
FY26 Continuous Improvement Plan

About NOACSC

Situated in the Lima, Ohio region, the Northwest Ohio Area Computer Services Cooperative (NOACSC) stands as an essential provider of specialized computer services for K-12 school systems. Our members include both public and non-public school districts across northwest Ohio, spanning 11 counties: Allen, Auglaize, Hancock, Hardin, Mercer, Paulding, Putnam, Seneca, Van Wert, Wood, and Wyandot.

As one of the 16 regional Information Technology Centers (ITCs) serving Ohio, NOACSC embarked on its mission in 1980 with a singular focus: to empower school district financial offices through cutting-edge computer services. Over the years, our offerings have expanded to include technology, internet, state data, and library services, benefiting not only financial administrators but also technology coordinators, administrative assistants, counselors, teachers, librarians, students, and parents. Today, NOACSC operates as a Council of Governments, governed by a dedicated Board of Directors.

Our comprehensive suite of software and computer services caters to our esteemed members, encompassing accounting and payroll solutions, student administration applications, an electronic grade book, library automation, professional development, Internet access, technical and network support, and state EMIS reporting to the Department of Education & Workforce (DEW).

Board of Directors

The Board of Directors consists of the following school leaders:

- Aaron Rex, Chairperson – Superintendent, Wapakoneta City School District
- Greg Denecker, Vice-Chairperson – Superintendent, Bluffton Exempted Village School District
- Shelly Vaughn, Secretary – Superintendent, Mercer County ESC
- Andy Hatton – Superintendent, Findlay City School District
- Tony Fenstermaker – Superintendent, Cory-Rawson Local School District
- Martin Miller – Superintendent, Antwerp Local School District
- Kristine Stuart – Treasurer, Antwerp Local School District
- Joel Parker – Treasurer, Bath Local School District
- Michelle Mawer – Treasurer, Celina City School District
- Michelle Buss – Treasurer, Kalida Local School District
- Danny Kissell – Superintendent, Continental Local School District
- Matt Dube – Superintendent, Crestview Local School District
- Denise Mooney – Treasurer, Vantage Career Center
- Andy Wilker – Treasurer, St. Marys City School District



Stakeholder Input

Input from customers for goal setting is gathered through annual surveys. The results of the customer satisfaction survey conducted in April of 2025 continue to be very positive. NOACSC received 185 responses to its annual survey. All areas of core services received a high score for support. When asked to rate their primary service area, the average rating was 3.86 on a 4-point scale. When asked about the typical response times to tickets that are submitted, the average rating was 3.84 on a 4-point scale. NOACSC received an overall service rating of 3.91 on a 4-point scale, its highest rating in 3 years. In addition to the survey, the Executive Director regularly attends county superintendent 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 regular communication via email about the important activities occurring at NOACSC. Board members are encouraged to provide 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 in last year's CIP. Each team was also provided with customer survey results which were used to identify areas of improvement for FY26. The staff then collaboratively created goals with the Director for this plan.

Goals

Student Services

Goal 1: Collaborate with EMIS Services to improve the structure of PowerSchool User Group meetings, with at least 80% of attendees reporting improved understanding of PowerSchool features in post-training surveys.

Goal 2: Develop and publish at least five short-form instructional videos featuring ProgressBook tips and tricks to support user learning and efficiency.

Goal 3: Collaborate with the Network Services team to implement multi-factor authentication for ProgressBook, with user enrollment completed in all participating districts by the end of Quarter 4.

Rationale

In FY25, NOACSC EMIS and Student Services teams developed PowerSchool User Groups. NOACSC will continue these User Groups in FY26, but based upon participant feedback, the structure of the meetings needs to be adjusted to increase engagement and understanding.

The team also received feedback from survey participants that they do not have the time to view long training videos. Therefore, the Student Services team will develop and publish at least 5 shorter videos, which will be skills-based for some of the most popular requests made from calls and tickets.

The MFA goal for ProgressBook is being carried forward from FY25.



Fiscal Service

Goal 1: Collaborate with EMIS Services to deliver two training sessions on EMIS and fiscal data connections, with at least 80% of attendees reporting improved understanding in post-session surveys.

Goal 2: Collaborate with Network Services to install the new IPDP application from SSDT, ensuring 100% successful implementation and completion of user training by the end of Quarter 2.

Rationale

In FY25, EMIS and Fiscal services collaborated on deepening understanding of data connections between the two areas of services. The new goal extends upon that work. They will meet with individuals from districts at least twice during the year to do a deep dive to help the district better understand the connections between EMIS data and fiscal data.

IPDP will be released from the SSDT in early FY26. The Fiscal team will work to migrate all current IPDP users to the new version successfully as well as add new users to the application.

Network Services

Goal 1: Replace 100% of edge devices in all districts with new hardware by the end of Quarter 4 to enhance network capabilities and security.

Goal 2: Develop a Business Continuity Plan for essential mission and business functions by the end of Quarter 4.

Goal 3: Collaborate with the Student Services team to implement multi-factor authentication for ProgressBook, with user enrollment completed in all participating districts by the end of Quarter 4.

Rationale

NOACSC has invested in its network over the past two years. To provide a more secure and scalable network, edge devices at districts need to be upgraded.

As the team continues to fully implement NIST control families, during FY26 we will work with our vCISO and the Management Council security team to develop a BCP for essential mission and business functions and associated contingency requirements. This will involve collaboration and planning with each department at NOACSC.

The goal of MFA for ProgressBook is being carried over from FY25.



EMIS Services

Goal 1: Collaborate with Student Services to improve the structure of PowerSchool User Group meetings, with at least 80% of attendees reporting improved understanding of PowerSchool features in post-training surveys.

Goal 2: Collaborate with Fiscal Services to deliver two training sessions on EMIS and fiscal data connections, with at least 80% of attendees reporting improved understanding in post-session surveys.

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Library Services

Library services are provided through a purchased service from INFOhio.