



REPORT TO

CORPORATE SERVICES, STRATEGIC PLANNING AND PROPERTY COMMITTEE

MARCH 2019 SCHOOL CASH SUITE PROGRESS REPORT

"Be truly glad. There is wonderful joy ahead!"

I Peter 1:6

Created, Draft	First Tabling	Review
March 5, 2019	March 21, 2019	
L. LePera, Senior Financial Analyst D. Bilenduke, Senior Coordinator of Finance P. De Cock, Comptroller of Business Services & Finance		
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.



Rory McGuckin
Director of Education

D. Koenig
Associate Director
of Academic Affairs

L. Noronha
Associate Director of Facilities,
Business and Community
Development, and
Chief Financial Officer

A. EXECUTIVE SUMMARY

School Cash Suite provides Schools and Catholic School Parent Councils (CSPCs) 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. This report is a snapshot at February 28, 2019.

The current overall adoption rate by the TCDSB community is 33.4%. The balance of school banking activity continues in the traditional cash-handling manner. This is a 12.4 percentage point increase over the previous report presented as of September 30, 2018. Secondary schools have embraced the system for collecting grade 9 registration fees. The Board is investigating ways to have children registered during the Kindergarten enrolment process. In addition, the online school banking system remains a voluntary method of payment for parents and guardians as approved by the Board of Trustees.

The Business Services and Computer Services teams continue to provide in-services and promote the advantages of online banking. In collaboration with Communications and Academic teams, 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 6 hours.

B. PURPOSE

1. This report responds to a Board of Trustees' motion asking for regular updates on the KEV School Banking system starting in May 2018. At the November 15, 2018 Board meeting, Trustees requested more individual school statistics and results for the next report.

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. ***Consultation was held with Unions and Stakeholder Groups.*** The TCDSB 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.
4. ***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.
5. ***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.
6. ***Training, consultation and education are ongoing.*** Secondary head secretaries were invited to the Board over the summer for a user group session to discuss their successes and challenges with the system. Sessions were held before the start of the new school year for new secretaries, principals and vice principals. Refresher courses are scheduled frequently in PAL over the entire school year. Regular announcements are shared via the Weekly Wrap Up and direct emails to Principals and Secretaries about ongoing support, upcoming training, user tips and tricks, and promotional opportunities to increase registration.

D. EVIDENCE/RESEARCH/ANALYSIS

The decision to purchase KEV School Cash Online was predicated on the following:

- It would pay for itself.
- It would decrease administrative effort in the long run.
- It would reduce the amount of cash handled at the school.
- It would provide an increased convenience for parents.
- It may provide new revenue and marketing opportunities.

1. ***Schools have submitted for their second HST refund for 2018 expenditures.*** The Board now has an automated system through KEV to recover HST rebates on school purchases. As of February 28, 2019, schools received \$429,535 in HST rebates. The table below is an estimation of the Net HST rebate currently owing to the schools (\$124,140) in addition to the \$429,535 returned to them earlier in the year:

Gross HST School Rebate	\$403,094
Less: 1% KEV Fee (CSPC's included)*	(232,074)
Less: Online Transaction Fees	(24,973)
Subtotal	\$146,047
Less: 15% for Technology Infrastructure	(21,907)
Add: 1% Previously Deducted by Schools	-
Net HST School Rebate Owing (est.)	\$124,140
Add: Previous Distribution of HST Rebates	\$429,535
Total Estimated HST Rebates To Date	\$553,675

* The CSPC share of fees has been included in this total. Their share will be deducted from the CSPC HST refund when it is calculated.

2. ***Missed HST recovery opportunities continue to exist.*** The Board is only able to calculate HST rebates from the KEV accounting software. Many CSPC's insist on using their own software and are missing these rebate opportunities. The Board can recover these rebates on their behalf, but it is a labour intensive process. The Business Services staff will continue to provide technical assistance and training where required. Staff time incurred to provide this assistance will be funded entirely from the recoveries.
3. ***The Board is making strategic contributions for Technology Infrastructure.*** When approving the report to implement School Cash Suite, the Board of Trustees passed a motion to contribute 15% from the schools' and CSPCs' HST recovery to a reserve. This cumulative reserve, totalling \$90,678, will be used to address information technology infrastructure requirements for

schools and information computer technology requirements required by TCDSB administration to support schools.

4. ***Schools received donations online of \$128,698 from September to December 2018.*** There is a donation button on the KEV screen, which allows a donation for a School Nutrition Program (SNP) 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's Operating, SNP 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. Many parents are opting for the donation option in lieu of fundraising.
5. ***CSPCs can 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. Many schools and CSPCs have been using the system exclusively for their events and programs. Fifty-eight schools have an adoption rate of 40% or higher with 33 of those schools attaining a rate greater than 70%. Business Services will continue to provide information sessions at CSPC events at every opportunity on an ongoing basis.
6. ***Parents are purchasing between \$40,000 and \$100,000 per day of goods and services on-line during the month of February 2019.*** This is a significant volume when analysing Administrative effort. There are many intangible benefits when looking at these savings such as spreadsheet maintenance and cash collection by teachers and CSPC volunteers, cash deposits by school secretaries and reduced letters and reminders home.

E. METRICS AND ACCOUNTABILITY

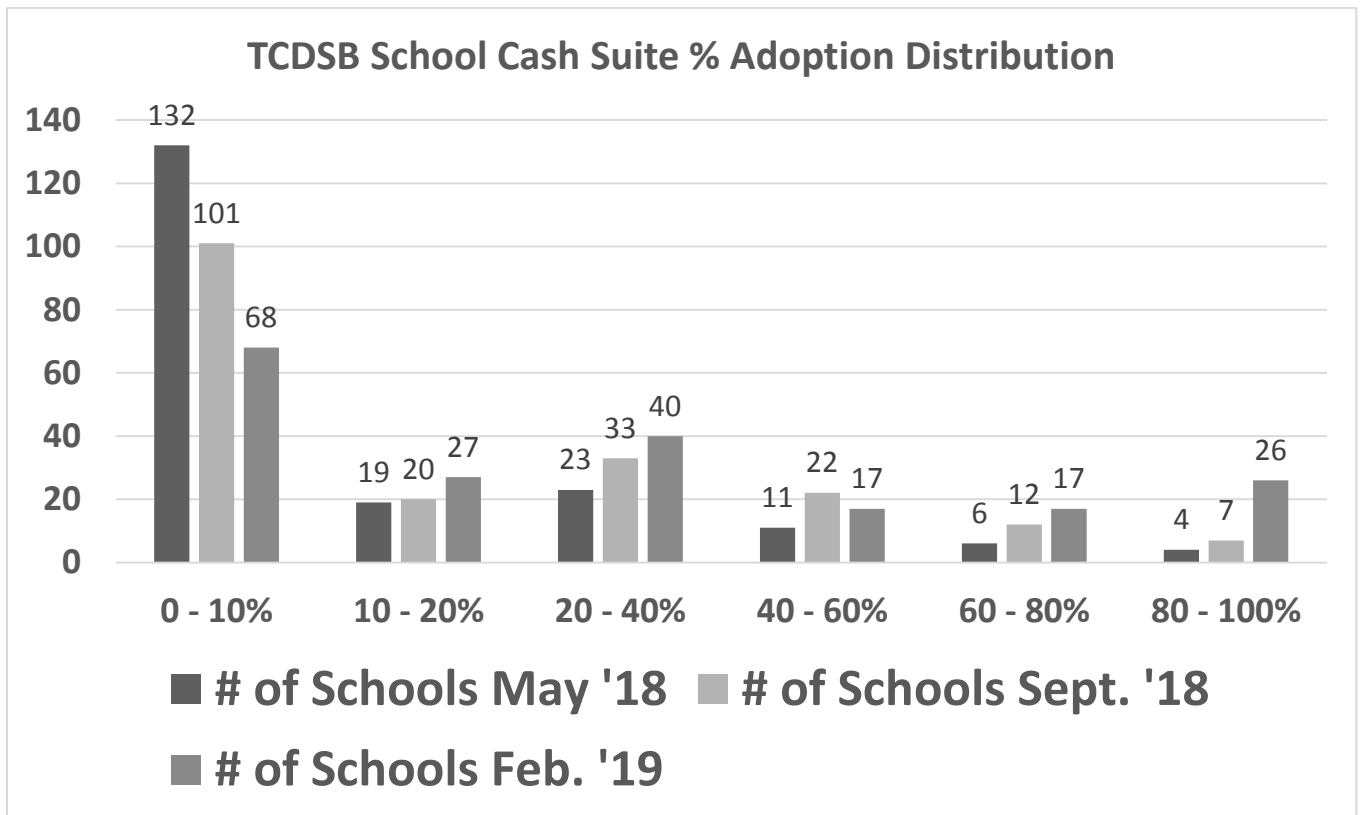
1. ***Trustees and Trustee Services staff will have access to a dashboard and ward reports.*** TCDSB's IT department has developed an easy to use dashboard so Superintendents may monitor adoption rates, Non-Sufficient Funds (NSF) cheques and bank reconciliation status at a glance. All Superintendents have received access and training for the tool. Access and training will now be given to Trustees and their assistants. A detailed list of School Adoption rates by School and Trustee Ward is attached as Appendix A.

2. **The Board continually solicits input from users.** Business Services and Computer Services teams have made a concerted effort to make themselves available for principal, CSPC (through Community Relations workshops) and school secretary meetings.

Parent adoption rates are slowly increasing. As of February 28, 2019 the total Parent Adoption Rate for the TCDSB board-wide was 33.4% compared to the last report as of September, 2018 at 21%. Figure 1 provides the adoption rates for TCDSB comparing September and May 2018 to February 2019.

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 since May 2018



3. ***Parent usage rates are not keeping up to adoption rates.*** With 33.4% of parents registered for online payments only 14.3% of payments are made online. The Board will make a concerted effort to have schools and CSPC's make more items available for purchase online.

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 KEV's online Resource Centre.
2. ***Help Website available.*** TCDSB staff have created an intranet HELP website for staff and have 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 and Computer Services teams continue to engage all Community Partners in order to increase awareness and promote the advantages of online school banking.
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 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 and disseminate hands on and interactive training resources experiences for parents, guardians and volunteers. This includes use of the Board's social media and website to regularly promote School Cash Online registration, as well as the benefits and tips for using this convenient online tool.

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 more quickly than other school communities will. Providing low adoption rate schools with opportunities for mentoring by high adoption rate schools will be explored as the implementation continues. Business Services and Computer Services teams will continue to provide ongoing support, professional development and training opportunities.

G. CONCLUDING STATEMENT

This report is for the consideration of the Board.