



REPORT TO

REGULAR BOARD

SCHOOL CASH SUITE IMPLEMENTATION PROGRESS REPORT

"For we are taking pains to do what is right, not only in the eyes of the Lord but also in the eyes of men."
2 Corinthians 8:21

Created, Draft	First Tabling	Review
May 1, 2018	May 17, 2018	
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INFORMATION REPORT		

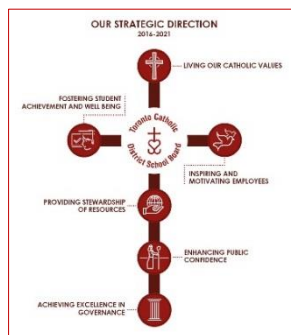
Vision:

At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:

The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.

We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.



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A. EXECUTIVE SUMMARY

School Cash Suite provides Schools and Catholic School Parent Councils with an integrated portal for processing school activity fees online and seamlessly interfaces with both TCDSB and School level banking and accounting systems. The primary objectives with this system include the generation of administrative efficiencies and mitigation of risks associated with cash handling tasks.

TCDSB has recently completed the implementation. The rollout to all elementary and secondary schools was completed in a 5 phase staggered timeline. There were many operational concerns and queries encountered during the implementation period, and this report serves to document and provide the status associated with each issue reported.

The current overall adoption rate by the TCDSB community is 13.6%. The balance of school banking activity continues in the traditional cash-handling manner. This adoption rate is a reflection of each implementation phase possessing varying amounts of time to implement and market to their respective school communities. In addition, the online school banking system remains a voluntary method of payment for parents and guardians as approved by the Board of Trustees.

Business Services staff continue to provide in-services and promote the advantages of online banking. In collaboration with Communications and Academic staff, it is expected that the overall adoption rate will continue to rise over the next year as parents are exposed to the new software and gain confidence in its use.

The cumulative staff time required to prepare this report was 4 hours.

B. PURPOSE

1. This report responds to a Trustee motion approved by the Board of Trustees during the Corporate Services Committee meeting on February 8th 2018 as follows, “that staff come back with a report regarding a full review and update on the rollout, etc., in May 2018”.

2. Business Services and Information Computer Technology staff have fielded multiple questions during the KEV School Cash Suite implementation; and this report summarizes the queries/responses and the ongoing efforts to increase adoption of this tool.

C. BACKGROUND

1. ***There is a growing movement towards reducing cash handling from schools across Ontario.*** Given the technology available to the Education Sector many School Boards are choosing to reduce the risks associated with handling cash at schools by implementing cost effective online software.
2. ***TCDSB made a strategic decision to move toward “cashless” schools.*** In the spring of 2017, the TCDSB undertook an extensive commitment to train and install School Cash Suite also known as “KEV Software” in all of its schools.
3. ***Ward 2 was used as a pilot area and additional consultation was held.*** School Board staff met with Catholic School Parent Councils (CSPC) members from Ward 2 in October 2017 to hear and review their concerns. Ward 2 schools were the first to be trained and to use the system.
4. ***Consultation was held with Unions and Stakeholder Groups.*** TCDSB staff consulted all Board union groups throughout the implementation process, and met with the Ontario Association of Parents in Catholic Education (OAPCE) in December 2017 to review their concerns and demonstrate the system’s potential.
5. ***Extensive training opportunities were provided to staff.*** TCDSB staff invited all School Principals, Vice-Principals and School Secretaries to a two-day training session on using and implementing School Cash Suite. Furthermore, Principals and School Secretaries had the opportunity on a regular basis to participate on webinars outlining marketing and implementation strategies.
6. ***Full implementation of the software is now complete.*** Training and installation were complete in February 2018, however full adoption of the software will require additional time for each school in each implementation phase to create community awareness, and to develop the required staffing capacities.

D. EVIDENCE/RESEARCH/ANALYSIS

Through the various consultations held with staff and parents, Business Services staff have compiled a few key questions and answers that provide some “lessons learned” along the journey of implementation. The following are questions that were frequently heard during consultation efforts along with staff responses:

1. ***Do I need to do a cost recovery on every sale item?*** The cost of the system is approximately 1%. The system is set up to automatically increase the sale price by 1% to ensure the school has enough money left at the end of the year to recover its costs. The system is also recovering an HST rebate that was not fully recovered in the past. It is expected that this recovery will offset any credit card charges and most of the 1% recovery. Business Services staff are being conservative in its approach until there is at least one year’s worth of data in order to establish a base-line. Any cost or HST recovery (less a 15% contribution) will remain in the school’s bank account for their future use.
2. ***Why is the Board deducting 15% from my HST recovery?*** When approving the report to implement School Cash Suite, the Board of Trustees passed a motion to withhold 15% from the schools’ and CSPCs’ HST recovery. This reserve will be used to address information technology infrastructure requirements for schools and information computer technology requirements required by TCDSB administration to support schools.
3. ***Can we receive donations online and will the 1% recovery be deducted?*** There is a donation button on the KEV screen, that allows a donation for a School, Nutrition Program or the CSPC account **without** the 1% recovery charge. All donations to the TCDSB generate a charitable donation tax receipt and the funds are redirected to the intended School or CSPC. Funds are returned to the schools on a monthly basis and the donors will receive a charitable receipt from KEV via email at the time a donation is made. In 2018-19, this will become the Board’s preferred method for making donations and the current Canada Helps donation mechanism will be discontinued.
4. ***Can CSPCs obtain direct access to post items for purchase and run report queries?*** The Board has purchased School Cash Express, which allows CSPCs and TCDSB staff direct access to create their own sales and fundraising events and run their own reports. The Principal for each school controls access to this function, and all training and requests must be directed through the School Principal. Business Services will provide information sessions at CSPC events at every opportunity on an ongoing basis. Business

Services staff will provide training and refresher courses to Principals, Vice-Principals and School Secretaries on an ongoing annual basis.

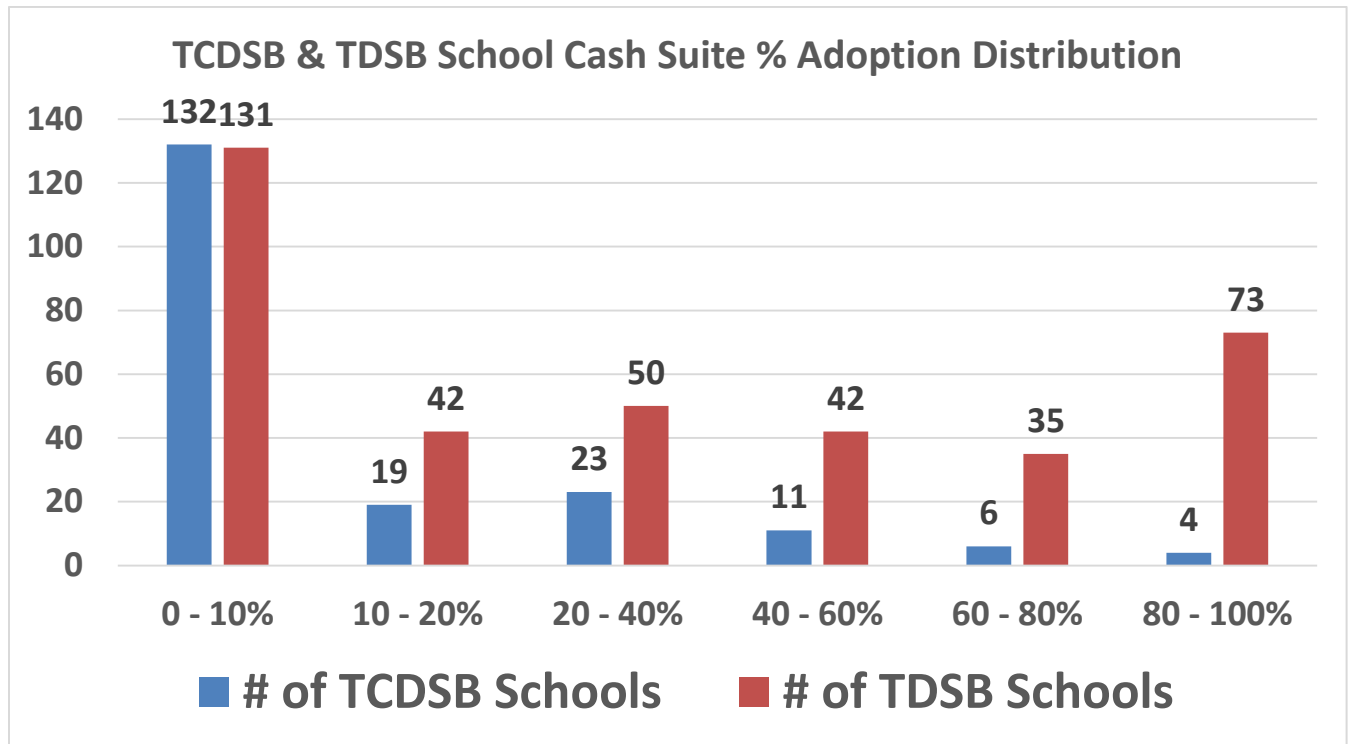
5. ***Can Schools and CSPCs price events to the exact penny rather than round-up to the nearest \$0.25?*** School Cash Suite originally rounded-up prices to the nearest \$0.25 in order to simplify the amount to be collected in cash, i.e. a \$0.60 milk carton is rounded to \$0.75. The resulting increase in price could render some events and/or items cost prohibitive. Business Services staff reconfigured School Cash Suite to disable rounding-up and price to the desired penny.

E. METRICS AND ACCOUNTABILITY

1. ***Parent adoption rates are slowly increasing.*** As of May 2nd 2018, the total Parent Adoption Rate for the TCDSB board-wide was 13.6%. Figure 1 provides the adoption rates for TCDSB. Toronto District School Board (TDSB) is also provided for comparative purposes. As shown in Figure 1, excluding schools in the 0-10% category, there is a relatively normal distribution of adoption rates across the Board for a newly installed software. It is important to note that the schools falling within the 0-10% range for both TDSB and TCDSB have only launched the program in the last few months. In addition, TDSB began implementation in August 2016, whereas TCDSB began implementation in August 2017.

Across the overall Greater Toronto Area, the adoption rate falls within a range of mid-30s to mid-90s subject to each school's implementation status, with an overall average of 70%. Based on benchmarks from other GTA Boards, staff have learned that the majority of programs begin with low adoption rates and then reach the 60% to 90% adoption rate levels after the fourth year of implementation. While some results vary across Boards, it is reasonable to assume that TCDSB is moving along the same path of adoption as many of its counter parts.

Figure 1: Adoption Rates as of May 2018



F. IMPLEMENTATION, STRATEGIC COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT PLAN

1. ***On-going Training will be provided.*** Training and refresher courses are available through the PAL Portal for school banking, throughout the school year and summer months. User guides and tip sheets are also available on the KEV's online Resource Centre.
2. ***Help Website available.*** TCDSB staff have created an intranet HELP website for staff and dedicated two staff to train and answer requests. In addition, TCDSB staff will be scheduling ongoing training and refresher courses for new Principals, Vice-Principals and School Secretaries.
3. ***Additional stakeholder engagement efforts.*** Business Services staff continue to engage all Community Partners in order to increase awareness and promote the advantages of online school banking. For example, Business Services participated in the CPIC/OAPCE conference on May 5th by offering learning materials and staffing an information kiosk on how CSPC's can take advantage of this opportunity.

4. ***The marketing effort to increase staff, parent and guardians' engagement and adoption will continue.*** The steps and strategies shared in previous webcasts for communicating the benefits of online purchases, increasing parent adoption rates and creating a school's event catalogue are available on the KEV's online Resource Centre. Additional marketing and registration opportunities will be developed on the Student Online Admissions and Registration platform in order to engage parents and guardians at the time of student registration.
5. ***Online media strategies will be utilized to engage parents and guardians.*** The Communications Department has developed a communication plan that focuses on engaging, promoting and educating parents in using cash online. The plan will use every electronic media at our disposal to create hands on and interactive training experiences for parents, guardians and volunteers.
6. ***The adoption of this system is a process and must take into consideration the varying cultures and dynamics in each school community.*** Some communities will embrace the system quicker than other school communities. Providing low adoption rate schools with opportunities for mentoring by high adoption rate schools will be explored as the implementation continues. Business Services and Information Computer Technology staff will continue to provide ongoing support, professional development and training opportunities.

G. CONCLUDING STATEMENT

This report is for the consideration of the Board.