



FY27 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 and is 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
- Michelle Buss, Secretary – Treasurer, Kalida Local School District
- 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
- Jeff Wise – Superintendent, Pandora-Gilboa Local School District
- Matt Dube – Superintendent, Crestview Local School District
- Denise Mooney – Treasurer, Vantage Career Center
- Andy Wilker – Treasurer, St. Marys City School District
- Tony Stahl – Superintendent, Fort Recovery Local 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 2026 continue to be very positive. NOACSC received 173 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 3.91 on a 4-point scale. When asked about the typical response times to tickets that are submitted, the average rating was 3.89 on a 4-point scale. NOACSC received an overall service rating of 3.91 on a 4-point scale. Each of these average ratings was at or higher than the previous year.

In addition to the survey, the Executive Director regularly attends county superintendent meetings, the Treasurer attends OASBO area meetings, and the Network Manager attends county technology coordinator meetings. These meetings are an invaluable source of feedback that is used in the development of this plan.

Input from the governing board occurs through Board of Directors meetings, which are held at least quarterly. 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 FY27. The staff then collaboratively created goals with the Director for this plan.

Goals

Student Services

Goal 1: Create and distribute four ProgressBook tips-and-tricks communications annually to enhance user knowledge and efficiency, and track engagement and feedback to inform continuous improvement.

Goal 2: Complete the migration of school districts to the Frontline Platform by the end of Q4, ensuring each district is fully implemented, staff are trained, and post-migration support is in place to drive adoption and minimize disruption.

Rationale

In FY26, Student Services developed and published 5 short videos, which were skills-based videos of the most popular support requests made from calls and tickets. For FY27, the team will continue to build on improving district personnel understanding of ProgressBook essential skills by publishing written correspondence with timely tips and tricks. This decision was based on anecdotal evidence from support tickets and phone calls.

Since FY25, Student Services has been working to add multi-factor authentication for Frontline ProgressBook. In FY26 Frontline Platform was released after years of development. Platform is a single sign-on solution for Frontline applications, which includes MFA. NOACSC began migrating districts to



Platform in the spring of FY26, with approximately 15 districts on the Platform by the end of Q4. For FY27, NOACSC will migrate all remaining Frontline districts to Platform.

Fiscal Service

Goal 1: Collaborate with EMIS Services to design and deliver two training sessions on EMIS and fiscal data integration, improving staff understanding and processes.

Goal 2: Collaborate with Network Services to implement Document Store in a test environment.

Rationale

Throughout the past two years, EMIS and Fiscal services collaborated to deepen understanding of data connections between the two areas of services and meeting with individuals from districts to help them better understand the connections between EMIS data and fiscal data. These meetings have been well received by district personnel. For FY27, the focus will be on improving the process so that deeper understanding is gained by district personnel.

NOACSC has not yet implemented the Document Store in Redesign. For FY27, the team will identify and create a process of implementing Document Store in a test environment so that it can then be enabled in production environments.

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 and implement a monthly cybersecurity training program aligned with HB 96 framework requirements by August 2026, delivering at least 9 training modules annually, achieving a minimum 50% participation rate among district technology staff.

Rationale

The network services team accomplished two of three goals for FY26. Goal 1 was not completed and will be carried forward into FY27. NOACSC has invested in its network over the past two years. To provide a more secure and scalable network, edge devices across districts need to be upgraded.

Feedback from technology coordinators, superintendents, and treasurers indicates a need for support as districts adopt and implement a cyber framework. NOACSC personnel are a trusted resource for technology needs, and technology coordinators are looking to NOACSC for resources and training.

EMIS Services

Goal 1: Design and conduct four quarterly PowerSchool-focused EMIS trainings to enhance district staff knowledge and data accuracy.

Goal 2: Collaborate with Fiscal Services to design and deliver two training sessions on EMIS and fiscal data integration, improving staff understanding and processes.



Rationale

NOACSC will support two additional PowerSchool SIS schools for FY27. Survey feedback and anecdotal evidence suggests that our PowerSchool districts want EMIS training specifically designed for PowerSchool SIS.

Throughout the past two years, EMIS and Fiscal services collaborated on deepening understanding of data connections between the two areas of services and meeting with individuals from districts to help them better understand the connections between EMIS data and fiscal data. These meetings have been well received by district personnel. For FY27, the focus will be on improving the process to ensure deeper understanding among district personnel.

Library Services

Library services are provided through a purchased service from INFOhio.