



REPORT TO

## CORPORATE SERVICES, STRATEGIC PLANNING AND PROPERTY COMMITTEE

### SCHOOL CASH SUITE PROGRESS REPORT

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

*I Peter 1:6*

Created, Draft	First Tabling	Review
October 30, 2018	November 13, 2018	
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<b>INFORMATION REPORT</b>		

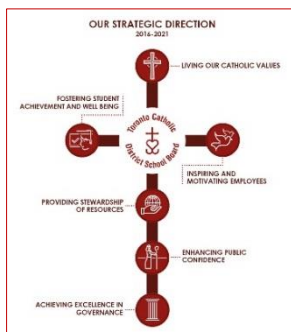
**Vision:**

*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. This report provides a progress update for the first year of implementation as of September 30, 2018. Future updates on adoption rates will be provided on an annual basis as a part of the Board's Budget process.

***TCDSB has completed the implementation.*** The rollout to all elementary and secondary schools was completed in a five phase staggered timeline during 2017/18. All schools were able to start the new school year (2018/19) on the KEV system.

***The current overall adoption rate by the TCDSB community is 24%.*** The balance of school banking activity continues in the traditional cash-handling manner. This nearly represents a doubling of users over last year, which indicates schools took advantage of the new school year to implement and market to their respective school communities. The online school banking system remains a voluntary method of payment for parents and guardians as approved by the Board of Trustees.

***The adoption rate is expected to continue increasing.*** The Business Services and Computer Services teams continue to provide in-services and promote the advantages of online banking. In consultation with Communications staff 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 4 hours.***

## **B. PURPOSE**

1. This report provides an update on the School Cash Suite Banking system.

## 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. ***Consultations with Unions and Stakeholder Groups occurred.*** 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 and an adoption phase is expected to ensue.*** Training and installation were complete by the end of the 2017-18 academic year, 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

1. 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.
2. ***Schools will receive approximately \$0.4 million in HST rebates.*** The Board now has an automated system through KEV to recover HST rebates on school purchases. The Board applied for, and received, \$0.73M in HST rebates on behalf of the schools. CSPCs will also have this opportunity when their year-end financial statements are submitted and reconciled. The CSPC refund is a manual calculation since most do not use the schools KEV software to do there statements. The table below illustrates the accounting for these funds that will be returned to schools:

	<b>\$M</b>
Gross HST School Rebate	0.73
Less: 1% KEV Fee (CSPC's included)*	(0.24)
Less: Online Transaction Fees	(0.03)
Subtotal	<hr/> 0.46
Less: 15% transfer to TCDSB IT Infrastructure	(0.07)
Add: 1% Previously Deducted by Schools	0.01
<b>Net HST Rebate Returned to Schools</b>	<hr/> <hr/> <b>0.40</b>

*\* The CSPC share of fees has been included in this total. Their share will be deducted from the CSPC HST refund when year-end bank statements are received and Business Services staff complete the respective HST calculations.*

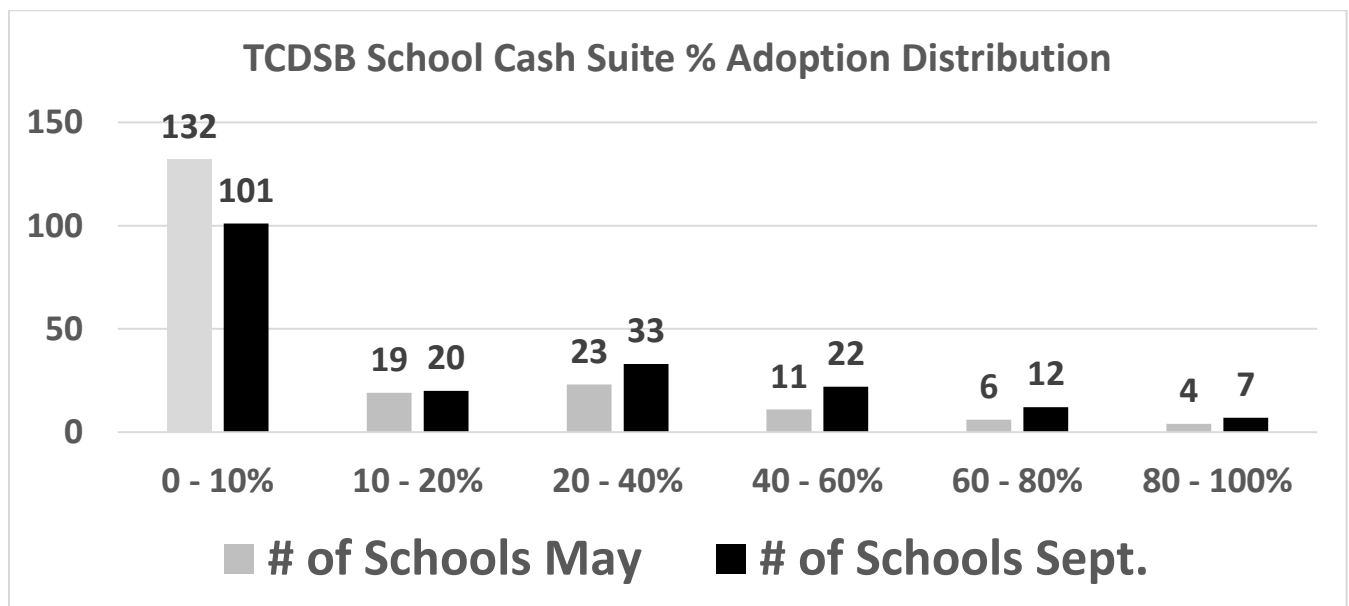
3. ***Approximately \$70K will be transferred to the Board's IT Infrastructure Reserve.*** When approving the report to implement School Cash Suite, the Board of Trustees passed a motion to withhold 15% from the Schools' and CSPCs' HST recovery. This reserve will be used to address IT infrastructure requirements for schools as well as IT asset replacement required by TCDSB administration to support schools.
4. ***Schools received donations online of \$34,500 during the month of September 2018.*** There is a donation button on the KEV screen, which allows a donation for a School, Nutrition Program or the CSPC account **without** the 1% board administrative recovery charge. All donations to the TCDSB generate a charitable donation tax receipt and the **100%** of 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. In this manner, CSPC Chairs, teachers, coaches and other TCDSB staff can enter and monitor their own fundraising events. Many schools and CSPCs have been using the system exclusively for their events and programs. Forty-one schools have an adoption rate of 40% or higher with 15 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 purchased over \$412,000 of goods and services on-line during the month of September.*** This is a significant volume when analysing Administrative effort, and there are countless intangible benefits when looking at these savings, but some of them include spreadsheet maintenance and cash collection by teachers and CSPC volunteers, cash deposits by school secretaries, reduced distribution of letters and reminders sent home to parents/guardians.

## E. METRICS AND ACCOUNTABILITY

1. ***A Cash On-line executive dashboard has been developed.*** The IT department has developed an easy to use dashboard so Area Superintendents may monitor adoption rates, NSF cheques and bank reconciliation status at a glance. The dashboards are in the process of being fully developed and will then be rolled out to the Superintendents. It is expected that School Cash Online will become an agenda item at Principal meetings on at least a quarterly basis.
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. In July 2018 the Board hosted a secondary school user group meeting to solicit and share successes, failures and challenges.
3. ***Parent adoption rates are slowly increasing.*** As of October 25<sup>th</sup> 2018, the total Parent Adoption Rate for the TCDSB board-wide was 24% compared to the last report as of May 2<sup>nd</sup> 2018 at 13.6%. Figure 1 provides the adoption rates for TCDSB comparing September 2018 to May 2018.

Based on benchmarks from other GTA Boards, Business Services 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 September vs. 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 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.

***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.

3. ***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.
4. ***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 resource 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.
5. ***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 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.