



NEW TEACHER CENTER SERVICES AGREEMENT

This is a Services Agreement (“Agreement”) dated as of May 21, 2020 (“Effective Date”) between New Teacher Center (“NTC”), a California nonprofit corporation, and Clovis Unified School District (“Client”), located at 1450 Herndon Ave., Clovis, CA 93611.

Background

NTC is a national nonprofit organization dedicated to improving student learning by accelerating the effectiveness of new teachers, experienced teachers, and school leaders. NTC works with school districts, state policymakers, and educators across the country to develop and implement teacher induction, instructional coaching, school leadership, and other programs aligned with district goals. The proprietary methodologies and materials used and shared by NTC in working with its clients reflect years of research and development. Client wishes to obtain services and materials from NTC on the basis set out in this Agreement.

1. Services and Fees

1.1 Services

NTC shall provide Client with the Services as identified in Exhibit A (“Statement of Work”).

1.2 Service Additions and Modifications

Service additions under \$10,000 require a revised purchase order from the Client. Service additions of \$10,000 or more require a signed change order. Service modifications not increasing the total payments to NTC require emailed or faxed confirmation from the client for Services under \$10,000; a revised purchase order for Services between \$10,000 and \$24,999; and a signed change order for Services \$25,000 or greater. Any additional or modified Services agreed to by the parties will be governed by the terms of this Agreement. Client is solely responsible for ensuring compliance with any procurement requirements that differ from those stated above, and Client shall not be excused from paying NTC for Services if Client fails to timely communicate its requirements to NTC.

1.3 Fees and Payment

Client shall pay to NTC the fees set forth in Exhibit A. Such fees may not include taxes, duties, or the cost of additional insurance coverage or waivers NTC purchases to comply with Client’s insurance requirements. Client is responsible for any taxes, duties, and the cost of additional insurance coverage or waivers.

Payment is due for each invoice on receipt. Client may pay up to \$5,000 in respect of an invoice by credit card; client must pay the balance of the invoice by check, wire, electronic funds transfer (EFT) or other electronic means. If applicable, sales tax will be included on the Invoice unless a Tax Exemption Certificate is sent to NTC.

1.4 Term

The term of this Agreement shall commence on the Effective Date and shall continue in full force and effect for the period specified in Exhibit A, unless earlier terminated in accordance with the terms and conditions of this Agreement. Thereafter, the parties may mutually agree in writing to renew this Agreement for additional terms as agreed upon by both parties.

2. Ownership

2.1 Materials

All content, visual interfaces, information, data, graphics, designs, compilations, products, software, records, reports, documents, booklets, guides, modules, training modules, resource and instructional guides, know-how and such other writings, recordings and all other elements provided by NTC, regardless of form (i.e., whether video, paper, electronic or otherwise), and whether tangible or intangible, whether previously established by NTC or created or produced for the first time by NTC in the performance of its obligations pursuant to this Agreement ("Materials"), are protected by United States copyright, trade dress, patent, and trademark laws, international conventions, and all other relevant intellectual property and proprietary rights, and applicable laws. NTC retains and shall own all right, title and interest in and to all Materials. If at any time Client acquires any rights, title or interest in the intellectual property rights relating to the Materials or NTC Marks (defined below), Client (i) irrevocably assigns to NTC all rights, title, and interest worldwide in such intellectual property rights; (ii) grants to NTC an irrevocable, exclusive, royalty-free, perpetual, and worldwide license to any rights in intellectual property that cannot be assigned to NTC, and (iii) waives enforcement against NTC of any rights in the intellectual property that cannot be assigned or licensed to NTC. Client will execute such documents, render such assistance, and take such other action as NTC may reasonably request, at NTC's expense, to apply for, register, perfect, confirm and protect NTC's rights to all intellectual property rights relating to the Materials and NTC Marks.

2.2 Other Organizations

Client acknowledges that NTC provides services in other locations throughout the country, and that such services are similar to the services NTC will provide pursuant to this Agreement; and, further, that such services NTC provides elsewhere result in the preparation of materials that may be similar to those Materials provided pursuant to this Agreement.

2.3 License Grant for Training Contracts

Client acknowledges that the Services and Materials provided under this Agreement are proprietary to NTC, its subsidiaries, and/or its affiliates and that no Materials shall be deemed a work for hire. NTC hereby grants to Client a non-transferable, non-exclusive license to use, copy and distribute Materials to its employees only and only for Client's internal training purposes during the term of this Agreement. For clarity, Client shall not and shall ensure that its employees shall not (i) independently present the Materials in a module, academy, workshop or similar training environment without attribution to NTC; (ii) use the Materials for commercial purposes; or (iii) act in respect of Materials in a manner inconsistent with any use terms set out in Exhibit A or in the terms of use for websites through which NTC may make Materials available. If NTC reasonably objects to any proposed or actual use of NTC-branded Materials by Client, Client will remove any and all NTC marks and references to NTC from the Materials within ten (10) days after receipt of written notice from NTC. Other than as expressly set forth in this Agreement, no license or other rights in such intellectual property are granted to Client. Client shall not obscure or remove any copyright, trademark or other proprietary-rights notices and shall reproduce all such notices on any copies of Materials.

2.4 Trademarks

The Services or Materials may include NTC's trademarks, trade names, logos and other proprietary notices (the "NTC Marks"). NTC hereby grants to Client a limited, non-exclusive, non-transferable license, with no right to sublicense, to display NTC Marks on Client's websites or NTC Materials. Any display of the NTC Marks is subject to NTC's trademark usage guidelines, as may be provided by NTC in writing to Client from time to time. Client shall remove NTC Marks (including NTC's name) from any materials created by Client upon NTC's request. Any goodwill generated through use of the NTC Marks is owned by and will inure to the benefit of NTC. NTC may use Client's name in connection with NTC's general marketing materials.

3. Confidential Information

3.1 Non-Disclosure of Confidential Information

Neither NTC nor Client shall disclose to any third party any confidential or proprietary information, including without limitation personally identifiable employee and student data, financial data and mailing lists, product plans and strategies, technical data and research, know-how, and customer and related information which the disclosing party marks as confidential or which should reasonably be considered as confidential ("Confidential Information"), for any purpose other than performance of the Services or as otherwise described in this Agreement, without first having obtained the prior written consent of the other party. Both parties shall take reasonable measures to protect the confidentiality of Confidential Information and to avoid the unauthorized use and disclosure of the Confidential Information of the other party. For clarity, Client's name and general information about the scope of Services provided hereunder are not considered Confidential Information.

3.2 Exceptions

Notwithstanding the foregoing, Confidential Information shall not be deemed to include information if: (i) it was already known to the receiving party (without improper conduct or breach of an obligation) prior to disclosure to the receiving party by the disclosing party, as established by documentary evidence; (ii) it is in or has entered the public domain through no breach of this Agreement or other wrongful act of the receiving party; (iii) it has been rightfully received by the receiving party from a third party and without breach of any obligation of confidentiality of such third party to the owner of the Confidential Information; (iv) it has been approved for release by written authorization of the owner of the Confidential Information; (v) it has been independently developed by a party without access to the Confidential Information of the other party or (vi) it is in an anonymized and/or aggregate form and could not reasonably be used to identify an individual.

4. Data Usage and Disclosure

4.1 Data Usage and Disclosure

Client grants NTC a perpetual, irrevocable, world-wide, non-exclusive, sub-licensable, royalty-free, fully paid up, transferable license to reproduce, create derivative works of, and otherwise use, modify, and exploit information and data collected by NTC as part of providing the Services to Client ("NTC Data") for the purposes of facilitating, providing, improving, and evaluating any aspect of any programs or services NTC provides, without compensation to Client. Under this license, NTC is permitted to disclose NTC Data to any services providers and vendors as necessary for NTC to provide its programs and services. This license also grants NTC the right to use and disclose for any purpose, including for the purposes of promoting NTC and its services and permitting third-party researchers access, (i) any NTC Data that is itself non-personally identifiable and/or aggregate, and (ii) non-personally identifiable and/or aggregate information that is derived from NTC Data (collectively "Anonymized and Aggregate NTC Data"). This license will continue even after termination of this Agreement.

4.2 Reports and Communications

NTC is permitted to analyze NTC Data and generate and distribute reports and materials to Client containing NTC Data collected as part of providing the Services to Client. To meet regulatory, grant, and other business obligations, NTC also has the right to analyze NTC Data and generate and distribute reports and other materials containing Anonymized and Aggregate NTC Data intended to help communicate the effectiveness of the programs and services NTC provides. NTC may identify Client as NTC's client in such reports and other internal or external materials and communications, including on NTC's website. Subject to applicable law, and in line with its charitable and educational mission, NTC may also disclose or otherwise permit access to Anonymized and Aggregate NTC Data to external academic and other researchers to review and to publish reports, articles, or other materials (collectively, "Reports") reflecting such review.

5. Disclaimers

5.1 No Warranties

THE MATERIALS AND SERVICES ARE PROVIDED TO CLIENT ON AN "AS IS" BASIS. NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER ORAL OR

WRITTEN, WHETHER EXPRESS, IMPLIED, OR ARISING BY STATUTE, CUSTOM, COURSE OF DEALING OR TRADE USAGE, WITH RESPECT TO PRODUCTS, SPECIFICATIONS, SUPPORT, SERVICE OR ANY OTHER MATERIALS PROVIDED HEREUNDER. BOTH PARTIES SPECIFICALLY DISCLAIM ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT AND MERCHANTABILITY.

5.2 Limitation of Liability

UNDER NO CIRCUMSTANCES, AND UNDER NO LEGAL THEORY, WHETHER IN TORT, CONTRACT, OR OTHERWISE SHALL NTC OR ITS AFFILIATES, CONTRACTORS, EMPLOYEES, AGENTS, OR THIRD PARTY PARTNERS OR SUPPLIERS, BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES (INCLUDING WITHOUT LIMITATION, LOSS OF GOODWILL, LOSS OF PROFITS OR USE OR COST OF COVER) ARISING OUT OF OR RELATING TO THIS AGREEMENT, EVEN IF NTC OR NTC'S AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL THE TOTAL AGGREGATE LIABILITY OF NTC TO ANY PERSON ARISING OUT OF OR RELATING TO THIS AGREEMENT, WHETHER BASED ON CONTRACT, INCLUDING BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER TORT THEORY, EXCEED THE TOTAL AMOUNTS PAID TO NTC PURSUANT TO THIS AGREEMENT IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT OR CIRCUMSTANCES GIVING RISE TO SUCH LIABILITY.

6. Insurance

NTC will maintain insurance in accordance with the following amounts: Commercial General Liability: \$1,000,000 per occurrence \$2,000,000 limit in the aggregate; Commercial Automobile Liability: \$1,000,000 combined single limit per accident; and Worker's Compensation: Coverage in place as per legal requirements in employee's state of employment.

7. Indemnification

Client will defend, indemnify, and hold NTC and NTC's directors, officers, employees, agents, and assigns harmless against all third party claims, liabilities, losses, damages, and expenses, including reasonable attorney's fees and expenses, resulting from (i) Client's performance of activities under or breach of this Agreement; (ii) Client's negligence or willful misconduct; or (iii) any claims against NTC by Client employees, subcontractors, students, or parents. Client will have no obligation to indemnify NTC to the extent the liability is caused by NTC's gross negligence or willful misconduct.

8. Termination

8.1 Termination

Either party may terminate this Agreement: (i) without cause upon thirty (30) days prior written notice in advance of a scheduled service date; (ii) prior to its expiration and upon ten (10) days prior written notice if a party breaches any material term (including any payment terms) of this Agreement and the breaching party has not cured the breach within such ten (10) day period; (iii) immediately if a party is the subject of a liquidation or insolvency, or the filing of bankruptcy, or similar proceeding(s).

8.2 Accrued Obligations

Expiration or termination of this Agreement for any reason shall not release either party hereto from any obligation or liability which, at the time of such expiration or termination, has already accrued to the other party or which is attributable to a period prior to such expiration or termination, including without limitation all payment obligations incurred prior to the effective date of such termination or expiration, nor preclude either party from pursuing all rights or remedies it may have hereunder or at law or in equity with respect to any breach of this Agreement.

8.3 Survival

Sections 2 (Ownership), 3 (Confidential Information), 4 (Data Usage and Disclosure), 5 (Disclaimers), 8.2 (Accrued Obligations), and 9 (Miscellaneous) shall survive termination or expiration of this Agreement.

9. Miscellaneous

9.1 Notice

Any notice, approval, consent, acceptance, request, bill, demand, or statement hereunder from either party to the other shall be in writing and shall be deemed given when deposited with the United States Postal Service in a postage pre-paid envelope sent regular mail or delivered by hand from one party to the other with an appropriate receipt obtained, addressed as follows:

To: New Teacher Center
1205 Pacific Avenue, Suite 301
Santa Cruz, CA 95060
ATTN: Legal Department

To: Clovis Unified School District
1450 Herndon Ave.
Clovis, CA 93611
ATTN: Legal Department

9.2 Modifications, Amendments and Waivers

This Agreement may not be modified or amended, including by custom, usage of trade, or course of dealing, except by an instrument in writing signed by duly authorized employees of both of the parties hereto. The failure of either party to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision.

9.3 Severability

If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid, in whole or in part for any reason, each party agrees that such provision shall be enforced to the maximum extent permissible so as to give the fullest effect to the intention of the parties when executing this Agreement, while complying with applicable laws or stricken if not so conformable, so as not to affect the validity or enforceability of the remainder of this Agreement.

9.4 Assignment

This Agreement shall be binding upon and inure to the benefit of the successors and assigns of the parties hereunder. This Agreement may not be assigned by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld, conditioned, or delayed. Notwithstanding the foregoing, this Agreement may be assigned by either party to (a) one or more of its wholly owned Subsidiaries or Affiliates, or (b) an entity that acquires all or substantially all of the business or assets of such party to which this Agreement pertains, whether by merger, consolidation, reorganization, acquisition, sale, or otherwise. As used in this section, the terms "Subsidiary" and "Affiliate" mean any entity, whether now existing or later formed, owned or controlled by a party to this Agreement.

9.5 Independent Contractor

NTC is an independent contractor. Neither party shall represent itself as the agent or legal representative of the other party for any purpose whatsoever, and shall have no right to create or assume any obligation of any kind, express or implied, for or on behalf of the other party in any way whatsoever. This Agreement will not create or be deemed to create or imply any relationship between the parties in the nature of any joint venture, employer/employee, principal/agent or partnership.

9.6 Force Majeure

Neither party hereto shall be responsible for any failure to perform its obligations under this Agreement if such failure is caused by acts of God, war, strikes, revolutions, lack or failure of transportation facilities, laws or governmental regulations or other causes that are beyond the reasonable control of such party. In the event that a force majeure event should obstruct performance of this Agreement for more than thirty (30) calendar days, the parties hereto shall consult with each other to determine whether this Agreement should be modified or terminated.

9.7 Third-Party Beneficiary

Nothing in this Agreement is intended to make any person or entity not a signatory to the Agreement a third-party beneficiary of any right created by the Agreement or by operation of law.

9.8 Governing Law

This Agreement shall be governed by and interpreted in accordance with the law of the State of California without regard to any principles of conflicts of law. The parties agree to submit to the venue and jurisdiction of the City and County of San Francisco or the Northern District of California.

9.9 Headings

Headings herein are for convenience of reference only and shall in no way affect interpretation of this Agreement.

9.10 Website Terms of Use

It is understood that delivery of Services may require Client's employees or other users to access websites maintained by NTC. Access and use of such websites is subject to NTC's terms of use. If the Services involve access and use of NTC's Learning Zone platform, by signing this Agreement, Client acknowledges that it has reviewed the terms of use at <https://learningzone.ntcportal.org/portal> and agrees that its users will be subject to such terms. NTC shall bear no liability for the refusal of any users to accept NTC's terms of use.

9.11 Entire Agreement

This Agreement, including Exhibit A ("Statement of Work"), represents the entire Agreement between the parties and supersedes any prior oral or written understandings with respect to the Services. This Agreement may only be amended by an agreement signed in writing by all of the parties hereto.

9.12 Counterparts

This agreement may be executed in one or more counterparts each of which shall constitute an original, and all such counterparts shall constitute one and the same agreement.

9.13 Signatures

Contract signatures below are considered authorized by the Client and NTC and relied upon to constitute a fully executed contract.

In witness whereof, the parties have executed this Agreement, as of the Effective Date.

NEW TEACHER CENTER

Clovis Unified School District

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Continued Partnership for Induction 2020-21

presented to

Clovis Unified School District

Date: May 19, 2020

Overview

Since 2018, Clovis Unified School District (CUSD) has partnered with New Teacher Center (NTC) to build an induction program accredited by the state of California and to deliver high quality professional development to mentors across the district.

Over the past two decades, NTC has supported approximately 8,000 new teacher mentors and coaches and 26,000 teachers across the nation by providing research-based professional learning systems to support effective teaching practice. NTC is uniquely positioned to accelerate teacher practice, and thus narrow the achievement gap, through its proven results of exceptional instructional coaching. For example, an independent i3 Validation grant evaluation found that after **2 years of NTC coaching support, 4-8 grade students of NTC-supported teachers demonstrated 2-4 months of additional learning in reading and 2-5 months of additional learning in math** compared to students of the control group teachers, who received traditional coaching support. Our efforts have also proven to be effective in retaining teachers with **90 percent of our teacher mentors staying in the district** and **30 percent increased retention across the teachers who we have coached**.

During the 2019-20 school year, CUSD and NTC are supporting 40 mentors who are serving 149 novice teachers in grades K-12. Currently, the mentors are comprised of 5 full-release mentors and 35 school-based mentors. CUSD would like to increase the number of full-release mentors and possibly create a position for a lead mentor. As CUSD continues to live into their mission of **empowering teachers to excel professionally so that all students can realize their full potential**, there is an opportunity to deepen the current partnership between CUSD and NTC.

Looking forward to the 2020-2021 school year, CUSD and NTC have an opportunity to move towards increased sustainability with induction. Mentors will deepen their use of the Optimal Learning Environment (OLE) Framework, high leverage tools, language & stances, supporting teacher practice & growth, and culturally responsive teaching.

This document contains a proposed scope of work that outlines the key milestones, deliverables, timeline, and budget to provide CUSD's induction and mentoring program to build the capacity of teachers across the district. Our shared goal is to build teacher capacity as they work to meet the diverse needs of every learner.

Proposed Scope of Work

NTC proposes to continue supporting CUSD as they work to support the district in achieving goals through the Foundational California Induction Collaborative Membership, virtual consultation, and online tool access .

FOUNDATIONAL CALIFORNIA INDUCTION COLLABORATIVE MEMBERSHIP

As members of the **Foundational California Induction Collaborative (CAIC)** Clovis Unified School District is invited to participate in twice yearly convenings (locations TBD). CAIC offers an opportunity to connect with other induction programs from across the state, collaborating around program quality, impact, accreditation, and sustainability.

The “More Robust” CAIC Membership includes:

- **Access to NTC’s Online Tools through Kiano**
 - Provides all users with access to mentoring cycle (inquiry-action) tools and reports (individual, roster, and program level analytics)

- **Program Quality Survey**

The NTC Program Quality Survey (PQS) is administered annually in the spring. PQS measures are research-based and externally validated scales where possible, and all measures are evaluated annually using appropriate statistical methods. PQS results support program leaders to communicate with stakeholders about the program, including talking points around the three focus areas: program demographics, program strategies, and program impact. The survey results provide important insight into the experiences of program participants and the alignment of results to your program goals and priorities.

The PQS includes:

- Core PQS administered to teachers, mentors and program leaders
 - Survey administration during pre-set window
 - Program-level reports (scaled and open-ended) if response rate requirements are met (at least 50%)
- **One half-day of virtual consultation** with NTC to support program implementation.

The goal of NTC’s program leadership consultation is to help create aligned systems of teacher development. NTC’s partnership model focuses on collaborative, long-term relationships that build the capacity of program leaders and leadership teams to provide sustainable, high-quality teacher induction. NTC staff engages with program leadership to provide a district assessment to determine needs and technical assistance.

Specific outcomes of this consultation time include:

1. Identifying and implementing the key levers for effective program design, implementation, and continuous improvement

- # Timeline

1	2	3	4
July 1, 2020 - September 30, 2020	October 1, 2020 - December 31, 2020	January 1, 2021 - March 31, 2021	April 1, 2021 - June 30, 2021
System-Level: Ongoing Virtual Consultation	System Level: Ongoing Virtual Consultation CAIC Convening	System Level: Ongoing Virtual Consultation	System Level: Ongoing Virtual Consultation Program Quality Survey CAIC Convening
School/Mentor Level:	School/Mentor Level:	School/Mentor Level:	School/Mentor Level:

Budget

NTC respectfully seeks **\$7,200** from Clovis Unified School District to cover the cost of the proposed scope of work. The table below provides a breakdown of the estimated cost.

Item	Rate	Total
Foundational California Induction Collaborative (CAIC) Includes: <ul style="list-style-type: none">• Collaborative Membership• Online Tools (150 accounts) & PQS• Virtual Consult (0.5 Day)	\$6,700	\$6,700
Online Tools Additional Accounts (150 accounts)	\$500	\$500
Total		\$7,200

Conclusion

The notion that all students can thrive when given access to excellent educators is not just a belief. It is a premise that has been established by leading educational theorists and put into practice by high performing education systems. NTC is eager to continue our partnership with Clovis Unified School District to provide its teachers with excellent mentors. We are grateful for the opportunity to support CUSD’s students in this effort through this proposal. In advance, we thank you for your partnership and appreciate your consideration of this proposal.

Whitelist and Supported Technologies

Last Update: May 8 2020

Current for 2020-2021 school year

Kiano Launch July 2020

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New Teacher Center uses a number of technology services related to the mentoring and coaching services delivered to your district or consortium. This includes browser-based services and mobile apps, and requires relatively recent computers, often with microphones attached.

It is district/consortium's responsibility to verify that all services are not filtered or blocked when mentors, coaches and teachers need access throughout the year, and that computers/tablets are adequately up-to-date.

Looking for our Help Desk? [Click here!](#)

Client Actions

If you are contracted to receive, or are in negotiation for, NTC Services please follow the steps below to ensure that you get all the needed access and support from your District IT department.

1. Please contact your district or consortium IT Department(s) and explain the importance of access to your contracted services.
2. Please send this document to your IT Director or representative. Technology requirements are subject to change, so please reference the following URL for the latest information:
 - a. https://docs.google.com/document/d/1CCjZUYyIDcTXjQK83oOk0PpwfpQEZA9JGAa_du_aaOo/edit?usp=sharing
3. We also recommend testing computers program participants will be using on the district network to verify access if possible.

Important Contacts

If you run into issues with the Kiano Platform please contact people in the following order:

- Your NTC Client Lead: You may want to identify specific services affecting your program from the whitelisting document requirements for clear communication with IT staff.
- NTC Tech Support: To address problems or answer questions, please email help@newteachercenter.org. It helps if you include contact information for your IT department.

System Requirements

New Teacher Center recommends using the most up-to-date systems and browsers for our technology services. Most are browser based, with the exception of Mobile Apps listed below. Please contact help@newteachercenter.org if you have questions.

Important URLs

The following URL's are important for the Kiano Platform and should be reviewed/whitelisted by your IT Department before services are started.



- Kiano Platform: Coming soon
- Terms of Use: [Temporary TOU](#)
 - https://ntc-course-assets.s3.us-east-2.amazonaws.com/documents/FY20SL_TERMS_OF_USE.pdf
- Privacy Policy: [Temporary Privacy](#)
 - https://ntc-course-assets.s3.us-east-2.amazonaws.com/documents/FY20SL_PRIVACY_POLICY.pdf

If you have any question regarding our Terms of Use please contact help@newteachercenter.org

Minimum Technology Requirements

The following browsers and operating systems are the minimum required for NTC Technology services. We cannot guarantee performance on devices running older operating systems or browsers.

Recommended Browsers	Operating System
Firefox 75+	Chromebook
Chrome 81+	Mac OS 10.9+
Safari 13+	Windows 7+
	iOS 10+
	Android 6.0+
Note: A Microphone is required for online forums	

Service	Icon	App Title	Information
My Video Torsh Talent video uploader		T Uploader	iOS Android
Ultra (Collaborate)		Bb Student	iOS Android
Zoom		Zoom Cloud Meetings	iOS Android

Client SSO Connections (Single Sign On for Districts)

The Kiano Platform does not support integrated Single Sign On connections for districts. Users must have accounts created in Kiano through our enrollment processes and will be emailed account information and the login URL.

Kiano Security

Encrypted Passwords, Account validation, HTTPS for all web traffic , User verification when the system is accessed both for the program they are trying to use and the tool they are trying to access on every page load, Real-time server activity monitoring, Virus Scanning for all uploaded file attachments, and Amazon firewall and security.

Technology Whitelist

Please share the following information with your IT Staff to make sure that NTC's Kiano is not blocked or caught by spam filters. Address the items below that are relevant to how your program uses NTC's Online Platforms.

Site	Block/Whitelist
Kiano Platform	<ul style="list-style-type: none"> • kiano.newteachercenter.org (ports 80 and 443) • tailor.onlinentc.org (ports 80 and 443) • https://ntc-course-assets.s3.us-east-2.amazonaws.com • https://newteachercenterhelp.zendesk.com/hc/en-us • https://torshtalent.com/
Digital Asset	<ul style="list-style-type: none"> • *.widencdn.net

Management (Widen)	<ul style="list-style-type: none"> • *.widencollective.com • Widenntp.com <p>We may include links to digital assets located in this platform in NTC email communications, courses, and resource pages.</p>
Streaming Video (Brightcove)	<ul style="list-style-type: none"> • *.brightcove.com • *.brightcove.net • bcove.me • *.api.brightcove.com • *.llnw.net • *.llnwd.net • uds.ak.o.brightcove.com • vjs.zencdn.net • a139.vi5g5.akafms.net <p>Note: http port 80 and https port 443 required for all domains</p> <p>Brightcove maintains an individual whitelist for clients needing a more precise list, please see that list here: https://support.brightcove.com/domains-and-ports-must-be-accessible-video-cloud</p>
Email	<p>Whitelist, unblock, clear from spam:</p> <ul style="list-style-type: none"> • info@newteachercenter.org • help@newteachercenter.org
NTC Online Forums (Blackboard Collaborate Ultra)	<ul style="list-style-type: none"> • Whitelist IP Range: 69.196.237.0 with netmask 255.255.255.0 (in CIDR notation: 69.196.237.0/24) • Ultra uses UDP on the port range 49151 through 65535; if a firewall is in place that is not open to this range, it will first try UDP 50000. If that fails traffic can connect via TCP on port 443, but the connection will be slower. • Ultra uses HTML5 Web Socket traffic to connect to session servers. Network traffic filters such as Cisco Firepower may have a filter added to prevent HTML5 and thus WebRTC from connecting. In this case, WebRTC browsers like Chrome will not be able to connect to Ultra, however Flash browsers like IE will connect. • Proxy servers need to allow HTML5 Web Socket traffic in order for Collaborate to connect to the session servers through a proxy.
NTC Online Forums (ZOOM)	<ul style="list-style-type: none"> • zoom.us • *.zoom.us • *.cloudfront.net

	<ul style="list-style-type: none"> • Ports: <ul style="list-style-type: none"> ○ TCP - 80,443, 8801, 8802 ○ UDP - 3478, 3479, 8801 - 8810 <p>Zoom maintains an individual whitelist for clients needing a more precise list, please see that list here: https://support.zoom.us/hc/en-us/articles/201362683-Network-Firewall-or-Proxy-Server-Settings-for-Zoom</p>
My Video (Torsh Talent)	<p>Websites</p> <ul style="list-style-type: none"> • http://torshtalent.com • https://s3.amazonaws.com • https://dialog.filepicker.io • https://torsh.uservoice.com • https://torshsupport.zendesk.com • https://madmimi.com <p>Emails</p> <ul style="list-style-type: none"> • talentnotification@torshnotification.com • *@torsh.com
Survey Feedback on Professional Development Sessions	<ul style="list-style-type: none"> • https://newteachercenter.co1.qualtrics.com