



Higher Education  
Learning Management System

ENTERPRISE EDITION

*Sales Order for:*

**College of Micronesia-Fsm**

**College of Micronesia-Fsm -**

**Kolonia**

**Pohnpei, FM 96941-0159**

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This document represents an agreement between College of Micronesia-Fsm (College of Micronesia-Fsm) and Schoolology, Inc. (Schoolology) for the purchase of services in connection with Schoolology's web-based Learning Management System (LMS). All costs are represented in Exhibit A, Pricing.

## Enterprise Subscription

College of Micronesia-Fsm's Enterprise Subscription to Schoolology's LMS includes the products and services described below. All associated database hardware, maintenance and upgrades are included.

### **User Authentication**

College of Micronesia-Fsm will have access to Schoolology's flexible Administrative Configuration Interface, which allows system administrators to manage user single sign-on (SSO) configuration, providing integration with College of Micronesia-Fsm's remote identity provider.

### **Advanced User Management**

College of Micronesia-Fsm will have access to Schoolology's advanced User Management Interface which allows system administrators to manage user roles, permissions, privacy, and overall system settings. This also affords administrators the ability to manage user, course and enrollment data.

### **Enterprise Management Interface**

College of Micronesia-Fsm will have the ability to create and manage multiple institutions and/or departments/divisions using the Enterprise Management Interface. System administrators can organize users by department, building, or institution, and have the ability to designate other users as administrators. In addition, system administrators can manage all users, institutions, and/or departments/divisions from the main parent account.

## Branding

Schoolology will provide custom branding services to the user interface for College of Micronesia-Fsm's instance of the LMS. The top banner and links will be branded with College of Micronesia-Fsm's desired color scheme, and the Schoolology logo will be replaced with College of Micronesia-Fsm's logo. In addition, College of Micronesia-Fsm will receive domain customization (e.g. [lms.clientname.org](https://lms.clientname.org)) or subdomain customization (e.g. [clientname.schoolology.com](https://clientname.schoolology.com)).

## Support Services

All Schoolology users can access support documentation 24/7/365 via the Schoolology Help Center (<https://support.schoolology.com>). This resource contains a wealth of curated content, including role-based user guides, a document center with quick reference cards and release notes, troubleshooting tips, Schoolology FAQ's, and an archive of regularly updated trainings, videos, and webinars. Schoolology also provides active community support within the Help Center, with discussions and responses moderated by Schoolology employees, and regular announcements of new Schoolology features.

As an Enterprise client you will have access to priority support. You may choose up to three (3\*) dedicated Support Contacts from your organization, whose role is to relay any questions, concerns or ideas to the Schoolology team. Support Contacts can contact Schoolology by:

1. **Phone:** Support Contacts may contact a Schoolology representative by using a unique support code which can be found by clicking the "Help Center" icon (Only visible to Support Contacts).
2. **Ticketing System:** Support Contacts may create and track their own support tickets by going directly to **[support.schoolology.com](https://support.schoolology.com)**.
3. **Chat:** Support contacts may use the Chat feature to contact a Schoolology representative to ask questions and troubleshoot issues.

[\\*More contacts are available at \\$500/license/year](#)

The Schoolology Support Team will work with College of Micronesia-Fsm to provide ongoing support throughout your partnership with Schoolology.

Standard Support includes 24/7/365 Online Help Center access, 24/7/365 Community access, and web ticket, phone, and chat support for Support Contacts during business hours (Monday-Friday 8 am - 8 pm ET). Standard support is included in the cost of subscription.

Support Contacts are qualified, through training and experience, to provide first line support to local users. Typical issues resolved by Support Contacts include access problems and general usage questions. In addition, when users in the organization outside of the scope of the Support package contact the Schoolology Help Desk, they will be assisted by Schoolology's Support team. We believe that we should make our greatest effort in helping you and your users succeed. However, please note that these users may receive a later response than Support Contacts or other supported staff and faculty members at the organization.

## Services

After we have received College of Micronesia-Fsm's signed Sales Order, a member of College of Micronesia-Fsm's Implementation Team will receive an Implementation Verification Document to verify information and gather any additional account information. Upon receiving the verification document, a Schoolology Client Success Manager (CSM) will schedule a Kickoff Call to begin the implementation process. During the Kickoff Call, the Schoolology CSM will review all of the initial setup steps that College of Micronesia-Fsm will need to get started, as well as address any potential questions or needs that College of Micronesia-Fsm might require.

After the Kickoff Call, College of Micronesia-Fsm will have access to Schoolology's consulting services, which includes check-in calls and support during implementation. During this process, we establish milestones for your Schoolology Subscription, system configuration, and product

training. Schoolology will provide continual support throughout the implementation process through our Implementation and Support Teams.

## **Implementation**

During the beginning stages of the implementation process, Schoolology's CSM will work closely with College of Micronesia-Fsm's Implementation Team to help guide them through the Schoolology setup process. Items included in your implementation are Schoolology configuration, data consolidation, custom branding, domain customization, technical planning, data population, user authentication and consulting. These items contribute to the overall success of your implementation strategy.

In addition to the standard implementation services you will also receive:

- Regular communication for monitoring the progress of the implementation.
- Instruction and consulting on system administration tools.
- Assistance with all aspects of the implementation process via guidance, documentation, and other non-hands-on help.
- Guidance for setting up custom authentication or single sign-on.
- Guidance and Best Practices for migrating content from existing LMS into Schoolology.

A successful implementation is one that aligns with the needs and goals of College of Micronesia-Fsm. The Schoolology Implementation Team will work with College of Micronesia-Fsm to provide guidance and support throughout the implementation process to ensure your goals are met to your satisfaction.

## **Training\***

Training is an important aspect of your implementation. Experience has shown us that developing Schoolology experts within an organization helps our clients achieve continued success using Schoolology. College of Micronesia-Fsm will work with a member of Schoolology's Professional Development team to draw from our extensive course catalog to develop an appropriate training plan that best fit your needs.

Together we will devise a training plan employing the following training delivery method(s):

**Web Training** - Our web training is setup for a maximum of 10 attendees and we recommend holding them in a computer lab with a projector and speaker phone. Most sessions are one to two hours in length and are most successful with a moderator present to facilitate questions. No-shows to sessions or cancellations within 24 hours can result in the loss of web hours of training.

As part of your implementation, College of Micronesia-Fsm will receive the following training:

- Schoology Enterprise System Administration Training
- "Schoology for Master Instructors" - 6 hours of web training; 1 group of 10 attendees (recommended delivery: 3 - two hour sessions)
- Follow-up Schoology Training - 2 hours of web training; groups of 10 attendees; your choice of courses from the course catalog

A successful Schoology rollout is one that aligns with the needs and goals of College of Micronesia-Fsm. The Schoology Professional Development team will work with your project leaders in advance to determine the most effective training plan for your organization.

[\\*Training services will expire one \(1\) year from contract start date.](#)

The Schoology Team strives to ensure that College of Micronesia-Fsm has a positive implementation experience, receives effective professional development and has access to appropriate support resources after your implementation is complete.

## Assessment Management Platform (AMP)

College of Micronesia-Fsm has opted to add the Assessment Management Platform (AMP) to their Schoology instance. By adding AMP, College of Micronesia-Fsm will have access to tools available in Schoology's Assessment Management Platform to support the delivery of centralized assessments and collect data around those assessments.

As part of this addition, you will receive the following services:

- A Kickoff Call that highlights an overview of AMP processes and workflow.
- A Scoping Call to outline the goals for implementing AMP in your organization.
- Regular communication and status calls for monitoring the implementation progress of AMP.
- Instruction and consulting around the permissions and workflow for AMP.
- Guidance and Best Practices for configuring, managing and delivering Managed Assessments.

### **Training\***

Training is an important aspect of implementing AMP. Experience has shown us that developing Schoology experts within an organization helps the client achieve continued success using Schoology. It is recommended that College of Micronesia-Fsm identify an Assessment Team that will take the lead working with the AMP product. College of Micronesia-Fsm will work with a member of Schoology's Professional Development team to schedule the recommended Schoology courses.

Below is a list of recommended courses for College of Micronesia-Fsm's Assessment Team:

- "Getting Started with Schoology" - 2 hours of web training; 1 group of 10 attendees (these hours can be used for other content if the Assessment Team has baseline knowledge of the Schoology platform)
- "Introduction to Managed Assessments" - 3 hours of web training; 1 group of 10 attendees
- Follow-up Session - 1 hour web training; 1 group of 10 attendees; your choice of courses from the course catalog

[\\*Training services will expire one \(1\) year from contract start date.](#)

A successful implementation of AMP is one that aligns with the needs and goals of College of Micronesia-Fsm. The Schoolology Implementation Team will work with College of Micronesia-Fsm to provide guidance and support throughout the implementation process to ensure your goals are met to your satisfaction.



## Master Subscription Agreement

By executing this Sales Order, you acknowledge that you have read, understood, and agreed to be bound by the terms and conditions of the updated Master Subscription Agreement located at <https://dl.dropboxusercontent.com/s/ta7bg3tdomap3pv/Schoolology%20MSA%2020161025.pdf>. The Master Subscription Agreement governs your acquisition and use of our services set forth in this Sales Order.

**SUBSCRIBER NAME:**

College of Micronesia-Fsm

Signature:

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Printed Name:

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Title:

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Date:

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# Cost Summary

## Exhibit A – Pricing

Contract Start Date: **January 1, 2018**  
 Contract End Date: **December 31, 2022**  
 Enrollment: **2,500**

### Year One

Description	Quantity	Rate	Subtotal
Enterprise/AMP Implementation	1	\$8,500.00	\$8,500.00
Assessment Management Platform Subscription	2,500	\$7.50	\$18,750.00
Enterprise Subscription	2,500	\$15.00 Per Student	\$37,500.00
			<b>\$64,750.00</b>

### Year Two

Description	Quantity	Rate	Subtotal
Enterprise Subscription	2,500	\$15.00 Per Student	\$37,500.00
Assessment Management Platform Subscription	2,500	\$7.50	\$18,750.00
			<b>\$56,250.00</b>

### Year Three

Description	Quantity	Rate	Subtotal
Enterprise Subscription	2,500	\$15.00 Per Student	\$37,500.00
Assessment Management Platform Subscription	2,500	\$7.50	\$18,750.00
			<b>\$56,250.00</b>

### Year Four

Description	Quantity	Rate	Subtotal
Enterprise Subscription	2,500	\$15.00 Per Student	\$37,500.00

Assessment Management Platform Subscription	2,500	\$7.50	\$18,750.00
			<b>\$56,250.00</b>

## Year Five

Description	Quantity	Rate	Subtotal
Assessment Management Platform Subscription	2,500	\$7.50	\$18,750.00
Enterprise Subscription	2,500	\$15.00 Per Student	\$37,500.00
			<b>\$56,250.00</b>

Grand Total: **US \$289,750.00**

Implementation payment of \$8,500 due 30 days after signing. \$28,125 due October 1st, 2017. \$28,125 due January 1st, 2018. All renewal subscriptions are invoiced 30 days prior to the start of the new term. Payment for renewal subscriptions must be received within 10 business days after the start of a new term.

***This Sales Order is valid until October 10, 2017.***

Thank you for your business!