



Educational Services That Transform Lives

Student Data Services Support Fact Sheet 2020-2021



K-12 District BOCES Support (Help Desk) – District staff members may request assistance by calling or emailing the Help Desk Monday through Friday from 8am to 4pm (Summer 8am-3pm). If the problem cannot be resolved by the ESBOCES Help Desk, the vendor will be contacted.

Local Training Classes – Training Schedules are emailed periodically and posted on the Student Data Services website, <http://datacentral.esboces.org>. Districts are encouraged to send staff to training at the ESBOCES facility. Training allows users to acquire knowledge and to collaborate with colleagues regarding the student data management. Some of these classes may be available online.

(The help desk and training classes above are available to districts that participate in our service at the cost per student - \$8.73 Minimum annual charge \$2,164.58)

On-Site Support and Training – On-site support and training may be contracted for an additional fee. The chart below shows standard options. Please contact the Program Administrator for custom options.

Half-time Support: ♦ On-site, in-district - 2.5 days per week for the school year	\$58,758.94
One Fifth Support: ♦ On-site, in-district -1 day per week for the school year	\$25,971.70
Three Fifths Support: ♦ On-site, in-district - 3 days per week for the school year	\$71,744.80
12 Week Support: ♦ 1 day per week for 12 consecutive weeks ♦ Limited to once per school year	\$8,197.01
Five Day Rate: ♦ 5 consecutive days	\$3,278.80
Daily Rate: ♦ One day of on-site support ♦ One day of off-site support	\$946.47 \$601.12

RIC One API - Data Integration between SMS and Third Party Software Products

Initial Onboard Process and Testing for 2020-2021: ♦ No charge for districts that subscribe to Student Management Support Services	
Yearly Maintenance Fee: ♦ Includes the implementation of additional third party connections.	\$509.95

Report Card and Progress Report Production

Cost per student: ♦ Per printing, for laser mailer report cards and progress reports	\$1.14
Basic Production: ♦ Includes printing of report cards, progress reports, schedules and transcripts, per building.	\$28,658.10

Student Data Services
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