



FY 23 NOACSC CIP Narrative Board Approval: August 3, 2022

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

NOACSC accomplished many of its goals during fiscal year 2022. Goals that were not completed during this fiscal year will be carried into next year's plan.

The previous Executive Director retired and was rehired after the required time away from the ITC. As such, NOACSC was led internally by the Network Manager for the first few months of FY 22. When the Executive Director returned, he decided to retire completely at the end of the 2021 calendar year. Due to this retirement, NOACSC had a change in leadership in the Executive Director position. A new Executive Director was appointed and began January 1, 2022.

The organization as a whole had a collective goal to increase in-person visits to districts as the restrictions related to the pandemic subsided. The Executive Director completed visits to all county superintendent meetings in the spring of 2022 within our core counties of service. For the districts not in our core counties, the Executive Director also met in-person with many of those districts. These meetings were held with the superintendent, treasurer, and technology coordinator. In addition, in-person county technology coordinator meetings were reestablished in all of the core counties of service. Finally, in-person training on site for all areas of service has returned.

The Fiscal Services team accomplished all of their goals from the FY 22 CIP. All school districts have successfully been migrated to the Redesign software. 53 of 54 member districts of NOACSC use Redesign. One district uses EFP. The district using EFP receives their support from a neighboring ITC. All districts who choose to use EIS were migrated to the new system in November of 2021. 38 districts were migrated over the course of 4 business days. One member of the Fiscal team was transitioned to a hybrid Fiscal/Developer role. Finally, NOACSC transitioned twice to a new treasurer. The first transition occurred after the previous treasurer left the organization. The Board of Directors chose to change the structure of the leadership in November by adding a Treasurer with oversight of the Fiscal team. The new structure is set up in a similar way to school districts.

The Network Services team met many of its goals. One main goal was to increase security awareness and continue implementation of NIST standards through collaboration with a security consultant. The previous Executive Director created a video regarding security awareness and shared it via email and on the organization's website. A focus on increasing cyber security will continue to be a goal for the next fiscal year. The Network Manager and Executive Director meet bi-weekly with the security consultants and significant progress has been made to fully implement all high priority standards. NOACSC is on track to complete all high priority standards and practices by the end of the fiscal year.

The Network team completed co-location services at Ada Schools. Ada was chosen due to its geographic and network topological location. All managed phone services were completed and updated to the most



recent software. Firewalls, both internally and externally, have been replaced. NOACSC purchased a SIEM, however, it has not been placed in multi-tenant mode. This will be a goal for FY 23.

The Student Services team completed all but one goal from FY 22. Allen East Schools were successfully migrated to Powerschool. Non-public district St. Peter and St. Paul successfully implemented Progressbook SIS and Schoology. The newest liaison was successfully trained and has proven to be a quality asset to the team. He completed his first special project with great success. An additional liaison completed Powerschool certification which allows NOACSC to perform our own Progressbook to Powerschool migrations and implementations in the future. The student dashboard is available, but it needs additional development.

The EMIS Services team remain a critical support for our districts. The team met all requirements for EMIS Alliance attendance and trainings. They have increased their Powerschool competency through training and collaboration. The team added additional personnel so that extended support for one of our districts could be provided. Finally, they continue to work closely with all new EMIS coordinators, training them both virtually and in-person.

Library service support at NOACSC occurs through our partnership with INFOhio. INFOhio has transitioned the online catalogue for younger learners from CAT Jr. to Fetch. BLUEcloud circulation and cataloging slowed in implementation due to the pandemic, however, twelve NOACSC districts did transition to the new web-based system which exceeded the goal for FY 22. Lastly, INFOhio frequently promotes its content and tools through email to library staff and tech coordinators on a monthly basis.

2. Areas of Improvement: What are the key areas of improvement you plan to address this coming year? Why were these key areas included? Were any needs identified in your ITC's results from the common customer satisfaction survey or your local survey? 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.

Our most recent customer survey results were very positive, however, there was feedback provided that we are using to improve as an ITC in the way we serve our district. One area we will focus on improving is to increase our district's awareness of our service offerings. The data showed that 10% of the 126 survey respondents felt they were not sufficiently aware of our service offerings. As a result, we are setting a goal to increase awareness of services across all service areas to reduce that percentage to less than 5% of respondents in FY 23. We plan to accomplish this through increased email communication to our customers, newsletters, and in-person visits to districts.

The Network Services team has received feedback from technology coordinators at county-wide meetings and through our customer survey that there is a need to provide more information and tools related to cyber security on a regular basis. This has been an ongoing goal for NOACSC but recent events as well as a demand from insurance agencies has put a spotlight on this topic. Therefore, the team has a goal to conduct at least one online or in-person training to district technology coordinators at least once per month for FY 23 with a focus on cyber security information and tools.



Also related to cyber security, the Network team will choose and implement multi-factor authentication (MFA) and endpoint detection and response software for our ITC. NOACSC will be reselling and supporting these products to districts for their own cyber security measures.

The Student Services team will focus on increasing training opportunities to districts. Survey results shows that there is an interest in short skill-based videos that are accessible at any time for end users. Therefore, the team will begin to develop 2-to-5-minute videos available online to end users as needed. Additionally, they will plan to visit each district during the school year to obtain feedback and to promote service and training offerings.

The Fiscal Services team also plans to increase district visits. Based upon the makeup of the team, NOACSC believes they can increase extended fiscal services to districts. Finally, the team will continue to strengthen their knowledge and understanding of Redesign by attending professional development through the SSDT and then training member districts effectively.

The EMIS Services team will be increasing district use of CrossCheck. This new service offering allows districts to develop a greater understanding of their EMIS data. For FY 22, 2 districts implemented CrossCheck. For FY 23, the team will begin to actively promote and sign on new districts. Additional areas of improvement are to continue to deepen understanding of PowerSchool SIS and to have a third staff member obtain their CEP.

Library services are supported through NOACSC. The areas of improvement were created in collaboration with their staff. The first area of focus will be to increase the collaboration between NOACSC and INFOhio through regular communication. Another focus is to increase quality professional development to librarians, both in-person and online. This will be accomplished through in-person trainings on site at NOACSC and through the Learning Pathways classes offered through INFOhio. Finally, INFOhio will transition at least 10 additional districts to BLUEcloud.

3. Input from Stakeholders: How do you obtain input from customers, governing board, and staff in identifying the key areas of improvement noted in question #2? Did you do anything new or different in developing your new plan?

Input from customers is gathered through annual surveys. The results of the customer satisfaction survey conducted in April of 2022 were extremely positive. NOACSC received 126 responses to its annual survey. Respondents rated support for service, response to tickets and overall satisfaction extremely high. The individual feedback was all positive as well. In addition to the survey, the Executive Director regularly attends county superintendent's meetings and the Network Manager attends county technology coordinator meetings. These meetings are an invaluable source of feedback which was used in the development of this plan.

Input from the governing board occurs through Board of Directors meetings, which are held at least quarterly throughout the year. During the hiring process for the new Executive Director, the board communicated a desire for increased communication with all board members from the new Director. As a result, the Director shares bi-weekly communication via email about the import activity occurring at NOACSC. Board members are encouraged to respond for feedback to the Director.



Staff member input is gathered regularly through staff meetings and weekly team meetings. Additionally, each team met with the Executive Director to review the goals outlined on last year's CIP. Each team was also provided customer survey results which was used to identify areas of improvement for FY 23. The staff then collaboratively created goals with the Director for this plan.

For the development of this plan, the Executive Director consulted with his assigned mentor through the Management Council. Draft plans developed from other ITCs from FY 22 were also reviewed as a model. The Director also closely reviewed the FY 21 plan for NOACSC. Finally, for the Library Services goals, the director consulted with INFOhio staff.

4. Collaboration Examples: Highlight examples of new or recent collaboration with other entities, or new products or services where collaboration could be valuable. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so, explain.

MCOECN recently entered into partnership agreement with FinalForms, an online forms management system for students and staff. This partnership will benefit our districts by providing consistent pricing across the state of Ohio. Additionally, NOACSC will now be billing districts on behalf of FinalForms, which should lead to an improvement of services for the districts who purchase the application.

In late spring of 2022 NOACSC partnered with META to offer EMIS CrossCheck. This low-cost application allows schools to dig deeper into their EMIS data, which will impact funding, accountability, special education profiles, and overall data accuracy and completeness.

Feedback from superintendents within our ITC was very strong that the Ohio Means Jobs job board through the Ohio Department of Education was not meeting the needs of our districts. Therefore, we were an early adopter of the SchoolSpring Job Board offered by MCOECN in the spring of 2022. Through offering this new service, K-12 jobs in our area are now easily accessible online to potential job seekers. This will likely lead to a deeper applicant pool for districts to choose from when they have an opening.

NOACSC has developed effective tools and processes related to the migration to Inventory within Redesign. Currently we have assisted three other ITCs in their migration. It is our hope that NOACSC will continue to look for opportunities to collaborate best practices with other ITCs, which will ultimately improve our services to the districts we serve.

NOACSC maintains a close professional relationship with our two primary circuit providers, Comnet/IFN and TSC. These providers provide 55 of our 64 circuits to districts. They are local companies that are quick to respond to changes. Through our relationship with them, we are able to provide internet service to districts that is secure, reliable and affordable.

The Executive Director became a member of Broadband Access Ohio. Broadband Access Ohio is an advocacy group that is working to facilitate the access of secure, high-speed broadband for all Ohioans. It is expected that this group will increase access to broadband across the state, which will ultimately benefit the students we serve by providing them a better experience online. The Director also joined



BASA, which will keep NOACSC up to date on the educational topics impacting districts across our state. Finally, our Treasurer joined OASO in an effort to stay current on fiscal matters affecting districts.