FY 25 NOACSC CIP Narrative
Board Approval: August 2024

1. <u>Status and Progress:</u> **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 the fiscal year 2024. Goals not completed during this fiscal year will be carried into next year's plan.

Administration

FY24	Increase awareness of services to districts – 90% awareness as measured on the annual survey	Completed

NOACSC measured awareness of services to districts on its spring membership survey. The results indicated that NOACSC is indeed communicating effectively regarding service offerings. Of the 205 survey respondents, 97% rated NOACSC's communication regarding service offerings as high.

Student Services

FY24	Monthly user group meetings	Completed
FY24	Inform/train districts on interface changes to ProgressBook	Completed
FY24	Harmony cleanup	Completed

The Student Services team successfully implemented monthly user groups during the fiscal year. Through different iterations, what they have found works is an hour-long online meeting where they review topics related to relevant topics for that time of year and provide opportunities for questions. All meetings for FY25 have been established and will be shared with the training schedule. Participation has grown and feedback for the meetings has been positive.

The training for districts regarding interface changes to ProgressBook was completed in the fall of 2024.

The Harmony application cleanup was completed during the year.

Fiscal Services

FY24	Monthly meetings to address skills related to new treasurers and payroll specialists	Complete
FY24	Addition of a staff member to assist the team with district needs	Complete

The Fiscal team successfully implemented monthly user groups during the fiscal year. They identified new treasurers and payroll specialists with 3 or fewer years of experience and then set up in-person meetings to address their needs. They only met twice during fiscal year 2024 and plan to increase the number of meetings in FY25.

A new fiscal services liaison was hired in July of 2023 which allowed NOACSC to successfully perform as-needed payroll services to districts.

Network Services

FY24	Increase PD and resources to districts related to cybersecurity by meeting at least quarterly at local technology coordinator meetings or online	Completed, ongoing
FY24	Reduce internet costs to districts by working with fiber providers	Ongoing
FY24	Full implementation of NIST priority 2 control families	Ongoing

NOACSC offered three cybersecurity seminars during the fiscal year 2024. Two were with the Ohio Cyber Reserve and one was with CISA. They were well attended and well received. NOACSC will continue to offer cybersecurity seminars in FY25 to complete the remaining three seminars from the Ohio Cyber Reserve.

Through regular meetings with various fiber providers, NOACSC has positioned itself to provide a reduction in internet costs in the future. Several dark fiber leases were purchased this year. A plan for FY25 has been established and financial resources have been allocated in the budget.

NOACSC has worked through the priority 2 control families, however, the review of the implementation has not been completed.

EMIS Services

FY24	Increasing PowerSchool EMIS checklists	Complete
FY24	A team member obtains CEP	Complete
FY24	Create additional documentation and training resources for new coordinators	Complete
FY24	Conduct monthly user group meetings	Completed

The EMIS team created two checklists for PowerSchool during FY24. They will continue to create new checklists.

NOACSC had two team members obtain their CEP in the spring of 2024.

Using model documents from another ITC, NOACSC created new documentation and training resources for new coordinators. New coordinators have well received it.

Monthly user group meetings were established. There are two user groups that each meet bi-monthly. There is a group for new coordinators and another group for all other coordinators. They have been very successful, and they will continue to be conducted in FY25.

Library Services

FY24	Transition of districts to a modern, cloud-based library platform	Ongoing
FY24	Participation in GenYES Regional Partner program to increase participation	Did not meet
FY24	Evaluate ICoach and IPartner programs	Did not meet

There were a few districts that transitioned to cloud-based library platforms during FY24.

Since NOACSC outsources Library Services to INFOhio, we will not be adding additional goals in the future. Instead, our focus will be on good communication between NOACSC and the INFOhio team, who have done an excellent job training and supporting our districts.

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 conducted a local survey of its membership in April of 2024, which had 205 respondents. The results were overwhelmingly positive. All areas of core services received a high score for support. When asked to rate their primary service area, the average rating was 3.89 on a 4-point scale. When asked about the typical response times to tickets that are submitted, the average rating was 3.81 on a 4-point scale. NOACSC received an overall service rating of 3.88 on a 4-point scale.

Student Services

FY25	In collaboration with EMIS services, establish a format for a PowerSchool user group	
FY25	In collaboration with the Network services team, set up and implement multi-factor authentication for ProgressBook	
FY25	Increase participation in monthly user group meetings through consistent meeting times, increased communication, and feedback from users	

NOACSC has seen an increase in demand for PowerSchool SIS. To best serve those districts, we will explore a format with both the Student and EMIS teams to develop a user group.

ProgressBook MFA is in the testing phase. NOACSC will work with Frontline's team to establish MFA for interested districts.

In FY24, a monthly user group was established. In FY25, the goal will be to increase participation and modify the format to encourage more two-way communication in the organization of the group meetings.

Fiscal Services

FY25	In collaboration with EMIS services, cross-train to enhance understanding of how fiscal informs EMIS data	
FY25	Increase the number of online trainings available to districts	
FY25	In collaboration with the Network Services team, set up and train districts on the Employee Self-Service application.	

EMIS and Fiscal services will cross-train to help each team learn how the two areas of service inform EMIS data. They may also offer training to districts so that they understand as well.

Feedback from surveys indicated a desire for more online training for Fiscal, so in FY25 the team will offer more online trainings.

Employee Self-Service will be released from the SSDT in early FY25. The Fiscal team will work to migrate all current Kiosk users to ESS successfully as well as add new users to the application.

Network Services

FY24-25	Offer cybersecurity professional development and resources for districts to ensure that they are equipped with the necessary knowledge and skills to promote a safe and secure online environment.	
FY24-25	Collaborate with fiber providers to enhance internet services for districts while ensuring affordability, security, and reliability.	
FY25	Achieve full implementation of NIST priority 3 control families	

The Network team offered 3 cybersecurity seminars in FY24. FY25 will see a continuation of these seminars for districts. Additionally, NOACSC will continue to look to add additional products and services to assist districts in their cybersecurity practices.

NOACSC began evaluating its fiber network in FY24 through regular meetings with its fiber providers. The results led to changes in how internet service is delivered to some schools. NOACSC will continue to collaborate with our providers for the same purposes in FY25.

In FY23, NOACSC fully implemented all NIST priority 1 control families and will complete priority 2 at the end of FY24. In FY25, the focus will be on priority 3 control families while also maintaining previously met priority 1 and 2 controls.

EMIS Services

FY25	In collaboration with Student services, establish a format for a PowerSchool user group	
FY25	In collaboration with Fiscal services, cross-train to enhance understanding of how fiscal informs EMIS data	
FY25	Create additional PowerSchool guides for district EMIS coordinators	

Two of the goals for EMIS involve collaborating with other teams, which were mentioned previously.

Additionally, as PowerSchool services grow, the EMIS team will create additional support guides for district EMIS coordinators.

Library Services

Library services are provided through a purchased service from INFOhio.

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 2024 were extremely positive. NOACSC received 205 responses to its annual survey, an increase of 20. 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 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 FY25. The staff then collaboratively created goals with the Director for this plan.

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.**

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 now has a total of 32 districts using CrossCheck.

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 continue to see a wider applicant pool for districts to choose from when they have an opening, which is helping address the teacher shortage.

NOACSC maintains a close professional relationship with our two primary circuit providers, CNI and TSC. These providers supply 55 of our 64 circuits to districts. They are local companies that respond quickly to changes. Through our relationship with them, we can provide secure, reliable, and affordable internet service to districts. We are now meeting regularly with both partners to execute plans for our fiber network. In addition to these providers, we have established new relationships with others that may enhance our ability to deliver better services 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 serves on the BASA Technology Committee. Similarly, our Treasurer is an OASBO member to stay current on fiscal matters affecting districts. She is the Treasurer for WCOASBO.

The Executive Director is an active participant in MCOECN activities. He once again served on the MCOECN conference committee, which successfully delivered the 2024 OECN United Conference. This conference provided collaboration and professional development for all ITCs. Additionally, he regularly attended in-person and online Director meetings, which has developed trust and collaboration opportunities with other ITCs.

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

NOACSC also has increased its partnership with PowerSchool, providing them an opportunity to demonstrate their SIS to member schools. This has led to an increased interest in the SIS application. Two school districts will begin using PowerSchool in the 2024-25 school year, and two additional schools will convert during the year.

NOACSC also partnered with the Ohio Cyber Reserve to deliver two cybersecurity seminars. CISA was also brought in to do a seminar as well.

NOACSC continues to build upon partnerships with other ITCs. Two ITCs continue to purchase Harmony, our locally developed data extraction application. They have provided some input into the need for additional enhancements, which has made the application even more robust. NOACSC is also partnering with NOECA for VOIP services. An additional ITC is currently exploring a partnership for VOIP service as well. NOACSC also partners with TCCSA to provide EFP fiscal support to our one and only EFP district. NOACSC will continue to seek collaboration opportunities with ITCs to provide the best service and product offerings for our membership and across the state.