Partner Enablement

2022-2023 School Year

To facilitate long-term success with our products and platforms, professional learning opportunities must be incorporated into every implementation. Increasing the end-user's knowledge and skills will serve to embed the product as a key component in every organization. Without training, products go unused, and renewal rates are low. Sustainable, ongoing learning opportunities are essential, cementing Riverside Insights as true partners with our customers. Acquiring the skills and knowledge for long term success with our assessment products and platforms requires ongoing sustainable professional development. We have provided an easy to navigate menu of training and professional development services for each of the Riverside customers: Independent, Priority and Strategic.

The Partner Enablement Specialists:

- Provide deep program knowledge by providing customer training.
- Provide best practice quality implementation training and professional learning for teachers, coaches, and leaders.
- Provide district/Dio/agency follow-up during and after implementation.
- Model regular use of assessment and report data to individualize and differentiate instruction.
- Make recommendations for further assessment or service needs based on customer feedback.
- Deliver presentations that include professional development, pilots, and pre-sale implementation meetings.
- Collaborates with internal Riverside Insights teams including sales, customer experience, and product management.

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Riverside Training Academy, RTA

The Riverside Training Academy provides full resource access to districts from July 1st to June 30th, each school year. Full Resource Access includes engaging training classes with a live specialist, on-demand training, implementation training and support, brief videos that answer 'how do I…?' common questions and the ability to speak to a specialist for implementation clarity. RTA provides live training classes on a variety of days and times, typically Monday-Thursday from 7:30 - 5:30 Central and Friday from 7:30-1:30 Central. Classes are scheduled three weeks in advance and are currently offered at fewer times per week to allow for flexibility with Speak with a Specialist, Partner Districts & standalone trainings. Testing windows are requested from customers to allow for additional, specific classes at peak testing times. We anticipate there will be less need for specific times with the Speak with a Specialist, On-demand Training (ODT) & HubSpot analytics.

New Customer, please see Riverside Training Academy Classes below, there are two administrative classes and two classes for all users. The classes focus on need-to-know information to administer the test and report.

Return Customer**,** ***Yes! Every customer should have RTA on their quote!*** Why??? RTA provides support for teachers new to the district or new to a teaching assignment. Returning staff need a refresh since they implement many products throughout the school year. Returning staff who understand the basics, need to understand how to look at the data in different ways to ensure the test results are enhancing the learning experience. Please see Riverside Training Academy Classes below, in addition to the administrative classes for all users, there are more in-depth reporting classes for those who have learned the basics and are ready for more knowledge. For those customers who are fully trained on our systems, have limited turnover, do not rely heavily on their sales partner or technical support, will likely benefit from the ability to speak with an implementation specialist at a scheduled time.

To Request an Additional RTA Class: email the customer one of the following links. The customer will complete a form with the requested class name and range of available times & schedule a call.

CogAT request to add a class time
Iowas request to add a class time
easyCBM request to add a class time

Independent

Independent customers will receive training through the Riverside Training Academy. Email tips and reminders will be sent from HubSpot. Licenses are available for 1-5 users.

Priority

If purchased, Priority customers will receive training through the Riverside Training Academy. They will receive follow-up emails from the Specialists, provided links to the Speak with a Specialist calendar, and can request ranges of times for additional classes. We believe the HubSpot analytics and On-Demand Training will alleviate requests for additional classes.

Partner Accounts

Partner Accounts will receive a variety of meetings and trainings based on their 1) stage in implementation, 2) relationship with their sales counterpart, and 3) reason for inclusion on the Partner Project: new field online customer, renewal customer with a difficult implementation / bad experience, paper to online, strategic status. We understand that each district is unique. The same approach will not work across all districts. The Partner Project includes 'templates' of actions for each type of Partner Account that will be customized with the Sales Partner/Specialist.

Partner Accounts will receive a variety of customized trainings along with training through the RTA for most of their users who will administer the assessments and view reports.

Pre-implementation Support, Priority Accounts

During the sales process, future customers may have implementation questions and want a better understanding of how the system or assessment work together before finalizing a purchase. Specialists are available to speak with the potential customer when the sales stage reaches Finalist Negotiated / Riverside Selected.

Gratis and Discounted Training

All gratis and discounted training must be approved by the Jeff, Melinda, or Jay and Cristy. The Riverside Training Academy is very reasonably priced and should be the first consideration for training.

Standalone Training

Process: Once a standalone purchase is made, an email is generated via HubSpot with an invitation to the customer to schedule time with the Specialist to customize the training. Webinar and onsite sessions are assigned to a specialist based on different factors.

Webinar: District-specific webinars can be purchased to supplement RTA. Webinars are typically 60-90 minutes. Except for Partner Accounts, the next available specialist will be assigned.

Onsite: Onsite days can be purchased two or more weeks in advance. Onsite training is up to 3 hours in length for up to 25 participants. Two sessions can be scheduled on the same day for a total of 6 hours and 50 participants. Except for Partner Accounts, specialists will be assigned based on location and availability.

Scheduling

Customers who purchase standalone training will receive an email from Professional Learning requesting basic information including test window, assessments administered, and grades tested, etc. then a 15-minute call will be scheduled to identify staff who will need training and the timeline for training. Responses are stored in HubSpot.

Assessment Insights & easyCHATs

To facilitate long term success with our districts and to reduce calls to support, Assessment Insights and easyCHATs are offered throughout the month for customers who have not purchased training. The gratis training is intended to provide timely information, refresher training, and cover basic use of the system and assessment.

Speak with a Specialist!

Speak with A Specialist sessions are available for customers who purchase Riverside Training Academy and are intended for specific questions after users have attended training classes or completed the self-paced courses. Speak with A Specialist are divided into two platforms, DataManager and easyCBM.

Quarterly Sales Meetings

Specialists will attend Quarterly Sales Meetings to understand the current implementations and upcoming sales.

Request for Proposals

The Partner Enablement team regularly works with Proposal Services and the Business Desk on both Request for Proposals (RFP) and contract pricing. The work might include customized language in the response, responding to specific questions, training plans, and presentation to the committee.

Contract Accounts

Specialists work with project managers to ensure successful rollouts with contract accounts. Work might include customized training, implementation documents, district FAQs, and video recordings.

*Riverside Training Academy Classes**

*Live classes. available July 18, 2022, additional classes may be added throughout the year.

CogAT Complete

Rostering for Online Testing Learn how to customize DataManager with your location, staff, and student information.

CogAT Complete: System Setup Account Holders will set-up a test event window and test assignments to begin the CogAT Complete.

CogAT Complete: Administer the Test Learn how to administer the CogAT Complete and view the live testing experience.

CogAT Complete: Reports Learn about the CogAT dashboard and classic reports to explore the various report and score types.

CogAT Complete: Understand and Apply Report Data Learn about the CogAT Ability Profile Score and how to use report scores for differentiation in the classroom.

DataManager: Navigating Hands-on Please bring your DataManager login credentials, as we explore various topics and aspects of CogAT, Iowas, and IowaFlex test administration.

DataManager Speak with a Specialist DataManager Speak with A Specialist Hours are intended for specific questions after you have attended training classes or completed the self-paced courses. Sign-up for a time that is convenient for you to attend a brief session 1:1 with a training specialist.

CogAT Screening Form / Post Screener

Rostering for Online Testing Learn how to customize DataManager with your location, staff, and student information.

***CogAT Screening Form:* System Set-up** Account Holders will set-up a test event window and test assignments to begin the CogAT Screening Form.

CogAT Screening Form: Administer the Test Learn how to administer the CogAT Screening Form and view the live testing experience.

CogAT Screening Form: Reports Learn about the CogAT dashboard and classic reports to explore the various report and score types.

DataManager: Navigating Hands-on Please bring your DataManager login credentials, as we explore various topics and aspects of CogAT, Iowas, and IowaFlex test administration.

DataManager Speak with a Specialist DataManager Speak with A Specialist Hours are intended for specific questions after you have attended training classes or completed the self-paced courses. Sign-up for a time that is convenient for you to attend a brief session 1:1 with a training specialist.

Iowa Assessments

Rostering for Online Testing Learn how to customize DataManager with your location, staff, and student information.

Iowa Assessments: System Set-up Account Holders will set-up a test event window and test assignments to begin the Iowa Assessments.

Iowa Assessments: Administer the Test Learn how to administer the Iowa Assessments and view the live testing experience.

Iowa Assessments: Reports Learn about the Iowa Assessments classic reports to explore the various report and score types.

Iowa Assessments: Understand and Apply Report Data Learn about accessing and using the various reports and scores for differentiation in the classroom.

DataManager: Navigating Hands-on Please bring your DataManager login credentials, as we explore various topics and aspects of CogAT, Iowas, and IowaFlex test administration.

DataManager Speak with a Specialist DataManager Speak with A Specialist Hours are intended for specific questions after you have attended training classes or completed the self-paced courses. Sign-up for a time that is convenient for you to attend a brief session 1:1 with a training specialist.

IowaFlex

Rostering for Online Testing Learn how to customize DataManager with your location, staff, and student information.

IowaFlex: System Set-up Account Holders will set-up a test event window and test assignments to begin the IowaFlex Assessments.

IowaFlex: Administer the Test Create and launch a test session, learn how to administer the IowaFlex Assessments, and view the live testing experience.

IowaFlex: Reports Learn about the report centers in DataManager and explore the various report and score types.

DataManager: Navigating Hands-on Please bring your DataManager login credentials, as we explore various topics and aspects of CogAT, Iowas, and IowaFlex test administration.

DataManager Speak with a Specialist DataManager Speak with A Specialist Hours are intended for specific questions after you have attended training classes or completed the self-paced courses. Sign-up for a time that is convenient for you to attend a brief session 1:1 with a training specialist.

easyCBM

easyCBM: Rostering & Set-up Learn how to prepare easyCBM with your student and staff information.

easyCBM: Understanding Measures and Tests Learn about the different reading and mathematics measures and different benchmark and progress monitoring tests in easyCBM.

easyCBM: Benchmarks Learn how to implement benchmark testing with easyCBM.

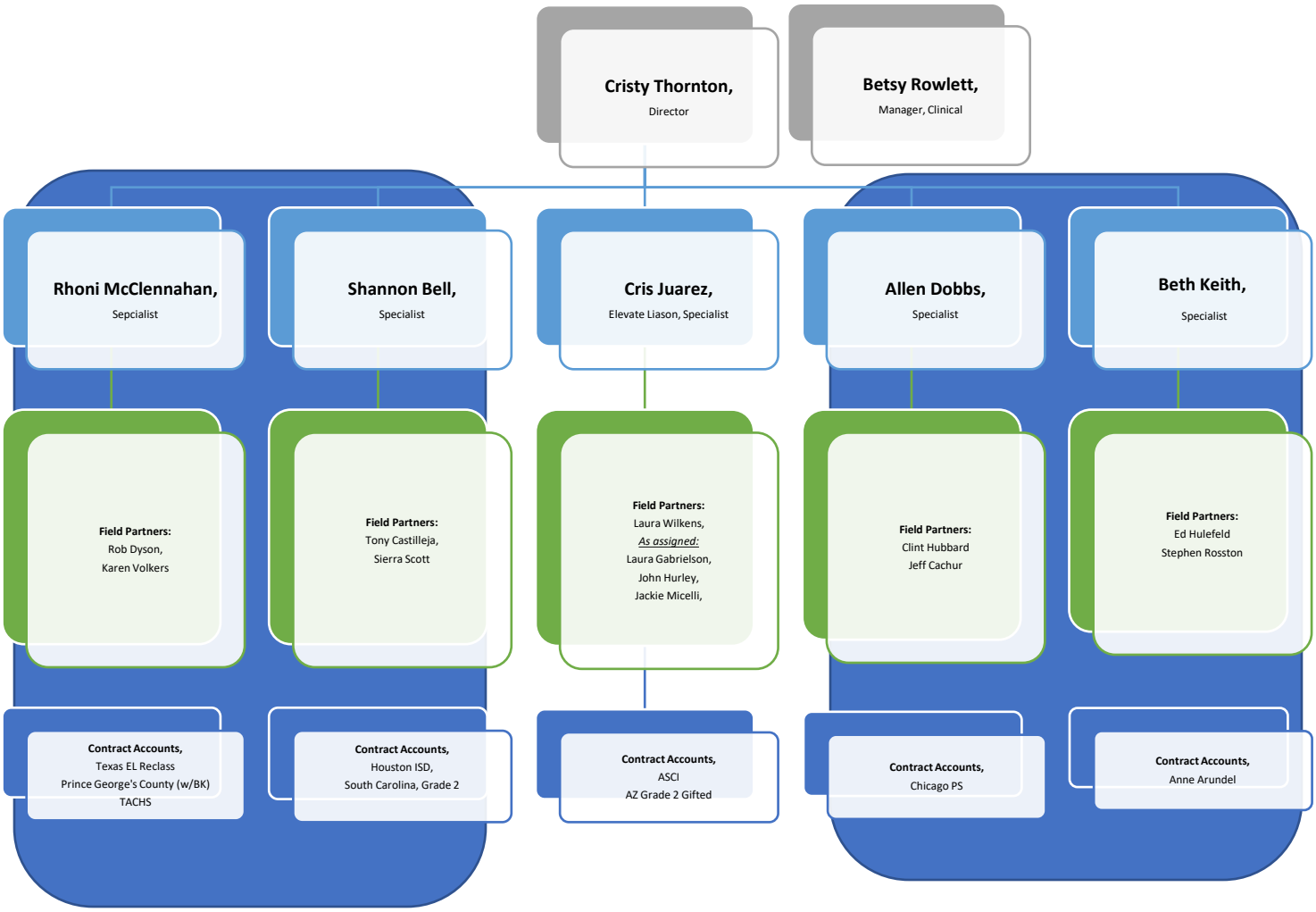
easyCBM: Progress Monitoring Learn how to implement progress monitoring with easyCBM.

easyCBM: Navigating Hands-on Please bring your login credentials as we explore easyCBM together.

easyCBM: Reports for Admin Please bring your login credentials as we explore easyCBM together.

easyCBM Speak with a Specialist easyCBM Speak with A Specialist Hours are intended for specific questions after you have attended training classes or completed the self-paced courses. Sign-up for a time that is convenient for you to attend a brief session 1:1 with a training specialist.

The Partner Enablement Team



Need to chat? Jump on our calendar:

Cristy Thornton

Betsy Rowlett

Shannon Bell

Allen Dobbs

Cris Juarez

Beth Keith

Rhoni McClennahan

General Questions? The team calendar is more flexible:

Training@RiversideInsights.com

DataManager Speak with a Specialist

easyCBM Speak with a Specialist

Training@riversideinsights.com , general mailbox for all group and clinical training questions and implementation support.

DataManager Implementation Meeting new customers, new to account holder role
Speak With a Riverside Assessment Specialist: DataManager post-training implementation questions

easyCBM Implementation Meeting new customers, new to head admin role
Speak With a Riverside Assessment Specialist: easyCBM implementation questions

Riverside Clinical Academy Implementation Meeting all clinical implementation questions

Training Material Codes, CogAT, Iowa Assessments, IowaFlex

DataManager Onsite Training

2000562	ONSITE COGAT	$3,500.00
2000566	ONSITE COGAT, 2 CONSECUTIVE DAYS	$5,000.00
2000563	ONSITE IOWA ASSESSMENTS	$3,500.00
2000567	ONSITE IOWA ASSESSMENTS, 2 CONSECUTIVE DAYS	$5,000.00
2000564	ONSITE IOWAFLEX	$3,500.00
2000568	ONSITE IOWAFLEX, 2 CONSECUTIVE DAYS	$5,000.00

DataManager Training Academy

2000884	DATAMANAGER TRAINING ACADEMY BASIC, 0-5 ATTENDEES	$250.00
2000575	DATAMANAGER TRAINING ACADEMY PREMIUM, INITIAL YEAR	$750.00
2000570	DATAMANAGER TRAINING ACADEMY PREMIUM, BEYOND YEAR ONE	$500.00
2000576	DATAMANAGER TRAINING ACADEMY BRONZE, INITIAL YEAR	$1,000.00
2000571	DATAMANAGER TRAINING ACADEMY BRONZE, BEYOND YEAR ONE	$675.00
2000577	DATAMANAGER TRAINING ACADEMY SILVER, INITIAL YEAR	$1,250.00
2000572	DATAMANAGER TRAINING ACADEMY SILVER, BEYOND YEAR ONE	$850.00
2000578	DATAMANAGER TRAINING ACADEMY GOLD, INITIAL YEAR	$1,750.00
2000573	DATAMANAGER TRAINING ACADEMY GOLD, BEYOND YEAR ONE	$1,175.00
2000579	DATAMANAGER TRAINING ACADEMY PLATINUM, INITIAL YEAR	$2,250.00
2000574	DATAMANAGER TRAINING ACADEMY PLATINUM, BEYOND YEAR ONE	$1,500.00

DataManager Training Academy PLUS custom training

2000542	DATAMANAGER PREMIUM, INITIAL YEAR	$750.00
2000547	DATAMANAGER PREMIUM, BEYOND YEAR ONE	$500.00
2000543	DATAMANAGER BRONZE, INITIAL YEAR	$1,800.00
2000548	DATAMANAGER BRONZE, BEYOND YEAR ONE	$1,500.00
2000544	DATAMANAGER SILVER, INITIAL YEAR	$8,325.00
2000549	DATAMANAGER SILVER, BEYOND YEAR ONE	$7,675.00
2000545	DATAMANAGER GOLD, INITIAL YEAR	$12,375.00
2000550	DATAMANAGER GOLD, BEYOND YEAR ONE	$11,850.00
2000546	DATAMANAGER PLATINUM, INITIAL YEAR	$17,325.00
2000551	DATAMANAGER PLATINUM, BEYOND YEAR ONE	$16,650.00

Training Material Codes, easyCBM

easyCBM Onsite Training

2000565	ONSITE EASYCBM	$3,500.00
2000569	ONSITE EASYCBM, 2 CONSECUTIVE DAYS	$5,000.00

easyCBM Training Academy

2000883	EASYCBM TRAINING ACADEMY BASIC 0-5 ATTENDEES	$250.00
2000585	EASYCBM TRAINING ACADEMY PREMIUM, INITIAL YEAR	$500.00
2000580	EASYCBM TRAINING ACADEMY PREMIUM, BEYOND YEAR ONE	$400.00
2000586	EASYCBM TRAINING ACADEMY BRONZE, INITIAL YEAR	$750.00
2000581	EASYCBM TRAINING ACADEMY BRONZE, BEYOND YEAR ONE	$525.00
2000587	EASYCBM TRAINING ACADEMY SILVER, INITIAL YEAR	$900.00
2000582	EASYCBM TRAINING ACADEMY SILVER, BEYOND YEAR ONE	$800.00
2000588	EASYCBM TRAINING ACADEMY GOLD, INITIAL YEAR	$1,300.00
2000583	EASYCBM TRAINING ACADEMY GOLD, BEYOND YEAR ONE	$1,100.00
2000589	EASYCBM TRAINING ACADEMY PLATINUM, INITIAL YEAR	$1,700.00

easyCBM Training Academy PLUS custom training

2000552	EASYCBM PREMIUM, INITIAL YEAR	$500.00
2000557	EASYCBM PREMIUM, BEYOND YEAR ONE	$400.00
2000553	EASYCBM BRONZE, INITIAL YEAR	$1,575.00
2000558	EASYCBM BRONZE, BEYOND YEAR ONE	$1,375.00
2000554	EASYCBM SILVER, INITIAL YEAR	$8,025.00
2000559	EASYCBM SILVER, BEYOND YEAR ONE	$7,925.00
2000555	EASYCBM GOLD, INITIAL YEAR	$11,975.00
2000560	EASYCBM GOLD, BEYOND YEAR ONE	$11,800.00
2000556	EASYCBM PLATINUM, INITIAL YEAR	$16,825.00
2000561	EASYCBM PLATINUM, BEYOND YEAR ONE	$16,550.00