Gaggle Email and Student Web Hosting Service Proposal
E-rate Funding Year 2011 – 2012

Please review the enclosed proposal to
see why Gaggle is the leading provider
of SAFE student online tools, and why over
15,000 schools are using this AWARD WINNING service!

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Table of Contents

Section VI: Gaggle Assists Schools in Achieving 21st Century Curriculum Goals

Section VII: Implementation and Professional Development

Section VIII: Additional Specifications and Documents

Section I: Gaggle Overview

Gaggle Background

Gaggle was one of the pioneering companies to provide a safe student email solution. Having launched our initial service in 1999, we have grown to be the leader in safe technology within the K-12 market. We offer a hosted, web-based solution with no additional hardware or software for the district to purchase. At Gaggle, we are constantly listening to the growing needs of the K-12 market and continue to expand our solution to meet those needs.

Gaggle's corporate headquarters are located in Bloomington, IL, where we employ approximately 45 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 15,000 schools in 23 countries, while managing nearly 4,000,000 accounts and storing more than 800 million emails. Gaggle has many tools in place to keep student communication safe, including blocked word lists, blocked domains, an Anti-Pornography Scanner, and much more. Our solution is specifically designed to meet the needs and goals of schools.

In 2002, Gaggle began releasing new tools to complement our email including Profile Pages, Chat Rooms, Message Boards, Blogs, Digital Lockers, and Homework Drop Boxes. This is an exciting year for Gaggle, with the release of several new online tools collectively referred to as Gaggle Apps. Gaggle Apps includes Gaggle Office, a Social Learning Wall, Safe SMS Texting, GaggleTube, Gaggle Mobile, the MyGaggle Interface, and Integrated Calendars. These tools will help educators foster a true 21st century, safe online learning environment.

At Gaggle, we strongly believe that every child deserves to learn to communicate effectively using 21st century tools. Gaggle's solution allows students to experience this without the worries of inappropriate content. Gaggle is no longer just a "safe email solution," but an entire suite of safe online tools.

Company Structure Matters

One of the many advantages of working with Gaggle is our structure. Gaggle is a privately held company with no debt. We are free to make long-term plans for the benefit of our customers instead of trying to please outside investors or venture capitalists. 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

The Gaggle solution has received numerous educational technology awards including:
* 2010 CODiE Award Finalist in the category of Best Instructional Solution in Other Curriculum Areas
* 2009 BESSIE Award Winner: Best Communication Website
* 2009 Technology & Learning Award of Excellence for Best Upgraded Product
* 2009 CODiE Award Finalist in the category of Best Education Technology Solution for Productivity/Creativity
* 2009 CODiE Award Finalist in the category of Best Instructional Solution in Other Curriculum Areas

Overview of Gaggle's Solution

Gaggle realizes 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 support diversity and the development of communities through safe, user-friendly platforms that encourage dialogue and the sharing of ideas and events. Gaggle's Web 2.0 tools are designed to enable anytime 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 – provide 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 – provides profile-based connections with sharing of content. Students can update and monitor their social wall by texting from their cell phone as well as using their computer.

Digital Lockers – provide 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 – provide 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.

Gaggle Office – filtered online word processing and spreadsheets powered by the award-winning Zoho® office suite. Zoho features online presentations, spreadsheets and word documents with simultaneous editing and group collaboration.

Homework Drop Boxes – provide an organized, paperless alternative for collecting homework assignments. Students can submit assignments anywhere, anytime.

SMS Texting – provides safe teacher-to-student mobile texting, with all incoming and outgoing text messages filtered and logged thru the Gaggle SMS Gateway**.** Individual phone numbers are hidden with only Gaggle's information displayed.

Integrated Calendar – individual and shared calendars integrated with Gaggle's Email and Homework Drop Boxes.

Message Boards – support curriculum and extend learning with ongoing classroom discussions. Teachers can create Message 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.

Profile Pages – allows students to post basic information about themselves to a restricted web page. The Profile Pages allow them to share files and bookmarks and write about their favorite sports teams, music, books, etc.

Parent Accounts – provide accounts for parents to easily communicate with teachers and their children, but prohibit contact with other students. Parents can access and review their child's email messages, locker files, and Blogs.

MyGaggle – customizable homepage with drag and drop interface giving users the ability to organize their own learning space by selecting widgets from Gaggle or approved third parties.

Gaggle Mobile – mobile phone compatible version of Gaggle's desktop web applications. Gaggle is now fully compatible with iPads, iPod Touches and iPhones.

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 31.

Key Gaggle differentiators are:

True filtered content – 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 <u>all</u> tools in Gaggle's suite. Gaggle is far more than just spam and virus filters with a bad word list.

Anti Pornography Scanner (APS) – Gaggle's proprietary APS is based upon a complex intelligent logarithm that leverages 10 years of development to provide the highest level of CIPA compliance available.

Flexibility and Scalability – Administrators are in complete control of Gaggle's tools with 21 different access levels, enhanced student controls, and student monitoring that provides districts with the most flexible and scalable Web 2.0 platform available.

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. Supporting your teachers and students is not a burden on the district's help desk. All users can contact us directly for assistance.

The Gaggle customer service team is available via our toll-free number or new Live Chat feature Monday-Friday from 7:00AM – 6:00PM (CST). After normal business hours and on weekends and holidays, customers are encouraged to reach our service department via our admin@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. Customers may also choose to take advantage of Gaggle's extensive online documentation and video tutorials.

Seven (7) Gigabytes of Storage per User – Starting in the fall of 2010 Gaggle has increased the storage limit per user to a whopping seven gigabytes! This increased storage eliminates the need for users to delete any mail. Gaggle now has the storage and flexibility to be your district's ePortfolio solution!

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, you 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 20 seconds.

Why Do IT Directors *CHOOSE* Gaggle?

- Cloud based solution with little or no maintenance
- Peace of mind from the highest degree of CIPA compliance available to limit district liability
- Easy integration with most third party applications
- E-rate Priority 1 eligible (Email-100% and Student Web Hosting-95%)
- 24/7 Free Customer Service
- Meets strategic goals of technology plan and 21st century curriculum
- Reduces storage and software costs

Why Do Principals *SUPPORT* Gaggle?

Gaggle allows principals to provide students with technology, and support achievement in all content areas.
- Peace of mind that students are using technology in a safe, controlled environment
- Improved interaction between teachers and students
- One click communication with your entire student body or selected groups
- Reduced printing and paper costs
- Bridges the digital divide and supports equitable technology access for all students
- Administrators are in complete control of what the students can and cannot do within Gaggle

Why Do Teachers *LIKE* Gaggle?

Gaggle lets teachers use professional technology to communicate with their students, organize their classes, and maximize instructional time and engagement.
- Improved interaction with students
- Online file storage for easy student access to documents and transfer between home and school
- Easy support of technology standards, including NETS·S
- Motivates students with current technology
- Provides tools to train students on professional skills that are vital in today's environment
- Saves class time when collecting assignments with the Homework Drop Boxes
- Eliminates lost time from announcements and other class business

Why Do Students *NEED* Gaggle?

Gaggle helps students learn how to correspond in a professional manner, engages them with technology, and helps them learn 21st Century skills.
- Improved communication and collaboration with classmates
- Online accessible file storage
- Ability to turn assignments in electronically
- Learning is extended beyond the classroom walls
- Tools that support students with individualized learning plans

How Does Gaggle Make Support *EASY*?

Gaggle is committed to providing outstanding customer service. Our highly experienced team is available to assist all Gaggle users via phone, email or live chat.
- No voice jail, and immediate help from well-trained, live operators
- No or low maintenance for your tech department, including automated data integration options
- Free training videos, webinars and integration ideas
- Numerous professional development and training options available

SLD Selection Criteria Guidelines - Price is NOT the only Consideration

According to the SLD, districts and schools 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 need not be the only consideration. Other relevant factors may include: the Service Provider's prior experience, including past performance; personnel qualifications, including technical excellence; the ability to meet time deadlines or geographical needs; the quality of the work; and the ability to provide necessary maintenance and assistance. For example, the following would be an acceptable weighting of the factors listed to use when evaluating proposals:

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

With regards to the information listed above, see why we think Gaggle is your answer to safe email user accounts for your students and faculty:

1. Gaggle has provided safe email accounts to districts and schools for 12 years. With over four million 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 whether they are pornographic in nature or not.
3. Gaggle accounts include free unlimited end user technical support.
4. Gaggle includes 21 different user access levels and completely meets the needs of schools in a distributed user setting.
5. Gaggle's auto forwarding of blocked messages greatly decreases the workload for classroom teachers and site based technology coordinators.
6. Gaggle's customer service representatives will assist you with all aspects of setting up your school or district and putting together a successful implementation plan.
7. There are many important items from the Gaggle Features List which are unique to the Gaggle system. Any one of these unique items, which helps meet the needs of your organization, will constitute a substantial reason to choose Gaggle over other reviewed bids.

The Gaggle email service does not include web or internet filtering, both of which are ineligible items for E-rate 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.sl.universalservice.org/whatsnew/reminders-F470.asp#F470R2

Section II: Email Service (100% E-rate Eligible)

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

Email Overview and Description

Each account includes 7 gigabytes of storage space and can be controlled at the classroom, school, or district level.

Gaggle offers over 21 different access levels to meet the custom needs of your district. The hierarchy of accounts 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 can edit the school setup pages and only a district level user can edit the district controls options.

If your district uses a Student Information System or Active Directory database, the account creation and management can be automated using Gaggle's data integration 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 for review. The administrator may decide to allow the message to proceed 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. The Gaggle Blocked Word List contains words and phrases that have been deemed inappropriate. Gaggle offers several different levels of text filtering that schools can choose from which include: a strict blocked word list, standard blocked word list, permissive blocked word list, or no list at all. Each school has the ability to 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 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 level options include: 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.

Internal and External 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 and we believe that accountability is just as important as filtering when it comes to ensuring student safety.

Gaggle's External Student Monitoring feature makes it easy for teachers to monitor their students' activity without having to log into the Gaggle system. Questionable messages are routed to the teacher's blocked folder and can also be forwarded to the teacher's district email account. The forwarded blocked message explains why the email was blocked, and includes a link to either unblock or delete the message. The forwarded blocked message feature reduces the teacher's workload and ensures greater acceptance of the accounts by your stakeholders.

Calendaring System

Gaggle's improved Calendars are easy to use and 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 only see 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 linked with Gaggle's other tools, including Email, Homework Drop Boxes and SMS Texting. For example, by linking Calendars to the Homework Drop Boxes, students have an easy way to identify the assignments and tests that are scheduled for the week. Calendar reminders can be delivered via email, pop ups or via SMS Text message.

Like all Gaggle tools, the Calendars are designed to protect students and include filtering of offensive text, pornographic images and links to inappropriate web sites. Gaggle's Calendars support the iCal format and are accessible using standard protocols such as CalDAV, RSS and LDAP. Support for standard formats enables Gaggle Calendars to work with multiple devices such as the iPhone, BlackBerry 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 20 seconds.

Mass Recover & Mass Delete

Occasionally an Email will be sent to a large number of users that has inaccurate or offensive content. It might be a case of an event that has the wrong date or time or an Email which insults an individual. When this happens you will need a fast and easy way to delete the offensive message from your users' Email accounts. Only Gaggle offers this type of mass delete system. The mass delete/recover system uses our powerful search indexes and meta-data to target specific messages and have them purged from users' accounts. A situation will inevitably occur when you need this feature, and you'll be glad you selected Gaggle.

Enhanced Student Controls

Gaggle has many features to help administrators and teachers control exactly what students can and cannot do with their account and to educate students on acceptable internet use.

Max Messages Per Day – This feature controls how many messages each student can send in a 24-hour period. This prevents the system from being overused and requires that students carefully plan the Emails they will be sending.

Max Recipients Per Email – Some students cannot resist the urge to send a mass Email to the entire school. With the "Max Recipients Per Email" feature, the district can decide exactly how many addresses can be put into each outgoing email message. This feature can save you many headaches by preventing students from sending inflammatory emails to the entire student body. It is one more tool Gaggle provides to prevent the accounts from being abused.

User Directory – Our Directory provides an easy way for users to find the Email address of other members of your school community. As with all Gaggle features, you can control what information is shared with student users. Directory access can be set to district wide, school wide or restricted to just students or teachers.

Blocked Attachment Type – If your district has policies against specific types of email attachments, Gaggle can help enforce those rules. The "Blocked Attachment Type" feature allows each school to restrict file types such as EXE, JPEG, VB Scripts, SCR files, etc. You can decide to have these attachments stripped out of the emails or simply block the messages. With the stripped feature, the attachments are removed before the messages are delivered to your users. The block feature reroutes the email message to the student's administrator for review. 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.

Auditory Feedback System (AFS)

Gaggle's Auditory Feedback System (AFS) allows your students to hear all outbound and inbound Emails, Blogs and Message 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 as well as visual learners. The AFS can help target these auditory learners in your class by giving them the option to hear their Emails and Blogs read back to them. Students can have their outbound messages read out loud before they are sent, allowing them to identify errors and empowering them to make corrections. This is a great way to encourage students to proofread their messages before sending them.

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 teacher 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, Galician, 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, message 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. Staff accounts include shared calendars, outbound user identification, enterprise class virus/spam protection and 7 GB 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 GB of storage space
- Secure off-site storage – three enterprise class storage systems in two states
- Total Data Integrity – school personnel cannot alter messages in storage
- 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
- Ability to institute litigation holds (optional feature see page 21)
- Email retention policies can be set by the district (optional feature see page 21)
- Full Email Archiving (optional feature see page 21)

New Features

Gaggle has added many new features that will increase your teacher and student productivity. At Gaggle we believe one of our most important goals is saving you time.

Increased Storage – Gaggle accounts now include 7 GB of storage space. This increased storage eliminates the need for users to delete any of their mail.

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

Phone Based Account Retrieval System – An exciting new feature this year is the addition of our new Phone Based Account Retrieval System. This can drastically reduce the challenges of distributing user names and passwords. Users can retrieve their account name and password from Gaggle without any human involvement. Users' accounts are associated with home and mobile phone numbers. When users look up their account data on our website, the system dials the phone number and asks the user to select and speak their name. The user is prompted to enter a two-digit code into the phone at which point a web page loads with the user's account name and a form to reset their password. The user's voice name can be recorded for additional security.

Auto Mail Check Feature – With many web-based email solutions, users are required to refresh their screen in order to see if they have received new email messages. Gaggle's solution now 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. This feature can also be turned off, if desired.

Attachment Reminder – This feature helps prevent those emails where we accidentally forget to include the attachment. 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. They can then select "Yes" to send the message or "No" to go back and add the attachment.

Star Feature – Gaggle now includes the ability to flag emails using our Star Feature. This feature can help students and teachers better manage and organize their email. Users can "star" emails for additional follow-up, as a reminder if other action is needed.

Section III: Student Web Hosting Tools (95% E-rate Eligible)

Gaggle's Student Web Hosting Tools are an excellent complement to the Gaggle email accounts. They provide an interactive, collaborative solution for schools that wish to address the needs of 21st century learners. Gaggle's Student Web Hosting Tools are **95% E-rate eligible.**

Gaggle is excited to announce the release of many new Student Web Hosting Tools. These tools were developed to extend learning outside the classroom and beyond the school day. Below is a complete list of all of the Gaggle Student Web Hosting Tools:

Blogs

Blogs are a great way to encourage students to write and share information with others. They provide a safe place where students can share their thoughts, ideas and creativity. Gaggle Blogs are safer than other blogging sites because the teachers are in control. Teachers can decide if access to the student blogs is restricted to just within the class, school or district, or opened to the outside world. Teachers can restrict who can comment on the blogs, hide full names and email addresses, prevent pictures, and more.

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 them to store and share their written work, such as current events, reports, and speeches. Students are not the only people who will benefit from Gaggle Blogs. Educators all over the country are finding new and innovative ways to incorporate this technology into their classrooms and daily curriculum. Some use blogs as an easy way to communicate important information to parents.

The Gaggle blogging system supports RSS feeds, allowing users to subscribe to their favorite or most commonly visited blogs. An RSS feed is a simple method for subscribing to content instead of browsing web pages. RSS feeds allow users to receive automatic updates to blogs and websites where the content is constantly changing.

Filtering of Blogs – In addition to providing the teacher controls, Gaggle is the first web site to include a sophisticated system for filtering blogs. Each Blog entry is scanned against a blocked word list of inappropriate words and phrases, and all graphic files 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.

If a Blog entry is blocked by the filters, the entry is emailed to the student's administrator for review before it can be posted. The administrator can determine if the entry should be allowed and unblock it, or they can delete the entry. Links within the email message make it easy to perform these tasks even if the teacher is not logged into Gaggle.

Blogging Project Ideas: Free Journaling/Creative Writing, Writing Prompts, Literature Reviews, Current Event Blogs, E-Portfolios, 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, Homework Drop Boxes, Gaggle Office and other web 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.

Files stored in the locker can be designated as private or shared with other users. Files can be shared with an entire school, class user groups or specific users. In addition, files can be shared as "view only" or with editing privileges.

Administrative users can access all files stored by the student users in order to monitor for acceptable use. Even if a student deletes a file, it will remain accessible by the administrators for at least 30 days from the upload date. Files blocked by the filters are viewable only by the teacher until the teacher chooses to unblock or delete the file.

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 20 seconds.

Tight Integration – Gaggle's Digital Locker is tightly integrated into our other tools. All documents created in Gaggle Office are stored in the Digital Locker. Assignments can be turned in to a Homework Drop Box directly from the Digital Lockers. When students receive an attachment via email they can save the file right to their Digital Locker without the need to download it to their desktop.

Filtering of Digital Lockers – Files uploaded to a Digital Locker are automatically scanned for viruses on both the upload and download. In addition, the files are filtered against the Blocked Word List and Gaggle's Anti-Pornography Scanner. If questionable content is found, the file is blocked and a teacher is notified with links to view, delete and unblock the suspect file. For older students who are given a higher degree of trust, Digital Lockers can be set to Notify Only. In this case, trusted students can save files with suspect content, but the teacher receives a notification email.

GaggleTube NEW

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, Message Boards, Homework 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. However, 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 teacher 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.

Filtering of GaggleTube – Educators can search for videos via the Gaggle interface. The most offensive YouTube content is detected and blocked from the search results. Less offensive videos that appear to be

inappropriate are returned and highlighted in red. Teachers can tag these videos and request that they be unblocked. Likewise, if a teacher finds offensive content in a returned search result they can flag the video for review by Gaggle's monitoring team.

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

Social Learning Wall NEW

The Gaggle Social Learning Wall offers the benefits of Facebook® without the dangers. The Social Learning Wall is a tool that allows users to stay in touch with friends and safely share information. 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. The Social Learning Wall includes the ability for users to post status updates, website links, add photos, and view/create groups.

Students can update and monitor their Social Learning Wall by texting from their mobile phone or from a computer. 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 is no longer an impediment to 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 starting in junior high. 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 Learning Wall Groups can be used to create micro-communities within your schools and thus increase student engagement and attendance.

Filtering of the Social Learning Wall – All Social Learning Wall posts are filtered for inappropriate text, images and URLs. If a student posts inappropriate content on the Social Learning Wall they will receive a message letting them know that the content has been blocked, and if repeated attempts occur it will result in loss of Social Learning Wall access. A notification is also sent to the student's administrator letting them know why the post was blocked with the inappropriate content highlighted in red text.

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

Gaggle Office NEW

Gaggle Office is a suite of online tools for word processing, spreadsheets and presentations. Gaggle Office allows you to create, edit, share, search and view all of your documents in a filtered environment. These tools include simultaneous editing and group collaboration capabilities, which can have powerful implications for student learning. Gaggle Office can save your district thousands of dollars by eliminating the need to purchase expensive office productivity software for your workstations.

All documents, spreadsheets, and presentations created within Gaggle Office are stored in the user's Digital Locker with access from any computer with internet access. An important benefit of Gaggle Office is that it removes the problems caused when students have access to different software at home verses 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. Administrative users can access all files stored by the students in order to monitor for acceptable use. Even if a user deletes a file, it will remain accessible by the administrators for at least 30 days from the upload date.

The following files formats can be edited with the Gaggle Office tools: 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.

Filtering of Gaggle Office Tools – As with all of Gaggle's tools, safety is a top concern. All documents, presentations and spreadsheets are filtered for inappropriate text, images and URLs. If a student attempts to save a document with inappropriate content a notification is immediately sent to the student's administrator. Administrators have the ability to turn the notifications on or off for their entire school or specific users as needed.

Gaggle Office Project Ideas: Collaborative Stories, Peer Revision, Small Group Presentations and Surveys for Data Collection

Homework Drop Boxes

Gaggle's Homework 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.

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 may need one for each class he/she teaches. 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.

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 Homework Drop Boxes are also tightly integrated with Gaggle Office. Teachers can right click on a submitted word document and edit the file in Zoho. Submitted assignments will appear in the student's Digital Locker as read only files.

Many schools have seen significant savings in paper and toner costs with the utilization of Gaggle's Homework Drop Boxes.

Message Boards

Message Boards are a great tool to support curriculum outside of the normal classroom environment. Message 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 Message 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 Message Boards can be created specific to the school or district. There are also Gaggle Wide Message Boards that are shared by all students and teachers on the Gaggle network.

Filtering of Message Board Posts – Each time a student makes a post to a message board, it gets compared to the school's Blocked Word List. If any rule from the Blocked Word List is violated, the post is not added to the message board. The student will see a notification and an email with a copy of the offending post will be sent to both the administrator assigned to the student and the educator who owns the Message Board.

Each Message Board is assigned to a particular educator much like the students are assigned to an administrator. The Message Board owner is generally the educator who created the Message Board, but the boards can be reassigned to a different educator as needed.

Message Board Categories: The Message Boards are separated into five categories for better organization.

1. **School Message Boards** – This category will include the school name, such as *Westside Middle School's Message Boards*. These are the Message Boards created by the teachers at the school and are only visible to members of that school. This category contains the classroom boards, as well as the boards dedicated to the school's student government, sports teams, school staff, etc.

2. **District Message Boards** – This category will include the district name, such as *Alamo School District's Message Boards*. These Message Boards are created by educators in the district and made available on a district-wide basis. These Message Boards are only visible to members of the schools in the district. Only students with school & district access will see the Message Boards in this category.

   District Boards are great for staff projects and instructional departments like History, Mathematics, or English. Teachers can create Discussion Boards restricted to principals, read-only Announcement Boards, or create Message Boards for student projects that involve multiple schools.

3. **Educator Boards (Key Pals, Help, etc, for teachers only)** – These are provided by Gaggle for educators to seek help, find partner schools for online projects, share lesson plans, etc. These Message Boards are only visible to users with the teacher access level and above, and can only be created by Gaggle personnel.

4. **Gaggle Wide Message Boards** – The Gaggle Wide Message Boards are provided as general discussion areas for students. There are over 60 discussion areas with topics such as politics, music, sports, pop culture and much more. You decide if your students are allowed access to the Gaggle Wide Message Boards.

5. **Specified User Boards** – These Message Boards contain specific sets of users that may cross school and district boundaries. The users can be listed individually or be members of a class or special user group. This type of Message Board can also specify users from other districts using Gaggle, allowing increased opportunities for collaboration with classes from other states or countries.

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

SMS Texting 🆕

Gaggle's SMS Texting provides safe teacher-to-student mobile texting with all incoming and outgoing text messages filtered and logged thru our SMS Gateway. 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.

Filtering of Gaggle SMS Texting – All texts are filtered using Gaggle's Blocked Word List. If the student tries to send a Text with inappropriate content it is automatically blocked and a message is sent to their administrator.

Gaggle SMS Texting Project Ideas: Word of the Day, Assignment Reminders/Updates, Team Practice Changes, or Use the Students' Cell Phones as a Response System for Quiz Questions, Test Review, or Vocabulary or Knowledge Races and Contests

Gaggle Mobile 🆕

We are pleased to announce a new mobile phone version of Gaggle's web applications for Email, Blogs, Calendars, Message Boards, YouTube access and document editing. Mobile access allows students and teachers to utilize Gaggle outside of school via their phone when access to a traditional computer is not available. The mobile interface has been optimized to work in a low bandwidth environment, on small screen sizes and with relatively slower processors. In particular, Gaggle is now compatible with iPads, iPod Touches and iPhones.

Profile Pages

Profile Pages are often referred to as a student web page. Gaggle's Profile Pages allow students to post basic information about themselves to a restricted web page. The Profile Pages allow users to share files and bookmarks and write about their favorite sports teams, music, books, etc. Access to the Profiles Pages can be restricted to just within the school or the district. The Profile Pages are also linked to the student's Blog tool, allowing for a complete overview of the student and their written work.

Gaggle's Profile Pages make it simple to create and maintain web pages for everyone in the district. Now, everyone in the school community can easily find basic information such as: school addresses and phone numbers, staff names and contact information, important files, appropriate personal information, and more in just one place! The pages are automatically created for every school or district with a Gaggle account. Schools can choose who should have permission to view student and teacher pages.

Filtering of Profile Content – All text entered by students is scanned for offensive words and phrases. Any attempt to save offensive text to a profile page will result in a warning and an email notification will be sent to the administrator of the student. In addition, all uploaded images and URLs are checked by Gaggle's Anti Pornography Scanner.

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. The same project ideas provided for message boards will also work in Chat Rooms; only now they are done in real time!

Filtering of Chat Room Messages – Each time a student makes a post to a Chat Room, it gets compared against the school's Blocked Word List. If any rule from the Blocked Word List is violated, the chat item will be blocked. The blocked violation will be sent via email to both the administrator assigned to the student and the educator who owns the Chat Room.

If the student belongs to a different school than the owner of the Chat Room, then the student's post will be compared against both sets of Blocked Word Lists. For example, suppose a student makes a post to a Gaggle Wide Chat Room. The student's post will be compared against their school's Blocked Word List and the Blocked Word List for the Gaggle group.

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.

Each Gaggle Chat Room is assigned to a particular educator much like the students are assigned to an administrator. The Chat Room owner is generally the educator who created the Chat Room, but the rooms can be reassigned to a different educator as needed.

Chat Room Categories: The Chat Rooms are separated into five different categories for better organization.

1. **School Chat Rooms** – These are created by the teachers at the school and are only visible to members of the school. This category will contain the Classroom Chat Rooms, as well as other Chat Rooms specific to the school users, i.e. sports teams, school staff, etc.

2. **District Chat Rooms** – These are created by teachers or administrators in the district and made available on a district-wide basis. These Chat Rooms are only visible to members of the schools in the district. Furthermore, only students with school and district wide access will see the Chat Rooms in this category. District-wide chat rooms allow users from multiple schools to participate in an online discussion, or could be created for educators to use for a virtual meeting

3. **Educator Chat Rooms** – These are provided by Gaggle for educators to use. They are only visible to users with the teacher access level and above and can only be created by Gaggle personnel.

4. **Gaggle Wide Chat Rooms** – Gaggle provides these as general discussion areas for students. There are several chat rooms setup with topics such as *Random Chat Room, Music, Sports, Movies and Television*, to name a few. Our experience has shown that students love the chat forums and are anxious to share their thoughts and ideas with others.

5. **Specified User Chat Rooms** – these rooms contain specific set of users that may cross school and district boundaries. The users can be listed individually or be members of a class or special user group. This type of Chat Room can also specify users from other districts using Gaggle, allowing increased opportunities for discussion or debate with classes from other states or countries.

Photo Editing Tools

Gaggle has integrated several new tools into our Digital Locker. The Digital Locker includes two full featured image editors: SumoPaint™ and FotoFlexer™. Users have the ability to edit existing photos or create new online images. SumoPaint is a full-featured photo-editing program very similar to Adobe Photoshop™. It offers powerful features such as layers, filters, color adjustments, text layering and much more. FotoFlexer is a more basic image editor better suited for younger students.

These tools allow users to edit images for use in Blogs, slide show presentations, the Social Learning Wall and other tools. The files can be shared with other users for enhanced online collaboration.

Filtering of Gaggle Photo Editing Tools – All photos and images are scanned using Gaggle's Anti-Pornography Scanner when a user saves them to their Digital Locker. If an image is determined to be inappropriate a message is sent to the student's administrator.

Gaggle Photo Editing Tools Project Ideas: Editing/Creation of Images for use in Blogs, Presentations and other Assignments

Section IV: Other 100% E-rate Eligible Services

Data Integration (Set-up)

Gaggle's Data Integration automates the creation, deletion and management of user accounts. The integration is designed to work with your Student Information System, Active Directory database or LDAP. This process is run nightly via customized scripts between the district and the Gaggle servers. Accounts can be imported as a one-time import or set to automatically update on a schedule determined by the district. Data Integration is **eligible for E-rate discounts.**

Administrative Training

This training **is eligible** for E-rate discounts. 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.

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. Using a Custom Domain name also gives your students more choices for their email address. For example, john@gaggle.net is taken, but john@franklinschools.edu is available. There is a $200 set-up fee the first year, which **is eligible** for E-rate 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. You will need to have your web master point the MX record of your server to the Gaggle mail server. (We can help.)

2. Sub-domain name (jsmith@westsidehigh.gaggle.net) – A sub domain of gaggle.net requires no work on your part.

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 E-rate discounts.

Archiving & Data Retention Policy Features

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

The Email Archiving & 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, like Groupwise, Gmail, or Exchange. 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.

Litigation Hold – Litigation holds override data retention policy settings and prevents 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 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.

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, and date ranges; as well as search for specific words or phrases within attachments. Search results are typically returned in less than 20 seconds.

Tiered Permissions for Searches – The Gaggle system has 21 different 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 for your needs.

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

Human Monitoring System (HMS)

Full internet safety is best accomplished with a combination of both filtering and monitoring. However, monitoring students can be time consuming for busy educators. It can also create an adversarial relationship rather than the supportive and encouraging relationship needed to foster learning.

In addition, it has also become clear that not all teachers are as diligent when it comes to monitoring student internet use. At Gaggle we believe this is a lost opportunity. Internet communication offers a unique window into the lives of students and a tremendous opportunity to prevent serious physical and psychological problems. Detecting these issues early allows parents and educators to intervene positively on behalf of students.

To solve this problem, Gaggle began offering our **Human Monitoring System** in the fall of 2005. The HMS puts monitoring of blocked messages in Gaggle's hands, eliminating the need for teachers to review questionable communications. In addition, it greatly improves the safety and security of students in both the online and the real world. For example, 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 it Works – If the message or activity is acceptable, the message is quickly unblocked and delivered to the intended recipient. If the activity was the result of inappropriate behavior, the Gaggle representative will initiate an internal User Violation Report (UVR), based upon the districts' discipline and escalation policy. The notification will be forwarded to the student's administrator for appropriate follow-up. In some cases, Gaggle can be authorized to warn the student and even suspend specific user privileges. Multiple infractions and safety concerns are immediately reported to your school district.

Using Gaggle's HMS, the district can be assured that blocked communications are being constantly monitored and that safety concerns will be quickly addressed. There have been instances where Gaggle's Human Monitoring Service has helped to prevent after school fights and even suicide. This service also ensures that all rules will be enforced consistently and eliminates any question of preferential treatment for individual students.

Key Features and Benefits of the HMS Service:
- Dramatically increased student safety both in the physical and online worlds
- Less work for teachers results in greater teacher acceptance and classroom impact of Gaggle tools
- Teachers will only be notified of policy violations; therefore, a minimal amount of their time is needed for dealing with inappropriate messages
- All blocked messages are dealt with by an objective third party, alleviating friction or animosity between teachers and students
- Uniform application of the district's Acceptable Use Policy
- Assurance that messages will be monitored regularly with an average response time 4 hours or less

Parent Accounts

Parent Accounts allow the district to set up Gaggle accounts linking parents to their child, and also making parents a part of the school and district group. Teachers have easy email access to all parents, with the ability to email all parents of children in a particular class, in a school, or in the district with a single click of the mouse.

The benefit to parents is their email account will be included in the school and district group, allowing them easy access to email any of their child's teachers, school administrators, or district level personnel. Parents are able to monitor their own child's email, with the ability to view their Inbox, Sent Folder, and even their Deleted Folder. Parents can link their mobile phones to Gaggle to provide an easy way to receive text updates from educators.

Premium Spam & Virus Protection

In addition to the standard Spam and Virus Protection that automatically comes with all Gaggle accounts, we also offer Premium Spam and Virus Protection. This service provides additional features that include a daily digest of quarantined mail and allowing users the ability to adjust individual spam settings. This Premium Service is available for Gaggle accounts or your Exchange/GroupWise district accounts for an additional fee and is **not eligible** for E-rate discounts.

Section VI: Gaggle Assists Schools in Achieving 21st Century Curriculum Goals

Gaggle Alignment to NETS-S

As a cloud-based service, Gaggle provides a scalable and flexible set of tools. Additionally, student work is easily stored and searchable to provide raw data for assessments. Gaggle's tools can integrate with any subject area and curriculum to save time and support content-area standards. Gaggle's tools are aligned with ISTE's NETS·S and are mapped to each core group below

1. **Creativity and Innovation**
   - Students can apply existing knowledge to generate new ideas, products, or processes shared through Gaggle's Blogs, Message Boards, Social Learning Wall, or Email.
   - Students can create original works as a means of personal or group expression using Gaggle Office's online editing tools, Gaggle's Photo Editing Tools, and Gaggle's Blogs and Social Learning Wall.
   - Students can publish and share original videos through Gaggle's teacher-controlled uploads to YouTube.

2. **Communication and Collaboration**
   - Students can use multiple tools in Gaggle to communicate and work collaboratively.
   - Email, Message Boards, Chat Rooms, and the Social Learning Wall provide a variety of environments and media for individual and small or large group interactions.
   - Gaggle Office allows peer or project team collaboration at a distance either live or asynchronously to produce original work or solve problems.
   - Students can use Gaggle Email to interact with experts or learners from other cultures.
   - Students can publish work through their Blog or Social Learning Wall.

3. **Research and Information Fluency**
   - Students can use Email, Blogs, or the Social Learning Wall to gather information or survey data.
   - Students can use Gaggle Office, particularly Zoho spreadsheets, to organize and evaluate information and data.
   - Students can use Email, Blogs, or the Social Learning Wall to publish and present inquiry results.

4. **Critical Thinking, Problem Solving and Decision Making**
   - Students can use Gaggle's digital tools, like Email, Digital Lockers, and Gaggle Office, to plan and manage projects.
   - Students can use Gaggle's Message Boards, Chat Rooms, and Social Learning Wall to solicit diverse perspectives from their peers and explore alternative solutions to problems.

5. **Digital Citizenship**
   - Students can practice safe, legal, and responsible use of technology in all of Gaggle's tools.
   - Student access to Gaggle's tools will encourage a positive attitude toward using technology.
   - Students have increased access to teachers and support staff which allows them opportunities to demonstrate personal responsibility for lifelong learning.

6. **Technology Operations and Concepts**
   - Students' use of Gaggle tools provides frequent practice of technology concepts and operations.
   - Students can practice selecting and using applications effectively and productively.

Gaggle's Effective Tools for Creation of College and Work Ready Students

Gaggle's filtered Email and Web 2.0 tools demonstrate the difference between professional and personal communication. Through the filtering and blocking of inappropriate text, URLs and pictures, it provides students and educators with a platform to distinguish and teach appropriate skills. Additionally, Gaggle's Auditory Feedback System and built-in translation tools assist students with unique learning requirements and language needs.

Email is the standard for professional business communication, and Gaggle is an effective way to teach these skills. Gaggle provides powerful tools for creating and manipulating media such as presentations, images, spreadsheets and more. All of Gaggle's tools provide experience with tools commonly used in today's workplace, and can be used to enhance the critical thinking skills necessary for the jobs of the future.

Gaggle's Web 2.0 Tools Impact and Improve K-12 Student Success

Many studies reflect that computer based learning and Web2.0 tools dramatically improve student success. Analysis of the 5 largest scale studies of education technology performed by John Schachter in "The Impact of Education Technology on Student Achievement" (Milken Exchange/Journal of education Computing Research Vol. 20 1999) found the following impacts for educational technology tools in student achievement:

- Students who used computer based instruction scored at the 64th percentile in achievement tests compared to students in the control conditions with computer who scored in the 54th percentile.
- Students in technology rich environments showed increased achievement in preschool through higher education for both regular and special needs children, and access to technology impacts the effectiveness of educational technology greater access improving effectiveness.
- Basic Skills/Computer Education (BS/CE) participation resulted in test scores rising on the Stanford 9, and was more effective in improving student achievement than: Class size reduction from 25-20 students, Increased instructional time, and Cross Age Tutoring Programs

A recent research report funded by Becta, a British government agency, gathered evidence from a survey of 2,600 students and interviews of instructors, technical staff, administration and parents. This research found that Web 2.0 tools create new opportunities for learning and encourage proficiencies in the publication of content, which then creates a sense of ownership, audience engagement, peer assessment and informal learning. Furthermore, Web 2.0 tools enable constructivist learning to occur, foster interaction and increase problem solving. The ability to give and receive prompt feedback also encourages stakeholder involvement.

The CoSN Web 2.0 study in American Schools reflects the need for safety in the use of Web 2.0 with over 60% of district administrators believing that Web 2.0 should be limited to approved education sites. Gaggle's filtering system provides an automated mechanism to insure CIPA compliance and protect against profanity and cyber bullying. The study also found that Web 2.0 tools are considered effective at all grade levels in the content areas of Science, Language Arts and Reading. This information has been borne out by referential data that Gaggle has accumulated as well.

Section VII: Implementation and Professional Development

Gaggle offers many training and professional development options for districts to train administrators and educators on the utilization of Gaggle as well as other Web 2.0 tools. The training and professional development options listed below are **not eligible** for E-rate discounts.

Implementation Project Management

Gaggle's implementation process was developed to guide a district through the best practices we have identified for a successful initial implementation, providing a solid foundation for high usage and maximum benefit to the students. For districts desiring assistance with the formal planning and management of implementation, an optional Gaggle Project Management package is offered. Our certified Project Management Professional (PMP) will meet with your key district personnel and develop an individualized project plan to meet your objectives for Year One. After plan approval, our Implementation Manager will assist in continual monitoring of the execution of your plan, with regular status updates and usage analysis over the year to measure success and adjust as needed. 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, and Gaggle Project Management 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

Professional Development

In response to districts' requests for Professional Development training Gaggle now offers several different professional development courses to aid in the successful implementation and use of Gaggle. Training includes 1 day of training with a maximum of 25 attendees per session. Schools/district may divide a full-day, on-site Gaggle Training session in two half-day sessions of 3 ½ hours each when scheduled on the same calendar day (e.g. morning & afternoon sessions).

- **Gaggle 401** – Train the Trainer Workshop designed to prepare participants to train end users on ways to successfully manage and utilize the Gaggle suite of tools within the classroom, school and district.
- **Gaggle 301** – Gaggle Advanced, Integrating Web Tools in the Classroom for a 21st Century Learning Environment session designed for users that are familiar with Gaggle's suite of tools and are looking to learn more about incorporating Gaggle into their school or classroom.
- **Gaggle 201/501** – Successful Management of Gaggle within your school or district (administrative support and best practices). Gaggle offers onsite administrator training designed for individuals with the task of overseeing the use of Gaggle within the district or school. This session will take an in depth look at the administrative tasks associated with the use of Gaggle. Training will also focus on account administration and effective management of the Gaggle safety features. Let the experts at Gaggle help you determine the best practices to meet your specific needs. (*This is the one training course that is **E-rate eligible**.*)
- **Gaggle 101** – General Overview and Utilization of 21st Century Learning Tools session designed for new Gaggle users or as a refresher training to learn how to use Gaggle to its fullest capacity within the district, school or classroom. This session will inform participants on how to use the Gaggle suite of tools to achieve a true on-line learning environment that will benefit both the teachers and the students

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 32 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.

Contact Information

Gaggle, P. O. Box 1352, Bloomington, IL 61702
Tel: 800-288-7750
Fax: 309-665-0171
Website: www.gaggle.net
Email: admin@gaggle.net

Gaggle Technical Information

We are proud to offer an exceptional level of performance, reliability, security and service. This information provides a framework for understanding and outlines our responsibilities to the customer.

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 two separate data centers in two states. There are clusters of web servers, mail servers, database servers, and network attached raid file servers at each location.

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 services, including Gaggle. If your building has limited bandwidth or speed, Gaggle performance can be affected. As a provider of Web 2.0 tools, our applications run best in a high-speed environment with priority given to our services.

The 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 Indianapolis, Indiana. 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 or another.

Hardware Requirements – The only requirement for client machines is that they can connect to the Internet, utilizing a modern browser such as Internet Explorer 7.0+, Mozilla Firefox 3.0+, Safari 4.0+ or Google Chrome. Gaggle is optimized for Internet Explorer 8 and higher or Mozilla Firefox 3.5 and higher. Some of Gaggle's tools use Java Applets or Adobe Flash; as such these technologies should be current. Gaggle supports Macintosh, Windows and Linux platforms.

Virus and Spam Protection – Gaggle uses a two-pronged approach to combating viruses, utilizing 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 Virus and 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 E-rate discounts. Please contact your Gaggle representative for more information.

Gaggle References
Utilizing E-rate Funding

Pasadena Independent School District

Pasadena, TX
Denise Gooden, Exec. Dir. Of Instructional Technology
Phone: (713) 740-0131
Email: Dgooden@pasadenaisd.org
40,000 Gaggle Accounts

Denver Public Schools

Denver, CO
Kipp Bentley, Director, Educational Technology
Phone: (720) 423-3796
Email: kipp_bentley@dpsk12.org
40,000 Gaggle Accounts

Johnston County School District

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

Klein Independent School District

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

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

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

Pittsburgh Public Schools Cisco Regional Academy

Pittsburgh, PA
Joseph Pikovsky, Cisco Regional Coordinator
Phone: 412-390-2763
Email: jpikovsky1@pghboe.net
22,000 Gaggle Accounts

Mansfield Independent School District

Mansfield, TX
Cindy Brock, Instructional Technology Specialist
Phone: 817-299-4394
Email: cindybrock@misdmail.org
19,375 Gaggle App Accounts

Ascension Parish School Board

Donaldsonville, LA
Jake Ragusa, Director of Technology
Phone: (225) 473-7981
Email: ragusaj@apsb.org
19,300 Gaggle Accounts

Tangipahoa Parish School Board

Amite, LA
Vicki Blackwell, Technology Director
Phone: (985) 345-1181
Email: vickib@tangischools.org
19,200 Gaggle Accounts

Washington County School District

Hagerstown, MD
David Mundey, Telecommunication/Network Manager
Phone: 301-766-2873
Email: mundedav@wcboe.k12.md.us
16,452 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

Central Kitsap School District

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

Baraboo School District

Baraboo, WI
Matt Pelland, IT Director
Phone: 608-355-4695
Email: mpelland@baraboo.k12.wi.us
2,000 Gaggle Accounts

Mariposa County Unified School District

Mariposa, CA
Dean Bernacchi, Technology Director
Phone: (209) 742-0224
Email: dbernacchi@mariposa.k12.ca.us
1,285 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

Manatee County Schools

Bradenton, FL
Becky Phillips, Instructional Technology Specialist
Phone: 941-751-8230 x 2342
Email: phillipb@fc.manatee.k12.fl.us
10,000 Gaggle Accounts

Duluth Public Schools in MN

Duluth, MN
Keith Anderson, Director of Technology
Phone: 218-336-8700
Email: Keith.Anderson@duluth.k12.mn.us
8,000 Gaggle Accounts

Wisconsin Rapids Public Schools

Wisconsin Rapids, WI
Bryon Kolbeck, Director of Technology
Phone: 715-424-6715
Email: Bryon.Kolbeck@wrps.org
2,800 Gaggle Accounts

Wilmette School District 39

Wilmette, IL
Beth Burke, Technology Integration Specialist
Phone: 847-256-7280
Email: burkeb@wilmette39.org
1,812 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. Gaggle complies with all US privacy and safety laws, particularly those involving students/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 provider capable of providing real time image analysis to detect and prevent pornographic images displayed through email. 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 images that are sent as embedded files, 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.

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.

ACORD® CERTIFICATE OF LIABILITY INSURANCE

OP ID CRZ

DATE (MM/DD/YYYY) 07/12/10

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	CONTACT NAME:	
Clemens & Associates, Inc. P.O. Box 5190 Bloomington IL 61702-5190 Phone: 309-662-2100 Fax: 309-662-2134	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
	PRODUCER CUSTOMER ID #: GAGGL-1	

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED	INSURER A : Hartford Insurance Co.	37478
Gaggle.Net, Inc. P.O. Box 1361 Bloomington IL 61702	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

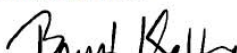## COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

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** X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE X OCCUR			83SBAIJ0801	11/08/09	11/08/10	EACH OCCURRENCE	$ 1000000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300000
							MED EXP (Any one person)	$ 10000
							PERSONAL & ADV INJURY	$ 1000000
							GENERAL AGGREGATE	$ 2000000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$ 2000000
								$
A	**AUTOMOBILE LIABILITY** ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			83SBAIJ0801	11/08/09	11/08/10	COMBINED SINGLE LIMIT (Ea accident)	$ 1000000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
								$
A	X UMBRELLA LIAB X OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DEDUCTIBLE X RETENTION $ 10000			83SBAIJ0801	11/08/09	11/08/10	EACH OCCURRENCE	$ 1000000
							AGGREGATE	$ 1000000
								$
								$
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		83WEQ NC7563	11/08/09	11/08/10	X WC STATU-TORY LIMITS ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 500000
							E.L. DISEASE - EA EMPLOYEE	$ 500000
							E.L. DISEASE - POLICY LIMIT	$ 500000
A	Tech/E&O Liab			00 TE 0223087-09	11/08/09	11/08/10	Limit	1000000

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

CERTIFICATE HOLDER	CANCELLATION
PROOFOG INFORMATION PURPOSES ONLY PLEASE FAX CERT REQUESTS TO 309-665-4157 OR E-MAIL REQUESTS TO CMCRUZ@CLEMENSINS.COM	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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