

# Taskstream-Tk20 and LiveText FAQ

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## **Why are Taskstream-Tk20 and LiveText joining forces? What are the benefits?**

Taskstream-Tk20 and LiveText were each founded and driven by a mission to provide world-class technology as well as to improve student learning and the quality of education through meaningful assessment practice. Although we have been competitors for many years, we share similar missions, cultures, and values.

Founded in 1997, LiveText is one of the pioneers of applied learning technologies and assessment innovations for higher education and has developed and earned an outstanding reputation for offering resources to assist universities with their ongoing success. With over 300 institutions who have adopted their world-class technology, LiveText's platform helps universities and colleges elevate and demonstrate the quality of learning.

Five months ago, we successfully combined two of the largest assessment management providers in the higher education space to form Taskstream-Tk20. With the addition of LiveText to our family, we now have nearly 50 years of combined experience and over 1,000 partner institutions to help guide our development. With our larger collective community of partner institutions with whom we can collaborate and increased capacity across critical functions, we can innovate more rapidly and develop even better solutions to meet your current and future needs.

## **Will the Name of the Company Change?**

For now, the company names will remain Taskstream-Tk20 and LiveText. A new name and brand will be launched in 2018.

## **What is the vision for the company moving forward?**

The mission and vision of Taskstream-Tk20 and LiveText were remarkably well aligned. We will continue towards our vision to help more institutions engage in meaningful assessment practices and gather, organize, and use better data for learning.

## **How will this impact my use of Taskstream-Tk20's or LiveText's products?**

This will not impact your use of Taskstream-Tk20's or LiveText's products. We will continue to support the products you are currently using. Over time, we will evolve our offerings towards our vision of a comprehensive, user-friendly platform built using the latest technologies (see our answer to the next question).

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## **What is the vision for the products over time?**

We will continue to maintain and evolve the products in an agile fashion, with an eye towards building an integrated, user-friendly platform that encompasses and further advances the capabilities that you rely on to meet your needs. We will share more information about our product roadmap in the coming months and will provide clients and partners with opportunities to share input on this at our user conference, via product advisory groups, and other forums.

## **Whom do I contact for support?**

We will continue to provide users with the same level of exceptional service that both Taskstream-Tk20 and LiveText are known for. Clients will continue to follow the same process for contacting and receiving support and support hours will remain unchanged.

## **Will this affect the pricing/terms of my existing subscription or contract?**

No, we will honor the terms of all existing contracts.

## **I'm currently evaluating Taskstream-Tk20 and/or LiveText for use at my program or institution, what does this mean for me?**

We'd love to speak with you. We're confident that with our combined experience working with over 1,000 institutions, we'll be able to meet your needs. [Contact us](#) to learn more.

## **Will there be opportunities to learn more about this change and hear from the leadership of Taskstream-Tk20 and LiveText?**

Yes. We will be hosting a webinar on Oct 12th to share more information about our vision and future direction and to answer questions. We also encourage you to visit our booth at [upcoming conferences](#) and to feel free to [contact us](#) directly at any time.

## **Whom do I contact if I have questions?**

If you have additional questions, contact us at: [questions@taskstream.com](mailto:questions@taskstream.com). Any press/media inquiries should be directed to Lauren O'Brien at [lobrien@taskstream.com](mailto:lobrien@taskstream.com).