Technology Support Services Evaluation
July 2019

I.   Focus

A.   Description of Program:

The purpose of Technology Support Services is to empower district technology users and to aid in student achievement and business operations while maintaining a safe and secure technology environment. This program contains technology operations, instructional technology and MOSIS state data reporting and is supported by (30) FTE within the technology department. In addition, a Curriculum & Instructional District Coordinator assists the district with technology curriculum integration.

Instructional focus remains on the district's 1 to 1 initiative for all students in grades 2 – 12, as well as digital curriculum. The district continues to use Google's G-Suite for email and collaboration and has moved to itslearning for a learner management system.

Operational focus has included the automation of many manual processes throughout the district, including account creation and instructional and operation data exchanges between systems. In addition, ensuring data security and 24-hour availability of key systems has been a priority.

B.   Budget Information:

Instructional and operational technology is funded by a multitude of sources including Technology Support Services, the Office of Curriculum and Instruction, federal programs, district programs, building funds, and grants.

- Technology Support Services funds district servers/systems/network and a standardized allotment of equipment per building/department including: teacher, staff and student devices, projectors, interactive whiteboards, document cameras, and productivity software.
- The Office of Curriculum and Instruction provides funds for textbook enhancement, video instruction, and instructional and assessment software.
- Other funding sources may provide for specific programs/systems.

Technology's general operating budget is consistent year to year due to a stable annual computer rotation. The technology budget includes a combination of technology operations, data processing (financial system, timekeeping system and MOSIS), and student information systems. The total operating budget for purchased services and supplies was $2,829,667.63 for FY18 and $1,869,177.13 for FY19. The capital outlay expenses were $96,198.62 for FY18 and $122,957.57 for FY19.

C.   Program Goals

The Board of Education goal is to support the implementation of the approved technology plan. The following are the 2019-2021 technology plan goals.

Goal 1: Foster and promote authentic student use of district technology resources.
Goal 2: Empower staff to use district technology resources appropriately.
Goal 3: Provide and maintain quality infrastructure and resources to support district technology efforts.
Goal 4: Foster and promote parent and community involvement in district technology efforts.
Goal 5: Promote efficient and effective stewardship of the district technology department.

II.   Data and Information

A.   Data Used in Program Evaluation:

Technology Support Services measures progress by addressing the Board of Education technology goal, alignment to the district technology plan and ensuring that instruction and business operations have

appropriate technical resources and high quality support necessary to meet their goals. The following data sources are used during this evaluation: district asset and software inventory, network systems and utilization, work request system, district and technology budget reports, instructional technology and industry best practice research, information and data security audit, BrightBytes staff and student survey, technology plan progress monitoring.

B.   Analysis of Strengths:

Technology Support Services provides quality customer service and efficient support of a large number of devices and systems. The technology department continues to be a strong support to the instruction and operation of the district. The technology team provides quality customer service and has a focus of ensuring the best possible end user experience. Technology leadership continues to work with instructional leadership to ensure that classroom technology needs are met.

The following is a summary of progress from 2017-2019:

- The one-to-one program was expanded to include all students in grades 2-12.
- The district is consistently provided the infrastructure and support needed meet instructional and operational goals.
- In 2018 and 2019, the technology repair team was awarded the Lenovo Self-Maintainer award, which is issued to the top 10% of self-maintainer programs in the nation (not just education).
- The department engaged in continued professional development focused on team growth, including effective communication, project management, team collaboration, problem solving and crucial confrontations.
- The department provided strong support of online assessment systems including MAP, EOC and ACT.
- The district's focus on data security and digital citizenship resulted in the renewal of the Trusted Learning Environment Seal (TLE).
- Department was restructured to maximize efficiency and increase instructional technology support.
- The IGNITE program was expanded to include STEAM labs in all elementary buildings.
- The district migrated from the MOODLE online learning system to itslearning, better connecting teachers and students with digital curriculum. In June 2019, itslearning was fully integrated with SISK12, allowing grade pass-back from itslearning.

Instructional Technology:

Instructional technology continued the important work of supporting learning through authentic technology experiences. In addition to the continuation of the 1:1 initiative, professional learning was supported through Curriculum Summit sessions that targeted technology skills and instructional practices. The technology department-supported "Techlympics" in July 2017, which helped staff brush up on usage and personal skills to allow them to complete digital tasks with ease. The annual Technology Symposium allowed classroom staff to share their tips, tricks, and favorite resources for engaging students through their 1:1 device. In July of 2018, we engaged MOREnet partners to provide beginner and intermediate SMART Notebook training. Additionally, we offered professional learning on our secondary LMS, itslearning. During the school year, secondary level teacher leaders worked on sharpening their implementation skills by learning about important safeguards and procedures for finding, procuring, and using digital tools in the classroom. Additionally, the district coordinator team participated in monthly professional learning sessions to gain knowledge and experiences to assist the teachers they work with on a daily basis in the area of instructional technology.

C.   **Analysis of Needs for Improvement:**

- With the expansion of the 1 to 1 program, along with reduction of staff, support of secondary buildings has strained resources within the department. Leadership will focus on restructuring how support is provided to all buildings in the district.

- The 17-18 and 18-19 school years were implementation years for itslearning. The instructional and technology team worked through implementation challenges around integration with SISK12 and digital resources. As these have been achieved, it is time to scale the use of online learning management systems. To do this, the instructional team will need to evaluated which courses are best suited for itslearning and/or Google Classroom and determine the best method(s) for connecting students and teachers with digital curriculum through online learning management systems.

III.   **Next Steps:**

A.   **Recommendations:**

- Continue to review and evaluate technology resources including hardware, software and technology staff to ensure that district initiatives are fully supported and in line with the district Technology Plan.
- Continue to review and evaluate the instructional technology programs in each core content area to ensure that technology resources meet instructional needs.
- Continue to evaluate district policies and procedures to ensure alignment with industry recommendations and standards regarding security.
- Expand the Ignite initiative to foster computer sciences among all grade level and enhance the district's goal of increasing STEM.
- Provide professional development opportunities that specifically address technology proficiency, digital ethics, safety, and responsibility.

IV.   **Reviewed by:**

Melissa Tebbenkamp, Director of Instructional Technology
Matt Verlinden, Assistant Director of Information Technology
Jon Coleman, Assistant Director of Technology Operations
Tyler Britt, District Coordinator