



**Turning Technologies: UMass Lowell Support and Service Agreement**

This document will serve as written commitment from Turning Technologies to the University of Massachusetts Lowell regarding pricing, support, training and additional services to be provided upon being chosen as the student response vendor.

**Pricing:**

UML will receive Tier 3, Gold Level preferred pricing. ResponseCard and receiver pricing is:

Product Description	Preferred Price
<b>ResponseCard NXT</b>	\$40.00
<b>ResponseCard RF LCD</b>	\$32.00
<b>ResponseCard RF</b>	\$28.00
<b>ResponseWare (web-based option)</b>	6 month - \$9.00 1 year - \$15.00 2 years- \$20.00 3 years - \$28.00 4 years - \$32.00

**Hardware Warranty:**

All new hardware purchased is covered by a 12 month warranty. Turning Technologies will work with the campus bookstore(s) to replace defective response cards that fall within the warranty period at no charge.

**Software:**

All software options may be downloaded for free. If at a future date it becomes necessary to upgrade UMass Lowell's receivers to work with new software releases, Turning Technologies will provide the upgrades at no charge.

Blackboard integration software is also free. Turning Technologies will provide support at no charge.

### **Equipment for faculty**

- Turning Technologies will swap out existing e-Instruction receivers with Turning Technologies HID receivers.
- Turning Technologies will provide instructor kits to all adopting faculty (ResponseCard NXT, RF HID Receiver, PresenterCard).
- Turning Technologies will provide two kits of 30 ResponseCards to UML for demos and loans to faculty/admin.
- Upon request, Turning Technologies will provide demo kits to faculty interested in trying student response technology before committing to adopt.

### **Training and Professional Development**

- Turning Technologies will provide up to 3 days on-campus training per semester (Fall and Spring). (Additional on-campus training per semester can be provided with approval of the Regional Sales Manager.)
  - A “Needs Assessment” will be completed with University support staff and other stakeholders (as seen fit by University support staff) prior to training, to determine an agenda that best meets the campus needs of UMass Lowell.
- Turning Technologies can facilitate unlimited, on-demand, individual, web based training for all instructors. Private online trainings are structured towards specific needs and can be scheduled at an individual’s convenience.
- Turning Technologies offers online training modules that are feature-specific to provide step by step guidance through the function of our products.
- Web-based tutorials and pre-recorded training videos are available online.
- Turning Technologies will offer ‘Master Certification’ training free of charge to anyone wishing to complete the program. Certification is available online, on-demand through a Moodle course hosted by Turning Technologies.
- Turning Technologies will support 1 or 2 campus interns for the purpose of training, supporting, and growing usage on campus.
  - Internship is paid by Turning Technologies (up to 20 hours a week - split between interns).
  - All interns will be provided comprehensive training and support by Turning Technologies.
  - Intern will report directly to the Academic Technology Department (or to whomever UML designates), and will be paid by Turning Technologies.
- Upon request, Turning Technologies will sponsor 1 Distinguished Educator event on campus each academic year (beginning with 2011-2012).
  - Distinguished Educators are teaching professionals that we feel to be exceptional in their fields and their use of the technology.
  - Their purpose is to excite the faculty about the technology and expose them to new ways of using the system.
  - Additional Distinguished Educator events may be provided upon request.
  - Focus Areas for Distinguished Educator events may include:
    - Systemic pedagogical uses of response technology
    - Effective authoring of purposeful response content

- Ways to use response systems to differentiate instruction & training
  - Integrating response technology into existing curriculum, technologies and programs
- Annual Product Improvement Round table
  - At least once per academic year, Turning Technologies will facilitate an on-campus 'round table' with members of Turning Technologies Product Management team, for users of our products to express their opinions about our solutions and discuss areas for improvement.
- Turning Technologies will provide up to five (5) complimentary passes to UMass Lowell faculty and staff to our annual user conference.

### **Content Conversion**

Using existing content created by instructors, Turning Technologies will convert and copy content into TurningPoint or TurningPoint AnyWhere polling slides to assist with the transition to the new system.

### **SUPPORT**

Our customer service department is in place to exceed your support expectations before and during the implementation of Turning Technologies' products. Dedicated support specialists are available to assist you 7a.m. - 9p.m. EST, Monday - Friday. Additional support hours may be available upon request.

- *Functions of Customer Service:*
  - Troubleshoot technical issues relating to Turning Technologies' hardware and software
  - Configure support solutions through telephone calls and e-mails
  - Support users through all phases of the service cycle
  - Thoroughly document, monitor, and track issues to ensure timely resolution
  - Follow through with users on support issues until they are fully resolved
- Response Time – 48 hour response time window. Average response times are much quicker and listed below:
  - 2 hours – average email response time
  - 93% 1<sup>st</sup> call resolution
  - 1.5 minute – average hold time
  - 8.5 minute – average call length
- On-site Support
  - Pending availability, and with approval from the Regional Sales Manager, a technician may arrive on-site the next business day if all other troubleshooting options have been exhausted.

### **In-Kind Contribution**

2012-2013: Approximately \$34,000

(See spreadsheet :TTech-SB In-Kind Breakout)