The Edulogger

EDULOG

People First - More than a Software Company

LOOKING • FORWARD
• EDULOGGER • SERIES •

Tap Into Edulog's Training
By Kate Gammill

Top 10 Reasons

1. Improve confidence in using the software.

2. Boost productivity.

3. Discover new process and procedures in the software.

4. Increase job satisfaction reported by employees when provided training opportunities.

5. Increase office morale.

6. Prepare employees to move into different roles promoting role flexibility.

7. Communicate to employees that they are valued.

8. Reduce employee turnover.

9. Advance office communication.

10. Keep up with changes in the industry.

Ways to Tap In

- **Request some courses through Edulog University**

  Some of the courses available include eSQL, EduTracker, and Field Trip. Use our JIRA service desk to inquire and request your topics of interest.

- **Request one-on-one training with one of our top-notch trainers**

  This is great for anyone who needs assistance learning how to generate reports or anyone that is brand new to transportation and needs to learn how to use eSQL or other products in your suite. Reach out to your Account Manager to initiate live one-on-one online training.

- **Ask for group training for your office**

  If your team needs a refresher on how to use your Edulog suite of products, this is a great way to promote cohesive office communication. Your Account Manager will be happy to work with you on getting this request in!

Employee Spotlight
By Grant Dutton

Bryton LeValley
Service Level Manager

Edulog would like to celebrate Bryton LeValley, a member of our Client Services team. He is one of our most accomplished team members and is an absolute star at Edulog. In his free time, he works to become better at coding in Linux and Python and is an all-around tech master.

While at Edulog, he works tirelessly to ensure each client receives top-level service while making certain the job gets done right. Bryton joined Edulog in June of 2020 and we are delighted to have him on the team!

Favorite Food: Pad Thai

Favorite Color: Blue

Favorite Edulog Product: Advanced Reports, mostly because I found it interesting working with FoxPro.

Dream Vacation: I like colder climates. There are a few places I want to see in Alaska. I have an uncle that lives up there

Edulog Advice: Ask for help sooner rather than later.

Quote: "If you put into the machine wrong figures, will the right answers come out? I am not able rightly to apprehend the kind of confusion of ideas that could provoke such a question."

- Charles Babbage

Have a Plan, Make It Your Own, Ask For Help
By Shawna Knudson

I am a new quilter. I have been sewing for 45 years, but I had never made a quilt until October 2020. Before then, I would look at these artistic creations and be so overwhelmed trying to figure out how I could even start cutting the fabric to create a similar masterpiece. I had analysis paralysis, but I knew that there were a lot of peope who had been making quilts for a very long time that would be willing to mentor me, I just had to be willing to ask for help.

Once I got past the initial paralysis and timidly asked for help, I realized that someone else had put in the hard work to figure out the easiest way to piece most quilts. They aren't hard to make, but you have to know the tricks of the trade.

The patterns that were provided were perfect project plans. They told me exactly what steps to take to create a replica of someone else's quilt, but I wanted my own version of the quilt. It took some trial and error to figure out how to take that original plan and make it my own.

If you have read this far, you may be wondering what quilting and school bus operations have in common. It's simple. You have to have a plan and you have to work to make it your own. Edulog has the plans and we can work with you to customize the plan to fit your unique needs. We are here to help!

There are two types of people in this world: "smart" people who learn from their own mistakes and "wise" people who learn from the mistakes of others. I have been, and likely will always be, smart. I do this, so you can be wise! You just need to be willing to ask for help!
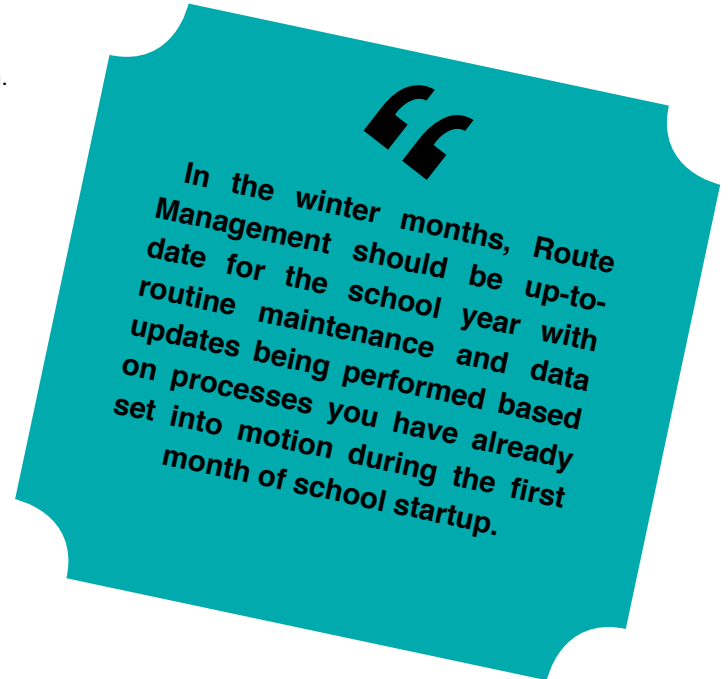
Transportation Planning Calendar

By Pat Starken

During the first month of school, you should focus on updating your live routing data for the new school year, starting with issues identified during the first few of weeks of school.

- Identify bus stops that are not being used.
- True up student bus stop assignments based on actual ridership patterns.
- Identify students who are not riding and develop a procedure on how to handle them.
- Create a parent transport stop for each school.
- Create a user code to identify students not riding.

Have a process for updating routing data.

- Identify staff responsible for updating and correcting data
  - Who updates routing information?
  - Who receives that updated information?

- Have a schedule to receive updates and corrections
  - Same deadline for all schools?
  - What format should be used?
  - Training for drivers and others involved?

- Redistribute Updates to Schools and Drivers
  - It lets them know you have used their updates
  - Builds confidence in the routing system as the source of accurate data

> " In the winter months, Route Management should be up-to-date for the school year with routine maintenance and data updates being performed based on processes you have already set into motion during the first month of school startup.

Annually, After the first the first month of school startup, schedule a follow-up meeting

- What when well?
- What went wrong and how can we fix it?

In the winter months, Route Management should be up-to-date for the school year with routine maintenance and data updates being performed based on processes you have already set into motion during the first month of school startup.

- Other items that you may want to work on:
  - A "mini-school-start" at the semester break
  - New students
  - McKinney-Vento adjustments
  - Review of and adjustments to boundaries as needed
  - Review and update the Geocode (MARIS) for any street name or addressing issues
  - Check on your hazard streets and areas

In the spring, you should have your data clean and ready. It's time to think about the coming year.

- Begin planning for the Fall
- Get a planning area set up by copying over the live data
- Promote students to the next grade level
- Review transportation data and make adjustments based on boundaries and schools
- Consider possible run and route optimization
- Identify new schools or closing schools to add or remove from the system when
- Update any programs you will need for the next
- Add new kindergarten students to the data set and set up transportation
- Set up busing for transition year students

If you need any help on any of the items through your calendar year, please reach out to your Account Manager. They will be happy to assist you through the process.

Cheers for Peers

Karin MacLaurin

Karin MacLaurin is one of Edulog's Senior Trainers. If you ask for an onsite trainer, she is likely to be the one visiting you. Most recently she has worked with Madison, AL, and Alexandria, VA. While onsite, she will likely take the time to get to know the office staff and troubleshoot any oddities you may be experiencing with the software. Before she leaves, you know you will be set up for success! Besides that, Karin enjoys finding any good local restaurant while traveling. If you have the chance, sit in on one of her upcoming Online Professional Development opportunities where she can assist any router in refining their Edulog Software workflow.

Ryan Ballas

Ryan Ballas joined Edulog in 2008 as a proud former Marine. He originally worked for the ASP department, helping our hosted clients with support and data services. After moving to Edulog System and Application Management (ESAM) a few years later, Ryan took up the mantle of our Implementation Lead and in-house EduTracker expert. Throughout the years, he's helped hundreds of our clients, from installation to upgrades. And he's certainly a man of many hats. Whether you've needed to ask for a password reset or a WebQuery change, he can be easily recognized by his signature baseball caps and outstanding mustache. He has also helped manage our client maintenance products, test installation packages, and develop our server migration plans, and so much more! Cheers to Ryan for being a great Edulog team member!

Grant Dutton

Grant Dutton, the winner of our third quarter Cheers for Peers drawing, joined the Edulog team at the beginning of 2021. After only nine months with Edulog, Grant has already become an integral member of the Edulog family as our head of Client Services. He is an effective team leader and change agent for Edulog and a tireless advocate for our clients. As a holder of a degree in English from the University of Montana, Grant not only rounds out the Edulog team but is living proof that yes, an English degree is employable, it is worth it, and it is NOT useless (the Internet also says so, so it must be true)! Grant's cheerful and positive attitude, his intellectual curiosity and his communications skills (that English degree, again!) led to his Cheers for Peers nomination, cited his collaborative approach, his vision and clarity of purpose and direction.

Kate Gammill

Kate Gammill has been with Edulog for about 4 years. She currently oversees the training department and if you have been in a class with her, you remember it. You may have received beads while at the Vegas conference or caught her contagious exuberance from another training. Either way, when you meet Kate, you remember her. We are exceedingly grateful for her contribution to our Training department as well as the overall culture at Edulog.

Overcoming The Rut

By Andy Smith

Have you ever been stuck in a rut? Edulog's own Spencer Jenko recently sought one out just to see if he could get himself out. The Rut 50K is an ultramarathon held in Big Sky, Montana on Sunday, September 5, 2021. This mountain race covers all types of terrain, including 10,000 feet of vertical climbing at the iconic summit of Lone Peak.

Spencer had been training for this event since April. He knew that he was in for a challenge as the increased elevation would stress the lungs. "It's less about competing against others," Spencer said, "and more about competing against yourself. There is a very high dropout rate in this race from things like fatigue, injury, dehydration, lack of O2 from the altitude, etc. so it's important to keep close track of your physical/mental state throughout."

Spencer joined his older brother, an experienced runner and athlete, for the 50K ultramarathon. They were in the first group to get started, which included some of the competitors who would go on to win the race. The first phase was full of adrenaline as everyone sprinted a quarter-mile in the dark and the cold in order to gain a good position before the course narrowed down to a single-track trail. As the sun rose, the runners found their pace and hunkered down for the long haul.

Things started to really kick into high gear after the 14-mile mark as the runners climbed up Headwaters ridge. The trails transform into boulder fields and the runners have to slow considerably to traverse the terrain and not risk a fall down the mountain.

"What was most surprising to me," Spencer told us," was the toll the altitude took on my body and mind. I've spent plenty of time above 10k feet climbing mountains, but have never experienced its effects so acutely. The lack of oxygen weakens your muscles and your mind feels like it is caught in a thick fog. It messed with my concentration and I started to get sloppy on the areas where I needed the most focus. Topping out the on the ridges are pure bliss, and you always take a moment to enjoy the view. But when you are over 10,000 feet of elevation, the clock is ticking. The air is thin, and your body struggles to get oxygen to your lungs, muscles, and brain. It's a race then to descend before the altitude eats away at too much of you. The downhill sections are no easier, and leave no room for error."

So how do you follow up a 50k ultramarathon? With rest and recovery, of course! Spencer admitted he had trouble walking for a week after the race. The Edulog team could not be more proud of Spencer for his accomplishments both at work and in his personal life. Way to go, Spencer!
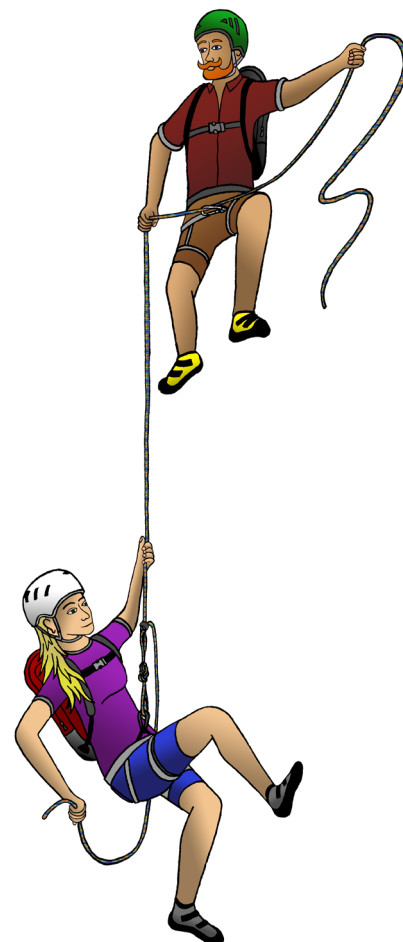
Do LESS with LESS

By Lam Nguyen-Bull

How many times have we heard others grumble about needing to do more with less? How many times have we struggled to do more with less ourselves?

I'm here to tell you that when you have less, perhaps the first step is not to figure out how to do the same amount and range of activities with less, but to reassess whether the full range and amount of activities you were doing are still required, or even advisable. In other words, should you be doing LESS with less?

This is not to say that being efficient isn't important, but increasing efficiency alone is not enough, and not even the best solution to working with resource constraints. Whole business school courses have been taught on this subject, namely, the LEAN method of refining business processes.

Some of you may be shaking your heads and thinking, "LEAN isn't for me. I'm not a business. I'm just running buses." That's where you're wrong! Do you have budget management responsibilities? Do you have to manage resources? Do you have to deliver services? If so, you are a "business" in all the ways that matter.

LEAN is a lens of looking at what you and your organization are doing and finding the ways in which waste has nosed its way in when nobody was looking. To learn more about how waste might show up in an organization, click [here]. To read more about Lam's full article, click [here].
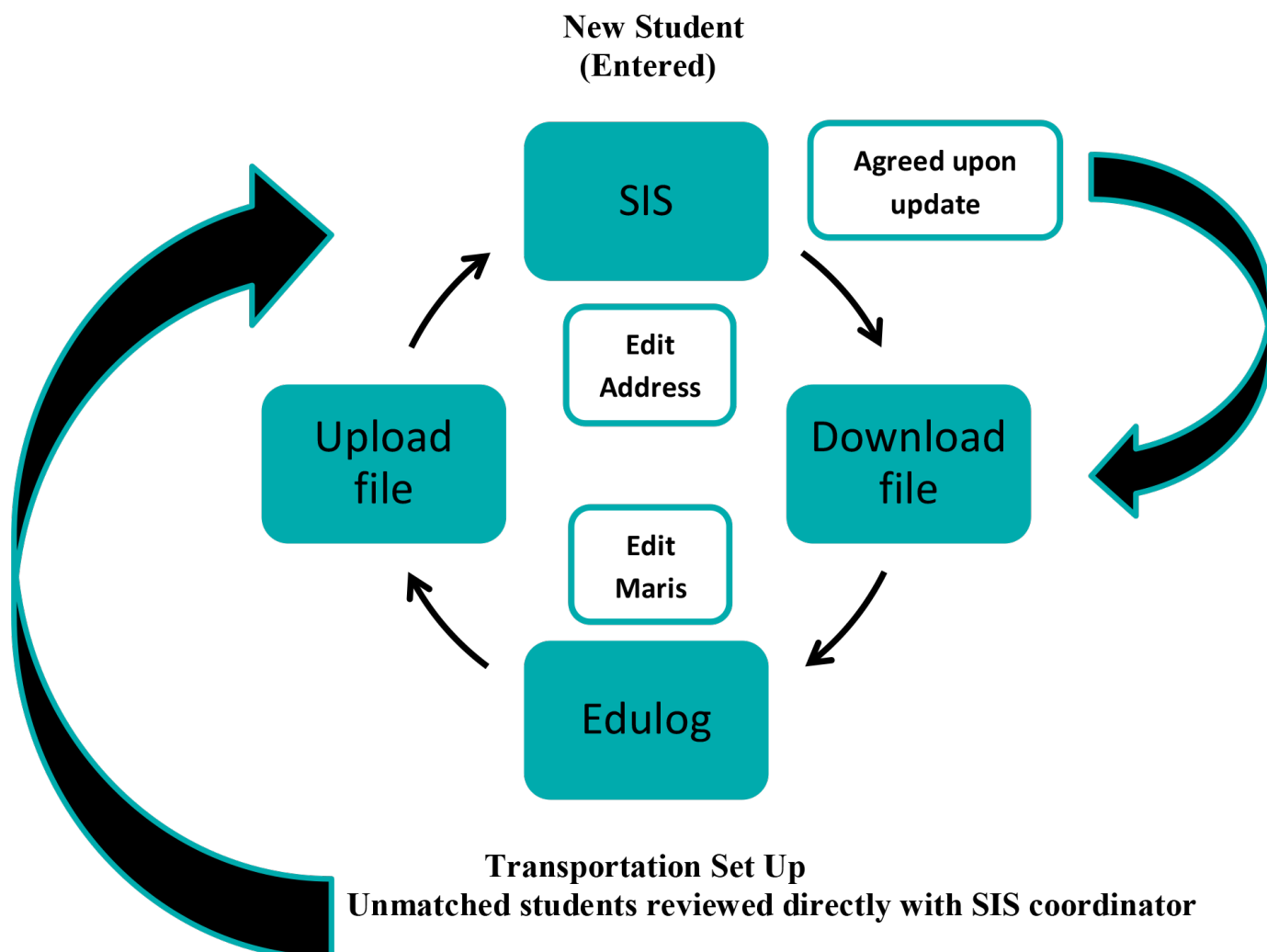
Daily Downloads of Student Information

By Pat Starken

Daily downloads of information between your Student Information System (SIS) and Edulog are critical to creating a seamless transportation department. A daily download is the best way to get and distribute information to all involved with the district.

In each district, the SIS should be considered the highest authority on student information (sometimes referred to as the "system of record"). Having accurate information in the SIS is of utmost importance to the district. The transportation department plays a significant role in making sure all addresses are correct. When an address of record is not correct, the district cannot provide timely and accurate information to parents. Just check on the returned mail after a large mailing has been sent out. Thousands of dollars are wasted annually on incorrect addresses in the system. Our role in transportation is to help reduce these wasted dollars as well as to provide the best possible service to the parents. We can do that by following up with any unmatched student in Edulog.

Some basic criteria should be set up. A meeting with the district SIS coordinator should be scheduled and a process should be agreed upon regarding the gold standard for the naming of streets. Whatever that gold standard is, both the SIS and Edulog must match. When they don't match, Edulog has an Unmatched Report that can be run. That report should be reviewed with the SIS coordinator. Sometimes the SIS will need to be updated and sometimes the map in Edulog will need to be updated (Maris). Once student information is corrected in either system, the corrected information should flow smoothly into Edulog to set up transportation, then back into the SIS.

Creating a closed-loop system ensures that the data is in the best shape possible. Additionally, having the Edulog busing data in the SIS makes it a one-stop shop for parents. The parents will be able to access their students' information in the SIS and get their transportation information. This will reduce the need for any mailings the transportation department may have done in the past. Updates can be viewed daily when routes change.

New Student (Entered)

SIS · Agreed upon update · Edit Address · Download file · Edit Maris · Edulog · Upload file

Transportation Set Up
Unmatched students reviewed directly with SIS coordinator

Delivering Success

By Sam Bull

I appreciate the opportunity to introduce myself and provide some perspective from my role as Edulog's Chief Operating Officer.

I grew up in the great state of Maine, where I developed a love for lobster, maple syrup, and ice hockey. After moving around quite a bit in the Northeast, my wife and I settled down in the Seattle area. We were there for just over 15 years before we moved to Montana to join the Edulog team.

We have four wonderful boys whose age differences provide us with a full view of the American education system. This year we have children in elementary school, middle school, high school, and college. When we are not at work, we spend most of our time trying to figure out the logistics of getting everyone where they need to be.

In my pre-Edulog life, I worked as a commercial litigation attorney in Seattle focused on business disputes and trade secrets disputes. During my time as an attorney, I learned two significant lessons that apply equally to the work that we do at Edulog:

1. Understanding your client's goals as early as possible in your relationship is critical. These goals guide the solutions that we propose, help us measure success, and become touchstones to which we refer back at times when difficult situations arise.

2. The hard work truly begins after the deal is signed; failing to invest the time and resources to adopt an agreed-to solution will doom our likelihood of success.

Edulog bases its deployment, training, and support solutions around agreed-to client goals.

Edulog works hard to adopt a goals-oriented approach when working with our clients. The question for our clients is not, "What technology do you want?", but rather, "What do you hope to achieve?" These aspirations and goals then guide the software and services that we offer and how they are deployed and supported.

This goals-oriented approach enables us to provide consistency through implementation, training, and support. After a sale, the project manager assigned to the specific deployment meets with the salesperson involved in the sale to walk through the client's goals and the solution that has been sold. Then during the initial kick-off meeting with the client, the project manager will confirm the client's specific goals from the project; revising the stated goals as necessary to ensure that Edulog and the client expectations are aligned.

Our clients' goals are memorialized in a client-specific reference document available to every member of the team involved in the deployment. This document is reviewed and discussed as the project progresses, including when developing a client-specific training plan and during the hand-off from Project Management to Client Services after the deployment project.

In addition, we encourage clients to reach out to us and keep us apprised when their goals or priorities shift. This will help us better serve you.

Our most successful clients understand that client buy-in and full adoption of the licensed solutions is critical.

We have regular project management meetings in which we discuss the status of various projects including projects that we are transitioning from deployment to support. Occasionally during these meetings, a project manager will say something along the lines of, "The software is in the client's hands and they have finished training, but they are not yet using the software." These words cause me significant heartburn; if a client does not transition to Edulog's software at the time that it is implemented and training is fresh in its employees' minds, the likelihood of a client successfully using the software greatly diminishes.

Edulog's applications are powerful tools that are designed to increase a school district's transportation efficiency in a variety of ways, from reducing the time that it takes to route students to reducing the number of buses necessary to transport children to school. These efficiencies can lead to massive savings in both time and dollars spent. However, these savings can only be realized if the district and Edulog work hand-in-hand on training district employees on the concepts behind the software and how the Edulog system's tools work.

Edulog understands that adopting new software can be incredibly daunting. This challenge is exacerbated by our busy schedules and competing priorities. Frequently we dive right into using a new system because we have looming deadlines and we do not feel like we have the time or the luxury for more in-depth but necessary training. However, when we do so, we often miss out on the substantial benefits that a thorough and deep understanding of a system can bring.

Edulog regularly considers new approaches to drive client adoption of Edulog's various products. We offer a variety of one-on-one in-person and remote training. Clients can log into Edulog University and access a massive library on bite-sized topic-specific training. Our Advisory Services group is a great resource for providing guidance on big-picture issues and how Edulog's software can help tackle these issues.

To supplement our existing efforts, Edulog's operational sub-groups, including the Project Management Office, Client Services, and Training are working with our Advisory Services Group to revamp our approach to onboarding new customers (including customers who add new products!) and transitioning them from project implementation to full robust use of Edulog's software. This revamped approach will focus on empowering districts to use Edulog's applications in a manner most likely to achieve those goals set out during software deployment.

As part of this new approach, Edulog intends to provide districts adopting new software with an opportunity to participate in a year-long curriculum of continuing education that will increase the likelihood that district users will become power users. These power users can then assist the district in realizing the significant efficiency benefits that Edulog's software has to offer. We will be providing additional information about this new program in the coming months.

In the meantime, if you believe that your district could make better use of your Edulog software, please do not hesitate to reach out to us.

We Help School Transportation Work Smarter and Nimbler

By Andy Smith

Technology and data have changed student transportation, both how it is delivered and how it is used. Beyond the safe and efficient transport of students to and from school, districts must now provide transparency and visibility into their operations. Since the 1980s, Edulog's core mission has been to empower school districts to transport each child to and from school safely and efficiently. As both a software solutions company and a consultancy company, everything we do is laser-focused on helping transportation teams work smarter and nimbler.

Smart transportation starts with a routing and planning platform capable of managing multiple aspects of your transportation system in one consolidated system. It is more important than ever that your operation is lean and efficient and that you are able to adapt quickly and safely. Edulog's routing system enables your team to create what-if scenarios to stay prepared for alternating schedules, navigate shortages of resources, and quickly develop and implement options to respond to changing circumstances.

GPS

We need technology that helps us move beyond reacting to problems to avoiding them entirely. For this reason, Edulog has developed a solution that increases the accuracy of telematics reporting. With our telematics system, users can view live GPS data or load AVL templates to compare planned and actual data in the same system and on the same screen. Furthermore, Edulog's Intelligent Substitution Detection and management of Effective Dates for student transportation, allow districts to more accurately report their data without intervention from drivers or routers.

Parent Portal

Many parents are accustomed to using apps for ride-hailing or food delivery and expect the same level of functionality and convenience from a school bus notification app. Districts can now offer an integrated app that allows parents to access their child's transportation schedule, to receive messages from the district and, with GPS, to see the most recent bus location and receive notifications when the bus is arriving. But providing information to parents means that the information has to be accurate! Edulog's suite is the only solution that supports the data quality needed to meet today's transparency demands.

Advisory Services (Consulting)

For those districts that need extra support, Edulog's Advisory Services team will help you face the toughest challenges and plan for the road ahead. Work with us to identify opportunities for coronavirus financial relief, plan for school return, determine which riders require bus service, and build effective transportation models for your district. Our work doesn't stop when the analysis is over. Our advisors can act as advocates for you when making major changes that require district approval.

What makes the Edulog system so valuable to school districts like yours is that it supports all phases of transportation administration: planning, managing, communicating, reporting, decision-making, and more. This integration of all functions is crucial to ensuring that districts can meet the challenges facing them today: knowing what school buses are doing at all times, communicating that information to parents and schools, and creating new transportation plans to accommodate changing circumstances.

Crossword Answers

DOWN	ACROSS
1. Things	6.GPS
2. Cloud	8.Boundary
3. Algorithm	9.Artificial
4. Optimization	
5. Enrollment	
7. Mobile	
9. App	

EDULOGGER CROSSWORD

1

2   3

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DOWN

1. "The Internet of ******" - The interconnection via the internet of computing devices embedded in everyday objects.

2. "The *****" - Refers to servers that are accessed over the Internet, and the software and databases that run on those servers.

3. A process or set of rules to be followed in calculations or other problem-solving operations, especially by a computer.

4. The action of making the best or most effective use of a situation or resource.

5. "*********** Projections" – Predicting future school attendance using birth rates and other statistics.

7. Relating to smartphones, handheld computers, and the internet as accessed by those devices.

9. A software program, especially as downloaded by a user to a mobile device.

ACROSS

6. A satellite-based radionavigation system consisting of three basic components: absolute location, relative movement, and time transfer.

8. "********* Planning" – The outlining and/or realignment of school attendance and walking zones to accommodate city growth and new schools.

9. "*********** Intelligence" Computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

Information About the Edulogger

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