

Renton Technology Coordinating Council (RTCC)

Meeting Minutes

October 1, 2019

ATTENDING

Tom Howley, Jason Franklin, Karen Soine, Cathleen Gonzalez, Rahman Abdul, Rachel Sherin, Mike Cruz, Barbara Folmer, Shari Mann, Kevin Smith, Pam Teal, Thomas Caudle, Bob Ettinger, Kalisa Amparo, Kevin Takisaki, Gioia Pitts, and Colin Falk

AGENDA

- [Welcome and Introductions](#)
- [Minutes Review](#)
- [Feedback](#)
- [Project Review](#)
 - [Digital Learning](#)
 - [Customer Service](#)
 - [Infrastructure](#)
- [RTCC Collaborative Work](#)

WELCOME AND INTRODUCTIONS

Introductions

Each RTCC member introduced themselves by giving their name, role, and sharing why they are interested in participating in RTCC and one goal they would like to see met over the next year. See [addendum](#) for individual responses.

Team Goals and the Role of RTCC

Ellen opened by re-stating the role of RTCC. The role of RTCC is to review the technology plan and how it aligns with the district core values, to provide a forum for subcommittees, and to ensure the technology decisions made are maximizing student performance in the district. Ellen shared an example of how technology can enhance outcomes for students by showcasing the weather reports created by middle schoolers last year to demonstrate their understanding of weather. She also reported that Technology Services (TS), in partnership with the Career and Technical Education department (CTE) were able to provide schools access to We Video for all grade levels, creating further opportunities for projects like this.

Ellen described how TS is aligned with the District Core Values.

- **Service:** We align with service by providing a strong foundation. For example, securing safe access for RSD students.
- **Excellence:** We demonstrate excellence by improving our systems and support. For example, having a council where we continually receive feedback.
- **Equity:** Our focus on equity is to provide the right support for every learner, considering how we meet the needs of our learners by providing both access to the platforms they use and education on how to interact with those platforms.

MINTUES REVIEW

The RTCC members reviewed the minutes. There were no questions, clarifications, or changes. However, Ellen noted how she could see our progress over time based on what we discussed in the previous meeting and what has been accomplished since. Thomas echoed this comment, sharing how at the last meeting, GoGuardian was still a distant idea and now he uses it on a regular basis.

FEEDBACK

District Feedback

Ellen shared feedback received from the schools:

What TS does well:

- Responsiveness and collaboration in schools
- Increased Wi-Fi in schools
- Focus on instruction with 1:1

What TS could improve on

- People wanted to make sure TS is making good choices about what is purchased for the district
 - Continue to review decisions at RTCC
 - Continue doing research
 - Continue to support people in using the technology via digital learning
- Getting projectors off carts
 - TS is currently working with facilities to schedule the modernization of presentation stations
- Simplifying technology in classrooms, and making the technology set up a simple standard

RTCC Feedback

The council members reviewed the nine responses from May 2019 RTCC feedback survey and discussed the content each table. The RTCC members shared their thoughts around the following:

- According to the feedback it seemed that while people find their time in RTCC valuable, there was still some uncertainty in defining their actual purpose and how they are being utilized as members of the council. Ellen agreed and noted that part of the collaboration work the members would be doing at this meeting was around this topic.
- Council members discussed RTCC membership, what kind of representation we want to have and what our goals are surrounding that representation. Ellen noted that per board policy, RTCC has complete control over the way the council is structured including but not limited to rules about representation (ex: number of elementary and secondary teachers participating etc.), how long a member participates for, and how those terms are selected.

PROJECT REVIEW

Ellen introduced the Directors of each TS Team: Digital Learning, Customer Service, and Infrastructure. The Directors gave updates on the project their teams are working on.

Digital Learning (DL) – Bob Ettinger

- Last year, DL assembled a diverse team to come up with a plan for teaching digital citizenship and media literacy to students in grades 3-8 and this year they have begun to roll that plan out.
- The devices the students have received from the district can be used as tools to discover what students are learning, so the DL team is working with selected schools, professional learning communities, and administrators to dive into the practice of formative assessment and how the digital tools can support that.
- The DL team has come up with a comprehensive plan for the elementary computer science program with the support of the Renton Schools Foundation, and they are building a coherent pathway to feed into the work being done by CTE in grades 7-12.
- The DL team has come up with a collaborative goal this year using the ISTE (Washington State Technology Education) standards for creative communication: finding ways to empower students to communicate their learning in new and innovative ways.

Customer Service (CS) – Rahman Abdul

- This summer CS rolled out the new help desk platform: IncidentIQ. This platform was selected for three reasons:
 - improved user experience
 - integrates well with existing applications
 - ability to run analytics to provide better data for forecasting and how to better serve the district
- The CS team has nearly completed the expansion of the 1:1 program to all Secondary Schools with the final distribution taking place at Renton Academy on October 2, 2019.
- The CS team has begun the planning process for replacing the old projectors with flat panels. The timeline for this project is still in process and will be communicated to the district upon completion.

Infrastructure (IN) – Tom Howley

- The IN team has been focusing energy on cybersecurity.
 - They have tools in place to try to catch scams, phishing, fraudulent activity, ransomware, etc.
 - They work with Microsoft to do audits every couple of years on key systems.
 - They create backups of the data being stored by district employees. For example, if people are saving data in Office 365 and that cloud disappears, they have a backup to that backup.
 - This year, the IN team has begun to archive social media sites.
 - They have put firewalls in place to control who can gain access to the RSD network.
 - They are looking into staff professional development to help staff become a part of the cybersecurity solution.
 - Ellen informed RTCC that TS sent out a Green Box announcement today about fraudulent emails, but many staff members were already able to identify that the email was fraudulent and had contacted TS about it. This is one example of how staff is already becoming part of the cybersecurity solution.

- Rachel noted that there was a major attack in cybersecurity in Northshore and wondered how we defend ourselves against instances of this severity.
 - Tom responded that while we don't have all the information about the situation in Northshore, the steps IN is currently taking is a huge part of prevention. However, the IN team is aware that there is still further information available and do consult experts on occasion to help inform next steps.
 - Ellen added that there are additional plans and protocols in place that the IN team works on continuously that aren't advertised for the purposes of keeping information secure from potential attackers. The team is doing everything they know how to do and seeking outside support to further broaden understanding.
 - Kalisa asked if it is safer to use a credit card for online purchasing from home or at school.
 - Tom advised that it is best to be cautious everywhere you use your card and to set up your card so that you get a text msg for everything you have ordered.
 - Jason cited that there have been 10 district credit cards that have been compromised before they even arrived to the District, so it is important to be vigilant with these resources.
- With the 1:1 program near completion, all computers have been set up with web filtering and monitoring software that will run whether the student is on or off campus.
 - There is detection capability via the monitoring software that will detect and notify when students are searching content that is explicit or indicates self-harm.
 - Gioia recalled some of her early hesitation using the monitoring software and how she has since realized she would prefer to know what is going on with her students to help keep them safe.
 - Ellen noted that support meetings will be held at each 1:1 school to provide information regarding managing the monitoring software.
 - Last year the TS team made alliances with Team Mobile and the 1 Million Project to provide hotspots for students who do not have internet access at home. This year TS will continue to make these resources available to families.
 - Last year TS received a complaint from the Office of Civil Rights stating that our website is not ADA (Americans with Disabilities Act) compliant. The IN team responded promptly and has been educating webmasters to ensure the website and posted documents are ADA compliant and advising individual departments to update content as needed.
 - This summer, TS launched a new website using the Finalsight platform which offers more accessibility tools to get us closer to that compliance.
 - The website will be audited again in the coming weeks and there are consequences if too many compliance issues are found. The team will continue to work toward compliance but also noted that the primary part of the work will be changing the culture: to create materials and content that are already accessible to everyone, as opposed to fixing compliance errors as they arise.
 - Ellen added that Barbara has been sending detailed messages about what is looking good, what needs to change, and weekly tips on how to ensure that the website is accessible.
 - Rachel asked if that will be extended to the Renton School District App.

- Ellen and Barbara responded that the App is obsolete and will eventually be removed. The website is now mobile friendly and can be accessed from any device.

RTCC COLLABORATIVE WORK

Ellen introduced four projects that for RTCC to review and consider.

- Review the By-laws for membership and participation
 - What do our bylaws say now and how do we want to update them to increase participation and membership?
 - What steps would we take to do this?
- Review the Technology Plan and how it aligns to the District Framework
 - What is the process for this?
 - What would we review for?
 - What kind of protocol could we have for review?
- Review TLT projects
 - How do we want to review these projects?
 - Should we put a protocol in place for sharing?
 - Is there specific data that would be valuable when sharing?
- How to gather needs from classrooms/schools/students/families?

The RTCC members split into three groups to review the by-laws, TLT project updates, and how to gather information from classrooms/schools/families. After discussion, the teams shared their thoughts to the group.

By-Laws Group: Bob Ettinger, Kevin Smith, Mike Cruz, Thomas Caudle

The team shared ideas about how we can approach updating the By-Laws:

- Reach out to other districts to review best practices.
- Brainstorm and adopt new language to present to RTCC for consideration.
- Create action steps based on the decisions made by RTCC.

TLT Updates Group: Tom Howley, Jason Franklin, Cathy Gonzalez, Karen Soine, and Gioia Pitts

The teams shared some of their ideas about what would be important for RTCC to know and the ways RTCC could be engaged in decision making.

- Timeline: Where are we in the process?
- Location: Which schools / who is being impacted?
- Connecting the what to the why: Clarifying why we are doing particular projects and how we are approaching those projects.
- Next steps: Considering whether there are any next steps for RTCC to support a project.
- Problem Solving: Utilizing RTCC as a forum for problem solving and tackling projects that are in development.
- Budgetary: How are projects being financed and how it is being monitored?

Gathering Information Group: Kevin Takisaki., Rachel Sherin, Rahman Abdul, and Colin Falk

- Make surveys more accessible in terms of language support for students and in how they are structured (i.e. focused and concise).

- Create small focus groups and student voice groups at buildings.
- Have RTCC members attend events throughout the district to receive feedback directly.
- Request feedback regarding classroom needs from Building Technology Assistants and Technology Integration Specialists.

CLOSING

Ellen prepared the team that the next meeting would be re-scheduled and they should expect an invite for the new date.

Meeting adjourned 5:49pm

ADDENDUM

Ellen Dorr, *Chief Technology Officer*

- Ellen is interested in participating in RTCC because she feels it is important to listen to feedback coming from classrooms in terms of what is working for students and what is not. In addition, she thinks it is important to have community voice in the work we do.
- One goal Ellen has for RTCC is to think about ways to amplify what we hear from classrooms; increasing both the representation from schools and the amount of feedback we receive from them.

Kerrie Thornton, *Administrative Assistant*

- Kerrie is interested in participating in RTCC because she believes it is valuable to have a collaborative conversation when it comes to technology resources because of their economic value and their potential to serve as powerful tools for students.
- One goal Kerrie has for RTCC is to engage more student voices.

Bob Ettinger, *Director of Digital Learning*

- One goal Bob has for RTCC is to review the RTCC By-Laws and to think about our membership and how we get more people to join in this important work.

Pam Teal, *Board of Directors*

- One goal Pam has for RTCC is to amplify the feedback we receive from buildings – to know the impact being made in schools.

Kevin Smith, *CTE Director*

- Kevin is interested in participating in RTCC because of the connection between digital tools and careers.
- One goal Kevin has is to ensure our students are experiencing the digital learning environment of their futures.

Thomas Caudle, *Hazen High School Principal*

- Thomas is interested in participating in RTCC because he is able to learn about the big picture goals of TS and determine how he can support at the school level.
- Thomas has two goals for RTCC: to engage more student voices and to recruit an HHS teacher to RTCC.

Tom Howley, *Director of Infrastructure*

- Tom is participating in RTCC because it provides the opportunity to get feedback from people who are using the technology implemented and to determine if we are meeting the needs of our schools.
- One goal Tom has is to get out into the schools more to gain a better understanding of what is important for student learning to inform future technology plans

Jason Franklin, *Executive Director of Business Services*

- Jason is participating in RTCC to give Business Services a voice in technology decisions and to see how the district is moving forward.
- One goal Jason has is to see how we can integrate new software applications into business services.

Karen Soine, *Assistant Director of Curriculum, Instruction, and Assessment*

- Karen is interested in participating in RTCC because she recognizes that technology is playing an increasingly large role in curriculum, instruction, and assessment. She wants to ensure that her department is able to support teachers in utilizing these tools effectively to enhance student learning.
- One goal Karen has is to gather information about what is going on with technology and use that information to be coordinated and intentional about how the district prioritizes things.

Mike Cruz, *Systems in Analyst*

- Mike is interested in participating in RTCC to gain some insight into how the technology is working for schools and get feedback on what is going well and what we could improve.
- One goal Mike has this year is to get a better understanding of how 1:1 is playing out in Secondary Schools and what kind of impact it will have.

Rahman Abdul, *Customer Service Director*

- Rahman is interested in participating in RTCC to get feedback and to learn how we can improve and refine our processes
- One goal Rahman has this year is to replace the aging projectors in schools with presentation stations that will be more interactive.

Cathy Gonzalez, *Systems Analyst*

- Cathy is interested in participating in RTCC because she is involved in coordinating new equipment going out to buildings and being a part of RTCC gives her perspective on what people want and what is on the horizon; information she can use to plan for the future.
- One goal Cathy has this year is to streamline processes and to improve the inventory system in TS.

Rachel Sherin, *Sierra Heights Elementary Librarian*

- Rachel is interested in participating in RTCC to gain a better understanding of how to prepare students to be good digital citizens, and how to integrate technology into the work students do so that it becomes second nature to them.

Barbara Folmer, *District Website Coordinator*

- Barbara is interested in participating in RTCC because it is important for her to hear voices across the spectrum and to support the streamlining of information on the web to ensure all families have access to information.
- One goal Barbara has for RTCC is to gain more representation from secondary schools.

Shari Mann, *Tiffany Park Teacher/Librarian*

- Shari participates in RTCC to ensure that there are voices representing primary schools.
- One goal Shari has for the year is getting the projectors off the carts and having a new interactive presentation stations to work with.

Kalisa Amparo, *Maplewood Heights 4th Grade Teacher*

- Kalisa likes to participate in RTCC because she enjoys seeing how schools and departments work together to make everything work.
- One goal Kalisa has this year is to communicate the information she learns at RTCC to other teachers to help prepare them and to generate some enthusiasm about what is upcoming in terms of technology.

Kevin Takisaki, *Talley High School Assistant Principal*

- Kevin is interested in participating in RTCC because he wants to learn where technology is going in the district.
- One goal Kevin has this year for RTCC is to share student voice.