

# FAQS

## Buying Guide:

Frequently Asked Technical  
Questions for Frontline Special  
Ed & Interventions

## Why does special populations software fit within a human capital management provider such as Frontline's Insights Platform?

Supporting special populations is about more than document management and compliance timelines. It's about providing meaningful learning opportunities for students. That's why Frontline Education takes a **comprehensive approach** to Special Education & Interventions by partnering with districts to find the best special and general education talent, **support** that talent with high-quality professional development specific to each role, and **retain** program talent by making their lives easier with user-friendly collaboration and compliance tools.

Whereas other companies put special education modules within a student information system (SIS), Frontline puts Special Education & Interventions within its human capital management platform to provide districts and schools with strategic insights to best support the adults who work with students with special needs.

## Does Frontline Special Ed & Interventions integrate with our Student Information System (SIS)?

Yes. Frontline Special Ed & Interventions integrates with a number of student information systems. A Frontline Education Solutions Executive can meet with you to share specific details based on your SIS.

## Can additional data be imported to Frontline, such as student assessment data?

Yes. Your Frontline Project Manager will work with you to get your data in the correct format for import.

## Can data be extracted from Frontline Special Ed & Interventions, such state reporting data?

Yes. Not only can data be extracted from Frontline Special Ed & Interventions for state reporting, we also provide validations and reports to help ensure clean submissions. A Frontline Education Solution Executive can meet with you to share details based on your state requirements.

## How secure is Frontline?

Extremely. Frontline completed a rigorous third-party audit and earned the prestigious **SOC 2 Certification**. SOC 2 Certification is rare in EdTech, yet critically important due to the incredibly sensitive data EdTech companies collect and store.

Flat-files are transmitted securely, using sFTP. API data is transmitted using SSL.

All the data Frontline houses is monitored around the clock in five physically and geographically secure datacenters throughout the United States and Canada, ensuring your data is protected from physical intrusions and natural disasters. Your data is encrypted in transit and on our infrastructure.



Considering a new special education management solution can be intimidating as you ponder questions like, *what happens to my historical data? How do I get everyone up to speed? What are the bandwidth requirements?*

To take some of the uncertainty out of your research process, here is a technical buying guide offering some frequently asked questions and their answers.



**“Teachers go to one central application in Frontline and get everything they need for their students, which was never possible before, on paper.”**

— Beth Poss, Special Education Instructional Technologist

## Is Frontline Special Ed & Interventions customizable to meet our needs?

Yes. Your Project Manager will work with you to configure Frontline Special Ed & Interventions to best meet your needs. You can decide permissions, set up integrations with your SIS, align to district and state regulations, import historical data and more.

## Is there a limit to the number of users?

Your license is unlimited. You can decide who needs access to the software to best meet the needs of your students. You'll never need to restrict someone from accessing the software to save a few bucks.

## What type of support will be available to our organization and team?

Your Training Consultant will design a customized training plan to support you and your staff. You can choose the training style that works best for your organization — online, onsite, train-the-trainer or any combination of these methods. You can do all the training at once or spread it out over time. And, of course, help is just a phone call or email away.

## What are the technical requirements for the software?

Frontline Special Ed & Interventions is a cloud-based software solution and does not require a server at the district level, client-based software, or installation on the user's desktop. It simply requires internet access through a web browser.

### Your Frontline Team Will Include:



## User System Requirements

System Type	Minimum Operating System	Memory	Processor Speed	Minimum Browser Requirements
<b>PC</b>	Windows 7	2 GB+	2.00 GHz+	IE 11, Firefox 57, Chrome 64, Safari 10
<b>Apple Macintosh</b>	OS 10.10	2 GB+	2.00 GHz+	IE 11, Firefox 57, Chrome 64, Safari 10.1.2
<b>iPad</b>	iOS 10	Standard	Standard	Safari 10.0

### Bandwidth Requirements

Bandwidth required for Frontline Special Ed & Interventions to run efficiently is 1.0 Mbps+ per active user session.

### Server Requirements

Because Frontline Special Ed & Interventions is a cloud-based software solution, there is no server requirement at the district level.

### Additional Software

Reports are accessible through industry standards Adobe Acrobat PDF format.

## Which systems does Frontline integrate with?

Frontline Special Ed & Interventions can integrate demographics from any SIS a client currently uses that can provide data (export) to external systems or sFTP. Frontline Special Ed & Interventions can output state reporting data to be used by districts and schools, their intermediaries or data warehouses.

## What information does Frontline take from our SIS?

The SIS is treated as the system of record for students, contacts, staff, schools and schedules. Integrations to acquire this data exist on all Frontline Special Ed & Interventions applications.

## Can Frontline update demographics in our system and then have it updated in the SIS?

Since the SIS is treated as the System of Record, demographic information in Frontline does not populate the SIS. Any updates made within Frontline Special Ed & Interventions will be updated with SIS information nightly.

## What type of files can we extract from the software?

Data extracted out of the solution is sent as text or CSV files. There may be additional options for ways to extract your data. Your Education Solutions Execution can explain more options.

## Does Frontline use an sFTP site?

Yes, files are transmitted securely, using sFTP.

## How often does Frontline sync with my SIS?

Data files are processed nightly via sFTP. API data is updated nightly.

## Does Frontline offer year-to-year roll over?

Yes. Students, their data and documents all roll over from year to year; this process is independent of the process that is completed in the SIS.

## Can preschool students be enrolled in Frontline Special Ed & Interventions?

Yes. Preschool students will be imported into your application if they are included in the SIS, which is the system of record for your organization's students.

## How does Frontline verify there are no duplicate records?

Your Student Information System is the record of truth. No demographic records are created locally within Frontline IEP or any other Frontline application.



**“Whenever we called, especially during the first year, customer service was always available. We had weekly WebEx meetings, customized for [our district]. If we had suggestions for changes or needed assistance with customized reports, they always helped.”**

— Ana Esqueda, LPAC Compliance Coordinator

## Have More Questions?

Frontline employs a team of special education experts, so you can rest easy knowing we understand the nuances of your job. If you have questions that weren't answered above, please visit [FrontlineEducation.com/Special\\_Populations](https://FrontlineEducation.com/Special_Populations)