

## Open Text FirstClass®

Thousands of school districts around the world securely connect their learning community with FirstClass.

Open Text FirstClass is designed to facilitate and enhance communication, collaboration and knowledge sharing by connecting key stakeholders within the education framework—including students, faculty, parents and administration—within a secure online environment. FirstClass brings together a variety of popular technologies within a fully integrated suite of applications that is cost-effective, flexible, and easy to manage administer.

### One technology, many solutions

FirstClass has been designed specifically to meet the unique needs of education organizations. Here are just a few ways in which FirstClass is being used by schools and school districts around the world:

**Online Learning Communities** – FirstClass enables schools and entire school districts to create collaborative online learning communities that enhance communication and collaboration between students, parents, teachers, administrators, and alumni. FirstClass enables a community-based approach to teaching and learning by connecting all contributors to the education process within a secure, online environment.

**Student Email** – Students today are very familiar with popular electronic tools such as email, instant messaging, and file sharing. FirstClass delivers a powerful

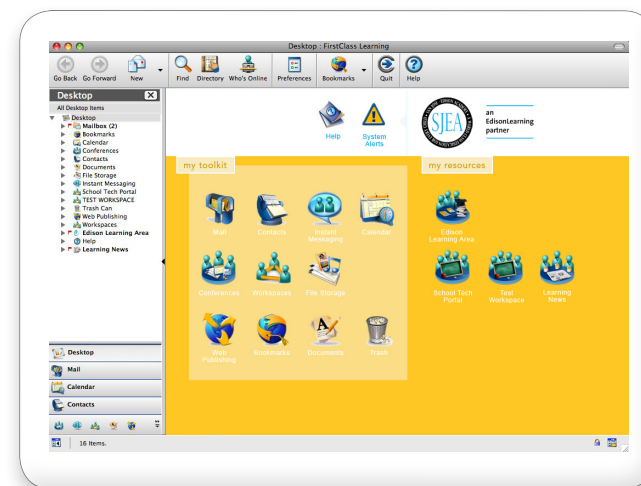
messaging platform that is cost-effective, easy to maintain, and designed to ensure the safety and security of students.

**Safe Social Networking** – Internet-based social networking websites are increasing in popularity among students looking for an easy-to-use facility in which they can publish and share their thoughts, interests, photos, bookmarks, files, and so on, with other like-minded students. FirstClass provides a dynamic yet safe electronic social networking environment that is controlled and managed internally.

**Professional Learning Communities** – FirstClass provides an environment that enables professional development to advance from an infrequently scheduled event to a constantly evolving process, enabling peer groups of teachers to collaborate within a school and across an entire school district to facilitate curriculum development, share best practices, and leverage the drive and energy of thought leaders on a continuous basis.

**e-Learning** – FirstClass delivers a proven e-Learning solution that provides learning organizations with the flexibility to offer a wide range of education delivery formats—from virtual schools to blended and hybrid learning models.

FirstClass offers a variety of applications that are seamlessly integrated and designed to work efficiently on the FirstClass platform. The following sections review the core components and applications within FirstClass.



### Your personalized portal: the FirstClass desktop

All FirstClass users are outfitted with a personalized desktop that is presented each time they log to the system. The FirstClass desktop acts as a portal, providing:

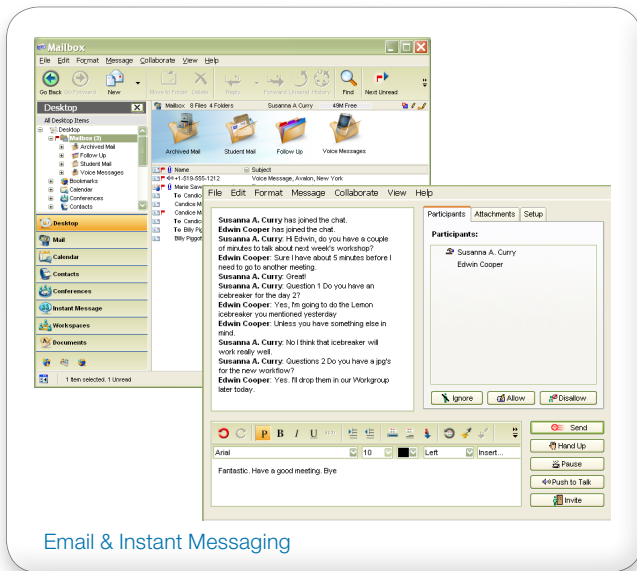
- A summary view of all applications a user has been granted access to
- One-click access to all features and components of FirstClass
- A customizable desktop for unique background graphics

(e.g., school logos, images, etc.) that can be easily set by individual users or applied to a large group of users by an administrator seeking to maintain and control a consistent theme across a school district.

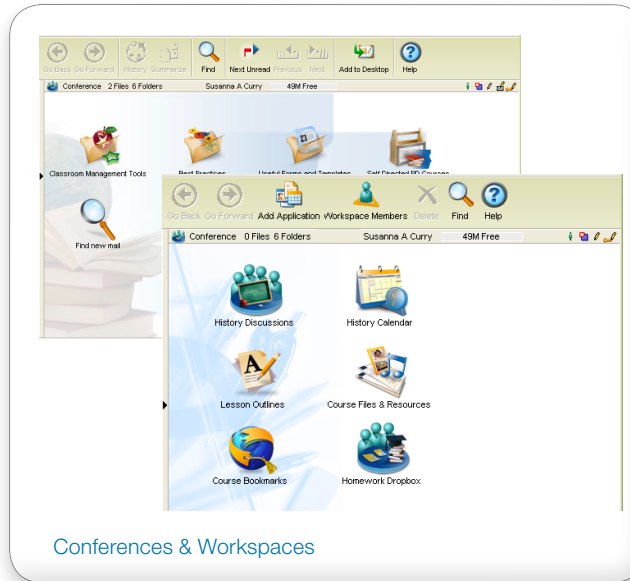
### Email and instant messaging

FirstClass offers fully functional email capabilities that enable users to safely and securely communicate within the education community or, if desired, with a managed set of external Internet destinations. FirstClass offers an incredibly powerful suite of messaging features that includes:

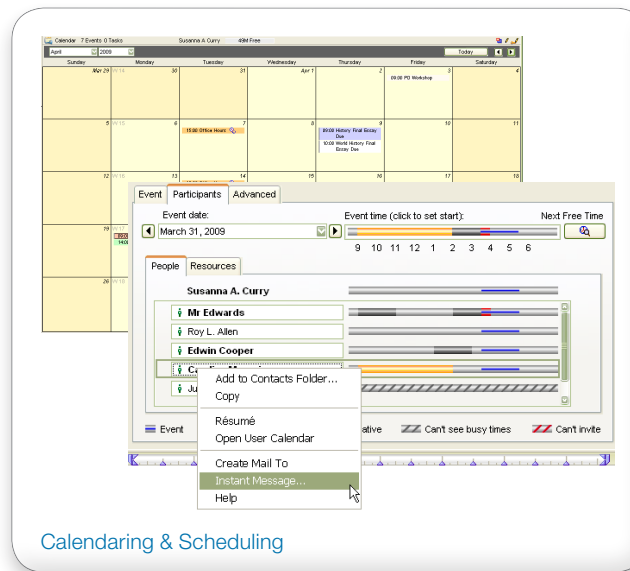
- Message grouping and previews
- Mail automation tools, message tracking and status
- Message notification for mobile users
- Integrated instant messaging that enables users to check if another user is online and instantaneously share messages, graphics, files, and even voice communications.



Email & Instant Messaging



Conferences & Workspaces



Calendar & Scheduling

### Collaborative conferences & workspaces

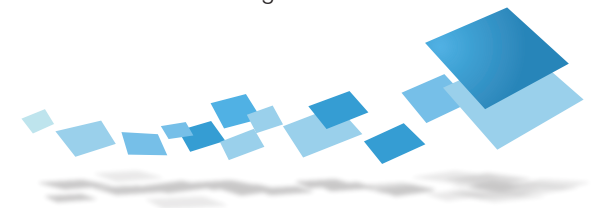
At the core of FirstClass' collaboration capabilities are FirstClass Conferences (for large groups) and Workspaces (for smaller teams)—permission-based shared spaces that facilitate topic based discussions, email, group calendars, peer editing, classroom resource sharing, lessons, assignment drop boxes, and more.

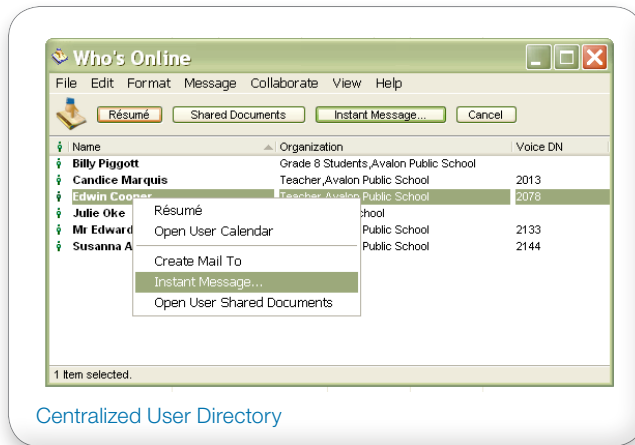
- Collaborate on a wide array of topics such as professional development, communities of practice, online courses, administrative forms and processes, and peer discussions.
- Every conference can be customized with background graphics, layouts, resources and workflow tools.
- Permission-based controls ensure that only appropriate people have access to each conference, and that the role each person can play within the conference is well-defined.
- A selection of pre-formatted templates enables quick and easy set up of new Workspaces.

### Calendar & scheduling

FirstClass offers comprehensive calendaring, scheduling, and time management capabilities that are tightly integrated within the FirstClass environment. Features include:

- A wide range of viewing options, including weekly, monthly, and flexible multi-day views.
- Robust scheduling with "at a glance" access to a participant's or resource's availability for booking and calendar conflict resolution.
- Support for repeat events, formatted text, and attachment of files and messages.





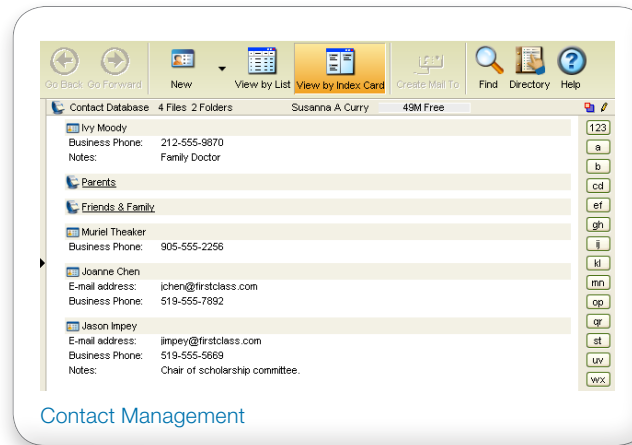
## Contact management

FirstClass enables users to effectively manage both their personal and shared contact databases with an easy-to-use set of contact management tools. Features include:

- Flexible import/export of contacts
- Personal/group mail lists and contact sharing.

## Archiving services

As regulatory and institutional authorities come to terms with the importance of electronic messaging in the modern organization, it is becoming increasingly critical to provide reliable long-term storage of historical messages. Open Text FirstClass® Archiving Services provides comprehensive archiving, retention and searching capabilities for all FirstClass messages. The Archive Server is only accessible to the site's Librarian, requiring a special user ID and password. Messages in the Archive Server will be automatically retained for the period of time specified by the Administrator, based on the class of the user, and may not be deleted until the retention period has been reached.



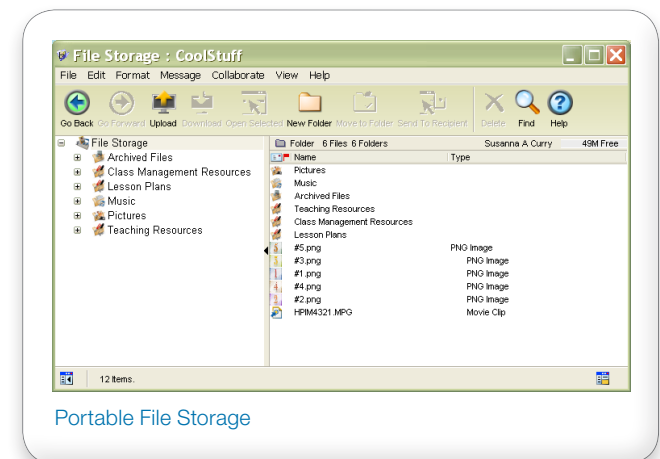
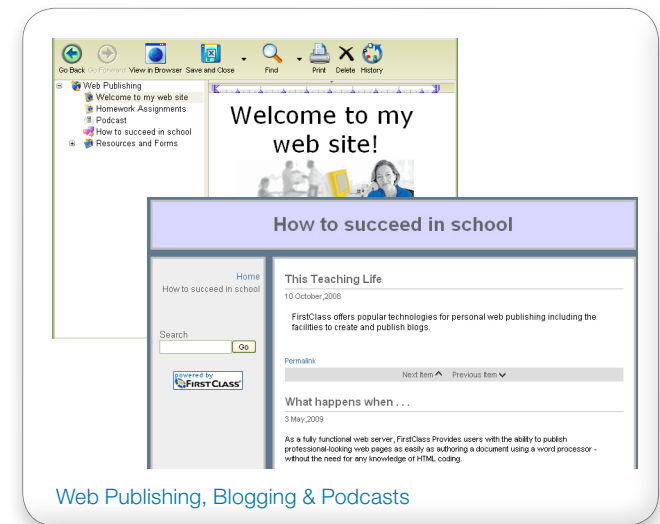
## Web publishing, blogging & podcasting

FirstClass enables schools and school districts to easily create, update, and maintain web pages, as well as create blogs and podcasts, directly from within the FirstClass system—without the need for any knowledge of HTML coding. Maintain a consistent brand across district-level and school-level websites and effectively communicate with parents, students, and the community. Easily create teacher websites to post content such as course materials, assignment schedules and deadlines. Develop parent portals to keep parents informed on school updates, classroom activities, special events, and their child's performance.

## Portable file storage

To enable greater efficiency and security, all user data in FirstClass resides securely “on the network” rather than left exposed on individual personal computers, resulting in:

- Portable content—FirstClass content can be accessed anywhere, anytime, from any type of Internet-enabled computer or handheld device.
- Easy storage of files of any type through simple “drag and drop” from a local computer or through the Upload/Download tools within FirstClass.



## Add-on tools and applications

FirstClass offers a selection of add-on tools and applications that seamlessly integrate with the FirstClass system, including:

### Open Text FirstClass® ED

Open Text FirstClass ED is an innovative education development application for enhancing both teaching and learning that offers a powerful set of tools including:

- Rich content creation
- Curriculum sharing
- Classroom management
- Automated assignment workflow
- Performance and progress tracking
- Moderated discussions
- Resource management.

### Open Text FirstClass® Unified Communications

With Open Text FirstClass Unified Communications, email, voicemail, and fax messages reside in a single mailbox that can be easily accessed from a personal computer, web browser, telephone, or wireless handheld, enabling schools and school districts to:

- Organize, file, and forward voicemails and faxes as easily as email messages.
- Set up dedicated voice systems (i.e., “Homework Hotlines”) to improve access to information for students and parents.
- FirstClass Unified Communications adds a powerful suite of voice and fax capabilities to the FirstClass system that is designed to replace expensive, proprietary voicemail systems and stand-alone fax machines with one centrally-managed multimedia messaging system.

### Open Text FirstClass® Log Analyzer

The FirstClass Log Analyzer provides a robust set of features for analyzing and summarizing information contained in FirstClass log files. The Log Analyzer is an invaluable tool that helps administrators answer important questions about usage and performance—providing the information necessary to effectively set policies and plan the configuration of a FirstClass system.

### 21<sup>st</sup> Century tools for improving literacy

FirstClass enables students of all ages to enhance their literacy skills by turning readers and writers into editors and collaborators. Students from schools across a district can connect through FirstClass conferences, email, or instant messaging to discuss literature or curricular topics, peer edit and publish their written work, and expand their roles beyond that of simply consumers of information, to become content producers and co-authors.

### Flexibility and ease of use

FirstClass’ flexibility and performance offers significant benefits to both users and technical staff, including:

- Easy-to-navigate user interface reduces the learning curve and training requirements for new users.
- Client software is quick and easy to download and install.
- Multiple platform support—including Windows, Mac OS X (PPC or Intel), Linux Client and web browsers—enables anytime, anywhere access to the system.
- Minimal hardware, staffing, and administration requirements significantly reduce the time and effort needed to support the system.

### E-Rate eligibility

Open Text partners with schools and libraries in the United States by providing assistance and resources to help them successfully apply for, and secure funds through, the federal E-rate program for the use of the FirstClass product suite. Further details on our E-rate eligibility are outlined at [www.firstclass.com/products/Erate](http://www.firstclass.com/products/Erate).

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