SUMMARY OF SERVICES

2025 - 2026

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MESSAGE FROM THE DIRECTOR

Dear Colleagues,

It is with great enthusiasm that I present EduTech's updated Summary of Services. This comprehensive guide highlights the wide range of programs and solutions we provide—thoughtfully designed to support Administrators, Technology Leaders, Educators, and Students in leveraging technology to advance teaching and learning.

At EduTech, our work is grounded in a core set of values that shape everything we do:

- **Workforce**: We invest in cultivating a skilled, dedicated team through ongoing professional development—ensuring our staff brings both excellence and expertise to every engagement.

- **Future**: As forward-thinkers and innovators, we stay ahead of emerging trends to ensure our services are both relevant and impactful in today's dynamic educational landscape.

- **Leadership**: We are committed to empowering leaders at every level. Through collaboration, coaching, and guidance, we help schools and districts drive positive, sustainable change.

- **Belonging**: We foster inclusive communities where every individual feels seen, heard, and valued. Equity and belonging are woven into the fabric of our work.

- **Unified**: We believe in the power of working together. By building strong partnerships across districts and stakeholders, we maximize our collective ability to improve outcomes for all learners.

We are deeply grateful to the districts and partners who continue to place their trust in EduTech. Your collaboration enables us to evolve, improve, and expand the ways we serve you. We look forward to growing our partnership and continuing to make a meaningful impact together.

Warm regards,
Dr. Kelli Eckdahl, Director

WELCOME TO EDUTECH

WHO WE ARE

EduTech, the Genesee Valley/ Wayne-Finger Lakes Educational Technology Service, is one of the 12 Regional Information Centers (RICs) in New York State. We provide services to 47 school districts in eight counties in the Genesee Valley and Finger Lakes regions of New York State.

As a Regional Information Center, EduTech allows districts to have access to a wider range of technology at a larger economy of scale that would not be normally available to districts individually. This allows districts to meet their financial and educational challenges while maintaining the high technological standards required by NYSED and various other federal programs.

We offer high quality, professional solutions in the areas of administrative, operational, and student information systems, along with state data reporting, test scoring, and accountability. We also provide computer and network technical support, data security, and privacy.

Please contact your EduTech Project Coordinator if you have any questions or are interested in purchasing any of the services described.

CONTACT US

Phone

To access the EduTech Help Desk Support line, call 800-722-5797 between the hours of 7:00 am and 4:30 pm.

Location

Wayne-Finger Lakes Office
131 Drumlin Court
Newark, NY 14513

Genesee Valley Office
7115 West Main Road
LeRoy, NY 14482

Email

Our Help Desk can be reached at HelpDesk@edutech.org

ADMINISTRATIVE TEAM

Dr. Kelli Eckdahl
EduTech Director

Tamara Felker
Manager of Administrative Applications

Jeff Ginsberg
LakeNet Manager

Ethan Hamlin
Manager of Project Coordination

Robert Harris III
Business Operations Manager

Thomas Landers
Coordinator of Shared Staff Services (Help Desk)

Eric Milillo
Manager of Technical Services

Dr. Michael Morone
Administrator of Online Instruction

Rob Smith, Jr.
Logistics and Warehouse Manager

Rich Yeoman II
Manager of Data Services

REGIONAL BOCES AND DISTRICTS

Project Coordinators

EduTech Project Coordinators can be contacted regarding any of the services described in this catalog.
Districts should contact their assigned Project Coordinator.

Chris Kincaid

chris.kincaid@edutech.org

Canandaigua
Dundee
Gananda
Naples
Newark
Palmyra-Macedon
Penn Yan
Red Creek
Seneca Falls
Sodus
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East Bloomfield
Geneva
Honeoye
North Rose - Wolcott
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Gorham-Middlesex
Lyons
Manchester-Shortsville
Marion
Phelps- Clifton Springs
Wayne
W-FL BOCES

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Avon
Batavia
Caledonia-Mumford
Dalton-Nunda
Elba
Geneseo
LeRoy
Mount Morris
Oakfield Alabama
Pavilion
Wayland-Cohocton
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Alexander
Attica
Byron-Bergen
Dansville
GV BOCES
Letchworth
Livonia
Pembroke
Perry
Victor
Warsaw
York

REGIONAL MAP
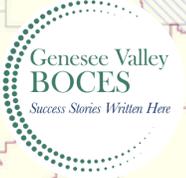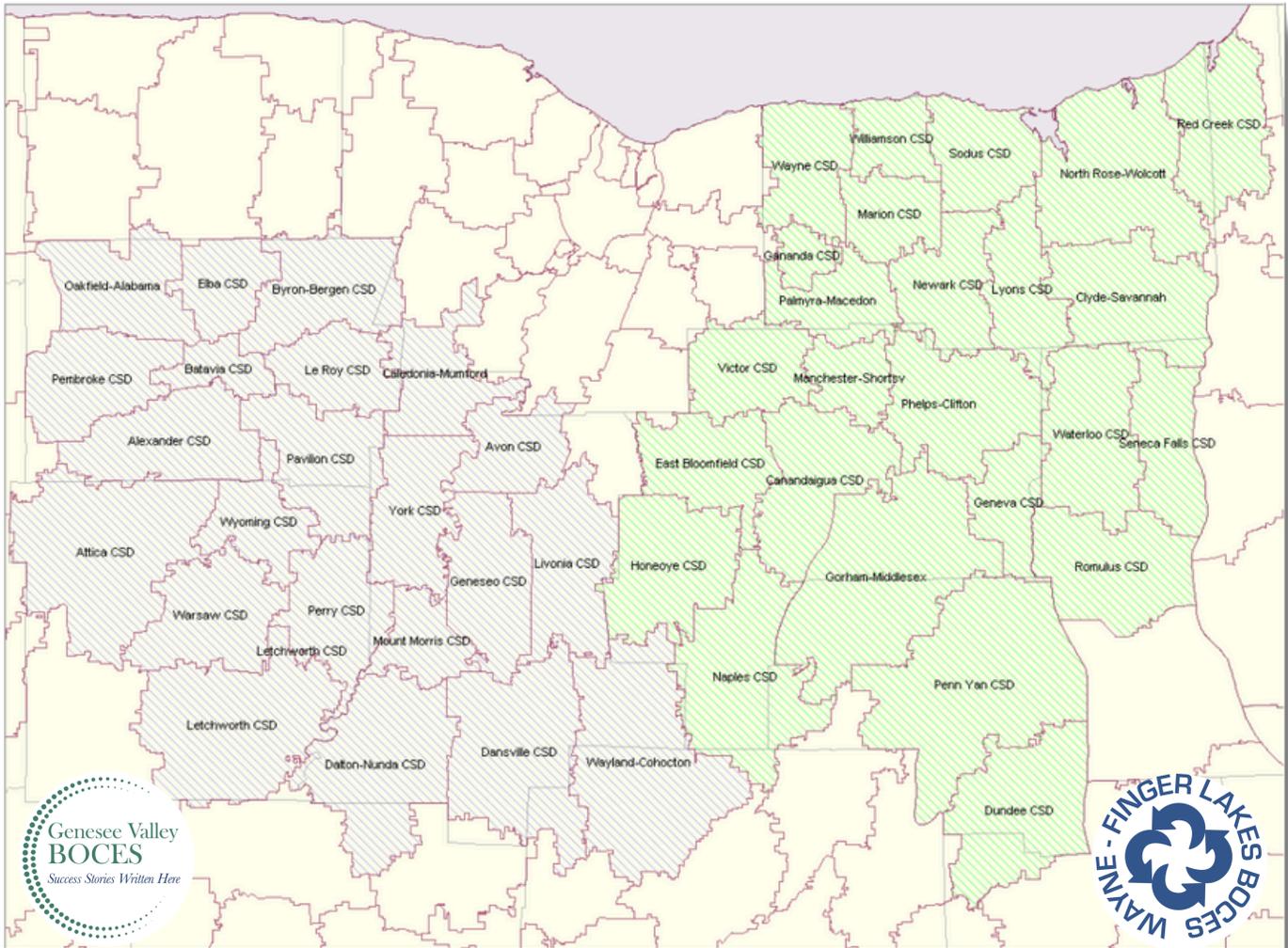
ADMINISTRATIVE SERVICES

EduTech provides a variety of administrative services to support school districts in the region. Services are offered in the areas of: Project Coordination, Managed Print Services, Network Printing Services, Multi-Year Purchase Agreements, Parent & Community Notification Systems, Internal/Screen Communication Systems, Document Management Services, Warehouse and Courier Operations, E-Rate, Business Services, Financial Software, Operations and Facilities Management Software, and Food Services.

RELATED CONTACTS

Tamara Felker, Manager of Administrative Applications
Ethan Hamlin, Manager of Project Coordination
Robert Harris III, Business Operations Manager
Rob Smith Jr., Logistics and Warehouse Manager

ADMINISTRATIVE SERVICES

Project Coordination	
CoSer	6360, 7710
Service Code(s)	510-6360-PC, 611-7710-PC
Service Level Description	Project Coordination provides support for districts with planning, installation, and SAA contract development. It also provides overall project coordination for all EduTech customer activities. Project Coordination is a required service area.
Regional Standard or Supported Software	Not applicable

Managed Print Services	
CoSer	7710
Service Code(s)	611-7710-MP
Service Level Description	This service is associated with the maintenance, repair/support and supplies needed to manage the districts fleet of desktop printers. Not to be confused with multifunction print services that utilize large walk-up copiers with fax and finishing capabilities. This service allows districts to contract with a vendor to provide complete assessment of the print fleet, make recommendations as to equipment capacity, location, usage, and to provide drop shipping of supplies sent directly to the district. All billing reconciliation is handled by EduTech. Detailed reporting is available based on the initial assessment data. The district can make future printing decisions based on usage and total cost of ownership data. This is an all-inclusive service except for purchase of replacement equipment. Charges are per click and based on historical information gathered during assessment.
Regional Standard or Supported Software	Toshiba

ADMINISTRATIVE SERVICES

Network Printing Centers	
CoSer	6360, 7710
Service Code(s)	510-6360-NPC, 611-7710-NPC
Service Level Description	This covers the purchase and maintenance agreements for any Network Printing Center purchased under Xerox, Eastern, Ricoh, Toshiba, or Usherwood Maintenance Plans. The processing fee is a one-time charge for the first year of the maintenance agreement.
Regional Standard or Supported Software	Xerox, Ricoh, Toshiba, Usherwood

Multi-Year Purchase Agreements (MYPA)	
CoSer	6360, 7710
Service Code(s)	510-6360-NPC, 611-7710
Service Level Description	Multi Year Purchase agreements are used for installment purchases for districts or allow districts to secure pricing for products or service fees not financed for a fixed period. Rather than paying in full initially, this gives the district the ability to purchase what they need up front with the flexibility in paying one annual payment over a set, determined time. MYPA agreements can be three, four, or five-year terms.
Regional Standard or Supported Software	Not applicable

Parent & Community Notification Systems	
CoSer	7710
Service Code(s)	611-7710-OAA
Service Level Description	EduTech supports three parent notification systems; Blackboard Mass Notify, School Messenger, and ParentSquare. Each vendor offers a fully off-site hosted web interface with multiple redundant call centers.
Regional Standard or Supported Software	Blackboard Mass Notify, School Messenger, ParentSquare

ADMINISTRATIVE SERVICES

Document Management Services	
CoSer	7710
Service Code(s)	611-7710 DMS
Service Level Description	**DocuShare** The DocuShare service provides access to a multi-functional resource located in the private EduTech cloud. DocuShare can be used for: • Electronic Document Management and Retention • Shared Workspace • Wiki's • Blogging Many districts use DocuShare as a secure location for electronic board packets and retention of business office records.
Regional Standard or Supported Software	DocuShare

Warehouse and Courier Operations	
CoSer	6360, 7710, 7711
Service Code(s)	Included in base fee
Service Level Description	The EduTech Warehouse supports districts in the GV and WFL BOCES regions. Our area of expertise includes, but is not limited to: • Processing technology hardware and software purchases. • Inventory for EduTech owned assets • Inventory for district owned/EduTech supported equipment • Delivery of technology equipment to districts and BOCES • Delivery of science kits to participating districts • Courier service for WFL CBO districts • Pick up/removal of all EduTech owned assets from districts and BOCES • Receiving, tagging, and asset management • End of life equipment disposal and electronic recycling per NYS DEC regulations
Regional Standard or Supported Software	Not applicable

ADMINISTRATIVE SERVICES

E-Rate	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	E-Rate is a program administered by The Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission to provide telecommunications services, internet access, and internal connections to schools and libraries at a discounted rate. Funding can be requested under two categories of service. Category One services include data transmission services and/or Internet access. Category Two services include internal connections, managed broadband services, and basic maintenance of internal connections. The EduTech E-Rate coordinators work with districts to identify all possible E-Rate funding opportunities, as well as completing all applications and forms. As part of the E-Rate service, we also maintain all appropriate E-Rate supporting documentation, and act as primary point of contact for all reviews, audits, and appeals.
Regional Standard or Supported Software	Not applicable

nVision Web	
CoSer	7710
Service Code(s)	611-7710-NW
Service Level Description	nVision Web is a web-based service offering modules and applications designed to improve efficiency and streamline your business office applications. This service allows employees to view personal, payroll and other employment information from any web browser. It creates a paperless environment by granting staff members an electronic means to submit requests for updates and changes, saving the district time and money.
Regional Standard or Supported Software	nVision Web

ADMINISTRATIVE SERVICES

Financial Software	
CoSer	7710
Service Code(s)	611-7710-FS
Service Level Description	**nVision** is an integrated, full featured software specifically designed for school districts. The base package includes, accounting, accounts payable, payroll, human resources, budget, negotiations and GASB34. Additional modules include requisitions, accounts receivable, time & attendance, and an employee self-service portal. The scope of services for financial systems includes, unlimited technical support, group and one-on-one trainings, system maintenance & updates, permissions & security management, and disaster recovery for systems hosted in the EduTech data center. ***Financial Application Support Services Includes*** • *Unlimited phone support* • *Onsite training and support* • *Group & classroom training* • *Regular user group meetings* • *Calendar and fiscal year end trainings* • *NYSED Level 0 Data Warehouse extracts* • *W2 & 1099 printing* • *Check Stock ordering* • *Application patches and updates* • *Continuity of business and disaster recovery* • *Application security management* • *nVision Application hosting* ***nVision/FM Core Functions:*** • *Accounting* • *Human Resources* • *Payroll* • *Purchasing* • *Accounts Payable* • *Negotiations* • *Budget planning* • *GASB 45 Reporting* ***Additional Modules:*** • *Accounts Receivable* • *Requisitions* • *TimePiece*
Regional Standard or Supported Software	nVision

ADMINISTRATIVE SERVICES

Operations and Facilities Management	
CoSer	7710
Service Code(s)	611-7710-OAA
Service Level Description	**Q Ware** Q Ware is an EduTech supported, web-based facilities maintenance management software that allows facilities professionals to easily manage on-demand work orders and preventive maintenance requests. Q Ware consists of four primary modules: **Work Order** The Q Ware Work Order module is a web-based maintenance management system designed to manage on-demand maintenance. **Preventative Maintenance** The Q Ware Preventive Maintenance (PM) module automatically integrates preventive maintenance tasks into the day-to-day operations being managed by Q Ware. **Event Scheduler** Q Ware Event Scheduler module allows users to set the time, date, location and special requirements for events and activities. **Inventory Control** Q Ware's Inventory Control module integrates parts management and tracking tasks into the day-to-day operations, managed by Q Ware. **Que Mobile (requires Work Order)** Decreases paper consumption by enabling remote work order management on any internet-enabled mobile device. **Fixed Assets Module** The Fixed Assets module tracks the location, quantity, maintenance history, depreciation status, and other demographic information of fixed assets. **Building Communications Interface (requires Event Scheduler)** The Building Communications Interface enables you to automatically override your building control system for after hours and weekend events. The EduTech Facilities Management Service includes: • EduTech web hosting service and support • Backup and recovery site and data • Que Centre application, support, troubleshooting, software updates, and password reset • Unlimited helpdesk phone support
Regional Standard or Supported Software	Q Ware

ADMINISTRATIVE SERVICES

NutriKids & Mosaic	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	A point-of-sale software product designed for school cafeterias that allow the district food service manager to move students quickly and efficiently through the lunch line, minimize exchange of cash, and accurately generate required reports for Free and Reduced Lunch reporting. Use of these software products has shown to increase average daily participation rates by creating a smooth traffic flow at cafeteria lines, allowing students more time to consume a healthy lunch/breakfast. The EduTech service includes unlimited helpdesk calls, database updates, hardware and software installation and maintenance, point of contact for vendor support and problem resolution. EduTech also performs end-of-year rollover and upgrade procedures working with our own Student Team and district IT departments. This rollover includes purging graduates and inactive students, resetting Free and Reduced Status, rolling balances for returning students, and inputting Pre-K and/or Kindergarten students and new enrollments. The service also includes preparing the extract of poverty data for NYSED state data warehouse reporting, importing SNAP and Medicaid direct certifications, and a nightly database backup.
Regional Standard or Supported Software	NutriKids & Mosaic

MealViewer	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	MealViewer is a communication tool for parents, students, and schools that can help boost participation and grow your program. The MealViewer platform provides cafeteria menus, dietary information, allergens, and school announcements to parents and students in real-time. MealViewer uses data from a school's nutrition management software to generate digital menus which can be available on desktops, mobile devices, and even smartwatches. They also provide digital signage that schools can use in the cafeteria to help drive higher sales and participation.
Regional Standard or Supported Software	MealViewer

EDUDATA SERVICES

EduData provides a wide array of data services to support the growing state and federal reporting requirements, as well as data driven decision making and guidance for developing sound data governance, data security policies and best practices. These services include: Test Scoring/Processing, Computer Based Testing, NYS Regents Processing, NYS Data Collection, NYS Data Warehouse, Data-Driven Instruction, DataMate, Data Integrations, SchoolTool/AWS Insights Support, Paper-Based Digital Equity Survey, ESSA Student Survey, SchoolTool-Cloud Based, Medicaid Billing, STAC Service, Special Education Data Support, Frontline IEP, and Data Privacy & Security.

RELATED CONTACTS
Rich Yeoman II, Manager of Data Services

EDUDATA SERVICES

Test Scoring/Processing Service for NYS Paper Based Tests	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	Test Scoring/Processing Service for NYS Paper Based Tests: Processing is an EduTech service for the following NYS tests: • Grades 3-8 ELA • Grades 3-8 Math • NYSITELL Preprinted answer sheets are provided for all tests except the NYSITELL for which a score reporting template is provided. Answer sheets are scanned, and records are loaded to the data warehouse for vendor scoring. Assessment data is loaded to the data warehouse for additional reporting and school accountability.
Regional Standard or Supported Software	Teleform

Computer Based Testing	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	EduTech communicates with NYSED throughout the school year to ensure that testing systems, policies, and procedures will meet district needs as well as NYSED requirements and timelines. EduTech collaborates with NYSED to provide training to districts on all aspects of computer-based testing. EduTech provides technical and policy guidance to districts throughout the test administration, scoring, verification and reporting processes. EduTech assists districts with meeting data loading deadlines so that testing systems are populated and provides support to ensure that students and staff are entered into test scoring systems correctly. Before and during the test administration EduTech provides help desk support and, when necessary, acts as the liaison between the district, vendor and NYSED. After the test administration, EduTech supports districts in ensuring tests have been processed properly in the testing system. EduTech runs multiple verification reports including comparing testing data to data reported in SIRS and works with districts to make sure that data is accurate according to NYS requirements. EduTech then reports the data to the NYS Student Information Repository System (SIRS). The service provides support of verification and instructional reports available in the Level 1 Data Warehouse once they become available. The following exams are included in this service: • 3-8 ELA and Math • 5 & 8 Science • NYSESLAT
Regional Standard or Supported Software	Not applicable

NYS Regents Processing	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	The NYS Regents Processing Service provides support in the development and processing of answer sheets as well as technical and policy guidance to support the administration of the exams including the accurate reporting of data to New York State. EduTech preprints answer sheets with student and teacher information, then delivers the answer sheets to districts test administration. Districts are responsible to verify that the correct answer sheets have been received, including accurate counts with accurate preprinted student and teacher information. EduTech provides ongoing help desk support during the administration period and acts as a liaison with NYSED if any issues arise. After the tests have been administered and constructed responses have been scored, the answer sheets can be processed via the Assessment Scoring and Assessment Program (ASAP) web application. After the exams have been processed in the ASAP application, multiple performance and item analysis reports are available immediately in ASAP. EduTech then loads score and item analysis data to the Student Information Repository System (SIRS) to meet New York State reporting requirements. The service provides support of verification and instructional reports available in the Level 1 Data Warehouse once they become available. Upon district request, EduTech will also load Regents score data into EduTech supported student systems. **Regents In-District Processing Service** The district is responsible for purchasing a computer and scanner that meet the minimum technical requirements recommended by EduTech and Teleform. Once the exams have been administered and the constructed responses have been scored, the district will scan the answer sheets into the Teleform software, verify the responses for accuracy, and create a data file. Once the data file has been created, the district will upload the files into the ASAP application and complete the processing. **Regents EduTech Processing** After the administration of the Regents exam and the constructed responses have been scored, districts must deliver the answer sheets to EduTech to be scanned and processed in the ASAP application by EduTech within 48 hours of their delivery.
Regional Standard or Supported Software	Teleform

EDUDATA SERVICES

State Data Collection	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	The State Data Collection service provides ongoing support for assisting districts in reporting the State Information Repository System (SIRS). EduTech collaborates with NYSED to communicate technical, policy, and timeline requirements. Information reported includes multiple templates of staff and student data required to meet state and federal reporting requirements. The service includes weekly transmission of data into SIRS from EduTech supported systems along with ongoing support to help districts meet dynamic state and federal reporting requirements. EduTech provides three Data Coordinator meetings throughout the year along with multiple in-person and online trainings to provide the latest guidance and reporting requirements. EduData staff is also available for on-site meetings as requested. This service also includes the creation of documentation, account management, and technical support through the EduTech helpdesk. EduData also provides data support for multiple source systems and ad-hoc reports from NYSED to support accurate reporting, verification, and certification of data.
Regional Standard or Supported Software	Not applicable

NYS Data Warehouse	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	This service provides a centralized database of student demographic, activity, and performance data. Data is collected from various EduTech supported student management systems, as well as from tests scored through the Test Scoring service. Standardized reports, as well as customized reports, are provided for district use.
Regional Standard or Supported Software	Not applicable

EDUDATA SERVICES

Data Driven Instruction	
CoSer	7710, 6360
Service Code(s)	611-7710-DS
Service Level Description	The Data Driven Instruction service provides support for districts in implementing data driven practices to improve instructional outcomes. EduTech also provides data coaching, data management and process management for implementing effective data improvement practices. EduTech leads comprehensive data teams to build a district profile to assist with making sound decisions. EduTech will help districts navigate the wide range of data sources to help select what is most appropriate for individual district needs. The service includes regional training as well as in-district visits, to guide districts through the data improvement process. The service also provides guidance on gathering and analyzing data, as well as creating a culture around data, that leads to the implementation of successful instructional processes.
Regional Standard or Supported Software	Not applicable

DataMate	
CoSer	7710
Service Code(s)	611-7710-DM
Service Level Description	DataMate is a data management tool that can be useful for educational institutions, such as schools and universities, to help manage and analyze student data, such as academic performance, attendance, and demographic information. With DataMate, educators can import data from various sources, including student information systems and learning management systems, and use it to gain insights into student performance and identify areas where students may need additional support. Custom dashboards and reports can be created to visualize the data in a way that is easy to understand, making it easier for educators to make informed decisions and develop targeted interventions. DataMate's automated data pipelines can help educational institutions ensure that their data is up-to-date and accurate, while its data modeling and machine learning capabilities can help identify patterns and trends that may not be immediately apparent. Overall, DataMate can help educational institutions better understand their student data, which can lead to more effective teaching and learning, improved student outcomes, and a more efficient and data-driven educational environment. DataMate is supported through EduData. Training is included in EduData Support.
Regional Standard or Supported Software	DataMate by Educational Vistas

EDUDATA SERVICES

Data Integrations	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	Data Integrations service allows for data extraction, syncing and uploads to various third-party vendors. **Third party applications require data.** Application developers/vendors *should* use a secure way (API) to get data from SchoolTool. It is best practice in terms of data sharing and security. Application vendors that don't use an API require legacy csv exports that districts/EduTech must prepare themselves. **Types of Data Exports:** One Time/ as Needed (non-API compliant): If a vendor application does not use an API, the uploads must be managed by the district. If an application is not SchoolTool compatible, it may be impossible to create an export in SchoolTool to fit the application requirements. If a vendor has worked with SchoolTool before, they should be able to provide the required exports that Edutech (or the district) can import into SchoolTool. Once configured, districts will manage and maintain the export/upload process. Edutech Automated Data Extract (non-API compliant): If a vendor application doesn't use an API, EduTech can build an automated process that extracts data from SchoolTool and uploads it to a vendor on a regular basis. This is a developmentally intensive process best suited for well-established vendors and applications that require constant updates like special education, transportation, and attendance robo-call systems. Districts must complete a data share agreement. Implementations can take several weeks or more to complete. API Compliant: Application vendors can retrieve data directly from SchoolTool as frequently as they want. Data passes directly from the SchoolTool database to the vendor. EduTech can configure access to the API data within SchoolTool on behalf of the district. API implementations are fast, reliable, and easy to maintain. **Support:** In most cases, EduTech does not support vendor applications directly. With non-API compliant applications, EduTech will support the data extraction and upload process only.
Regional Standard or Supported Software	Not applicable

EDUDATA SERVICES

SchoolTool / AWS Insights Support	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	EduTech offers a range of services to help districts leverage the power of data and analytics to improve student outcomes and operational efficiency. This service is for the support for the AWS Insights application, a cloud-based platform that allows districts to create and share interactive dashboards using data from various sources. • Option 1: Purchase the authoring tool. This option gives districts the ability to create their own dashboards using a user-friendly interface and a library of templates and widgets. We will provide technical support for setting up the accounts, connecting the data sources, and training the users on how to use the tool. This option is suitable for districts who have the capacity and the interest to design and maintain their own dashboards. • Option 2: Request dashboards from EduTech. This option gives districts the access to a set of pre-built dashboards that cover common topics and indicators. We will create and update the dashboards based on the district's specifications and requests. This option is suitable for districts who do not have the time or the resources to create their own dashboards. For an additional fee, we also offer a service for districts who want to send additional data to Mindex, a data warehouse that hosts the AWS Insights application. This service includes: • Data validation. We will check the data for completeness and accuracy and flag any issues or errors that need to be resolved. • Dashboard creation. We will create custom dashboards using the additional data and provide them to the district upon request. This service is suitable for districts who want to use the AWS Insights application to analyze data that is not available in their existing data systems, such as survey data, assessment data, or external data.
Regional Standard or Supported Software	AWS Insights

Paper-Based Digital Equity Survey	
CoSer	7710
Service Code(s)	611-7710-DS
Service Level Description	Using Teleform software and the student-lite demographics file, EduTech will generate English and Spanish survey forms that can be pre-printed in the districts to distribute to parents. Forms will then be scanned and processed through the Teleform software which will create an eScholar compatible data file that can be uploaded to Level 0 if needed. EduTech can assist districts who do not have the ability to scan.
Regional Standard or Supported Software	Not applicable

EDUDATA SERVICES

ESSA Student Survey	
CoSer	7710
Service Code(s)	611-7710-ES
Service Level Description	EduTech's ESSA student survey is a comprehensive tool designed to help schools gain insight into students' perceptions of their learning environment, social and emotional well-being, and academic engagement. The survey is aligned with the requirements of the Every Student Succeeds Act (ESSA) and is intended to assist schools in meeting their reporting obligations. Our survey is administered online and can be customized to meet the unique needs of each school. The questions in the survey cover a wide range of topics, including student-teacher relationships, school safety, academic support, and extracurricular activities. The data collected from the ESSA student survey is analyzed and presented in an easy-to-read report that provides valuable insights into the strengths and weaknesses of the school's learning environment. This information can be used to inform school improvement efforts, develop targeted interventions, and track progress over time. Our team of experienced professionals will work closely with schools to ensure that the survey is administered smoothly, and that the data is collected accurately. We provide ongoing support to schools throughout the process and are committed to helping schools make the most of the valuable insights that our survey provides. In summary, our ESSA student survey is a powerful tool that can help schools gain a deeper understanding of their students' needs and experiences. With its customizable design and comprehensive coverage, the survey provides valuable data that can be used to inform school improvement efforts and enhance student outcomes.
Regional Standard or Supported Software	Not applicable

EDUDATA SERVICES

Student Information Systems - Cloud Based	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	This service includes technical and user support of the SchoolTool system including assistance with registration, scheduling, and state and federal reporting. EduTech hosts user group meetings, provides help desk support, documentation as well as in-person and online training. This service includes importing and exporting data including the import of New York State assessment scores, as well as the display of IEPs from within SchoolTool and export of data to multiple district systems. EduTech provides the development and implementation of data integrations with SchoolTool as well as assistance on end of year rollovers and custom development of report cards. Going to the SchoolTool cloud benefits districts by: • Near real time continuity in the occurrence of catastrophic events. • In the event of a major security incident, the Disaster Recovery (DR) environment will bring SchoolTool back up at the point of the last known good baseline. • The ability to make application updates faster and outside of business hours. • Faster user experience. • Enhanced protection against cybersecurity attacks.
Regional Standard or Supported Software	SchoolTool

SchoolTool Custom Requests	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	EduTech provides support for custom reports or alterations to existing reports including transcripts and report cards. EduTech guides the district through the process of filling out the Mindex custom request document, detailing the changes and requirements, along with creating a mock-up. EduTech then submits the package to Mindex via their online support system. After Mindex reviews the package, EduTech facilitates any necessary communications with any questions or concerns that they may have. Once this has been completed, Mindex provides an estimate of anticipated charges to EduTech who works with the district to address any questions and to receive initial approval. Once the district has provided an initial approval, EduTech sends the approved changes to Mindex who will then create a formal proposal. EduTech will then utilize the formal approval to initiate the SAA process. Once the SAA process has been approved and the purchase orders have been sent to Mindex, they will make the changes as needed and submit the changes to EduTech who will then deploy the changes into a test environment. Once the district has approved the changes in the test environment, the changes are deployed to a test environment.
Regional Standard or Supported Software	SchoolTool

Medicaid Billing Service

CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	EduTech's Managed Medicaid Service assists districts with Medicaid claiming and direct billing as part of the New York State School/Preschool Supportive Health Services Program (SSHSP). We strive to help districts maximize their Medicaid revenue. The service works closely with CSE Office staff to obtain required paperwork for school-age Medicaid claiming and ensure compliance with Medicaid regulations. The service reviews monthly claiming and provides documentation to the district for missing written orders and referrals and services not claimed. We reconcile rejected claims and review non-billable claims to correct issues for possible submission. Quarterly reports are prepared showing missing parental consents and evaluations that have not been billed. In addition, the service provides on-going training opportunities and support for district staff.
Regional Standard or Supported Software	Not applicable

STAC Service

CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	EduTech's Managed STAC Service assists districts with maximizing State aid through New York State's System to Account for Children (STAC). Our dedicated team provides hands-on support to ensure the accurate and timely submission of the STACs. The service works with CSE Office staff and Business Office staff to submit and verify STACs for various categories of students, including students with disabilities enrolled in high-cost programs, approved private schools, state-supported and state-operated schools, students receiving extended school year services, and all homeless and incarcerated students. Through on-going consultation and communication with district staff, we strive to improve STAC-reporting processes. We tailor our service to meet the unique needs of each district and are readily available to address questions that may arise.
Regional Standard or Supported Software	Not applicable

EDUDATA SERVICES

Special Education Data Support	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	EduTech provides an all-encompassing special education support model with Help Desk and email support for special education software issues and special education software process-related questions. Our team, in conjunction with the Data Warehouse and student management system support teams, collaborates with district staff on data integrity for State reporting related to special education. We offer a comprehensive training program with in-depth training sessions covering a range of specialized areas including the basics of Frontline IEP and Medicaid to meeting State reporting requirements. These training sessions are designed to equip district staff with the necessary knowledge and skills to meet compliance and data reporting requirements.
Regional Standard or Supported Software	Not applicable

Frontline Individual Education Plan	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	Frontline IEP (formerly IEP Direct) is a web-based computer software system designed to draft, revise, and distribute IEPs for special education students and Section 504 Accommodation Plans. Bundled software pricing includes IEP Direct, 504 Direct, Automated Data Warehouse Extracts, Centris Sync, Medicaid Direct and Document Repository modules after set-up.

This service includes providing user support and training to utilize the features of the software as well as how to manage student records in order to help districts ensure accurate reporting in order to meet state and federal requirements. The support team works with the EduTech Data Warehouse team in order to communicate the latest reporting requirements to districts to support the reporting of accurate data to the Student Information Repository System (SIRS). |
| **Regional Standard or Supported Software** | Frontline IEP |

EDUDATA SERVICES

Data Privacy & Security	
CoSer	7710
Service Code(s)	611-7710-SS
Service Level Description	The Data Security service will provide support for districts in keeping compliance with NYS Education Law 2d along with other applicable state and federal regulations. EduTech works closely with the district's appointed data privacy officer to assist with performing data systems inventories, data security self-assessments, along with implementing appropriate controls to ensure that data is safe and secure. The service provides guidance on which training is appropriate for district staff depending on their role and access to sensitive data. EduTech aids districts in order to remain in compliance with current regulations, as well as following the latest best practices and procedures. The service also aids in developing system controls to monitor data systems on a continual basis.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

EduTech provides a wide range of network services to area districts. These services include: Help Desk, Multi-Factor Authentication, LAN services, Virtual Servers, Workstation Services, WAN Support, LAKENet, VPN, Special Access, Distribution Lists, Cybersecurity, Content Filter Management, Remote Backup, Verizon Mobile Hotspot, Token Authentication, Forensic Investigation, Email Archive, Web Monitoring & Support, Telecommunications Maintenance, Intra-District Connectivity, Internal Risk Assessments, and Microsoft 365 & Google Workspace Technical Support

RELATED CONTACTS

Jeff Ginsberg, LAKENet Manager
Thomas Landers, Coordinator of Shared Services
Eric Milillo, Manager of Technical Services

NETWORK SERVICES

Help Desk	
CoSer	6360, 7710
Service Code(s)	510-6360-NS, 611-7710-NS
Service Level Description	The EduTech Help Desk is the central hub which provides administrative and instructional technology services to the 47 school districts in an eight county Genesee Valley and Wayne-Finger Lakes BOCES region. The Help Desk also supports all internal BOCES and EduTech staff. The EduTech Help Desk is often the first line of support for hardware and software troubleshooting. They also investigate warranty information, coordinate break/fix solutions and logistics with third party vendors and districts. Help Desk staff also coordinate case assignment with EduTech shared staff, and other EduTech support teams. Additionally, the Help Desk provides support for district's Active Directory, the creation of network credentials, and rights assignments. The EduTech helpdesk can be contacted by e-mailing helpdesk@edutech.org or by calling 800-722-5797.
Regional Standard or Supported Software	Ivanti

Multi-Factor Authentication Service	
CoSer	7710
Service Code(s)	611-7710-MFA
Service Level Description	Duo Multi-Factor Authentication (MFA) Services assists districts in verifying user identity in multiple steps using different methods. This provides another layer of security on top of login credentials. After the user enters their login credentials, whether via email, phone number, username, or social profile, the user verifies the system with some other independent factor. Therefore, it restricts any malicious attempt to access the system or service even if someone gets access to the user's password. Duo Multi-Factor Authentication offers seamless and secure access to districts' digital assets. In providing MFA, users may authenticate in a far more secure manner, while also gaining access to all their educational applications without the need to login to each application individually. This can be used in combination with our Token Hardware Service. Application MFA include the following: • VPN • Network Logins • Active Directory Additional applications will be added throughout the course of the service.
Regional Standard or Supported Software	Cisco Duo

NETWORK SERVICES

Local Area Network Services	
CoSer	6360, 7710
Service Code(s)	510-6360-NS, 611-7710-NS
Service Level Description	EduTech's team can provide your district with a variety of onsite and remote support. This service is designed to provide support for operating systems, setup and backup, application installation, virtual network administration, assigned local area network support and technicians, and many more services that might traditionally be performed by a technical professional.
Regional Standard or Supported Software	Not applicable

Virtual Servers	
CoSer	6360, 7710
Service Code(s)	510-6360-NS, 611-7710-NS
Service Level Description	VMWare is a software suite that allows users to run multiple instances of an operating system on one server; that is VMware allows users to build virtual machines, servers on one physical server. VMware Inc. refers to the physical hardware computer as the host machine and identifies the operating system or virtual appliance running inside a virtual machine as the guest.
Regional Standard or Supported Software	VMWare

Workstation Services	
CoSer	6360, 7710
Service Code(s)	510-6360-WS, 611-7710-WS
Service Level Description	Workstation Support includes support related to workstations, as well as support for network access (Internet, LAN, and Printing), desktop operating system, troubleshooting, research and development, and hardware diagnostics. District Maintenance includes fees assessed by maintenance companies for repair of district equipment.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Wide Area Network Support / LAKENet	
CoSer	6360, 7710, 7711
Service Code(s)	510-6360-RD, 699-7710-NPS, 699-7711-NPS
Service Level Description	<u>L</u>earning <u>A</u>ccess <u>K</u>nowledge <u>E</u>ducation <u>N</u>etwork and supports the data needs of nearly 200 buildings in 8 counties. LAKENet continues to make improvements to available bandwidth and security in the original cloud that was implemented in 1997. LAKENet blocks over 2,500 pieces of malware daily. We also stop 2,000 viruses and 625,000 SPAM messages. LAKENet Processes over 900 URL requests per second for component districts. EduTech LAKENet Services include: • Internet Access • Office 365 and Google support • E-Mail Archiving • Firewall Protection • Private Cloud Services • Anti-SPAM and Anti-Virus for all supported E-Mail • Wide Area Network support & maintenance • Network Hardware Maintenance • Capacity Monitoring/Statistics • Disaster Recovery/Redundant internet paths • Content Filtration – Customized per District • IP-Addressing • Domain Name management/registration services (DNS) • Security certificates, Anti-Virus on LAKENet servers • Assistance with network violations such as criminal and policy violations • Web Based Applications support • Cooperative Equipment • VPN (Virtual Private Network) remote access services • Remote and Local Troubleshooting
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Virtual Private Network (VPN)	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	A workstation connected to LAKENet through a VPN tunnel can securely run applications as if it is at the district. The VPN can also allow third party vendors to access and maintain district equipment. Districts can maintain active VPN user accounts with the same management tools with which they are familiar and are not required to purchase additional hardware to subscribe to.
Regional Standard or Supported Software	Palo Alto

Special Access	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	Special access is a portal through the firewall, enabling outside entities to access specific in-district resources. Granting this type of access can result in network security vulnerabilities. Districts requesting this type of access should be fully aware of the risks of opening the district network to the Internet. By signing off on this access, the district assumes full responsibility for the assigned IP address and use of that address within LAKENet. Special access is only available for servers, and each device requires a separate registration request.
Regional Standard or Supported Software	Not applicable

Distribution Lists	
CoSer	771
Service Code(s)	699-771-DL
Service Level Description	Formerly listserv, a distribution list is usually devoted to specific topics, committee groups or special interests. List members can send a message to a list, and it will automatically be sent out to everyone who is subscribed to that list. Variations in set-up allow for custom list behavior. This is an efficient way to promote discussion, disseminate information and communicate to a targeted group via e-mail.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Cyber Security	
CoSer	7710, 7711
Service Code(s)	Included in base fee
Service Level Description	Network security is a top priority for EduTech. We have multiple ongoing efforts to protect district networks from outside breaches. Although no system is impenetrable, EduTech does due diligence in several ways. Below is a list of cybersecurity items that EduTech is already performing for your district as part of our current service. • **Vulnerability and penetration testing –** of district servers, control systems (HVAC, IP surveillance, etc.), network equipment, and other systems as required upon request • **Security Operations Center (SOC) –** monitoring of network traffic to detect anomalies, compromised systems and malicious hosts attempting to gain access to district resources • **User level activity monitoring and reporting**. **–** Web traffic detail, applications, bandwidth usage, users subverting content filtering and firewalls • **Application prioritization –** the ability to create customized policies to guarantee network availability (bandwidth) to critical applications, for example, computer-based testing • **Malware and virus detection –** blocking or detection of malicious software from email attachments, drive-by downloads, malicious web sites and more • **DNS security –** identify infected systems while also preventing malware from communicating back to command-and-control servers • **Incident response –** assist the district in building an incident response plan and validating it through regular testing • **Design and implementation –** of secure district-hosted information resources. Secure district server assets through segmentation which provides visibility and audit capability on systems that contain student & staff information, PII, financial data, etc. • **Secure remote access –** districts will be provided with a customized VPN portal to provide district staff and vendors access to resources while offsite; 25 concurrent users have access to the district by utilizing the district's directory services (Microsoft AD, for example) for both policy enforcement (limiting where they can go once connected) and user authentication • **Physical testing –** locks/access/camera coverage • **Wireless auditing** • **AUP/Policy enforcement** • **Social Engineering awareness and training** • **Phishing Exercises** • **Scanning** • **Password Auditing** and Active Directory Best practices • **Personal Identifiable Information (PII)** support and recommendations • **Audit support –** partner • **Forensic Investigation and reporting –** working with district representation as needed for abuse/discipline/etc. • **Records retention** Law Schedule LGS-1 and Ed Law Schedule 2D
Regional Standard or Supported Software	Not applicable

Content Filter Management	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	The content filter management service is for districts who wish to manage and control how their users access Internet resources. Leveraging iBoss, this service includes the maintenance and hosting of all equipment and logs in a central, secure location. Districts participating in this service will designate a manager who will have access to the site that allows them to control how users interact with the Internet and give them the ability to track activity based on a user login rather than an IP address. This service includes onsite training for one or two personnel who will manage the system for the district.
Regional Standard or Supported Software	iBoss

Remote Backup	
CoSer	7711
Service Code(s)	699-7711-PCS
Service Level Description	EduTech's managed backup and recovery service provides data protection for applications and files on virtual servers (physical servers cannot be covered due to excessive cost). Managed backup and recovery is a fully managed solution that is configured, administered, monitored, and supported by EduTech. This service allows component districts to backup "in district servers" to the private LAKENet cloud. This is a cost-effective way to backup data and eliminate the need for tape backup servers, tapes, and the maintenance of these systems. Service follows standard compliance rules keeping backups as follows - daily 2 weeks, weekly for 1 month, monthly for one year, and yearly for 7 years. This service provides: • Backups performed, stored, and maintained in one of EduTech's data centers. • This service runs once a day, usually at night while computers are not in use. • This service collects, compresses, encrypts, and transfers the data. • These backups are copied to servers in both Newark and Leroy hubs to ensure redundancy of the data • Data will be available for restores as needed. • Data will be stored in a climate controlled, secure, fire suppressed space. • Compliant with Education Law 2d, data privacy and security. • Compliant with LGS-1 records retention. • Servers will need to be in the form of a VM beginning in 2021. • Storage of Video/Audio surveillance data and computer images will not be backed up.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Verizon Mobile Hotspot	
CoSer	7711
Service Code(s)	699-7711-HS
Service Level Description	Districts are offered an opportunity to offer mobile hotspots to their staff and students through EduTech's Mobile Hotspot Service. These hotspots can be used for instructional purposes when staff and students do not have access to internet from offsite locations. This managed service will operate through LAKENet and will offer the following: • BOCES aid on monthly hotspot charges (service) • Hotspot tagging and inventory • No charge on hotspot (EduTech owned physical devices) • Management of hot spots by LAKENet through a centralized system • Hotspot connectivity to district owned devices • Activation and tracking • Unlimited data package • Ability to add or remove hotspots throughout the year • Renewable year to year • Configured and ready for deployment upon district arrival
Regional Standard or Supported Software	Verizon Hotspot

Verizon Bus Wifi Hotspots	
CoSer	7711
Service Code(s)	699-7710-TAS
Service Level Description	Designed to provide a reliable and secure internet connection, this service turns any school bus into a mobile classroom.This managed service will operate through LAKENet and will offer the following: ·BOCES aid on monthly charges ·Device tagging and inventory ·Filtered mobile devices ·Secured Internet Connection ·Installation can be done by district ·Manage bus wifi devices by LAKENet through a centralized system ·Mobile Hotspot connectivity to only district owned devices (must qualify for E-rate) ·Activation and tracking ·Unlimited data package ·Ability to add or remove units throughout the year ·Renewable year to year ·Setting up and configuring for easy installation and deployment Does not apply to personal devices (district owned devices only) Current Verizon agreements are not transferrable
Regional Standard or Supported Software	Verizon Hotspot

NETWORK SERVICES

Token Authentication Service	
CoSer	7711
Service Code(s)	699-7711-TAS
Service Level Description	EduTech's Token authentication service provides token-based MFA (Multi-Factor Authentication) for cloud services (O365 and Google). The token is based on the authentication or credentials stored on a separate secure built-in chip, with no connection to the internet, so it cannot be copied or stolen. This service solution can be configured, administered, and supported by districts on cloud-based providers that are also supported by EduTech. This service will eliminate the need for staff or students to use cell phone authentication and will focus on USB token authentication for the MFA security. This is a cost-effective, aid-able way to implement MFA on a large scale. This service offers: • YubiKey 5 NFC (USB-A) or YubiKey 5C NFC (USB-C). NIST certified, Manufactured in the USA. • IP68 rated, crush resistant, no batteries required, no moving parts • Configuration and distribution by district staff – Help configuring remotely as needed. • Volume pricing and replacement as required. Token hardware purchased separately. Compliant with Education Law 2D, data privacy and security
Regional Standard or Supported Software	YubiKey

NETWORK SERVICES

Forensic Investigations	
CoSer	7710
Service Code(s)	Included in base fee
Service Level Description	Investigations at EduTech involve addressing district concerns with where and how staff and students are using or misusing technology in the school environment. There are multiple levels of this ranging from student discipline to 3020A or criminal proceedings. We can accomplish this through specialized software, log files (filter/email/active directory) or physical machine investigation. All of this is done based on the various needs of the district, up to and including work with district legal representation and testimony, as necessary. We have multiple categories of investigations and who handles them: • **Student** - All LAKENet Senior Staff are trained to retrieve log files and email (for those who have it), assuming that there is no legal/criminal investigation as part of the search. • **Staff** – Only Jeff Ginsberg and Steve Bergstresser conduct these as they are employees of the districts and must be handled with a larger focus on possible repercussions. Superintendent permission in writing must be granted before proceeding. • **Legal/Criminal** – only Jeff Ginsberg conducts these (with assistance from Steve Bergstresser). If the issue has escalated to this level, work with district representation and attention to detail is of utmost importance and his experience will help guide district through difficult situations. Superintendent permission in writing must be granted before proceeding **Out of Scope**: Any requests involving the redaction, altering, or deletion of data that would compromise the integrity of the original search request. Additionally, any follow up requests considered to be preparation for legal submission cannot be performed.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Exchange E-mail Archiving	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	The email archiving service complies with the Records Retention and Disposition Schedule LGS-1 from the New York State Education Department. This service will archive all sent and received e-mail for the purposes of e-discovery. This service is NOT a backup and does not take the place of a district's e-mail disaster recovery plan. In compliance with Schedule LGS-1, all email accounts will be archived for six years. This service is available only to districts participating in an EduTech supported e-mail service. No district hosted hardware is required, all data and equipment is in a central EduTech hosted environment.
Regional Standard or Supported Software	Microsoft Exchange

Web Monitoring & Support	
CoSer	7711
Service Code(s)	699-7711-WDS
Service Level Description	Content Filter Override: This provides flexibility within a monitored environment by monitoring access to Internet web pages and authorizing user to bypass filter for a determined length of time.
Regional Standard or Supported Software	Not applicable

Telecommunications Maintenance	
CoSer	7711
Service Code(s)	699-7711-TM
Service Level Description	Required for all LAKENet participants. Includes Warranty Maintenance on Routers and Content Filter. The charge covers all annual license and maintenance fees assessed by vendors for routers, application software and content filters on LAKENet.
Regional Standard or Supported Software	Not applicable

Intra-District Connectivity	
CoSer	7711
Service Code(s)	Included in base fee
Service Level Description	This includes all line charges assessed by the telecommunications carrier for connecting district buildings. It is a direct charge-back to the district based on specific vendor charges and hardware.
Regional Standard or Supported Software	Spectrum, First Light, Crown Castle

Internal Risk Assessment Program	
CoSer	7710
Service Code(s)	Included in base fee
Service Level Description	This multi-department collaboration (between LAKENet and Data Privacy and Security) will offer a variety of risk assessments for districts on an annual basis. The purpose of this program is to offer districts feedback in the areas of NIST, Network Infrastructure, Phishing and external risks. It is our hope that this schedule of events will help build a model of continuous improvement, minimize risk to networks, and assist with auditors' requests. A multi-year schedule is established for all districts (and BOCES) that are in the EduTech region. The analysis time frame would operate between September – June of the school year when network activity is at its peak. To make participation as easy as possible for our districts, we are asking for those who are not interested in participating in the Risk Assessment program to "opt out". This process will allow our staff to continue to perform assessments without delay of signature or approval from the superintendent. The program consists of the following assessments: **Network Security Analysis** This is a full network audit – including full internal and external scan, Wi-Fi, Servers, LAN Hardware, external services, password security, firewalls, physical access, printers, cameras, workstations, phishing, social engineering, and web presence. **Phishing exercise** This is a test of the user reaction to fake email and reporting of actions taken by end user and support staff. **National Institute of Standards and Technology Cybersecurity Framework Audit** An Assessment based on the 108 subcategories of the NIST Cybersecurity Framework. The assessment will encompass the areas of information security, inventory management, incident response and data governance. The final report will denote major areas of improvement and actionable items to help improve the security of the district. **Automated Scan Internal and External** This is an automated scan of internal and external IP addresses for the latest vulnerabilities. No staff interpretation is performed. **Vulnerability Scanning CISA** This is a 24/7 scan of changes by CISA (Cybersecurity & Infrastructure Security Agency). Once enabled this is continuous until cancelled.
Regional Standard or Supported Software	Not applicable

NETWORK SERVICES

Microsoft 365 and Google Workspace Technical Application Support	
CoSer	7711
Service Code(s)	699-7711-CS
Service Level Description	Provides training and equipment for the development and support of applications on LAKENet. This service offers comprehensive assistance for both Microsoft 365 and Google Workspace for Education. **Cross-Platform Tasks:** 1. User Account Management 2. Integration with Learning Management Systems (LMS) 3. Mobile Device Management (MDM) - Intune **Administrator Tasks - Microsoft 365:** 1. Admin Console Configuration 2. User Provisioning and De-provisioning 3. Group Policy/Cloud Policy Management 4. Azure Active Directory (AAD) Integration 5. Security and Compliance Center 6. Advanced Reporting and Analytics 7. API Integration and Automation **Administrator Tasks for Google Workspace for Education:** 1. Admin Console Configuration 2. Google Cloud Synchronization (GCDS) and Password Synchronization 3. User Role Management: 4. Chromebook Management 5. Vault for eDiscovery and Compliance 6. API Integration and Automation **Cross-Platform Administrator Tasks:** 1. Single Sign-On (SSO) Configuration 2. Integration with Third-Party Applications 3. MFA (Multi-Factor Authentication) 4. Email Quarantine Policies By addressing these tasks, districts can effectively manage, optimize, and secure their Microsoft 365 and Google Workspace environments.
Regional Standard or Supported Software	Microsoft 365 and/or Google

INSTRUCTIONAL & E-LEARNING SERVICES

Through AccelerateU, EduTech has been offering online courses for high school students since 2003. Additionally, EduTech provides instructional technology support and training to districts. Services include: Instructional Technology Training, AccelerateU Institute - Blended Learning Classes, Drone Racing, sUAS/Drone Mission, EduTech Broadcast Network, Zoom Conferencing, and Esports.

RELATED CONTACTS

Gordon Baxter, Director of Staff Development
Bill Campo, Coordinator of Multimedia Development
Dr. Michael Morone, Administrator of Online Instruction

INSTRUCTIONAL & E-LEARNING SERVICES

Instructional Technology Training	
CoSer	6360
Service Code(s)	510-6360-IT
Service Level Description	**Conference Day Planning** - Need help planning your next superintendent's conference day? EduTech staff can help you plan, organize, and connect you with presenters to meet your conference themes. **Instructional Technology Integration Planning**- We will help your technology committee/team with tech integration planning, as well as provide research and best practices for transitioning to 1:1 or implementing a new instructional tech tool. **Build a Tech Fair**- If you'd like to engage and dive deeper with instructional technology tools in your district, let us help. The Instructional Technology by EduTech team will help your district plan a tech fair for your staff. We assist with scheduling, setting up sessions, and finding innovative ways to get staff involved and leveraging technology in their classrooms (*There is a charge for having one of our trainers present at the tech fair). **Instructional Technology Troubleshooting**- Having trouble with tech integration? Reach out to our team and we will help work through the learning curves of integration. **On-Site Training** - The Instructional Technology by EduTech team can travel to your district for on-site training. Workshops can be personalized and modified to meet your staff's needs. Whether it's one-on-one training or a whole department, we can adjust so everyone has a positive learning experience. Have the Instructional Technology by EduTech training team present at your next faculty meeting to raise awareness of any specific technology. **Instructional Technology Residencies -** Provides concentrated support for specific instructional technology activities. Specialists can work with your teachers and students on a project of a specific duration and provide in-class modeling and co-teaching to support the integration process. **Personalized Professional Learning with Supports -** A member of the Instructional Technology by EduTech team will come out and provide targeted professional learning sessions for your staff with follow up in-person and on-line supports. This service includes: • Pre-assessment/survey used to target sessions • Professional learning sessions that align with your needs • In-district residency (1 day per 2 PD sessions) • Online follow up via video conferencing.
Regional Standard or Supported Software	Not applicable

INSTRUCTIONAL & E-LEARNING SERVICES

AccelerateU	
CoSer	5877
Service Code(s)	436-5877-AU
Service Level Description	AccelerateU is a service of EduTech, serving Wayne Finger Lakes BOCES / Genesee Valley Educational Partnership that offers online courses for NYS middle and high school students. Our online courses are fully web-based and available to students at any time. They are led by New York State certified teachers who act as the teachers of record. AccelerateU meets NYSED requirements for online courses. We serve students of all abilities in many situations – those who are recovering credit, accelerating, traveling, homebound, medically fragile, with special situations, and with IEP's and 504 plans. Students have 20 weeks to complete each one-semester course. During this time, students, counselors, and parents/guardians receive weekly status reports on student progress.
Regional Standard or Supported Software	AccelerateU

AccelerateU Institute - Blended Learning Classes	
CoSer	5877
Service Code(s)	436-5877-BL
Service Level Description	In addition to AccelerateU, we offer limited courses with a blended learning option, requiring synchronous meeting times twice per week. Students work asynchronously for a portion of their courses, and each course has a scheduled synchronous time. Unlike our traditional AccelerateU courses, AccelerateU Institute courses do not have rolling enrollment, and the timeline is aligned with the typical semesters for the academic year.
Regional Standard or Supported Software	AccelerateU Institute

INSTRUCTIONAL & E-LEARNING SERVICES

Drone Racing - Rocket Drones	
CoSer	6360
Service Code(s)	510-6360 – DR
Service Level Description	Drone Racing (Grades 6-12) is an exciting opportunity to incorporate drone technology and STEM concepts with a fast-paced competitive sport. Focused on career readiness opportunities and the basics of flight, students learn principles of flight, maneuvering, electronics, geometry, and physics. With proficiency, students will earn spots on a competitive racing team and compete regionally and nationally against other schools either in-person or online. It's like E-Sports with a serious hands-on curricular component and real-world career opportunities. Students can track their national rankings and share their races captured by built-in cameras. Advanced students can take part in an optional FAA certification test preparation course leading to an FAA Remote Pilot Part 107 Certification (ages 16+). The basic package includes everything you need to begin your racing league including inflatable obstacles for both gyms and classroom/conference room sized spaces. *Racing league participants will require an annual renewal fee
Regional Standard or Supported Software	Rocket Drones

INSTRUCTIONAL & E-LEARNING SERVICES

sUAS/Drone Mission	
CoSer	7710
Service Code(s)	611-7710-DM
Service Level Description	EduTech operates sUAS/Drones under FAA Part 107 Commercial License regulations by a certified and insured pilot. The EduTech Drone Mission Service provides Districts with the capability of FAA-compliant and insured remotely piloted airborne photo and video services. Such uses include: • Photo & video resources for District promotional materials and student creative projects • Web Site content • Capital Project mapping and progress tracking • School Spirit • Staff Team Building • Educational Projects • Facilities inspections (roof or tower inspection after storms) • Security audit • Analysis of traffic patterns Operations can involve one or more district students (under District Staff supervision) as crew participants or observers along with the EduTech pilot to learn the process of sUAS/Drone operations or to direct the gathering of video/photo/data for their own use in educational projects. sUAS/Drone Operations take into consideration: • FAA Airspace regulations (Class proximity, altitude, obstacles, visibility) • Insurance parameters • Flight plan approval (LAANC authorization) • Local air traffic use • Aircraft/Tower radio traffic monitoring • Weather conditions • Ground safety • Cinematic/Photographic/Data Collection requirements
Regional Standard or Supported Software	Not applicable

INSTRUCTIONAL & E-LEARNING SERVICES

EduTech Broadcast Network - MyVRSpot	
CoSer	7710
Service Code(s)	611-7710-VC
Service Level Description	The EduTech Broadcast Network (EBN), powered by MyVideoSpot, is a solution to easily manage your video content. EBN - MyVideoSpot allows for multiple content creators, basic editing tools, flexible publishing, and secure sharing of video content. MyVideoSpot is an easy-to-use and robust video content management system for those organizations that want to securely create and manage wide-spread user-generated video content in an Ed Law 2d compliant environment. EBN - MyVideoSpot can be used to produce, edit, organize, store and deliver any of the following: • District news, Board of Ed meeting recordings, Public Relations communications • Build class subject area libraries and lesson archives for review • Student and instructor podcasts, news, announcements and presentations • Live Broadcasts • Instructional audio or video (how-to, lectures, foreign language practice activities) • Videos of extra-curricular activities (sports, concerts, plays, etc.) • Student portfolios Features and Benefits: • Conditional publishing enables date/time for automatically publishing and un-publishing content. • Can easily work with any industry standard rich media capture and editing tools. Every staff member can be a publisher. • Easy, Flexible Content Administration: With a few clicks of a mouse, users can upload, catalog, and publish rich media content to Web sites, without requiring assistance from IT department. Securely share content so only the right people can access it. • Individual departments and users can manage their own video libraries and showcases. Easily share content with other users and departments. • Broadcast live or on-demand. • Add existing YouTube video content to a library and remove advertising • Eliminate ever-changing filtering, compliance, advertising, and privacy issues found in other services.
Regional Standard or Supported Software	MyVRSpot

INSTRUCTIONAL & E-LEARNING SERVICES

Zoom Conferencing and Learning Service	
CoSer	7711
Service Code(s)	699-7711-VC
Service Level Description	Zoom has become a popular choice for schools in need of a videoconferencing solution for distance learning and online meetings. Data privacy and security compliance are more important now as the regulations of Education Law 2-D come into play. EduTech is now offering a Zoom Videoconference solution that includes Education Law 2-D compliance and security assurances. EduTech will serve as an intermediate set-up and support point of contact for our districts. EduTech will work with the District Zoom Administrator (Tech Director or Coordinator) on establishing security settings, custom landing page URL, features, and controls. EduTech will provide continued support as needed and coordinate the annual billing for our districts. The EduTech Zoom Service provides: • An initial licenses purchase (meetings up to 300 attendees each) with no time or feature limits • Unlimited basic licenses (time limits and reduced features) • Vanity URL http://YourDistrict.zoom.us • Zoom Cloud Storage for recordings (1TB) • Additional paid licenses may be purchased mid-year at the per license rate • Initial set-up and coordination with Zoom to establish domain • Assistance with setting up vanity URL custom landing page • Admin training for district admin on security settings, reports and user management • Continued support as secondary admin for the district domain • Coordination of annual billing for services • Optional webinar licenses available (up to 500 attendees)
Regional Standard or Supported Software	Zoom

SHARED SERVICES

Districts that participate in these services will have a shared technical staff member assigned to be on site in the district buildings up to 3 days a week based on the district's needs. Services offered include: IT Support, Network Technician, Network Engineer, Data Coordinator, Instructional Technology Specialist, and Coordinator of Data Governance.

RELATED CONTACTS

Gordon Baxter, Director of Staff Development
Ethan Hamlin, Manager of Project Coordination
Thomas Landers, Coordinator of Shared Staff Services
Rich Yeoman II, Manager of Data Services

SHARED SERVICES

IT Support Technician Level I	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	This involves providing technical support including maintenance and installation for desktop and mobile device software and hardware. The technician must analyze and resolve problems relating to their expertise. Work is performed under the general supervision of a higher staff member. Supervision over the work of others is not a responsibility of this position.
Regional Standard or Supported Software	Not applicable

IT Support Technician Level II	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	Provides advanced technical support for software and hardware. The IT Support Technician Level II is responsible for the installation of desktop computers, network, and mobile device hardware and software. The position is also responsible for analyzing and resolving problems with desktop computer and network hardware and software. The employee works under the general supervision of a higher-level staff member.
Regional Standard or Supported Software	Not applicable

Network Technician	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	The Network Technician is responsible for providing technical support for network systems software and hardware. Employees are also responsible for monitoring the network for problems of response time and for the installation of the network equipment. The position also requires an employee to confer with vendor representatives and system programmers. Supervision is typically not performed by an employee in this class.
Regional Standard or Supported Software	Not applicable

SHARED SERVICES

Network Engineer Level I	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	The Network Engineer Level I provides technical support for network systems software and hardware. The work involves the development, installation and support of network equipment and analyzing hardware and software network problems. The work is performed under the general supervision of a higher-level staff member. The employee may supervise a team project.
Regional Standard or Supported Software	Not applicable

Data Coordinator	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	With the increasing data reporting demands of the NYSED and the federal government, EduTech provides the Shared Data Coordinator service for districts to have a person in-district to help meet these requirements. The Shared Data Coordinator is available in the district to work with data teams and district administration to meet reporting, training, and communication needs. This person helps the district to establish data reporting and verification processes, distribute data to district staff and administration as needed and communicates the latest reporting requirements and policy changes. The Shared Data Coordinator can also assist with in-district data requests including the creation and distribution of reports as well as the implementation of best practices in data governance.
Regional Standard or Supported Software	Not applicable

Instructional Technology Specialist	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	An Instructional Technology Specialist helps integrate technologies, such as computers, hardware, and software, into school district curriculum to help students to develop computer technology proficiency. They also support teachers in planning, delivering, and evaluating instruction using technology. Additionally, they may assist in evaluating individual student needs for assistive technology.
Regional Standard or Supported Software	Not applicable

SHARED SERVICES

Coordinator of Data Governance	
CoSer	6360, 7710
Service Code(s)	510-6360-SS, 611-7710-SS
Service Level Description	The goal of the Coordinator of Data Governance is to provide leadership and coordination in the implementation of the policies and procedures required in Education Law Section 2-d along with all other applicable data security and privacy laws, regulations, and policies. The Coordinator of Data Governance will support the work of the district's designated Chief Privacy Officer and serve as the point of contact for data security and privacy for the educational agency. The Coordinator of Data Governance will work in a collaborative manner to ensure compliance and accountability for privacy laws, regulations, and policies, oversee and implement district information security and privacy measures to safeguard the Personally Identifiable Information (PII) of students and school personnel.
Regional Standard or Supported Software	Not applicable

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