

FY 2022 CIP Narrative  
ITC: NOACSC

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Reviewed and Approved by the NOACSC Board of Directors on TBD.

#### Question #1

**What is the status and progress of your continuous improvement plan for the past year? Briefly describe your goals, current status, and an overview of your ITC's efforts towards completion of your plan and activities.**

#### Fiscal Services

At the end of June, 2021 the Fiscal Team have migrated 42 districts from Classic to Redesign with 13 remaining.

Overall Redesign expertise has improved significantly and this has been enabled by having a retired Treasurer take the majority of Classic support.

A/R has been implemented at NOACSC successfully. However, no districts are using it as of this writing.

#### Network Services

Replacing internal and external firewalls has been moved to FY22.

All priority 1 security controls are complete.

Access points at NOACSC are complete.

3CX/Managed Phone service was installed successfully at all requested districts.

iBoss has been removed.

Redundancy for Findlay City Schools is complete.

#### Student Services

The Student Services team made considerable and successful use of Zoom to aide in support of our districts throughout the COVID timeframe.

The team completed all necessary attendance and training regarding Powerschool SIS and Schoology.

Dashboard – Attendance and Discipline need further improvements. However, districts who have been trained are making good use of the DB.

### EMIS Services

The EMIS team completed all attendance and training regarding EMIS Alliance.

They continue to make significant use of Zoom and recordings.

Ms. Winhover completed OAEP CEP certification.

They provided the targeted assistance needed to new EMIS Coordinators.

### Library Services

All goals from FY20 were accomplished – kudos to the INFOhio team.

### Overall

All new admins were visited primarily via Zoom.

The process of bandwidth IRU's has been shifted to targeted routes.

Contact management application/database is complete.

### Question #2

**What are the key areas of improvement you plan to address this coming year? Provide an overview of the activities and professional development planned to address these key areas and describe what you hope to accomplish this year with those activities.**

Security Awareness. Two districts in our cooperative suffered malware/encryption attacks in this last school year.

Continue to encourage best practices regarding security: phishing campaigns, strong passwords, do not share user-ids, and the list goes on.

With COVID restrictions winding down, we will encourage both visits to our districts and that they come to us.

### Fiscal Services

Complete Redesign migrations by the end of Dec, 2021.

Transition new Treasurer/Fiscal Officer for NOACSC.

In 3Q/4Q timeframe begin transitioning Fiscal Developer into Hybrid role.

All EIS migrations complete by Dec, 2021.

### Network Services

Replace internal and external firewalls.

Bring up “warm” site at Ada.

Install 3CX/Managed Phone Service at all requested districts.

Implement SEIM in multi-tenant mode.

### Student Services

Migration and Production of Allen East Local to Powerschool.

Implement PB SIS and Schoology at SPPS.

Continued improvement of new Liaison: specifically, independent trainings and increased support tickets and calls.

Second Powerschool certification which will allow NOACSC to perform their own PB to PS migrations and implementations.

Increased Dashboard communication and usage.

### Library Services

Continued training and support of library staff.

Introduction of updated online catalog for younger learners, offering flexibility such as accessibility and mobile-friendly options.

Introduction of new BLUEcloud Circulation and Cataloging to at least ten more school systems.

Introduction and training for any new updated BLUEcloud and library software features. Bi-weekly newsletters providing library staff with important information pertaining to libraries.

Promoting INFOhio’s digital content and creation tools to library staff and tech coordinators.

### EMIS Services

Continue all required EMIS Alliance attendance and trainings.

Increased PS competency.

Hire 3<sup>rd</sup> EMIS person.

Work closely with new EMIS Coordinators at districts.

### Overall

Visit all new Superintendents, Treasurers, and Tech Coordinators.

Educate new Board member(s).

Improve physical monitoring of the NOACSC office and property.

### Question #3

**How do you obtain input from customers, governing boards, and staff in identifying the key areas identified in question #2?**

We make it a point to visit new administrators at the districts. It is very common that requests come from these meetings. Many times they are excellent sessions to educate new administrators on the history of NOACSC and the services provided.

The Executive Director also visits administrators on a regular and irregular basis as well as putting himself on the agenda of each ESC's (5) Superintendent meetings at least twice a year.

The USXS Redesign project continues to provide valuable input. As each district moves thru the migration/paralleling project their own processes are examined as well as use of 3<sup>rd</sup> party products.

As stated for Student Services, we will schedule and train our districts in the use of our new Dashboard for ProgressBook SIS. We were able to demo and train four districts before the stay-at-home order. These sessions are valuable for many reasons. First, we learn how to improve the Dashboard. Second, they provide insight into each districts priorities, methodologies, and processes. Third, they are the essential face-to-face interaction that makes for successful customer service.

All teams have regular user sessions. From these sessions the teams regularly gather valuable input.

### Question #4

**How does collaboration with other entities contribute to your ITC's continuous improvement?**

NOACSC is represented on the SIAC and via this we believe we will have better insight into changes in the PB Suite and also a voice regarding those same changes.

The Fiscal Team has developed a closer relationship with the SSDT and this has contributed to continued improvement and success with our migrations.

WOCO and ACCESS use our Harmony application. Both occasionally ask for unique reports or modifications to existing reports.

The NOACSC and 40+ of our districts use the MCOECN Kiosk application. Although we have no control over the features and functionality of the application, changes to the Kiosk and scheduled downtime reinforce our communication commitments to our districts.

We maintain a close professional relationship with our two primary circuit providers: Comnet/IFN and TSC. These two provide 55 of our 64 circuits. They are local, adept, and will provide changes on short lead time. Although this is a repeat of an item from last year it is worth mentioning. 39 of the above 55 circuits were up for renewal in FY20. We were able to negotiate significant fee reductions on these circuits which we will in turn pass on to our districts allowing them to spend those funds on students.