

Education Technology Consortium of Northern Arizona University

The Education Technology Consortium provides all-inclusive support for Synergy. By this we mean that anything having to do with Synergy from support, training (onsite or web-based), administration, setup, security, updates, roll-overs, customization, hosting and data integrations, and state reporting assistance is included in the annual support cost.

We work with our members as if we are an extension of their support staff. We get to know and track information that is specific to each member so that our support is tailored to the way in which they utilize Synergy. We provide continuity when there is staff turnover and assist in getting new staff up to speed quickly.

In addition to all-inclusive support, you benefit from the knowledge and expertise across the Consortium. If an issue is identified by one member of the Consortium, ETC runs checks against all member databases to detect and correct any existing or potential issues.

Optional State Reporting Services, where the ETC handles the required state reporting and reconciliation, are available for an additional fee.

Benefits to ETC Synergy Support:

General

- Unlimited and prompt assistance by email and telephone from knowledgeable and respectful support representatives
- Support by a team of 8 full-time specialists, instead of a single local person, dedicated to maximizing and streamlining the use of Synergy
- In-person and on-line training opportunities at no additional cost
- Monthly webinar training in various subject areas for all levels of staff
- Personalized webinars to meet a member's specific needs and goals
- Deployment and installation of all updates to Synergy
- Regular review and maintenance of setup areas, security and background tables
- Setup and processing of annual rollover
- No cost and hassle free data integration between Synergy and multiple third party software systems
- SQL expertise to assist with data cleanup and analysis
- Import of test results, instructional minutes, course history and other student data
- Annual conference with affordable pricing for conference attendance, meals and hotel accommodations

Grading/Gradebook:

- Custom Report Card Programming (Initial setup and programming, modifications, etc.)
- Monthly webinar based training for teachers – short and topic specific to easily fit into teacher's schedules
- Customized, school-specific training webinars for new teachers and/or continued training for existing teachers

State Reporting:

- Full expertise in state reporting requirements and Synergy procedures related to state reporting
- Over 30 years of combined experience by individuals who have been employed by ETC or ADE from the start of student level data reporting
- Detailed documentation regarding state absence reporting procedures
- Email distribution list for notices, reminders and training documentation related to AzEDS reporting
- Full suite of on-line utilities used to ensure that the data in Synergy and AzEDS match
- Oversight of state reporting to ensure our clients obtain all of the funding to which they are entitled

Note: To utilize ETC Synergy support, LEA's must become a member of the Consortium by approving our Cooperative Purchasing Agreement. There is an annual membership fee of \$500.

Edupoint annual licensing/maintenance or subscription fees are paid by the ETC on behalf of clients and invoiced annually along with the ETC support fees. There is no mark-up on these charges.