Frequently Asked Questions

VISION
STUDENT INFORMATION SYSTEM
Bringing Vision into Focus

FOCUS
School Software

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Bringing Vision into Focus

Vision Customer FAQs

Background

How did this acquisition come about?

Focus originally contacted Computer Resources in 2018 to discuss potentially reselling their ERP package. In the months that followed, it became clear that both organizations had a lot in common, as well as strengths that would serve each others' customers well.

Why did CR choose to be acquired by Focus?

We've known about Focus for a number of years. There are 3 things that really stood out in our assessment of them. First, they have demonstrated a commitment to their customers through rapid and agile responses to customer requests. The integrated attendance kiosk is a great example of this. Ask us for a demo, and you'll be impressed. Secondly, Focus serves schools because of their passion for education, and it's clear, after only a short conversation, that this translates into an understanding of what schools need and what schools appreciate in a technology partner. Finally, Focus fills a lot of the gaps that we've been trying to fill over the years. Ask us for a demo and you'll see what we mean.

Contract

How does this affect our existing contract?

Contracts will be honored for their full term at the promised pricing, whether you stay with Vision or decide to migrate to Focus. We will continue to support Vision, and state reporting for all our existing users.

Will there be a cost to migrate from Vision to Focus SIS?

We will consider any migration from Vision to Focus as part of your support contract. We are developing automatic migration scripts that will map full student data and the majority of configuration settings into Focus. We are still developing a range of training plans designed to fit a range of budgets, but above all, we want to ensure the success of any migration.

Data

How is Focus Hosted?

Focus is hosted on Amazon Web Services with
- high-availability load balancing
- 5 redundant peers
- 1000 Mbps gateway
- ODBC access to real-time replicated databases

This infrastructure, in combination with the Focus application architecture results in an extremely fast and stable system. The Focus SIS is currently serving 5 of the largest school districts in the US, about a thousand small and mid-size districts, and individual schools just like yours.

Tell me about Focus' data security practices?

Focus system administrators monitor the systems 24/7 and Focus security policies and procedures follow industry standard guidelines to ensure client data is protected at all times. Granular access control from system level to data field level and SSL-encryption for all connections ensures sensitive data are safe according to client Policies, HIPAA, and FERPA.

How does Focus authenticate users?

Focus supports both Active Directory, as well as application-based authentication, which includes encrypted passwords and 2-factor authentication. There are a variety of configurations that allow districts to create security protocols for different user profiles, such as parents, students, and staff.

Demo

We'd love to see a demo! How do we arrange that?

There are 2 things you can do right away-
- Contact your territory manager, Chuck or Guy. We'll arrange a 1:1 conversation and demo.
- If you can't wait, we have a great video library available online at https://vimeo.com/showcase/5609612.

Details

What are the plans for the current Computer Resources staff?

Focus was interested in Computer Resources, in large part, because of the staff here in NH, and we will become a regional presence for Focus. We have all made the transition, and are all still dedicated to making sure you have the support you need to serve your school communities whether with Vision or Focus!

Is there a different billing or business address?

If you'd like to send ice cream, lobster rolls, or other sundries to our NH (Computer Resources) team, you can still reach us by mailing directly to:

Focus Holdings
1037 Calef Highway
Barrington, NH 03825

However, for the fastest processing of payments, please make checks payable to Focus School Software, and mail to:

Focus School Software
PO Box 2194
St. Petersburg, FL 33701

Will there be changes in email?

We will continue to support "@visionsis.com" email addresses for some time, but you will start receiving responses from @focusschoolsoftware.com. Please add "focusschoolsoftware.com" to your email white-list.

Functionality

Does Focus have Admissions and Forms?

Yes! The Focus Built-in Online Registration Component supports the creation of forms, and because fields are selected within the interface, they are automatically connected to student fields, eliminating complex setup of simple forms.

What states do you support State Reporting for?

Focus has schools in many of the same states that Vision has served, and Focus has a prioritized list for configuring others. Along with Florida, Texas, and California, Focus is supporting public schools in Massachusetts, New Hampshire, and New Jersey. We are well underway with PIMS support for Pennsylvania, and have prioritized that for release early this Fall.

Is Focus PIMS compliant?

One of the first things we've done is to prioritize the support of PIMS. Our customers know that Computer Resources has always been dedicated to superb PIMS support. Our experience, combined with Focus' developers and platform, is resulting in excellent progress towards an early fall release.

How does Focus handle User Defined Fields?

User defined fields are easy to set up and include in custom pages without involving development. Additionally, Focus custom fields allow for "categories" to be assigned to them, and they include field-level security by user and management of View/Edit rights. Our automatic migration scripts will bring over all Vision fields, including UDFs, state-reporting, and historical data.

Integrations

What happens to our integrations with other applications?

Focus already supports hundreds of integrations, including grade-pass-back with learning management systems, and we plan to support all existing Vision integrations.

What about One Call Now?

One Call Now will be supported through the standard Focus "Manage Integrations" module.

What about LunchTime?

LunchTime is currently reviewing the Focus integration API, and is planning the necessary updates.

Does Focus support Learning Management System integration?

The Focus API is OneRoster v1.1 certified, features grade passback and supports seamless integration with several partners, including OneNote Class, ALL In Learning, Canvas, Schoology, and more.

Does Focus support Google Classroom? What about other Learning Management Systems?

Yes! Google Classroom will be part of the Focus Summer Release.

Migration Plan

What does the migration path look like?

When you are ready, we will work with you to create a personalized migration plan which will include a nightly synchronized "sandbox" of your live Vision data. We already have live data integration from all Vision fields into Focus, including current, historical, state-reporting, and user defined fields. Additionally, there are some other common components of any migration:

- We will design an appropriate training plan for your staff
- Configure your new site to take advantage of the many new features in the Focus platform.
- Perform an accounting and configuration of your existing integrations, online forms, and skills-based report cards.

Once completed, and on your schedule, your "sandbox" will become your live site, and we will stop your daily synchronization with Vision.

Will Vision still be supported?

Yes! Vision will continue to be supported and updated with State Reporting requirements. But where Focus is today is what Computer Resources has been working towards for a long time. When you see a demo, we're confident that you'll understand why we are going to stop new development on Vision, and, well... focus on Focus.

Is there a Parent Portal and a Mobile App?

Focus has a great parent portal and community mobile app that make it easy to access everything from homework to the school play schedule. This is an area where we've already been able to contribute as we get involved in the continual improvement cycle with the Focus development team!

Support

Will there be changes to support or service?

No! The Focus and Vision support teams have followed very similar practices, and provided similar levels of service. Your SLA will stay intact. Continue to contact support as you always have!

Training

How much training will be needed?

Focus has a very well developed training team, lead by former SIS administrators, who understand the variety of training needs among schools and districts of all sizes. When you are ready, and as part of any migration plan, we will work with you to assess your need for training and build a custom plan to fit your school or district.

What self-help material is there?

Focus University organizes excellent self-help resources that can be accessed anytime from any screen. All help is displayed based on the user profile. So, whether you're an administrator, teacher, student, or parent…you will only see what is relevant to you. Some resources include:

User Manual/Help
Click on the help menu in any Focus Solution to bring up the corresponding documentation, or simply type a search topic in the search box found on every page of Focus University.

Video Tutorials

Focus University includes a complete gallery of Focus course and lesson videos.

Mastery Quizzes

Once users complete the Focus on-line lessons, they can test their skills by taking the quizzes.

Focus Forums

Weekly webinars provide relevant information, from discussions of new features to how to perform certain processes. These forums are a great way to learn more and ask questions about Focus.

Training Documents

Users can download Focus training and Users' Conference documents and presentations.

Release Notes

You'll find everything you need to know about our software updates from one version to the next. Release notes for larger upgrades will also point you to help pages for new features.