FY 24 NOACSC CIP Narrative
Board Approval: August 2, 2023

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 2023. Goals that were not completed during this fiscal year will be carried into next year's plan.

The first goal for FY23 was to increase awareness of services to districts through increased communication, with the goal of less than 5% of membership survey respondents reporting that they were not sufficiently aware of services offerings from NOACSC. This was to be done through increase email communication, newsletters and in-person visits to districts. Survey data from our April 2023 membership survey shows that of the 185 responses, 21 or 11% responded that they were not sufficiently aware of all service offerings, which is an increase from 9% the 2022 membership survey. This slight increase is a surprising given the focus on increase communication and in-person and online meetings from the Director and service teams. There was an increase in overall respondents to our survey, from 128 in 2022 to 185 in 2023. This increase in responses is an indicator that our communication efforts are working. NOACSC will continue to focus on awareness of services and increased communication to districts in FY24.

The Network Services team met most of their goals for FY23, beginning with providing more information and tools to districts regarding cybersecurity practices. The team held both online and in-person training events with a focus on cybersecurity practices and tools for several months during FY23, however, it was not offered each month due to multiple factors. This will continue to be a goal for FY24, though it will be modified to fit a training schedule that is more attainable for our staff.

The Network team fully implemented multi-factor authentication (MFA) and endpoint detection and response (EDR) in FY23. MFA is now enabled for all staff VPN accounts, administrative accounts, as well as all Redesign users with the ability to change data. It was also enabled for districts on the Redesign application for users who have access to change data in the application. Not all districts are utilizing it yet so NOACSC will continue to push for all district Redesign users to implement MFA in FY24. EDR has been deployed across all staff devices.

The Student Services team increased training opportunities to districts, primarily through one-on-one in-person and online meetings on an as-needed basis. There was also a focus on creating short skill-based videos, which was not fully implemented in FY23. NOACSC did purchase software to create the videos and the staff received training, however, very few videos were created. Based upon more reflection and direct feedback from districts, we are pivoting on the short form videos. New survey data shows that there is not the interest as originally thought, plus there are quality videos available from the application developers themselves. NOACSC will utilize these resources instead, which we believe is a more efficient use of staff.

The Fiscal Services team met all of its goals for FY23. They increased district visits for the year, visiting at least 6 districts for training purposes and several additional districts for application demonstrations. There has also been an increase in one-on-one in-person and online trainings. This is due to both the focus of the team, as well as the amount of turnover in district treasurer and payroll specialists throughout our membership. Finally, the team attended multiple conferences and professional development meetings throughout the year for the purposes of professional growth as well as to provide better trainings to our membership.

Our EMIS Services team went through some personnel changes that included the retirement of two long tenured employees. The two new team members have been quickly brought up to speed, and survey data shows that members are still receiving quality trainings and support.

The first goal that was met for FY23 for EMIS was that we increased CrossCheck use at districts. Throughout FY23, NOACSC increased district usage from 2 to 27 districts now using this powerful data checking application. A second goal was to deepen understanding of PowerSchool SIS for EMIS. The team has created some checklists for districts and our part-time staff member is taking the lead in this area. The last goal of having a staff member obtain their CEP did not get accomplished due to personal circumstances. This goal will be carried forward to FY24.

Library Services are outsourced to INFOhio, therefore the goals were set in collaboration with their staff. Our first goal as to increase collaboration between NOACSC and INFOhio. This was accomplished through weekly ITC Director touch base meetings, monthly bulletins to ITCs, and newsletters distributed to subscribed NOACSC members. Increasing professional development was also a goal. INFOhio had in-person trainings and meetings at NOACSC and online throughout the year. They also shared Learning Pathways classes for asynchronous learning. INFOhio also provided several one-on-one trainings at the request of library staff. Finally, several districts transitioned to a modern, cloud-based library system. This will continue to be a focus for FY24.

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.**

NOACSC again surveyed our membership in the spring of 2023. The overall results were again extremely positive. There are some data that we will used to identify goals for FY24. Overall, there were 185 responses to the survey. This was an increase from 128 in FY23. The average rating of responses for overall satisfaction of services was 3.88 on a 4-point ratings system. Of the 185 responses, 163 responses gave NOACSC a perfect rating. As noted earlier, there was a slight decrease in awareness of service offerings, which dropped from 91% sufficient awareness of services to 89%. This will continue to be an area of focus in FY24. NOACSC will attempt to reduce this number to at least 90% awareness through increased communications to districts with a specific focus on services offered by NOACSC.

The Student Services team will focus on creating increased communication and training opportunities through the creation of monthly user group meetings that are above and beyond the already scheduled

in-person and online trainings. The format for the user group meetings is to be determined by the team as they obtain feedback from users and workshop ways to best implement the group. There will also be a focus on sufficiently making districts aware of the upcoming interface changes within ProgressBook. This will be done through our beginning user trainings and through email communication including documentation and videos. Our developer will focus on a cleanup of Harmony reports and eliminate outdated reports. Harmony is our locally developed ProgressBook data extraction application.

The Fiscal Services team experienced high demand of their support due to high turnover at districts throughout the last year. District treasurers and assistants have turned over at a much higher rate compared to years past. Many of the new treasurers and assistants who have come onboard are new to the field or new to the position. Therefore, the team has a goal of monthly in-person or online meetings to address the skills associated with these positions. The hope is to sufficiently provide the district personnel with training and resources to best equip them to do their job, and also provide a network of peers for professional growth. An additional goal is to add an additional staff member to the team and develop this new person to further assist districts with their payroll needs and potentially offer payroll as a service to member districts.

Goals for the Network Services team begins with the continuation of the FY23 goal of increasing professional development and resources to districts related to cybersecurity. The team will meet at least quarterly at local technology coordinator meetings or online, providing training on a cybersecurity topic. Another goal is to work with fiber circuit providers to reduce costs to members for Internet fees. Finally, NOACSC will continue its work with the Management Council to fully implement NIST cybersecurity framework with a focus on priority two standards.

The EMIS Services team will continue the goal of increasing their PowerSchool knowledge related to EMIS by expanding on the number of checklists provided to districts. Additionally, they also will have a member of the team obtain their CEP, which was an unfulfilled goal of FY23. A new goal will be to create additional documentation and training resources for incoming district EMIS coordinators. This goal was created based upon staff attendance at last year's OECN United conference, where it was observed how another ITC was providing excellent resources to new coordinators. Finally, the EMIS team will conduct monthly EMIS coordinator user groups. The format of these groups will be determined prior to implementation in the fall.

Library Services is supported through INFOhio. The areas of improvement were created in collaboration with their staff. The first goal will be to continue to support the transition of districts to a modern, cloud-based library platform. Another focus will be to continue to participate in the GenYES Regional Partner program with the goal of increasing participation of our member districts. Finally, we will continue the goal of strengthening our collaboration with INFOhio by examining the ICoach and IParnter programs to identify if this is of value for our membership.

3. <u>Input from Stakeholders:</u> **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 2023 were extremely positive. NOACSC received 185 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. As a result of feedback from the Board, the Director shares bi-weekly communication via email about the important 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 FY24. The staff then collaboratively created goals with the Director for this plan.

For the development of this plan, the Executive Director consulted with other Directors and with guidance from the Management Council. Draft plans developed from other ITCs from FY23 were also reviewed as a model. The Director also closely reviewed previous year's plans for NOACSC. Finally, for the Library Services goals, the director consulted with INFOhio staff.

4. <u>**Collaboration Examples:**</u> **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.**

This was the first year of a partnership with the MCOECN and FinalForms. NOACSC conducted all of the invoicing for FinalForms throughout the year. It has improved the invoicing process for districts and provided consistent pricing throughout the state. Based upon this new partnership, several districts added FinalForms as an application in FY23.

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. NOACSC increased our district usage of CrossCheck by 25 member schools during FY23.

The SchoolSpring Job Board offered by MCOECN in the spring of 2022 has been a successful partnership for NOACSC and our members. Through offering this service, K-12 jobs in our area are now easily accessible online to potential job seekers. We are seeing deeper applicant pool for districts to choose from when they have an opening, which is helping address teacher shortage.

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. As mentioned earlier, we are working closely with these partners to reduce internet service costs as well as increase bandwidth to districts.

The Executive Director is an associate member of BASA, which will keep NOACSC up to date on the educational topics impacting districts across our state. He is serving on the BASA Technology Committee. Similarly, our Treasurer is an OASBO member in an effort to stay current on fiscal matters affecting districts.

The Executive Director was a part of several MCOECN committees in FY23. First, he was a Board of Trustees member, providing board leadership. He also served on the MCOECN conference committee, which created the first OECN United conference in March of 2023. This conference provided collaboration and professional development for all ITCs. The Director also serves on the Advocacy committee, which is advocating for ITCs at the state government level. He participated in a legislative day where he and other ITC staff met with several state representatives to advocate for funding for the MCOECN. Finally, he serves on the GenYES committee.

Other ITC staff also serve on committees through the MCOECN. The NOACSC Treasurer serves on the State Software Steering Committee. A Student Services member serves on the Student Information Advisory Committee (SIAC) committee. Finally, all of Network Services team are a part of the Security Working Group.

New partnerships were formed during the past year that will impact the NOACSC. NOACSC began a partnership with MVECA for equipment related to Erate Category 2 projects. Through this partnership, NOACSC is now able to better serve our districts by bidding on their networking projects. NOACSC is also exploring a partnership with an additional vendor for FY24 to expand our capacity to best serve the needs of our districts.

NOACSC also has increased its partnership with PowerSchool, providing them an opportunity to demonstrate their SIS to member schools. Our ITC will continue to evaluate this partnership and strengthen our knowledge should there be an additional demand for these applications by our members schools.

NOACSC has also developed new partnerships with other ITCs. Currently two ITCs purchase Harmony, our locally developed data extraction application. Two additional ITCs are considering adding this product as well. NOACSC is also partnering with NOECA for VOIP services, a service our ITC has done very well at over the years. NOACSC will continue to seek collaboration opportunities with ITCs to provide the best service and product offerings for our membership and across the state. NOACSC is also exploring working with non-K12 municipalities in the future.