



ManageBac

Solution Brief

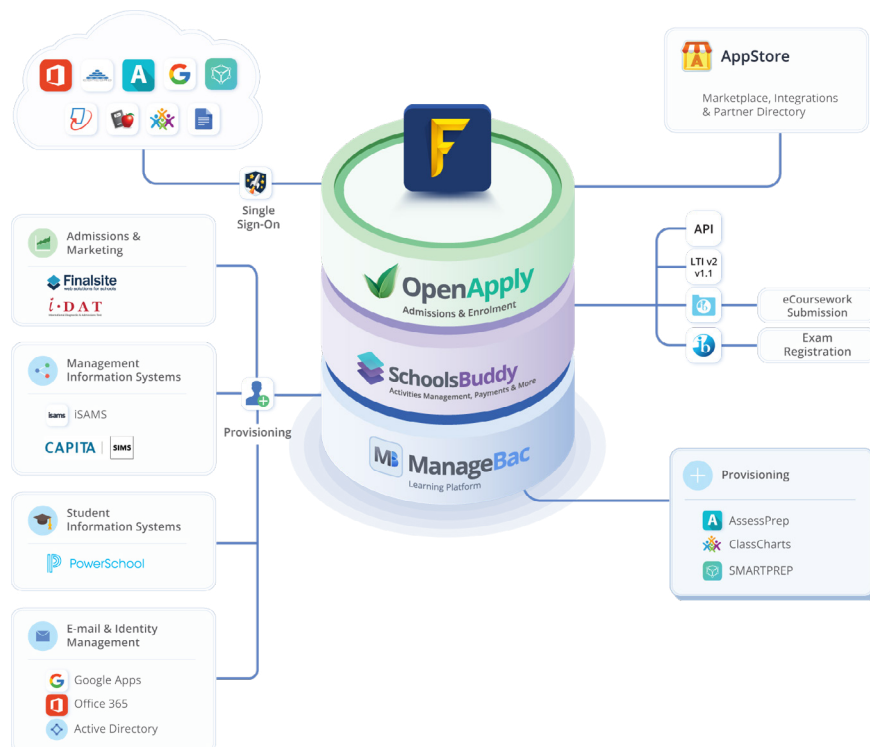
Company Overview

Faria Education Group provides an integrated technology suite spanning admissions management, learning & teaching, and activities management & online payments for over 10,000 schools globally.

Our goal is to provide a seamless experience for administrators, teachers, students, and parents across all of our solutions. In hoping to solve the problems posed by all-in-one solutions and disparate systems, which either lack important features or result in information silos, we offer three core services:

1. [ManageBac for IB World Schools](#)
2. [OpenApply for Admissions Management and Enrolment](#)
3. [SchoolsBuddy for Activities Management and Payments](#)

The modern school requires the ability to run entirely online, both inside and outside of the classroom. Between ManageBac, OpenApply, and SchoolsBuddy, Faria covers the vast majority of jobs to be done within a school and provides for a unified family experience. For areas of the school Faria does not yet support, we have identified best-in-breed integration [partners](#) to provide a seamless, world-class experience for your whole school.



Introduction to ManageBac

Founded in 2006 by three former International Baccalaureate students, ManageBac is a curriculum-first learning platform designed to transition IB schools off of paper.

In addition to built-in unit planners for the IB Continuum, ManageBac allows students and teachers to track core elements (e.g. CAS, Extended Essay, Theory of Knowledge, Personal and Community Projects, and Service as Action) within each IB programme. Furthermore, by combining curriculum planning, assessment, reporting, and attendance into one unified system, ManageBac provides a seamless and integrated experience for coordinators, teachers, students, and parents.

Today ManageBac is the leading planning, assessment, and reporting platform for international schools and now supports over 3,000 IB World Schools in 120 countries.

In hopes that this solutions brief will help support your school's decision-making process, we have included an overview of the following areas:

- How ManageBac Works
- Product Features
- Pricing
- Setup
- Support
- Data Protection and Security

What is ManageBac?

ManageBac is a cloud-based online learning platform that is used by more than half of all IB schools worldwide. As a turnkey curriculum-first learning platform, ManageBac supports the effective implementation and management of all four IB Programmes (DP, CP, MYP, PYP) with individual accounts for all stakeholders in the school community, including coordinators, teachers, students, and parents.

ManageBac allows coordinators to manage deadlines & events, track completion against IB requirements, and monitor the whole school curriculum with useful analytics to view horizontal and vertical articulation of the curriculum.

Teachers use ManageBac to plan units collaboratively in real-time, organise resources and learning experiences for daily lessons, create and share assignments, track student progress through the gradebook, and communicate with students and parents.

For students, ManageBac offers support for tracking upcoming deadlines and assignments, managing and reflecting on core IB requirements such as CAS, SA, EE, ToK, and PP, viewing academic progress, and maintaining a fully integrated portfolio of their coursework.

Unlike other systems, ManageBac is designed with IB Standards & Practices in mind to make accreditation and evaluation easier than ever before. With pre-built settings to support IB programmes, you can be confident your school is following IB best practices with little required setup.



How does ManageBac Work?

Each school has its own unique URL that they use to access their site. Since the system is cloud-based, no downloads are required, and every account is password-protected. For students, parents, and teachers accessing ManageBac on-the-go, we also offer an iOS and Android app.

Each individual user will receive a welcome email with a link to set a password for their unique account. Each user will be able to login to their account and access relevant information for their account directly from their dashboard.

Different user types along with our granular permission levels allow administrators to control what information is visible to each user on the system. If, for instance, someone at the school should not be able to consult students' personal information, administrators can make this change.

As mentioned earlier, the implementation process is straightforward: once a central administrator on the system works with us to import their users and classes, teachers on the system will be able to access each of their classes, where they can complete their unit planning, assessments, and daily attendance tracking. Furthermore, for core requirements such as CAS and Extended Essay, teachers will be able to track the progress of every student to which they have been assigned.

Similarly, once their account has been created, students and teachers will be able to access information such as their timetable, class curriculum, and academic progress.

Product Features

ManageBac's four core modules--DP, CP, MYP, and PYP--are complemented by two add-on modules: Attendance and Reports. Furthermore, for schools that are running IB programmes alongside non-IB programmes, we also offer a curriculum-first architecture that supports local and national curricula as well as IGCSE, A Levels, and Advanced Placement.

Below is an outline of the key features in each of our four core modules, as well as the Reports and Attendance modules.

Diploma Programme

- **Navigate IB Requirements**
 - Automated IBIS exam registration with built-in exam calendar and proctor management
 - Automatically export content to the officially licensed IB form (e.g. RPPF, ToK PPD, PPF, PSOW, etc.)
 - Submit Internal Assessment coursework samples and completed Internal Assessment forms to the IB eCoursework system via ManageBac
- **Manage the Diploma Core**
 - Instantly see where your students stand with CAS, EE, ToK
 - Students add their own experiences for approval, and reflections are tied to learning outcomes
 - Built-in prescribed titles & assessment rubrics
- **Curriculum Management**
 - Unit planners designed on the third model template with built-in course criteria, subject, aims, and syllabus content
 - Support for 600+ sets of local, state and national curriculum standards
 - Centralised curriculum planning makes it easy to organise coverage of topics and eliminate paperwork
- **Integrated Learning Platform**
 - Unique curriculum-specific design allows teachers to collaboratively share curriculum, resources, and tasks & assignments
 - Create assignments, annotate student work, embed resources, and record feedback
 - Differentiation is supported naturally within mixed HL & SL classes

Career-related Programme

- **Navigate IB Requirements**

Automated exam registration with built-in exam calendar and proctor management

- Submit Internal Assessment coursework samples and completed Internal Assessment forms to the IB eCoursework system via ManageBac

- **Manage the Core**

- Instantly see where your students stand with the CP Core (Service Learning, Reflective Project, Language Development and Personal and Professional Skills)
- Post reflections: Students can reflect meaningfully through journal entries linked to learning outcomes
- Easily add experiences and request Service Learning Coordinator or Advisor approval

- **Curriculum Management**

- Based on the design of the IB Diploma programme templates, the CP and DP unit planners allow you to collaboratively organise and plan your CP Core and IB DP subjects with resources

- **Learning and Teaching**

- When you create a class, you choose from authorised IB CP and DP subjects, allowing teachers to collaboratively share curriculum, resources, tasks, and assignments effortlessly
- Differentiation is supported within mixed CP and DP HL & SL classes, allowing units and assignments to be taught separately

Middle Years Programme

- **Manage the Core**

- Service as Action: Track progress, add activities, and post reflections
- Manage projects from proposal to assessment. Complete your assessment using built-in IB guidelines across criterion A-D
- Track and report on student progress in real-time

- **Curriculum Management**

- Collaboratively plan curriculum using built-in unit planners
- Use built-in global contexts, key concepts, assessment criteria, objectives, ATL skills and standards
- Access the whole-school curriculum and share key concepts with parents & students

- **Integrated Learning Platform**

- Unique curriculum-specific design supports criterion-based assessment with built-in descriptors
- Create summative and formative tasks, annotate student work, embed resources and record feedback

Primary Years Programme

- **Curriculum**

- Collaboratively plan units of inquiry and export directly to the planner template
- Built-in Early Years and Primary Years templates with the ability to add separate specialist templates
- Curriculum is visible to the school community: administrators, teachers, students, and parents

- **Assessment**

- Fully integrated gradebook customised for PYP assessment with the ability to evaluate Learner Profile, ATL Skills, Units of Inquiry, and Learning Outcomes
- Easily assess specialist subjects
- Assess student performance against the IB Scope & Sequence and/or custom standards

- **Portfolio**

- Portfolio Timeline provides a chronological view of student progression and allows you to build connections to Learner Profile, Approaches to Learning, and Concepts
- Teachers and students can add learning goals and resources in the form of photos, files, videos, websites, or directly from Google Drive

Attendance

- Options for homeroom and/or lesson-based attendance
- Configure homeroom attendance categories and assign homeroom advisors
- Export attendance data by day, week, month or year
- Remind teachers to take attendance with one-click
- Parents can view attendance records for each child and submit attendance excusals.

Reports

- Reports are distributed online and therefore eliminate environmental and logistical issues with printing
- For the Diploma Programme: report academic performance (1-7 IB grades with automatic local conversion) alongside DP Core Progress
- For the Middle Years Programme: Automatically sum and convert into IB final grades; personalized and automatic grade descriptors based on achievement levels
- For the Primary Years Programme: assess against Learner Profile Attributes, ATL Skills, Units of Inquiry, and/or Learning Outcomes.

Pricing

Pricing is based on the number of students in each IB programme. As a service-first company, we offer unlimited complimentary online trainings to all teachers and administrators, as well as unlimited access to our extensive tutorial list and 24-hour phone line and support desk.

For a personalised quotation please email sales@managebac.com with your school name and your student enrolment in each IB programme.

Setup

ManageBac is a web-based application that is hosted on Amazon Web Services. All you need is an internet connection and a modern web browser with JavaScript enabled. We recommend using Google Chrome for the best experience, but the latest versions of Safari, Firefox, and other internet browsers should all work on both Macs & PCs. ManageBac for Mobile is available for students, parents, teachers, and coordinators with full equivalency of web functions. You can download ManageBac for your phone or tablet device on the Apple AppStore, Google Play, and five key Chinese AppStores.

Users can be sent welcome emails where they can set their own password. Email Address & Password are used to sign-in. Each ManageBac school is configured with a unique domain, such as yourschool.managebac.com. Once you have submitted your sign-up request, ManageBac Support will grant access to your account and provide your unique domain, so you can get started within 24 hours.

After we provision your account, we begin the implementation process. We provide a 30-day implementation period upon your school's purchase of ManageBac. You will be assigned a dedicated Implementation Manager who will walk you through our set-up process, learn your school's goals for the upcoming academic year, and tailor your implementation schedule accordingly. They will then be on-call to assist in inputting your school's data and providing training for your staff during the implementation period.

Support

Included in every ManageBac subscription is access to our world-class support resources:

1. Online Support Center

- a. Our fully indexed documentation is searchable by keyword and contains over 350 annotated tutorials
- b. 24/7/365 access across any device with printable PDF exports for every tutorial and guide

2. Telephone Support

- a. Our globally-distributed support team answered more than 6,500 calls last year and is available 24 hours a day Monday-Friday

3. Email Support

- a. Of the more than 35,000 email requests we received in 2019, 60% were resolved within 8 hours
- b. Emails are responded to 24 hours a day during the work week with dedicated weekend support for urgent queries

In addition to these support resources, ManageBac also assigns a dedicated implementation specialist to work with your administrators during the first thirty days of account setup. The implementation specialist will create a custom schedule after understanding your team's goals and will be on hand to ensure an effective rollout.

Once implementation is complete, we begin offering complimentary online group training to the rest of the teaching team.

Lastly, as part of our Service Level Agreement, we guarantee:

- 1. 99% system uptime
- 2. A 24-hour max response time for all support requests
- 3. A pledge to protect privacy and safeguard data with daily local backups
- 4. SSL-encryption for all sub-domains

Privacy and Security

ManageBac is committed to keeping your data safe and secure by using best practices to protect our systems. These range from SSL connections to continuous security review of our source code.

ManageBac complies with all applicable data protection policies in the countries where we do business and is compliant with the Family Educational Rights and Privacy Act (FERPA), the General Data Protection Regulation (GDPR), and the Chinese Cybersecurity Law.

Our Technical Operations team maintains and supports ManageBac infrastructure and applications 24/7/365. Below is an overview of some of our other practices:

- Amazon Web Services hosting in Canada, the US and China greatly improves system reliability and provides enhanced flexibility of regional hosting for schools.
- We are one of the only international education systems providers with ISO/IEC 27001:2013 Information Security Management System certification.
- We use comprehensive real-time monitoring and analytics tools to monitor our network and applications. Automated alerts are routed to on-call operators.
- We utilise enterprise-grade Denial of Service protection from Cloudflare in conjunction with application firewalls to protect our networks from interruption or compromise.
- We regularly perform third-party penetration testing to ensure our applications and infrastructure are secure.
- Files are backed up in real-time on redundant RAID storage locally, and disk images are backed up daily at the data center. Records are also encrypted, and backed up off-site at a separate facility three times each week.
- All areas of our technical operations are covered by our 24-72 hour DR / BCP. In the event of a catastrophic event, our plans aim to restore critical services within 24 hours and be fully operational within 72 hours.

Questions?

The best way to learn more about ManageBac is to schedule a 30-minute demonstration with our team: managebac.com/schedule-demo

In the meantime, please always feel free to reach out to us at sales@managebac.com with questions.



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