

**CIP Narrative Online Reporting (FY2022)****LOGIN**

Donn Walls

**SERVICE YEAR**

SY2022

**ITC NAME**

WOCO

**IRN**

085654

**ITC DIRECTOR**

Donn Walls

**EMAIL**[donn@woco-k12.org](mailto:donn@woco-k12.org)**1. STATUS AND PROGRESS**

The following are summaries by core service area of the status of FY21 CIP goals. In addition to last year's goals you will see a number of improvements we made during the year that were not part of the CIP submitted fall of 2020.

STUDENT SERVICES**Status and Progress**

The districts relied heavily on our support with the introduction of the 2020 pandemic, which caused a sudden shutdown of in session classes and a shift to remote learning. Even though we were no longer able to meet in person to provide group training and one on one support, we continued our in person support by coming together over Zoom. The meetings and webinars were made available on the WOCO forum for users to view/review at their convenience.

We assisted the districts with extracting End of Course Grade Substitution Report and getting the data submitted.

Due to the pandemic, students eligible for free or reduced-price meals did not receive them because the school was closed or the student was participating in remote learning. To ensure students received these benefits, the Ohio Department of Job and Family Services Department partnered with the Ohio Department of Education (ODE) to implement a temporary program called Pandemic- Electronic Benefit Transfer (P-EBT). The districts were called upon to report all students that met the requirements to receive P-EBT at the end of the last school year. The data was gathered and submitted by WOCO for all the districts. The benefit was extended into the new school year with a submission in the fall and then again in January and every other month going forward.

We to continue to promote the WOCO Forums as a place for our users to go for information and have an opportunity to collaborate with other district users. We continually post the product release notes as well as include meeting notes and other helpful documentation.

The student services team began planning for the implementation of Special Programs Management (aka SPM), the replacement for ProgressBook SpecialServices by participating in weekly Ohio Partner Panel meetings and routine ITC Focus Group meetings. Due to WOCO fully converting districts to the SpecialServices refresh by the end of the 2020-21 school year, we elected not to take part in any early adopter programs. This goal is ongoing as the process of learning Special Programs Management will continue until our districts are fully migrated.

## EMIS

### **Status and Progress**

1. EMIS trainings were held via Zoom. These included checklist trainings, lab sessions and Alliance trainings. Districts were able to access trainings on multiple dates to allow for flexibility.
2. EMIS Alliance sessions continue to be held for districts. Topics ranged from troubleshooting student data to a better understanding of ODE reports. Trainings expand districts knowledge of Excel, while providing them with tools to review and troubleshoot data. These are small group sessions.
3. EMIS extended services continue with nine districts being served. WOCO staff continue to provide high level service to these districts, while working closely with district staff to ensure accurate data reporting.

## FISCAL

### **Fiscal Year 20 Goals Review**

#### **• Professional Development and Training**

We will provide quality training and profession development opportunities to our member districts and to the WOCO staff. This goal includes looking at the best methods to deliver professional development other than face to face meetings. We will also look at ways work cooperatively with other ITCs and local/state organizations to provide professional development and training.

- *Due to covid restrictions, we were forced to offer virtual training. This type of training improved throughout the year.*
- *Face to face training became the bigger challenge with covid restrictions, however provided an in person option whenever possible (following required safety protocols). Districts appreciated the option. We always had some districts in attendance when the option was available.*
- *The bi-monthly western Ohio eFP roundtable meetings continued throughout the year. Both in-person and virtual options were available.*
- *Districts have been encouraged to post non-software questions at the WOCO Forum to get input from other districts. We have also posted meeting recording and meeting handouts.*
- *Due to covid restrictions, we have not been able to have many in person training sessions for all Redesign districts to get together. However, we started semi-monthly office hours via Zoom. This an opportunity for us to cover short topic and facilitate questions and discussions between districts.*

#### **• Software Changes**

SSDT has set December 31, 2022 as the "retirement" date for the current state software. We now have all districts on Redesign who opted for that system. Our final two eFP conversions will go live July 1st. We have completed well before the deadline. In addition to moving districts to a different software, a part of this goal is also to gain a better

understanding of eFP and Redesign to help districts utilize it more efficiently. We will also be aware of any compatible software options that may enhance the base financial software used by our districts. Possible strategies to meet these goals include:

- *Four districts (Indian Lake Local, New Bremen Local, Ohio Hi Point CC, and Riverside Local) went live on eFP on July 1, 2020.*
- *WOCO and Russia were the first districts moved to Redesign starting the fall of 2019. Four more districts (West Liberty, Ft. Loramie, Houston, and Triad) were moved during the first half of calendar year 2020.*
- *Training has been provided in the eFP Fixed Assets Module.*

- **Other Goals**

Other goals were more general and did not fall into the main categories of services. They seem to be common sense, but important enough to put in writing. General goals/strategies include:

- *The fiscal team continued to work together in meeting the districts' needs with reduced staffing level.*
- *Working with other WOCO departments was a little more challenging this year while mostly out of the office in second half of the fiscal year, but there did not seem to be any problems.*
- *WOCO continues to work cooperatively with other ITCs, especially with eFP. MVECA and one of their districts has been participating in the latest round of eFP conversions. META had a representative attend the previous round of conversions. WOCO continues to provide eFP support to two districts from other ITCs.*

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## TECHNICAL

We have worked extensively with NIST 800-53 framework compliance. In addition to bi-weekly calls with the MCOECN CISO, we have spent time training staff, and money on rolling out software such as Crowdstrike. We are currently over 80% complete with the NIST framework, and are ranked in the top 1/3 of ITCs for completion.

We expanded our computing infrastructure by adding a fifth compute-only node on our Hyperflex infrastructure. This has enabled us to host more VMs for districts, as this service continues to grow.

We brought our districts together and discussed the state of web filtering within WOCO. Due to the discontent with Lightspeed and Securly, we chose to pilot iBoss Cloud. The iBoss Cloud pilot was a resounding success, and we were able to convert all of our districts to it over the summer. Districts have been happy with the product, and it has allowed flexibility of filtering for students on and off campus. This has been critical, especially due to COVID-19 causing some students to learn at home.

## **2. AREAS OF IMPROVEMENT**

### STUDENT

As always, we will support our district with a continued focus on any changes/reporting related to the pandemic. We will offer support with new scheduling challenges due to students moving from hybrid to face to face and sometimes back again especially at the high school level.

We will continue to support the districts that participate in the Roster Verification process. This involves exporting the data files from SI, updating the data files with any missing information and uploading the data files in the Link Loader. Also, supporting the administrative staff and teachers through all the phases up to completion/submission of data.

We will begin preparing districts for migrating to the new Special Programs Management (SPM) software package by planning and managing their data migrations and training staff. All districts are expected to be migrated by the beginning of the 2023-24 school year.

### EMIS

#### 1. Continue/Increase Professional Development

Goal: Provide topic based professional development

How: Training sessions multiple times per year

Measured: Evaluations/Survey

#### 2. Collaboration Trainings

Goal: Empower district staff to understand their role in EMIS reporting, ie. Guidance, principals, special education

How: Topic based trainings

Measured: Evaluations/Survey

#### 3. SFPR Reports

Goal: Provide EMIS a better understanding of these reports and how mistakes in reporting impacts funding

How: Training sessions

Measured: Evaluations

#### 4. Continue EMIS Alliance Training

Goals: Empowering districts to have further Excel knowledge for accurate reports

How: Hands on sessions with districts

Measured: Evaluations, accuracy of EMIS data

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### FISCAL

The wants and needs of member districts remain generally the same, so the goals for FY 21 will also remain generally the same. There are two main challenges that will be a major part of the goals. Finding ways to offer professional development and training during covid will be an issue. The other big challenge is that WOCO will have all districts moved from old state software by the end of Fiscal Year 21.

#### • **Professional Development and Training**

This goal involves providing quality training and profession development opportunities to our member districts and to the WOCO staff. Covid restrictions require us to offer virtual training, while some districts want and need the

same training in person. We will also look at ways to work cooperatively with other ITCs and local/state organizations to provide professional development and training. Possible strategies to meet these goals include:

- Adapt successful in person training to allow for districts to attend virtually, while offering the same training with an in person option when permitted. Some on line sessions can be recorded for future reference.
- Continue offering the bi-monthly eFP Roundtable meetings for WOCO districts and other ITC district's in the western part of the state. Presentations by the districts will be encouraged to help them learn from each other and expand the learning network.
- Encourage members to use the WOCO Forums for non-helpdesk questions. Meeting recordings and documentation can also be posted at the forum.
- As we migrate districts to the Redesign, specific professional development opportunities should be developed for these districts. These opportunities can be similar to the eFP Roundtables. As the numbers increase, new training methods may be need if large gatherings are not permitted.
- We will monitor helpdesk, email, and meetings with other ITCs to learn of possible training needs for our members.
- We will help organize and present at statewide meetings, if state wide meetings are permitted. With a large number of WOCO districts currently using eFP, we will use this strength to help influence the statewide eFP User Group and eFAC.

#### • **Software Changes**

This goal will be a major emphasis for the next several years. SSDT has set December 31, 2022 as the "retirement" date for the current state software. We plan to have all districts on eFP or Redesign by June 30, 2021. In addition to moving districts to a different software, a part of this goal is also to gain a better understanding of eFP and Redesign to help districts utilize it more efficiently. We will also be aware of any compatible software options that may enhance the base financial software used by our districts. Possible strategies to meet these goals include:

- Four new districts (Indian Lake Local, New Bremen Local, Ohio Hi Point CC, and Riverside Local) went live on eFP on July 1, 2020.
- Two WOCO districts (Bellefontaine and Jackson Center) will be in the conversion process during FY 21. Their target go live date is July 1, 2021.
- MVECA will be a part of the conversion process with Yellow Springs.
- We will began to migrate districts to the Redesign in FY 20, with six districts being completed in FY 20. We will migrate the remaining twelve districts in FY 21.
- We will try to expand the use of different modules in eFP (eg Electronic Time Sheets) to meet the needs of the districts currently using the software.
- We will also work with Redesign districts to find ways to make the software easier (uploads, downloads, reports, etc).
- We will participate, as needed, with districts purchasing additional software that will enhance their current software.

#### • **Other Goals**

Other goals are more general and do not fall into the main categories of services. They seem to be common sense, but important enough to put in writing. General goals/strategies include:

- Fiscal Service Team Reorganization: We will continue to plan for the staff reductions in the Fiscal Department.
- Cooperation with Other WOCO Departments: WOCO departments work well together. It is important to maintain

and improve communications between departments so we better meet the needs of our districts.

- Cooperation with Other ITCs: With most districts in Ohio moving to Redesign or eFP, it is important to work with the fiscal staff at other ITCs to learn from them and allow them to learn from us. The districts in all ITCs will benefit from ITC cooperation.

## TECHNICAL SERVICES

### **2)**

The air conditioning units in our datacenter are over 20 years old and have many mechanical issues that have caused water and refrigerant leaks.

GOAL: We will replace both air conditioning units with new units that function in an active/standby mode and can be controlled remotely. This project will require new electrical, and a temporary cooling unit, as the old units are brought offline and the new ones made active.

Our tech department has the longest initial response time on new helpdesk tickets. Having only two tech support people makes vacation and other PTO stressful, causing us to often work after-hours or while on vacation.

GOAL: We will hire and train a third tech person as a generalist to learn all aspects of what our tech department does.

Our current patch management system, WSUS, is buggy and problematic. It's not providing us with reliable information on systems with regards to which patches have been applied.

GOAL: Find and deploy a patch management and software inventory system that not only works locally, but also remotely. We will use this system to manage patches and software deployments to our endpoints and servers.

E-911 is a big concern for our hosted VOIP customers. While several of our customers are grandfathered into most aspects of the new law, we will take the stance of safety first.

GOAL: Work with The Education Connection (TEC) to develop a cost effective method of providing E-911 to our hosted VOIP customers. This will be accomplished through SIP trunks, with calls being terminated from our datacenter.

NIST 800-53 compliance has been a large focus for us. We are somewhat weak on the auditing controls, which includes centralized logging and a SIEM.

GOAL: Continue to work with Art from MCOECN on addressing goals. Find and deploy a centralized logging system and SIEM to increase our security posture.

## **3. INPUT FROM STAKEHOLDERS**

There are a number of ways we obtain input for goals and objectives in continuous improvement. Feedback from our user group meetings is critical in keeping our fingers on the pulse of users in the districts. Our users are asked to contribute to the process and since they see their ideas are taken seriously and implemented frequently, they provide a lot of valuable input. After every user group meeting or training, the attendees complete evaluation forms. These forms are used to gather information as to if the meeting/training met their expectations and to give opportunity for suggestions for future improvements and topics to cover.

We have previously used results from the MCOECN end user survey to help identify needs and areas of improvement. The intent of the survey is to gather input from all of WOCO's users, and is not limited to the representatives that attend user group meetings. Specific areas of improvement are identified and a plan of action to address each of them. The survey also has a subjective side allowing for comments outside of service areas.

This allows provider opportunity for positive feedback, as well as the flexibility for customers to respond to areas that weren't addressed in the online survey.

We gather input from our Board who have ideas for the big picture needs of their districts. Fourth, we use our yearly CIP retreat to gauge internally what we as WOCO staff believe are areas where we excel and identify areas that need improvement.

We use random surveys when Helpdesk tickets are closed. The end user is emailed a link to complete a satisfaction survey. We continue to monitor those closely; we had one semi-negative comment and immediately called the user to resolve their concern.

After every user group meeting or training, the attendees complete evaluation forms. These forms are used to gather information as to if the meeting/training met their expectations and to give opportunity for suggestions for future improvements and topics to cover.

#### **4. COLLABORATION EXAMPLES**

Collaboration with other entities typically results in one of three outcomes. The product or service is available at a LOWER cost to our member districts. A HIGHER level of service or support is afforded by our districts. A GREATER number of options or alternatives is available to our districts.

We have established many beneficial relationships and collaborations with other ITC's over the years. We have detailed them in previous CIP's so will not list all of them here. We share services and technical assistance with NOACSC, NCOCC, HCC, and LACA in the areas of INFOhio, Document archiving, eRate, and Cisco VOIP solutions. We are part of a handful of ITC's that share knowledge and experience on the iBoss filtering solution. We have consulted with other sites and shared our expertise on Cisco products such as FirePower.

WOCO staff participate in a number of statewide committees and together with other ITC staff contribute to MCOECN initiatives and improvement in products and processes.

Our fiscal support folks have become a resource for others around the state on the eFP Accounting and HR system; both were involved with the software from the outset. We have developed expertise in the product and are now capable of implementing on our own without the services of PowerSchool, the eFP vendor. We will mentor other ITC's in the process and even do training for their districts who are converting if we are requested to do so and can work out suitable arrangements. We converted a MVECA district in FY21. We provide tier-1 support on eFP for MVECA and HCC. We will begin backup support for NWOCA this summer on eFP.

In the technology area WOCO relies heavily on collaboration with other ITC technology departments on issues we're facing, and implementing new technologies to stay on the forefront of K12 technology. This includes, but not limited to: email lists, Security Group meetings, and ad-hoc communications with other ITC techs.

#### **SUBMITTED ON**

06/22/2021