At Odysseyware, we believe in developing strong and sustainable partnerships to ensure that educators get the most from our solutions to truly meet the most important goal – success for the whole learner.

The Odysseyware Customer Success Team provides professional learning services delivered flexibly online and onsite. This includes working closely with schools and districts to identify goals and to develop a customized implementation plan together. Our highly skilled team of professionals provides ongoing consulting and coaching support in addition to data integration services, to ensure the secure maintenance of all student data.

Professional Services Catalog
More than a product, we're a partner.
Implementation Launch Support Services

- **Odysseyware Implementation and Site Administration / Workshop or Webinar (3 Hours)**
  *Required for New Users*  
  This session guides those leaders selected to administer Odysseyware in an overview of the Odysseyware system. The Implementation Consultant will facilitate a discussion to establish an implementation plan. This plan will include guidelines, settings, and other administrator functions to meet your specific site or district needs with setting up the URL to reflect desired policies in regards to grading, permissions, reporting, course customization, and many other factors.

- **ClassPace Implementation and Site Administration / Workshop or Webinar (3 Hours)**
  *Required for Blended Learning Implementations*  
  ClassPace webinar for district/site designee(s) to review and set system default settings and permissions, discuss agenda for the ClassPace training session, and review ClassPace Implementation Plan and program/instructional goals.

- **BASE Implementation & Site Administration / Workshop and/or Webinar (3 hours)**
  *Required for New BASE Users*  
  Delivered in two sessions. The first, Implementation Planning, will focus on establishing guidelines, settings, roles, and general site organization required for a successful implementation (1 hour). The second session, Site Administration, will focus on the use of the BASE program from the administrative perspective to support SEL initiatives. This will include user setup, management, and course enrollment, as well as progress and alert monitoring (2 hours).

- **District Curriculum Mapping / Workshop or Webinar (1-3 Hours)**
  This session guides district curriculum leaders to create courses that align with state standards and district expectations. The Implementation Consultant will facilitate a workshop for district curriculum supervisors to create district specific courses.

- **Getting Started with Odysseyware / Workshop (Full Day Onsite) or Webinar (3 Hours)**
  *Required for New Users*  
  Basic Product Training. This session gives teachers an overview of Odysseyware. Participants will be actively involved in previewing course content, learning how to navigate the program and customizing learning for students.

- **Getting Started with BASE Education / Workshop or Webinar (3 Hours)**
  *Required for New BASE Users*  
  This session will cover general BASE Basic Product Training. This session covers general BASE usage from the Supervisor and Student perspectives. This session is intended for participants who did not participate in the BASE Implementation & Site Administration session.

- **Getting Started with ClassPace / Workshop or Webinar (3 Hours)**
  *Required for New ClassPace Users*  
  Odysseyware’s platform add-on ClassPace supports models related to Blended Learning. With a focus on core content areas, participants will learn to navigate the program, assign content, and align it to their classroom goals for remediation, enrichment, and intervention.

- **Odysseyware Refuel and Refresh / Workshop or Webinar (1-3 Hours)**
  *Required for Returning Users*  
  This session is designed to focus on product updates or a refresher from initial training. This session is designed for schools who have been using Odysseyware for one or more years.

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**Available Upon Request**

**Data Integration Services**  
*Desired services will require additional cost*

For implementations requiring data integrations such as nightly imports, single sign-on, etc. A member of the Pro Services team will meet with the district’s technology department to do a needs analysis and create a plan for support.
Ongoing Implementation Support

“We’ve felt very supported with all the professional services we’ve received. The Odysseyware Customer Success team knows us by name and that’s a big part of the belief and the trust that our teachers have, which is why it has been successful.”

- Kurt Dranebarger, Director of Schools, White County Schools, TN

Implementation Launch Support Services (Continued)

- **Odysseyware Basics Q&A / Workshop or Webinar (1 Hour/session)**
  After the beginning of Odysseyware usage, users will have a follow-up session specific to their needs. It will focus on problem-solving program concerns, improving student outcomes, and asking specific questions pertaining to program usage.

- **Administrator Showcase / Workshop or Webinar (1 Hour/session)**
  Discuss district’s implementation models and best practices to excite and motivate administrators to utilize digital content per district guidelines.

- **Counselor Showcase / Workshop or Webinar (1 Hour/session)**
  Presentation to discuss the use of credit-bearing courses, enrollment features, and modifications for SPED and ELL resource students.

- **Content Showcase / Workshop or Webinar (2 Hours)**
  This workshop for non Odysseyware users presents Odysseyware courses and content to build a library of supplemental content for use by teachers to support technology-based direct instruction.

Ongoing Implementation Support

- **Odysseyware Next Steps / Workshop or Webinar (3-6 Hours)**
  This session is designed for those who have completed basic product training and have begun using the Odysseyware program. Participants will delve deeper into the tools available for teachers and students to meet specific learner needs. This session will allow experienced users to address their specific needs.

- **Odysseyware Advanced / Workshop or Webinar (3-6 Hours)**
  This session is designed for those who have completed basic product training and have been using the Odysseyware program for two or more years. Participants will delve deeper into the tools available for teachers and students to meet specific learner needs. This session will allow experienced users to address their specific needs.

- **Workplace Readiness/Consultative Services / Workshop**
  This consultative service supports districts in creating, customizing, and developing a workplace, college or internship readiness program, meeting their regional requirements utilizing relevant digital resources from the Odysseyware course library.

- **New Users (Year 1)**
- **Experienced Users (Year 2+)**
- **Both**
## Ongoing Implementation Support (Continued)

### Making Odysseyware Your Own / Workshop or Webinar (3-6 Hours)
*(Course Customization and Teacher Authoring)*

This session will focus on allowing teachers to further customize Odysseyware courses to align with their goals and usage models. It will also dive deeper into the capabilities of the OW Teacher Authoring Tool which allows teachers to create their own content and integrate the assignments seamlessly into OW courseware.

### Integrating Your NWEA MAP Data in Odysseyware / Workshop or Webinar (3 Hours)

Odysseyware’s partnership with NWEA allows for districts to import their MAP data which allows the platform to create ILPs for students based on RIT scores. This session will focus on interpreting the data, supporting students while working on their ILPs, and running reports.

### Odyssey for Summer School / Workshop or Webinar (3-6 Hours)

This session is product training for facilitators who will be working with students during the summer school session. It will focus on customizing courses while maintaining course integrity, best practices for working within a shortened timeframe, and accelerating student achievement.

### Data Driven Instruction / Workshop or Webinar (1-3 Hours)

This session is focused on what to do with data. Odysseyware users will walk through reporting options in the platform and learn some best practices on how to interpret data and put it to use in supporting students.

### Strategic Applications / Workshop or Webinar (1-3 Hours)
*(Home Bound, Credit Recovery, Adult Education, Whole Group Instruction, RTI, Test Prep, Extended Day)*

In order to customize the usage and goals of the district, Odysseyware can conduct implementation model focused training which will discuss the unique challenges faced in each. The training will also cover how to manage and monitor students based on the desired model.

### Blended Learning Strategies for Every Classroom / Workshop or Webinar (3-6 Hours)
*(Can be in conjunction with ClassPace sessions and The Blended Way)*

This session gives teachers a new pedagogical view in utilizing blended learning tools to boost student success, increase student engagement, and expand student opportunity by blending technology and education seamlessly within their own classroom.

### Classroom Coaching / Workshop

The implementation consultant will be embedded into classrooms where they support the teacher(s) and work with them to help transform and iterate models of blended learning or program implementation in their classroom.

*Many teachers are already doing many of the pieces for Blended Learning. Instead of front loading them with all the Blended Learning pedagogy, the consultant can work those discussions as they build those pieces.*

### Digital Leadership / Workshop or Webinar (3-6 Hours)

This session guides district and site leaders through the process of evaluating their current strengths and will focus on creating an action plan for continued improvement. The participants will understand best practices for successful digital leadership and programs, as well as identify measurable goals based on identified needs and best practices.

### The Blended Way / Workshop

Odysseyware created “The Blended Way” to guide districts on their implementation of district-wide Blended Learning initiatives. This multi-year partnership begins with initial planning and supporting the implementation of blended models throughout the district. The Implementation Consultant will continue support throughout the partnership.

### The Art of Digital Teaching / Webinar (2 Hours, *For staff monitoring the course*)
*(Delivered via LMS)*

Odysseyware offers this session focused on skills for the modern teacher who must embed technology into their teaching styles. This session focuses on building skills in digital teaching. The session can focuses on Odysseyware as a digital tool or can be offered independent of the Odysseyware platform.
“The team I am working with from Odysseyware is great. They work with us to set up professional development time, and are flexible in working with our teachers who need help at any stage in the process.”

- Dr. Steven Dorsey, Project Director of Curriculum, Instruction, and Project Development, Los Angeles County Office of Education

“I can tell everybody I talk to, if you have questions, call them. They’ll talk you through it.”

- Gary Herman, Curriculum Coordinator, Putnam County Education Service Center
“Our partnership with Odysseyware is unique and extremely beneficial. It is rare to have a valued partner grow and evolve with us as our needs change. Every year we see different ways to use the platform, and we’re starting to realize its full potential.”

- Tanya Sisneros, Virtual School Director for NCSD, Natrona County School District
Implementation Monitoring Support

- **District and Site Based Mid-Year Review** / Workshop or Webinar (2 Hours)
  An implementation Consultant will present and review previous semester data and make decisions designed to advance the focus of the implementation outcome and achievement of District goals. Recommendations and implementation next steps to achieve desired goals will also be discussed.

- **Preparing for Next School Year** / Workshop or Webinar (3 Hours)
  This session works helps Odysseyware users focus on wrapping up the school year by archiving data, pulling reports, and reviewing process and content for next year’s use.

- **Evaluating Your Curriculum** / Workshop or Webinar (3-6 Hours)
  This session is focused on meeting with district curriculum specialists to decide if any curriculum changes need to be made before the next year’s usage.

- **District End of Year Review** / Workshop or Webinar (2 Hours)
  Meeting scheduled with district stakeholders to review usage, and progress towards goals, make plans for cleaning up data on URL, and discuss needs for upcoming year.

Odysseyware Academic Services

- **Getting Started with Odysseyware Academic Services** / Workshop or Webinar (3 Hours)
  Initial training on the OWAS student information system, how to enter enrollment requests, monitor progress and discuss school’s implementation needs.

- **Odysseyware Academic Services Refuel and Refresh** / Workshop or Webinar (2 Hours)
  Refresher training for schools with new staff. Review current implementation plan and train staff on entering enrollment requests and monitoring progress.

- **Odysseyware Academic Services Information for Parents and Student** / Workshop or Webinar (1-2 Hours)
  Parent/Student Webinar to introduce OWAS prospective and new families to how students work in courses, monitor progress and get additional support.

- **Odysseyware Academic Services Course Customization** / * Webinar Consultation Required
  Building customizations into the OWAS URL based on school requests. Time will be determined by how much customization is required.

- **Customized Odysseyware Academic Services Event** / Workshop or Webinar
  Customers may choose to purchase onsite support for Student Orientations, Parent Information Nights, Recruiting events, Customer relations, Implementation, Initial training, and more. Onsite hours may be customized to fit the unique needs of the customer.

- **Odysseyware Academic Services- Reseller Training** / Workshop or Webinar (10 Hours)
  Ongoing support in set up and maintenance for reseller partnerships (10 pd hours annual).

- **New Users** (Year 1)
- **Experienced Users** (Year 2+)
- **Both**