature of Office 365 does not offer a method to meet the requirements of the Children's Internet Protection Act (CIPA). Enhance the CIPA compliance of your Microsoft environment by applying the monitoring and filtering capabilities found in Gaggle to your Microsoft student accounts.

Your customized solution can include:

- Email Monitoring & Filtering
- OneDrive Monitoring & Filtering
- Yammer Monitoring & Filtering
- Access to Gaggle Tools and Safety Features

Benefits of Gaggle Safety Management for Office 365 include:

- Easy account creation, organization, and management using the school and class structure from any student information system (SIS).
- Linked Gaggle and Microsoft accounts for easy access and single sign-on.
- Student safety features, including the Gaggle Anti-Pornography Scanner (APS) and Gaggle Safety Management Services.
- One-year email and document retention with options for additional archiving of OneDrive or Yammer.

Section IV: Web Hosting Solution

We are pleased to offer web site hosting as part of our industry-leading, cloud-based solution. Gaggle's web hosting service provides robust Content Management, WYSIWYG editing tools, templates, clip art galleries, and easy third party integration.

We understand that in order for your site to be effective, it needs to be modern, beautifully designed, and easy to navigate. Gaggle will partner with you to create and promote a site that creates awareness, encourages communication, and builds community pride. Our free customer support will see you through the development, customization, migration, and editing of your site.

Flexible Templates

Your website is an important tool for projecting a positive image of your district. Gaggle provides custom template libraries that enable you to support your unique perspective. Our templates enable you to create web pages that will engage students, parents, and educators. Our library has a selection of templates clip art specifically designed for the district, schools, and teachers.

We provide menus, rotating banners, and photo galleries that let you promote your image and communicate with parents and other stakeholders. Full language translation capabilities are available to enable communication with your different constituencies in their own languages. If you would like a completely custom design for your school or district please contact your account rep for a quote.

Easy Editing

If your website isn't easy to use and edit, it will quickly become stale and irrelevant. Gaggle provides intuitive, in-line editing for fields on any entity. Our WYSIWYG editor provides the powerful formatting options of a desktop word processor like Microsoft Word. Authorized editors can easily incorporate page elements such as calendars, photos, and videos into the site.

Unlimited Everything

At Gaggle we hate limits, and we know that you do too. That's why we include unlimited storage, unlimited pages, unlimited support, and unlimited bandwidth for your web hosting.

Mobile & Tablet Access

Parents, teachers, and students use a wide range of smartphones, tablets, netbooks, laptops, and other devices. Access to your website should not be dependent upon downloading an app. Gaggle's templates incorporate "responsive design" so that pages automatically resize and adjust to fit the screen resolution of the device.

With responsively designed web sites your mobile and tablet stakeholders can:
- Follow school information
- Access school or district calendars
- Access important news, updates, and event information
- Contact and connect with staff

Gaggle uses HTML5 standards to ensure compatibility with all tablets and smartphones. Even our interactive communication tools are designed to be "finger friendly."

Calendars

Calendars are important time management and scheduling tools. You can easily share and post district and school calendars to your website. Individual teacher and class calendars can remain private or be made public by sharing an unrestricted URL. Class calendars with assignment due dates are also integrated into Gaggle's Class Pages to support time management and planning skills.

Editing Control

Making sure that your content is accurate and that only authorized users can make changes to your site is critical. Access controls for your site enable you to set permissions for individual users or groups of users. This ensures that only selected teachers and staff can edit content. In addition, version control allows you to track changes, see who made them and recall prior versions of old pages.

Password Protected Content

Some content should not be visible to the general public. Gaggle supports password protected logins for administrators, teachers, parents, and students. Each user type can see their relevant private content and interact via Gaggle's communication tools.

Single Sign-On

Gaggle supports LDAP, Active Directory, SAML, oAuth, and other single sign-on methods. Gaggle can also function as your SSO identity provider and Gaggle's portal links can be created for one-click access to your other online subscriptions.

Social Media

It is simple to have your web pages in sync with your organization's social networking accounts. Facebook, LinkedIn, Twitter, and most other popular social networking site integration is easy to setup. RSS feeds enable website and blog subscribers to pull news feeds on their own schedule.

Web Site Search Functionality

Gaggle features a built-in search engine so end users can easily find information on your web site. All of your web pages are indexed for fast searching and display of page results.

Forms and Surveys

Forms and surveys make it easy for you to get feedback from your community. Gaggle's web hosting includes a Forms and Surveys Builder. Example uses include surveys, contests, personalized contact forms, and petitions. After a submission, users may be sent an e-mail receipt as well as sending a notification to administrators. Results are stored and can be exported to a spreadsheet application.

Data API

Our Data API allows other companies to create user accounts without bothering the District's IT Department. With a district's permission, Gaggle will share data with other vendors so that they can provision user accounts as well as school and class rosters.

The third party vendor is provided a unique identification key, which allows them to pull data from the Gaggle servers on their own automated schedule. Everyone benefits from easier setup and integrated systems. Our goal is to increase the adoption of educational technology.

Content Publishing

Gaggle makes it easy to organize and manage your proprietary and third party content. GaggleTube safely unleashes the ability to enrich classroom instruction and engage the community with educational and informational content. You can choose who can access the videos and easily integrate them into your website, blogs, discussion boards, and email. Digital resources and proprietary information can be easily organized in Gaggle's Digital Locker and sharing can be accomplished with the click of a button.

Third party widget capabilities allow you to easily embed applications such as Google Maps into your site giving the community access to a wide range of informational resources. Portal links can easily connect administrators, teachers, and students to other technology tools such as LMS, SIS, Assessments, and learning tools.

Content Monitoring

Gaggle's website hosting includes content monitoring to detect hackers and protect your school and district reputation. You might have hundreds or even thousands of teachers, staff, and administrators with website accounts who can publish content. Are all of those passwords safe?

Even authorized users can have lapses in judgment when it comes to content publishing. Gaggle's Content Monitoring can alert you to these situations. With Gaggle, you can sleep well knowing that no one is posting offensive or questionable content on your public-facing website.

Section V: Archiving Services

Archiving Features

Gaggle offers cloud-based archiving services that help your district manage risk and meet compliance requirements. Gaggle can provide an email archiving solution for hosted Gaggle accounts, as well as external email systems such as Exchange, Google Apps, Office 365, and GroupWise. Save money with a fixed annual fee, quantity discounts, and no minimum requirements.

ARCHIVING KEY FEATURES:

Cloud-Based Solution - No hardware or software is required by the district.

Secure Off-Site Storage – Three enterprise-class storage systems in two states.

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. Search results are typically returned in less than 9 seconds, even for complex or exhaustive searches.

Disaster Recovery Program – Data lost through a server crash on your end can be pushed back through our system to your servers. You can utilize Gaggle as a fully functional email system while your systems are down. When your system is back online, the mail can be redelivered to your local mail server.

Customized Retention Policies – The district can set customizable data retention policies for each school organization and department.

Total Data Integrity – Messages that have been sent or received cannot be modified or deleted.

Litigation Hold – Litigation holds override data retention policy settings and prevents the specified data from being purged by the system.

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

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 – Solution includes search query logging, message access logs, and instant email notification anytime a user logs into the archives.

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

Section VI: Optional Services

Email Account Migration

Gaggle's Account Migration will automate the transfer of your existing email 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.

Custom Design Services

Gaggle understands that your website is your image and you may want to create a truly customized web presence. We can provide custom design services to help you accomplish your goals. We will assign a design lead to work directly with you to create the web presence you need.

Website Content Migration

The migration of existing information from your current website to a new provider is a time consuming task. Gaggle offers affordable migration services to help facilitate the transition. If the conversion cannot be completed using our automated tools, our team will migrate your web site for a small additional fee per hour.

Section VII: Professional Development and Training

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

Onsite Training

Gaggle's onsite professional development provides extensive hands-on training and focused experiences to meet your objectives. Gaggle trainers create a comfortable learning environment with interactive sessions designed to educate and engage everyone in attendance.

• Let an experienced trainer get your team excited and comfortable using Gaggle!
• Choose from an extensive course catalog, or arrange for an entire series.
• Bring educators together to learn and collaborate.

Webinar Training

Bring everyone together in one place, set-up groups at individual schools, or have your teachers login from their own computers at school or even from home!

• A Gaggle professional trainer hosts 60- or 90-minute sessions.
• Sessions can be scheduled before, during or after your school day.

Free 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/ .

Section VIII: Additional Information

Free Customer and Technical Support

Gaggle includes unlimited customer and technical support at no additional charge. 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, not 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 – 10:00PM (CST). After hours and on weekends and holidays, customers are encouraged to reach our service department via support@gaggle.net. We guarantee an 8-hour or less response time, even on weekends and holidays, with a typical response time of less than 2 hours.

In addition to telephone and email support, customers may choose to take advantage of our extensive library of online documentation, which includes "Quick Start Guides," walkthroughs of several features, and tutorials.

Data Center Facilities

Gaggle's Solution is hosted in the cloud for the maximum flexibility and security. Client data is stored on three separate storage systems in two geographically disparate data centers, providing data redundancy and security. Gaggle provides state-of-the-art web hosting services with 99.999% guaranteed up time. Gaggle uses multi-homed bandwidth via a completely fault-tolerant nationwide backbone network connecting to multiple Tier-1 carriers. Our backbone providers include Cogent Communications, Mzima Networks, and Hurricane Electric.

Client data is stored on three separate enterprise storage systems kept in constant synchronization. Each storage system is currently over 1,000 terabytes in size and has multiple redundancies in case of disk or controller card failure.

Our primary co-location center is in Los Angeles, California. The data center is monitored 24/7 by security guards, with the Gaggle servers housed in a dedicated suite. The Los Angeles data center houses two of our three enterprise storage systems.

Gaggle's secondary data center is located in Redding, Pennsylvania and houses Gaggle's third enterprise storage system. This second facility provides our customers the assurance of data availability, even in the event of a major catastrophe in one part of the country.

In addition, Gaggle uses a content delivery network (CDN). Static content and cached pages are stored in multiple cloud locations. Your users will receive data from closest CDN facility to ensure the fastest possible download speeds and a superior web experience. We have CDN data centers in Atlanta, Boston, Chicago, Dallas, Denver, Los Angeles, Miami, New York, Philadelphia, San Jose, Seattle, Toronto, and Washington DC.

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. If you plan to use Gaggle's email and communication tools you may want review your bandwidth and network architecture with a Gaggle Support Engineer.

Insurance

Gaggle takes safety very seriously and has acquired substantial insurance coverage to provide peace of mind to our customers.

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 status, veteran status or physical disability.

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 criminal background checks on our employees.

References

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