



# Service Description

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## ECRA Group Applications

### OVERVIEW OF SERVICE

**ECRA Group Applications:** ECRA offers local school districts advanced analytic models, tools, and professional development directed at measuring the whole child and quantifying the impact that improvement efforts and resource allocations have on student and system-level outcomes.

### SERVICE BENEFITS

- *Complimentary Strategic Dashboard:* Focus on a manageable number of strategic indicators that reshape the narrative of student success.
- *School Improvement:* Rigorously analyze programs, interventions, and other resource allocations by quantifying the effect that improvement efforts are having on student outcomes.
- *Personalized Learner Profile:* Define, monitor and communicate student progress across a wide range of student outcomes.

### SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

#### NERIC Responsibilities

- Communicate new features, system improvements and available trainings with districts via User Group Meetings
- Working with the vendor on concerns of our customers

#### ECRA Responsibilities

- Build predictive models, growth models, and other analytic models from local district data
- Provide online platform to access data warehouses, dashboards, and other analytic tools
- Deliver professional development both onsite and online

#### District Responsibilities

- Electronically transfer data records
- Coordinate and schedule professional development
- Provide feedback

### SUPPORT/SERVICE REQUEST PROCEDURES

District will contact the vendor directly at 847-318-0072 or [support@ecragroup.com](mailto:support@ecragroup.com).

### CONTACT AND ESCALATION PROCEDURES

**Matt Castilla**, Managing Program Coordinator II, (518) 862-5496 or [matt.castilla@neric.org](mailto:matt.castilla@neric.org)