



**Coordinator Name**

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**Planning Team**

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**Description of the Program (2010-2012)**

Technology Services develops, deploys, maintains, and supports technology solutions and telecommunication services in support of education, operational functions, and the requisite infrastructure for Special School District.

**Description of How the Program's Services are Developed and Delivered**

The Technology Services department has evolved over time from the Management Information Systems department, supporting a centralized computing environment, to its current state: planning, developing, delivering, and supporting a wide variety of technology solutions on multiple hardware platforms distributed over St. Louis County interconnected by internet technologies and Wide Area Networks. As the technology needs of our students, educators, and operational staff increase and the capabilities of emerging technologies improve, the role of Technology Services becomes more and more critical to the quality of services offered by Special School District.

Technology Services provides technology integration planning via the District's Educational Technology Plan, alignment with the District's Comprehensive School Improvement Plan via CSIP Goal 3, develops technology integration strategies and implementation plans, and maintains and supports the efficient and effective use of technology in all aspects of District operations.

**Key Program Stakeholder Groups**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Students       | <input type="checkbox"/> Board of Education |
| <input checked="" type="checkbox"/> Parents        | <input type="checkbox"/> Taxpayers          |
| <input checked="" type="checkbox"/> Staff          | <input type="checkbox"/> Other (Specify.)   |
| <input checked="" type="checkbox"/> Administrators |   |

**Student and/or Stakeholder Needs Addressed by the Program**

Technology Services ensures students have adequate access to technology resources by providing direct technical support to the students and staff utilizing district technology resources, maintaining and supporting network and telecommunications infrastructure, providing adequate internet access which is filtered in compliance with State and Federal regulations, and coordinating with administrators to ensure the implemented technology meets student needs in SSD operated schools as well as throughout St. Louis County.

Technology Services ensures operational staff have the appropriate technology resources to support the efficient and effective operation of all District functions.

The department develops, deploys, maintains, and supports a variety of web based tools available to parents and community members to access relevant district information and provide feedback to district staff.

### Overall Goals of the Program

### Expected Measurable Outcomes

Goal 1: Provide and maintain appropriate instructional technology resources and technical support services.	Obj. 1.1 100% of SSD computers will be tracked with the Asset Tracking System Obj. 1.2 100% of service calls will be completed within 3 days for computers under warranty.
Goal 2: Implement governance strategies to improve operational effectiveness and efficiency across all programs.	Obj. 2.1 Disaster Recovery Plan will be reviewed at least once a year. Obj. 2.2 100% of mission critical support systems will be monitored Obj. 2.3 Hosted technology solutions (Software as Service) will meet service level agreements. Obj. 2.4 Automated requisition approval system will be 100% implemented.
Goal 3: Promote, facilitate, and enhance parent, student, and community engagement in SSD programs.	Obj. 3.1 Design process to identify needed accessibility features on SSD website. Obj. 3.2 Design system to implement needed accessibility features on SSD website. Obj. 3.3 Design process to identify desired new on-line methods and tools for instruction. Obj. 3.4 Design system to implement new on-line methods and tools for instruction.
Goal 4: Maintain an effective and relevant Technology Plan for the district.	Obj. 4.1 100 % of action steps of the current Technology plan will be complete or on target. Obj. 4.2 Goals and objectives of Technology plan will be in alignment with CSIP plan. Obj. 4.3 2013-2015 Technology Plan will be submitted to the Board of Education for approval.

### Evaluation Questions

- What is the status of the program's progress toward achieving the goals?
- What do students and other stakeholders consider to be the strengths and weaknesses of the program?
- What do staff consider to be the strengths and weaknesses of the program?
- How does the program's actual implementation compare with the program's design?
- How should priorities be changed to put more focus on achieving the goals?
- How should goals be changed? Any added or removed?

### Data Collection Methods

- Surveys and questionnaires
- Interviews
- Document reviews
- Observations
- Focus groups
- Case studies
- Assessments
- Other (Specify)



**Evaluation Results**

What is the status of the program’s progress toward achieving the goals?

Goal 1: Provide and maintain appropriate instructional technology resources and technical support services.

Measurable Objective 1:	Obj. 1.1 100% of SSD computers will be tracked with the Asset Tracking System.
Results: Not Met. 68% of all active computer assets are tracked with the Asset Tracking system. 81% of all computer assets that are under warranty are tracked.	

Measurable Objective 2:	Obj. 1.2 100% of service calls will be completed within 3 days for computers under warranty.
Results: Not Met. 71% of all service calls are completed for computers under warranty.	

Goal 2: Implement governance strategies to improve operational effectiveness and efficiency across all programs.

Measurable Objective 1:	Obj. 2.1 Disaster Recovery Plan will be reviewed at least once a year.
Results: Met. However, there is no systematic comparison from year to year.	

Measurable Objective 2:	Obj. 2.2 100% of mission critical support systems will be monitored.
Results: Met. All mission critical support systems are monitored.	
<ul style="list-style-type: none"> <li>• Exceed - Special Ed IEP</li> <li>• SIS - Student Information System</li> <li>• Lawson ERP - HR, Payroll, Finance</li> <li>• Exchange - E-mail</li> <li>• File Servers - Document libraries and file shares</li> <li>• Transfinder - Bus Routing</li> <li>• Sub-Finder - Sub-caller system</li> <li>• DHCP - Needed for access to network</li> <li>• DNS - Needed for access to Internet</li> <li>• Print Servers - Payroll, IEP, official correspondence</li> <li>• ISP Connection - Internet access</li> <li>• Active Directory- User accounts for access to network and applications</li> </ul>	

Measurable Objective 3:	Obj. 2.3 Hosted technology solutions (Software as Service) will meet service level agreements.
Results :Met. All hosted technology solutions meet service level agreements.	
<ul style="list-style-type: none"> <li>• Applitrack</li> <li>• Board Doc's</li> <li>• SIS</li> <li>• School Reach</li> <li>• Moodle</li> <li>• Atomic Learning</li> <li>• Renaissance</li> <li>• Safe Schools</li> </ul>	

Measurable Objective 4:	Obj. 2.4 Automated requisition approval system will be 100% implemented.
Results: Met. Automated requisition approval system has been 100% implemented.	

Goal 3: Promote, facilitate, and enhance parent, student, and community engagement in SSD programs.

Measurable Objective 1:	Obj. 3.1 Design process to identify needed accessibility features on SSD website.
Results: Met. SSD website was analyzed for compliance with "Bobby" standards." Bobby" is a web accessibility tool that helps web designers create sites that are compliant with accessibility standards.	

Measurable Objective 2:	Obj. 3.2 Design system to implement needed accessibility features on SSD website.
Results: Met. SSD website is "Bobby" compliant.	

Measurable Objective 3:	Obj. 3.3 Design process to identify desired new on-line methods and tools for instruction.
Results: Not Met. This objective is the mission of Technology Plan subcommittee 3.2.2 and is in progress.	

Measurable Objective 4:	Obj. 3.4 Design system to implement new on-line methods and tools for instruction.
Results: Not Met. This objective is the mission of Technology Plan subcommittee 3.2.3 and is in progress.	

Goal 4: Maintain an effective and relevant Technology Plan for the district.

Measurable Objective 1:	Obj. 4.1 100 % of action steps of the current Technology Plan will be completed or on target.
Results: Not Met. 80 % of action steps of the current technology plan have been completed or are on target. Some items have been deferred.	

Measurable Objective 2:	Obj. 4.2 Goals and objectives of Technology Plan will be in alignment with CSIP plan.
Results: Met. Goals and objectives of the Technology Plan are in alignment with the CSIP plan.	

Measurable Objective 3:	Obj. 4.3 2013-2015 Technology Plan will be submitted to the Board of Education for approval.
Results: Not Met. Technology plan will be submitted at the July Board of Education meeting.	

What do key staff and stakeholders consider to be the strengths and opportunities for improvement /weaknesses of the program?

<p>Strengths</p> <ul style="list-style-type: none"> <li>• <i>Automated requisition system with data enforcement rules has reduced cycle time for SSD requisition process.</i></li> <li>• <i>All mission critical systems are monitored.</i></li> <li>• <i>SSD website is compliant with accessibility standards.</i></li> </ul>
<p>Opportunities/Weaknesses</p> <ul style="list-style-type: none"> <li>• <i>Asset tracking is not systematic.</i></li> <li>• <i>Disaster recovery plan is not reviewed with comparison to previous years.</i></li> <li>• <i>Service level agreements with third party vendors such as SIS are not systematically reviewed.</i></li> </ul>

How well aligned are the program’s priorities and processes with the goals of the program?

The program’s priorities and processes are well aligned with the goals of the program.
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Deployment Level of Program Services: Services are fully deployed without significant weaknesses or gaps in any areas or schools.

Should priorities be changed to put more focus on achieving the goals?  Yes  No  
Should goals be changed, added or removed?  Yes  No

**Evaluation Implications**

**General Recommendation Resulting from the Evaluation**

Select from the following possible recommendations resulting from the evaluation:

- Continue the program as is. It is meeting or exceeding all expected outcomes.
- Expand the program, replicating effective components.
- Streamline, refine, or consolidate elements of the program.
- Redesign the program.
- Reevaluate the purpose and/or goals of the program.
- Discontinue ineffective or nonessential program components.
- Discontinue the program.
- Other (Specify.)

## **Action Plans**

- Work with purchasing, warehouse staff, and partner districts to ensure that all SSD PCs are registered systematically with the asset tracking system.
- Design system to allow tracking and comparison with previous years for Disaster Recovery Plan.
- Design monitoring system to monitor compliance with Service Level Agreements.

## **Status of previous recommendations**

- Develop and implement online surveys for students, teachers and staff to gather continuous data on technology needs to determine sufficient and appropriate use of instructional technology.
  - *Included in CSIP Plan*
  - *Staff and Teachers Survey Complete*
  
- Implement a tiered filtering system that maintains student safety yet provides flexibility for adults.
  - *Implemented tiered system*
  - *Technology Plan includes process to monitor and improve filtering effectiveness*
  
- Ensure technical support staff has access to documentation on new technology ordered by SSD prior to being scheduled for deployment and has sufficient time to learn the new technology.
  - *Ongoing, documentation being developed*
  - *Training and re-certification on current technologies in process*
  
- Survey all instructional staff to determine technology competency, and develop a district plan based on ISTE standards that will move the entire instructional staff to competency in the standards.
  - *New Professional Development plan and Technology Plan address ISTE Training and assessments*
  
- Convert all SSD Windows-based computers to part of the SSD Domain
  - *In process, 4 out of 5 Schools completed. 5<sup>th</sup> School planned for summer of 2013*

**Cost and Funding Source** The costs are included in the budget.