

26316 Hesperian Blvd. Hayward, CA 94545 • (510) 293-2971 • www.edenrop.org

Monday, December 9, 2019 5:45 pm

GOVERNING BOARD MEMBERS

Peter Oshinski, President Marilyn Stewart, Vice President Jo A.S. Loss, Member Dr. Robert Carlson, Member San Leandro Unified School District San Lorenzo Unified School District Castro Valley Unified School District Hayward Unified School District

MISSION STATEMENT

The mission of the Eden Area Regional Occupational Program is to prepare students for careers and further education as well as to instill workplace skills and ethics that enable them to compete successfully in the economy of today and the future.



Regular Meeting of the ROP Governing Board Eden Area ROP Board Room 26316 Hesperian Blvd., Hayward, CA 94545

> Date: Monday, December 9, 2019 Time: 5:45 p.m.

AGENDA

Welcome to the Eden Area Regional Occupational Program Governing Board Meeting. The purpose of the meeting is to consider matters of policy and business necessary for the operation of the Regional Occupational Program.

Visitors wishing to address the Governing Board are asked to complete a "Request to Address ROP Governing Board" card, available at the entrance to the meeting room, and submit it to the Governing Board's Administrative Secretary. Any member of the audience may speak on any agenda item by following this process, or upon recognition by the Chairperson by identifying him/herself and his/her organization affiliation prior to any action taken by the Governing Board. Such presentations may be limited. If there is a desire to address the Governing Board on a matter relating to the Eden Area ROP that does not appear on the agenda, this may be done during the "Other Business" section.

State law prohibits the ROP Governing Board from taking any action on or discussing items that are not on the posted agenda except to A) briefly respond to statements made or questions posed by the public in attendance; B) ask questions for clarification; C) provide a reference to a staff member or other resource for factual information in response to the inquiry; or D) ask a staff member to report back on the matter at the next meeting and/or place it on a future agenda. (Government Code Section 54954.2 (a))

This meeting is being recorded. These recordings are maintained by the Eden Area ROP for 30 days and are available for review to the public upon request.

- I. Call to Order
- II. Roll Call
- III. Pledge of Allegiance
- IV. Mission Statement
- V. Approval of Agenda
- VI. Student of the Month
 - A. Presentation of ROP Student of the Month Awards (page 3)

VII. Consent Calendar

Action by the ROP Governing Board of the Eden Area Regional Occupational Program means that all items listed under the Consent Calendar are adopted by one single motion, unless a member of the Governing Board, the Superintendent, or a member of the public requests that any such item be removed from the Consent Calendar and voted upon separately.

- A. Request the Governing Board to approve the Minutes of the Regular Governing Board Meeting of November 7, 2019 (pages 4-10)
- B. Request the Governing Board to approve the Bill Warrants (pages 11-14)
- C. Request the Governing Board to approve the Personnel Action Items (pages 15-16)

VIII. Information Items

A. Fall Advisory Committee Meetings (page 17)

IX. Action Items

- A. Request the Governing Board to approve the Annual Independent Auditor's Report for the Fiscal Year Ending June 30, 2019 (page 18)
- B. Request the Governing Board to approve the 2019-2020 First Interim Budget Report (page 19)
- C. Request the Governing Board to approve the Proposal to Modify the Delivery of Services within the Business and Human Resources Departments (pages 20-21)
- D. Request the Governing Board to approve the Agreement with Abtech Technologies for Information Technology Support Services for the 2019-2020 School Year (pages 22-29)
- E. Request the Governing Board to approve the Computer Operations Technician Position and Job Description (page 30-32)

X. Superintendent's Report

XI. Other Business/ Governing Board Reports

- A. Public
- B. ROP Governing Board

XII. Recess to Closed Session

A. Public Employee Appointment/Employment (Pursuant Government Code section 54957): Superintendent's Contract

XIII. Reconvene to Open Session and Report Action Taken in Closed Session

A. Public Employee Appointment/Employment (Pursuant Government Code section 54957): Superintendent's Contract

XIV. Adjournment



FROM: Linda Granger, Superintendent

PREPARED BY: Lauren Kelly, Assistant Director of Educational Services

SUBJECT: Presentation of ROP Student of the Month Awards

BACKGROUND

The Eden Area ROP has developed a student recognition program to acknowledge outstanding efforts and achievements of our students.

CURRENT SITUATION

The student recognition program has proven to be a successful, motivational tool in the classroom, among the staff and the students of the Eden Area ROP.

The following students were selected as ROP students of the month for December:

STUDENT NAME	HIGH SCHOOL	ROP PROGRAM	INSTRUCTOR
Maile Annunziato	Hayward High School	First Responders	Marlene McDowell Cpt. John Peters
Kaithlyne Guevarra	Arroyo High School	Merchandising Occupations	Cheryl Grixti
Javier Magallon	Arroyo High School	Graphics	Lameisha Sherri
Matthew Stewart	Arroyo High School	Automotive Collision and Refinishing	Daniel Pareja

RECOMMENDATION

Information only

CONSENT CALENDAR



Minutes of the Regular Meeting of the ROP Governing Board November 7, 2019

I. Call to Order

Board President, Peter Oshinski, called the meeting to order at 5:45 p.m. on Thursday, November 7, 2019 at the Eden Area Regional Occupational Program Board Room, 26316 Hesperian Blvd., Hayward, CA 94545.

II. Roll Call

Roll was called by Gabriela Juarez, Executive Assistant.

Eden Area ROP Governing Board Present:

Peter Oshinski, President
Marilyn Stewart, Vice President
Jo A.S. Loss, Member
San Leandro USD
San Lorenzo USD
Castro Valley USD

Eden Area ROP Governing Board Absent:

Dr. Robert Carlson, Member Hayward USD

Superintendent: Linda Granger, present

ROP Administrators in Attendance:

Craig Lang Director of Adult Programs

Bernie Phelan Director of Educational Services

Lauren Kelly Assistant Director of Educational Services

Ariel Owen Fiscal Services Administrator

Evan Goldberg Grant Coordinator

ROP Staff in Attendance:

Mikel Jackson Sports Medicine Instructor
Laura Jagroop Entrepreneurship Instructor
Barbara Juarez Welding Technology Instructor

Gabriela Juarez Executive Assistant

Deborah Maynard TOSA

Kathrina Miranda Business Engagement Specialist Kathy O'Brien Dental Assisting Instructor

Sukhi Sidhu Career Counselor

Others Present:

Students of the Month and their families

III. Pledge of Allegiance

Adryanna Cortez led the Pledge of Allegiance.

IV. Mission Statement

Edwin Rivas read the Eden Area ROP mission statement.

V. Approval of Agenda

Trustee Marilyn Stewart moved to approve the agenda. Trustee Jo A.S. Loss seconded the motion. By the following vote, the agenda was approved.

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AYES: 3 (Loss, Oshinski, Stewart)

NOES: 0 ABSTAIN: 0

ABSENT: 1 (Carlson)

VI. Student of the Month Awards

The following students were honored by their teachers, ROP Staff and the Governing Board as students of the month for November 2019:

STUDENT NAME	HIGH SCHOOL	ROP PROGRAM	INSTRUCTOR
Adryanna Cortez	Arroyo High School	Dental Assisting	Kathy O'Brien
Amyla Jimenez	Mt. Eden High School	Sports Medicine	Mikel Jackson
Edwin Rivas	San Leandro High School	Welding Technology	Barbara Juarez
Jaliyah Seals	San Leandro High School	Entrepreneurship II	Laura Jagroop

Sukhi Sidhu introduced the instructors, who presented their students to the Governing Board. A framed certificate of achievement was presented to each student by their district Governing Board representative. Each student was given an opportunity to introduce their family and say a few words. The families and students were welcomed to a short reception in the small conference room.

VII. Consent Calendar

Trustee Jo A.S. Loss moved to approve the Consent Calendar items as follows:

- A. Approve the Minutes of the Regular Governing Board Meeting of October 2, 2019
- B. Approve the Bill Warrants
- C. Approve the Personnel Action Items
- D. Approve the Disposal of Obsolete or Surplus Items
- E. Approve the Agreement with Sonia Elgar for Purchasing and Accounts Receivable Services for the 2019-2020 School Year
- F. Approve the MOU with the Associated Builders and Contractors of Northern California (ABC NorCal) for the 2019-2020 School Year
- G. Approve the MOU with the Northern California Elevator Industry Joint Apprenticeship and Training Committee for Apprenticeship Training for the 2019-2020 School Year

Trustee Marilyn Stewart seconded the motion.

AYES: 3 (Loss, Oshinski, Stewart)

NOES: 0 ABSTAIN: 0

ABSENT: 1 (Carlson)

VIII. Information Items

A. ROP Pathway Review-Welding and Materials Joining

Bernie Phelan, Director of Educational Services, reported that under the Manufacturing and Product Development sector we have one program in the Welding and Materials Joining pathway, which is Welding Technology. The course is offered as two sections Welding Technology I P and Welding Technology II P. Both sections are UC a-g

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approved and articulated with Chabot College. The program is currently serving 48 students. Mr. Phelan introduced Barbara Juarez, instructor, to review the course. Ms. Juarez reported that welding is a highly skilled craft and that 85% of the world's metal products require welding. Students enrolled in the class are exposed to work based learning opportunities including mock interviews, guest speakers from apprenticeships and industry and field trips. Students get hands-on job training and skills in stick, mig, tig, Flux and plasma welding. They also work on team building, professionalism, résumés and interview skills. In preparation for the industry, students take practice welding assessments. There are several career pathways available in the welding field. Students are able to display their skills and knowledge in fabrication, shielding arc and gas tungsten arc in the SkillsUSA competitions. Those who excel in the program and meet the qualifications are able to attain a mastery certificate that is recognized by the industry and apprenticeships. Obtaining these certificates leads to higher paying wages and qualifying for high demand jobs. Ms. Juarez concluded her report by sharing that many of her students are currently working as welders or in a related field being paid \$18 to \$24 an hour.

B. ROP Pathway Review-Patient Care

Bernie Phelan, Director of Educational Services, reported that the Patient Care pathway is under the Health Science and Medical Technology sector. The Dental Assisting Program is offered in this pathway. The course is offered as two sections Dental Assisting I P and Dental Assisting II P which are both UC a-g approved. The program is currently serving 29 students. Mr. Phelan introduced Kathy O'Brien, instructor.

Mrs. O'Brien reported that Dental Assisting is a fast paced, challenging program offering entry-level dental assisting skills to high school and adult students. Students have the opportunity to advance to the Registered Dental Assisting (RDA) Program after graduation if they wish. Very few ROPs have approval from the Dental Board of California to offer an RDA program. Our facility is equipped with state of the art dental equipment like digital radiography and computerized impressions. Last year the program received a-g approval for DA I and DA II, with DA I receiving Life Science approval.

Upon completion of the dental program, students receive a completion certificate, infection control certification and a license to take dental x-rays in the state of California. Upon completion of RDA, students receive coronal polishing, pit and fissure sealant certificates, and are immediately eligible to sit for the state boards. The Dental Board of California approves all certificates.

In addition to certificates that are approved by the state of California, the program was also approved in 2016 by the Dental Assisting National Board (DANB) to qualify our students to take the National Entry Level Dental Assistant (NELDA) exam. Since the approval to participate, we have had 17 students take the exam with a 100% passing rate.

Students' career opportunities are not limited to just dental assisting or registered dental assisting, the program can lead them to several different career paths which include becoming a dental hygienist, dental laboratory technician, dentists, DA teacher, dental office business manager, dental insurance processors and dental supply sales associate. There is a high demand for skilled dental assistants throughout the state of California. Students graduating from the Dental Assisting program start off between \$18.00 and \$20.00 per hour. Students graduating from the Registered Dental Assisting program have a minimum starting wage of \$20.00 per hour and upward.

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The program's Advisory committee is active and dedicated and is composed of local dentists, registered dental assistants and one dental hygienist. The registered dental assistants (RDAs) and dental hygienist are all former students.

Mrs. O'Brien shared that the program has well over 100 different dental offices currently contracted as student internship sites. Students in the Dental Assisting program intern for 6 weeks. Students in the Registered Dental Assisting program are required to intern for 400 hours per California Dental Board regulations.

Students participate in many community events such as CDA Cares, Give Kids a Smile and East Bay Stand Down. CDA Cares is an annual event where the California Dental Association provides free dental work for anyone in need. Every year the California Dental Association also holds their annual "Give Kids a Smile Day". This is an event that offers free dental treatment to underprivileged children in California. East Bay Stand Down is an event held every other year at the Alameda County Fairgrounds that provides dental work to veterans.

Mrs. O'Brien shared that the Dental Board of California regulates everything taught in the class. In order for her to keep the program current she is a part of several organizations which include: California Association of Dental Assisting Teachers, Dental Assisting Educator's Group, California Dental Assisting Association, American Dental Assisting Association and OSAP (The Department for Safety, Asepsis and Prevention). She also attends and participates in meetings of the Dental Board of California.

She reported that last year the program went through a rigorous and intensive audit, receiving the Dental Board approval of the program for the next seven years.

C. Recognition of the Eden Area ROP Teacher of the Year

Linda Granger, Superintendent, reported Mr. David Espinoza, Auto Technology Program Instructor, is the Eden Area ROP Teacher of the Year for 2019.

The Governing Board and Superintendent recognized Mr. Espinoza, for being named an Alameda County Teacher of the Year. ACOE provided the Eden Area ROP with a short video clip that was shown during the Teacher of the Year event. The ROP staff shared the video clip with the Board.

D. Business Partner Breakfast and Business Partners of the Year

Evan Goldberg, Grant Coordinator, shared that he organized the annual Business Partner Breakfast. It was held on November 1, 2019 at the Marina Community Center in San Leandro. The purpose of the Business Partner Breakfast is to honor all of our business partners and all the ways they work with our districts, pathways and with CTE.

As part of the Business Partners Breakfast, the Business Partners of the Year are also honored. This year, the Eden Area ROP, the four school districts and the three chambers of commerce nominated a total of 12 Business Partners of the Year. The following were honored as the Eden Area ROP's Business Partners of the Year:

NAME	COMPANY
Roland Williams	Castro Valley Sanitary District
Katie Peña	George Mark Children's House
Dr. Jeana Edwards	Life Chiropractic College West
Andrew Denys	CSU East Bay

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Steven Currie East Bay MUD

Aaron Wong Spectrum Community Services

Judy Heinemann San Leandro Hospital

Ruben Gonzalez San Leandro Brake and Wheel Center

Surina Piyadasa Dynamically Speaking Gautam Biswas State Bank of India

Dr. Thomas Padron CSU East Bay
Jeffrey Lewis Farmers Insurance

IX. Action Items

Request the Governing Board to approve the Foundations in Dental Assisting Course

Upon review of and a motion by Trustee Jo A.S. Loss and a second by Trustee Marilyn Stewart, the Governing Board approved the Foundations in Dental Assisting course.

AYES: 3 (Loss, Oshinski, Stewart)

NOES: 0 ABSTAIN: 0

ABSENT: 1 (Carlson)

B. Request the Governing Board to approve the MOU with the Jewish Vocational and Career Counseling Service (JVS) to Provide a Dental Assistant (DA) Training Program for the 2019-2020 School Year

Upon review of and a motion by Trustee Marilyn Stewart and a second by Trustee Jo A.S. Loss, the Governing Board approved the MOU with the Jewish Vocational and Career Counseling Service (JVS) to provide a Dental Assistant (DA) Training program for the 2019-2020 school year.

AYES: 3 (Loss, Oshinski, Stewart)

NOES: 0 ABSTAIN: 0

ABSENT: 1 (Carlson)

X. Superintendent's Report

Superintendent Granger passed out the Eden Area ROP's Annual Report to the Board and offered extra copies to be taken back to their respective district's board members.

Superintendent Granger shared that she attended the California Workforce Pathways Joint Advisory meeting, held today in Sacramento, to provide input regarding the definition of a high quality CTE program.

She reported that Daniel Pareja, Auto Refinishing instructor, and Evan Goldberg, Grant Coordinator, worked collaboratively to apply for a grant offered by the Collision Repair Foundation. She was excited to report that the program was awarded \$21,000 for the purchase of new tools for the program.

Superintendent Granger also reported that while in Sacramento she submitted the 2019-2020 CTE incentive program application.

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She concluded her report that over the next several weeks staff will be working rigorously to apply for the Strong Workforce grant. She shared that you can apply for up to three grants. She has met with the four member districts and ROP will be applying as the lead for three \$2 million dollar grants.

XI. Communications

A. Letter from Alameda County Office of Education regarding the Adopted Budget

A letter from ACOE was received acknowledging they approved of the adopted budget.

XII. Other Business/Governing Board Reports

A. Public

None

B. Governing Board Reports

Trustee Jo A.S. Loss, Castro Valley USD representative, shared that she will be attending the Castro Valley High School Sophomore tour on December 4, 2019.

Trustee Peter Oshinski, San Leandro USD representative, reported that he attended Manufacturing Day and said it was an amazing event. Ms. Granger added that four hundred students across the four districts attended.

XIII. Recess to Closed Session

The meeting was called into closed session at 7:01 p.m.

- A. Public Employee Appointment/Employment (Pursuant Government Code section 54957): Superintendent's Contract and Evaluation
- B. Personnel (Government Code Section 54957) Public Employee Discipline/Dismissal/Release/Hiring

XIV. Reconvene to Open Session and Report Action Taken in Closed Session

The meeting resumed to open session at 7:29 p.m.

A. Public Employee Appointment/Employment (Pursuant Government Code section 54957): Superintendent's Contract and Evaluation

No action was taken in closed session.

B. Personnel (Government Code Section 54957) Public Employee Discipline/Dismissal/Release/Hiring

No action was taken in closed session.

XV. Adjournment

Upon a motion by Trustee Jo A.S. Loss and a second by Trustee Marilyn Stewart the Governing Board adjourned the meeting at 7:30 p.m.

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AYES: 3 (Loss, Oshinski, Stewart)

NOES: 0

ABSTAIN: 0

ABSENT: 1 (Carlson)

Approved by the Eden Area ROP Governing Board ______.

Linda Granger, Superintendent
Clerk to the ROP Governing Board



FROM: Linda Granger, Superintendent

PREPARED BY: Sabrina Ubhoff, Accounting Technician

SUBJECT: Request the Governing Board to approve the Bill Warrants

CURRENT SITUATION

The bill warrants submitted for approval are for the period of October 24, 2019 through November 8, 2019 and include test warrant numbers and voided warrants.

CONSENT CALENDAR



FROM: Linda Granger, Superintendent

PREPARED BY: Mercedes Henderson, Personnel Coordinator

SUBJECT: Request the Governing Board to approve the Personnel Action

Items

CURRENT SITUATION

The attached listing of personnel action items are the Eden Area ROP Superintendent's recommendations for approval.

CONSENT CALENDAR

INFORMATION ITEMS



FROM: Linda Granger, Superintendent

PREPARED BY: Bernie Phelan, Director of Educational Services

SUBJECT: Fall Advisory Committee Meetings

BACKGROUND

Advisory committees are established in instructional areas to provide the advice and support of business, labor and industry to maintain high quality Career Technical Education programs. In an advisory capacity, these committees assist the ROP faculty in the development and implementation of career technical programs. The advisory members work with the instructional staff to integrate rigor, relevancy and workplace skills. Advisory members help to establish community classroom and cooperative learning experiences.

CURRENT SITUATION

Our fall Advisory Committee meeting was held on November 14, 2019 at 5:30 pm, at the San Leandro Senior Center. The committee was represented by faculty and business partners that serve four school districts (Hayward, San Leandro, San Lorenzo, and Castro Valley) including the Eden Area ROP.

The group was given information on the current state of CTE, job market/hiring trends and building work based learning opportunities for students. Each group was broken out by pathway and as a result, discussed valuable topics that are industry specific.

A spring Advisory Committee meeting is scheduled for April 23, 2020 where Perkins funding/budget will be discussed.

RECOMMENDATION

ACTION ITEMS



FROM: Linda Granger, Superintendent

PREPARED BY: Ariel Owen, Fiscal Services Administrator

SUBJECT: Request the Governing Board to approve the Annual Independent

Auditor's Report for the Fiscal Year Ending June 30, 2019

BACKGROUND

Pursuant to the standards for financial and compliance audits, the Eden Area ROP is audited by an independent auditor in compliance with the Government Auditing Standards, issued by the Controller General of the United States, and Standards and Procedures for Audits of California K-12 Local Educational Agencies, as prescribed by the State Controller.

CURRENT SITUATION

For the fiscal year ending June 30, 2019, the Eden Area ROP exhibits compliance with the Governmental Accounting Standards Board (GASB) Statement No. 34 – "Basic Financial Statement – and Management's Discussion and Analysis – for State and Local Governments". Included in the report is the Eden Area ROP management analysis of the Program's overall financial position called the Management Discussion and Analysis (MD&A). Per GASB statement No. 34, Fund financial statements now focus on major funds and they are prepared using the full accrual accounting method, including the reporting of major classes of capital assets.

The report is included under separate cover and is available for review by the public upon request.

RECOMMENDATION

It is recommended that the Governing Board approve the Annual Independent Auditor's Report for the fiscal year ending June 30, 2019.



FROM: Linda Granger, Superintendent

PREPARED BY: Ariel Owen, Fiscal Services Administrator

SUBJECT: Request the Governing Board to approve the 2019-2020 First Interim

Budget Report

CURRENT SITUATION

The First Interim report reflects revenues and expenditures as of October 31, 2019. The report was prepared and reviewed in accordance with all federal, state and local adopted criteria and standards using Local Control Funding Formula (LCFF) and Local Control Action Plan (LCAP).

"The District Board of Education shall certify in writing whether or not Eden Area ROP is able to meet its financial obligations for the remainder of the 2019-2020 fiscal year and, based on current forecasts, for the next two subsequent fiscal years 2020-2021 and 2021-2022 respectively. The certifications shall be classified as either positive, qualified, or negative, pursuant to standards and criteria adopted by the State Board of Education (Education Code 33127)". Eden Area ROP is certifying a positive certification, and that staff prepared the report, along with assumptions using the School Services of California (SSC) Inc. Dartboard as well as Alameda County Office of Education (ACOE) guidelines. In certifying the 2019-2020 First Interim Report as positive, the Board understands its fiduciary responsibility to maintain fiscal solvency for the current and the two subsequent fiscal years.

The report confirms the Eden Area ROP's ability to meet all financial obligations for the current fiscal year 2019-2020 and two subsequent fiscal years 2020-2021 and 2021-2022. Finally, the Eden Area ROP continues to meet and exceed AB 1200 requirements.

The report is included under separate cover and is available for review by the public upon request.

RECOMMENDATION

It is recommended that the Governing Board approve the 2019-2020 First Interim budget report.



FROM: Linda Granger, Superintendent

SUBJECT: Request the Governing Board to approve the Proposal to Modify the

Delivery of Services within the Business and Human Resources

Departments

BACKGROUND

The Technology Coordinator position was developed six years ago in response to the increased need for tech support as computer use among students and staff increased. The addition of adult programs resulted in adding a part time assistant in the department that focused primarily on providing end user support.

CURRENT SITUATION

The Technology Coordinator position is currently vacant. High turnover in this position led to analyzing the potential effectiveness of alternative delivery models. Operating a hybrid model in which some tech services are provided on a contract basis and others are provided by staff provides the Eden Area ROP with the opportunity to improve overall services. Additionally, cost savings in this model will enable the ROP to address administrative issues with the Fiscal Services Administrator and Personnel Coordinator positions without increasing costs to the organization.

If the Governing Board approves the proposal, we are requesting the contracted services be effective immediately and the personnel changes be effective January 1, 2020.

RECOMMENDATION

It is recommended that the Governing Board approve the proposal to modify the delivery of services within the Business and Human Resources departments.



To: Eden Area ROP Governing Board From: Linda Granger, Superintendent

Date: December 9, 2019

Re: Proposal to Modify Delivery Services for Business and Human Resources

Currently, technology support for staff and center programs is provided by a full time Technology Coordinator and a part time assistant and the department reports to the Fiscal Services Administrator in the Business Department.

The Technology Coordinator position was created 6 years ago when the proposed contract for computer services for on-site support for two days a week doubled over the previous year. The Governing Board at that time approved the creation of the Technology Coordinator position to provide full time on site tech support. The merger with Construction Craft Training Center (CCTC) included their tech support position that assisted teachers and staff in the adult programs. Once the CCTC programs moved onto our Hayward campus, it became apparent that we could provide tech support to all staff via our current structure.

Yet, the main challenge within this current structure is the turnover within the Technology Coordinator position. There have been four Technology Coordinators in the last 6 years as staff members move onto jobs in other districts. This turnover rate has resulted in our network lagging behind in the maintenance needed. To address this issue, I am proposing that we modify our service delivery model to a hybrid system in which we contract for services to maintain our network and resolve and level two end user tech issues; and create a full time Computer Operations Technician position to address the end user level one type of tech issues. This position would also serve as the liaison with the company maintaining our network. This model would result in an annual reduction in costs of approximately \$22,000.

Additionally, the cost savings in this model would enable the Eden Area ROP to address some administrative issues among classified and certificated administration. To provide parity among the administration, I am recommending that we align the Fiscal Services Administrator position with the annual C range administrative salary.

Finally, converting the current Personnel Coordinator position into an administrative position would enable the organization to more effectively provide human resources support. As a classified exempt employee, this position is not able to evaluate staff or formally address personnel complaints, yet provides all of the other services a human resources administrator in a small district. I am recommending that we align this position to the annual C range administrative salary as well.



FROM: Linda Granger, Superintendent

SUBJECT: Request the Governing Board to approve the Agreement with

Abtech Technologies for Information Technology Support Services

for the 2019-2020 School Year

BACKGROUND

Abtech Technologies has spent nearly 30 years designing, configuring, and supporting IT platforms for organizations of all sizes. They also support organizations in managing technology with their IT support, managed services and disaster recovery services. With the vacancy in the IT department, a review of the delivery model for services we completed.

CURRENT SITUATION

Abtech Technologies is providing network support for the Eden Area ROP on an hourly basis as needed to keep our network operational. Formalizing this partnership on an annual basis will enable the ROP to maintain tech services for staff and center programs.

RECOMMENDATION

It is recommended that the Governing Board approve the Agreement with Abtech Technologies for information technology support services for the 2019-2020 school year.





Information Technology Support Services

Prepared For:

Linda Granger, lgranger@edenrop.org



By:
Randy Henniger
Abtech Technologies
PHONE: 800.474.7397 x117
rhenniger@abtechtechnologies.com

OCTOBER 17, 2019



Schedule A: Services Summary

As part of the Monthly Management Charge (MMC), Eden Area ROP ("Client") shall be entitled to up to a predesignated number of hours per month to be used for IT support services for their Covered Environment. This service includes remote and on-site, as determined by Abtech, to fulfill IT management and remediation tasks.

Definition of Services:

A) Abtech Server Care, NOC, and Help Desk Services

The hourly entitlement can be used for the following services:

1) Abtech Server Maintenance Service (ASC):

ASC Service includes the following:

- 7x24 Monitoring:
 - o Physical state of servers, storage devices, network devices
 - Up/down of virtual machines
 - o Up/down of Microsoft infrastructure applications (Server, SQL, Active Directory, Exchange)
 - Pass/fail backup
 - Thresholds (disk percentage full, recurring memory issues, recurring errors indicating physical or configuration issues, etc.)
 - o Critical services and ports
 - Up/down of connection to internet
 - o Workstation hardware failure monitoring (if OS reports the fault) and patching
- Review anti-virus, anti-spam policies if on approved vendor list and Abtech has access to management console
- Patching servers (critical and security-related updates only, others optional as discussed with Client)
- Scheduled business reviews to go over service delivery and make recommendations.

2) NOC Services:

NOC Services include the following:

- Remediating configuration issues with servers, storage, network devices, virtual machines, MS infrastructure applications, connectivity to other devices (print devices, etc.)
- Installs of updates and Microsoft Office applications.
- Troubleshoot internet connectivity and network degradation
- Active Directory administration (add/remove users, security groups, permissions)
- Exchange administration (add/remove mailboxes, archiving, groups, forwarding)
- Restore files if available
- Assist application managers, database administrators, and vendors with infrastructure during their own
 troubleshooting. Support for specialized business applications (CAD, CRM, accounting, etc.) is limited to
 troubleshooting underlying infrastructure software (eg. MS operating systems, Exchange, Active Directory,
 etc). Any further troubleshooting, upgrading, or help desk questions should go the application provider.
- Remediation of the above during normal business hours (M-F 6AM-6PM PST)
- 3) Abtech Help Desk Services:
 - Abtech's Help Desk Service supports users of desktop systems, laptops, or mobile devices. Abtech will provide remediation services, either onsite or remotely, during Abtech business hours. Help Desk Services include:
 - Functionality of Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
 - Functionality of desktop operating systems (Windows, MacOS)



- Connectivity (server, internet, printers, mobile devices)
- Desktop stability and performance
- Account maintenance (username/password resets, access)
- File/message restore, if possible
- Assist remote workforce

B) One-Time Services

The following "as needed" services will be invoiced separately from the MMC and as required by Client:

1) Onboarding Services:

Onboarding services allow Abtech to implement the necessary hardware & software into the Client environment, as well as gather the necessary environment data to be recorded in our Network Operations Center.

2) Projects:

Any service that is not detailed in Sections A are considered projects. Project work will be quoted separately with a defined Statement of Work (SOW) and invoiced separately.

C) Recommended Software Subscription Options

Client may subscribe to the following services which will be added as a separate line item charge to the monthly invoice:

1) Anti-Virus Protection:

ESET is the preferred Anti-Virus product.

2) Anti-Spam Protection:

Proof-Point is the preferred Anti-Spam product.

3) Off-Site Backup and Disaster Recovery Services:

An off-site backup and Disaster Recovery plan are recommended to avoid excess downtime and expense due to ransomware, environmental issues, and general failures. Abtech recommends subscribing to StorTrust's hybrid cloud backup and disaster recovery services.

4) Microsoft Subscriptions

Any Microsoft licenses provisioned by Client or by Abtech at Client's request (eg. Office365, Azure, etc,) will be added to the monthly invoice.

5) Other Third-Party Software Subscriptions

Any other third-party software licenses provisioned by Client or by Abtech at Client's request (eg. DropSuite, AWS, etc.) will be added to the monthly invoice.



Schedule B: Covered Environment¹

	Covered Hardware			Quantity (up to)	Support Included in MMC		
Servers:	2 x Dell	R630 and 1 x Wor	kstation (I	Domain Controller) Mod	lel TBD		
Physical:	3	Virtual:	9	Hypervisor:	VMWare	12	Yes
Desktops / Lap	Desktops / Laptops: Models TBD (PCs and MACs)				125	Yes	
Managed Switch	ches ² :	s ² : HP ProCurve 2920 and 1410			10	Yes	
Wireless Acces	s Points ¹ :	Points ¹ : UniFi			3	Yes	
Firewalls ¹ :	Firewalls ¹ : Barracuda			1	Yes		
SAN/NAS ^{1,2} :	SAN/NAS ^{1,2} : Dell MD3420			1	Yes		
UPS ^{1,3} :	APC 3000			2	Yes		
Tablets ⁴ :	s ⁴ : TBD			0	No		
Smart Phones ³ :	TRD			0	No		
Other:	N/A						

	Version	Support Included in MMC	
Server Operating Systems:	Windows	2008R2	Yes
Desktop Operating Systems:	Windows	TBD	Yes
Email:	Outlook/O365	TBD	Yes
Business Productivity Software:	MS Office	TBD	Yes
Antivirus Software:	ESET	TBD	Yes
Backup Software:	TBD	TBD	Yes
3 rd Party Vendor Assistance ⁵ :	Abtech will engage with 3 rd party vendors for support	TBD	Yes

Authorized Helpdesk Contacts	2	Total

¹ Adding more monitored endpoints or computer users will incur additional incremental fees. See Schedule D for pricing.

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² Up/Down monitoring and alerting if device is added to the contract.

³ Up/Down monitoring and alerting if network connected and manageable.

⁴ Company issued assets only.

⁵ Assist Client with communication and issue resolution concerning 3rd party services as it relates to Client's network and server systems. Abtech cannot guarantee resolution of any issue to any level of Client's satisfaction in which Abtech must rely on a 3rd party to resolve.



Schedule C: Pricing

Summary of Monthly Charges

Service	Description	Qty	Price	Extended Price
MMC for Managed IT Services	ASC, NOC, and Help Desk Service, entitled to up to 20 hours/month of service	1	\$3,925.00	\$3,925.00
Antivirus Software	ESET Antivirus Licenses – Endpoints	125	\$2.50/user	\$312.50
Antivirus Software	ESET Antivirus Licenses – Mailbox Scanning	125	\$1.50/user	\$187.50
Spam Filtering Service	Proof Point Spam Filtering Licenses	50	\$2.50/user	\$125.00
Office365	Microsoft Office365 Subscription	NA	NA	NA
Monthly Total:				\$4550.00

- a) Additional hours beyond entitlement for ASC, NOC, and Help Desk business hours labor will be added to the monthly invoice at the following special discounted rates: \$150/hour, invoiced in 10-minute increments. All other rates (projects, after hours, holiday) are detailed below. Any service subcontracted to an Abtech partner may carry an additional hourly fee.
- b) Adding more monitored endpoints or computer users will incur additional incremental fees. See Schedule D for pricing.

Summary of One-Time Charges

Service	Description	Hours	Price/Hour	Extended Price
*Onboarding	ASC Client Onboarding	14	\$150.00	\$2100.00
*Deploy Antivirus Software	Install ESET Antivirus (Server, End points, Email, CF)	8	\$150.00	\$1200.00
*Deploy Spam Filtering Service	Install Proofpoint Spam Filtering Service	8	\$150.00	\$1200.00
		Oı	ne-Time Total:	\$4500.00

^{*}All of the above are estimates.

All remediation services as well as any additional support services outside the scope of service as defined in Schedule A, Part I) A will be invoiced at the following rates:

Additional Services Outside of Agreement	Abtech Business Hours	Outside Business Hours	Abtech Holidays*
Helpdesk/NOC - Remote/Telephone:	\$150/hour	\$195/hour	\$300/hour
Minimum:	10-minute increments	1 Hour	1 Hour
Helpdesk/NOC – Onsite:	\$175/hour	\$245/hour	\$300/hour
Minimum:	2 Hours plus travel	2 Hours plus travel	2 Hours plus travel
Hardware Support - Onsite, portal to portal:	\$175/hour	\$245/hour	\$300/hour
Minimum:	2 Hours plus travel	2 Hours plus travel	2 Hours plus travel
Consultant/DBA – Remote/Telephone:	\$250/hour	\$300/hour	\$350/hour
Minimum:	1 Hour	1 Hour	1 Hour
Consultant - Onsite, portal to portal:	\$250/hour	\$300/hour	\$350/hour
Minimum:	2 Hours plus travel	2 Hours plus travel	2 Hours plus travel

^{*}Abtech Observed Holidays schedule for current year available upon request.



Schedule D: Add-on Pricing

Additional endpoints or users beyond the base numbers will incur the following charges:

Device	Base Number	Add-on charges/unit/month (\$)
Locations	1	0
Computer Users (PCs , MACs)*	125*	95
Physical Servers	3	95
Virtual Servers	9	75
NAS	0	15
SAN	1	75
Computers (Desktop, Laptop)	50	25
Tablets	0	20
Windows Mobile Handhelds	0	20
Firewalls	1	20
Managed Switches	10	20
Unmanaged Switches	0	15
WAPS	3	5
Managed UPS	2	15
Multifunction Printer	1	15
Network Printers	1	10
Non-Network Printers	1	15
Software		
ESET Licenses – Endpoint	50	2.50
ESET Licenses – Mail Scanning	50	1.50
Proofpoint Anti-Spam	50	1.50
Microsoft Office 365 Licenses		Call Abtech for Pricing

^{*}Eden's Area ROP own level 1 engineer will be supporting the 75 student computers.



Abtech Service Order: Managed IT Services WMS

Client:		Eden Area ROP	
Service Start Date:	11/1/19	Contract Renewal Date:	11/1/20
Contract Number:	MS213	Invoiced:	Monthly
		Terms:	Net 30
Contract Period of Maintenance:	6am-6pm PST, Monday-Friday, excluding Abtech Observed Holidays*		Observed Holidays*
	Primary Location	Additio	nal Locations
Location(s) and Phone #:	26316 Hesperian Blvd. Hayward, CA 94545 (510)798-4005		
	Primary Contact	Additio	onal Contacts
Client Contacts:	Linda Granger		
Contact E-mail:	lgranger@edenrop.org		

This Service Order is made between Abtech Technologies, Inc. and any of Abtech's subsidiaries, DBAs, agents, successors, or parent companies ("Abtech") and Client and its affiliates, subsidiaries, DBAs, divisions, branches, departments, agents, successors, or parent companies thereof ("Client").

This Service Order hereby incorporates by reference as if fully set forth herein as a full and binding part of this Service Order, the Abtech Master Service Agreement ("MSA") and Addendum: Abtech Managed IT Services Agreement ("Services Agreement"). A copy of both the MSA and the Services Agreement can be accessed here: http://www.abtechtechnologies.com/contract-agreements.

Client shall receive services as detailed in Schedule A on the hardware and software listed in Schedule B ("Services") as consideration for payment detailed in Schedule C.

Upon execution of this Service Order, Service will commence on the Service Start Date (or on the date signed, if not otherwise specified) and will continue until the MSA and Services Agreement is terminated by either party under the termination clauses specific to each individual Addendum. For convenience, the MSA shall survive and remain in force for future transactions unless explicitly terminated.

Notwithstanding the foregoing and as defined in the MSA, either party may terminate this Service Order or any Addendum if the other party: (i) experiences a Change of Control; (ii) experiences a Bankruptcy Event; or (iii) is in material breach of the Agreement and fails to correct the breach or to commence corrective action reasonably acceptable to the aggrieved party and proceed with due diligence to completion within thirty (30) days of written notification.

Client agrees that this Service Order is executed when (a) both parties physically or digitally sign below; (b) both parties electronically sign via a purchasing portal or website an Abtech Service Order; or (c) Abtech accepts a transactional document (eg. purchase order, purchase requisition, etc.) that explicitly reference this Service Order or the Maintenance Agreement and any Addenda. Upon execution, Schedules A, B, and C of this of this Service Order shall also become the same lettered Schedules for the Service Agreement.

Client acknowledges that it has read this Service Order and all other Agreements referenced, understands and agrees to be bound by its terms and further agrees that it is the complete and exclusive statement of the agreement between the parties. This Service Order may not be modified or altered except by mutual written agreement and signed by both parties.

Agreed to:	Agreed to:
Client:	Abtech Technologies, Inc.
Signature	Signature
Print Name	Print Name
Title	Title
Date	Date



FROM: Linda Granger, Superintendent

PREPARED BY: Mercedes Henderson, Personnel Coordinator

SUBJECT: Request the Governing Board to approve the Computer Operations

Technician Position and Job Description

BACKGROUND

The Eden Area ROP Technology Department has had one full time position and one part time position to support staff and center programs with their technology needs.

CURRENT SITUATION

To improve the continuity of IT services provided to students and staff, the creation of the Computer Operations Technician position will be responsible for addressing the typical day to day technology issues and act as a liaison with exterior technology support providers.

RECOMMENDATION

It is recommended that the Governing Board approve the Computer Operations Technician position and job description.



JOB DESCRIPTION

EAROP MISSION STATEMENT

The mission of the Eden Area Regional Occupational Program is to prepare students for careers and further education as well as to instill workplace skills and ethics that enable them to compete successfully in the economy of today and the future.

Job Title:	Computer Operations	Reports to:	Fiscal Services Administrator
	Technician		

Job Purpose:

Provide technology support for all staff.

Duties and Responsibilities:

- Assist on-site and off-site staff, either face to face or over the telephone, to help set up systems or resolve issues
- Provide software support for all school applications, supported by the ROP
- Prioritize and manage multiple open cases at one time
- Responsible for maintaining company website and communicating with host
- Establish, install and maintain phone systems
- Provide technical support (hardware and software) in the offices, labs and classrooms
- Provide support for presentations and ceremonies on and off site as needed
- Install and configure workstations and various peripherals; install software applications
- Disconnect, move reconnect and test computers reassigned to new locations
- Maintain a schedule of events such as upgrades, planned outages, and other service impacting events
- Map server and program access for all employees
- Act as primary contact and liaison for network administrator
- Act as primary contact and liaison for copier service
- Replace parts as required
- Work continuously on a task until completion (or refer to third parties, if appropriate).
- Install, administer and maintain systems and servers related to VOIP for the purpose of ensuring availability of services to authorized users
- Recommend equipment, supplies and materials (e.g. purchase equipment, lease equipment, etc.) for the purpose of acquiring required items and completing jobs efficiently
- Respond to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support
- Train other staff (primarily within the technology area) for the purpose of ensuring their ability to use new and/or existing operating systems and application software
- Assist in the development, implementation, modification and evaluation of technology plan
- Prepare and maintain records related to passwords, licenses, work orders and other computerrelated matters
- Accurately record, update and document requests using the IT service desk system
- Input, tag and maintain fixed asset database
- Provide consistent and effective customer service to all staff; follow up to insure that issues are resolved
- Assume related responsibilities and preform work as required

Job Location:	Hayward Center	Department:	Business Services
Employment Type:	Full-Time	Employment Category:	Classified
Work Year:	12 month (260 work days)	Days/Hours:	Monday-Friday 7:30am- 4:00pm (flexible)
Salary Schedule Placement:	Е	Annual Salary:	\$42,705-\$59,280
Annual Benefits:	\$11,621.16 *Mandatory Vision & Dental deducted	Governing Board Approved	



JOB DESCRIPTION

Skills:

Abilities:

- Troubleshoot software and hardware issues; diagnose and solve user, computer hardware/ software and network issues; update website
- Establish priorities, work independently, proactively resolve problems and deliver results in a fastpaced, high-pressure environment
- Pay attention to detail and the ability to multi-task while maintaining a high quality of work
- Work comfortably on a computer all day
- Be punctual, reliable and professional
- Work on special projects as needed
- Deliver professional and consistent customer service
- Conduct research into a wide range of computing issues as required
- Absorb and retain information quickly
- Present ideas in a user-friendly language

Knowledge of:

- Advanced Microsoft Office Suite application and troubleshooting skills
- Intermediate computer hardware and software troubleshooting and repair skills; computerized networks
- Technical knowledge of current network and PC operating systems, hardware, protocols, and standards
- Specific knowledge-based competencies required to satisfactorily perform the functions of the job which include: current, legacy and emerging operating systems; environments and network protocols; router configurations; inter/internet applications; data security; and project management, processes and methodology.
- Installation, functions, configuration and capabilities of personal computer and network operating systems
- Experience with desktop operating systems including Windows 7 and MAC OS X and network systems including VM1 environment and Windows Domain servers
- Extensive application support experience
- Working knowledge of a range of diagnostic utilities
- Organization's goals and objectives
- Strong documentation skills

Training and Experience:

- AA Degree in Computer Technology or equivalent experience
- 3 years of related experience in a technology environment
- Experience with software for educational use and classroom application
- Experience with Internet technology

Education:	 High school diploma Some college preferred 	Additional Requirements:	Basic Driver's License The usual and customary methods of preforming the job's functions require the following physical demands: occasional lifting, carrying, pushing, pulling, stooping, kneeling, crouching, crawling and fine finger dexterity.			
Terms of Employment:						
Year to year based on successful annual evaluation.						