



## Technology Advisory Committee Meeting Minutes

February 29, 2024

EdTec Commons, 4:30 pm – 6:00 pm

**In Person Attendees:** Margaret Larkey, Jeff Hinkle, Andrew Horton, Lizzie Herrera, Nick O’Neill, Jodi Conzatti, Larry Vandeberg, Patricia Dao, Annette Dao, Cheryl Cummings, Adam Williamson, Deke McDonald

**Virtual Attendees:** Dani Hylton, Lisa Rodside, Megan Esp

**Absent:** Matthew Barker, Christopher Beck, Amie Day, Maija Delaquin, Heather Doornbos, Suzanne Foster, Georgia Martin, Jennifer Matthews, Andy McClure, Lisa Robertson

### I. Table Talk

- a. Margaret Larkey, Executive Director of Technology, welcomed the committee members and thanked them for volunteering their time to serve on the committee.
- b. Provided a brief review of the meeting agenda.
- c. Choose a topic to discuss:
  - i. If you could bring back any fashion trend, what would it be?
  - ii. If you absolutely had to do karaoke, what’s your song?
  - iii. What technology has changed your life?

### II. Review Padlet of Opportunities

- a. Discussed what’s working well with technology in the district and what is not?
- b. Reviewed Padlet results / homework
  - i. What stood out?
  - ii. What is missing?
  - iii. Distributed handout - Summarization of TAC Survey Responses
  - iv. Each table reviewed and discussed the Padlet results and marked with a thumbs up or down.
    1. The top four were placed on poster sheets around the room.
      - a. Inequitable Access
        - i. Expand take home to lower grades and other staff.
        - ii. Inequity varies from teacher to teacher (less techy ones won’t / refuse to use technology)
        - iii. Different experiences among the schools. Want similar experience across all schools.
        - iv. 1:1 has given equity across all students
        - v. Refresh cycle of hardware can cause issues when not refreshed quickly.
        - vi. Communication and encouragement to report broken / not working devices (send ticket). Categorizing issues in Help Desk is a barrier.
      - b. Tech in Buildings
        - i. Investment in training and hardware to improve connectivity issues.
        - ii. Inequitable technology infrastructure in buildings
        - iii. Providing appropriate equipment for staff; aware of the needs before making impactable decisions regarding student learning and staff technology

- iv. More quality control when using new tech, processes, support (USB cables)
- v. When looking at new / upgrades technology include stakeholders in the process
- vi. The feedback loop is great.
- vii. Microphone speakers should be at the back of the room rather than next to the teacher.
- c. Progression of tech skills
  - i. Staff: Training for new employees (bus drivers, etc.), safeguarding the district technology, video tutorials
  - ii. Students: Keyboarding, how device / apps work (progression by grade level)
  - iii. Parents: promote family university, videos, or technology night for families / parents / guardians. Overview of device and apps. Welcome your student's new device.
  - iv. Basic skills in office tools (Word, PowerPoint, Excel, OneNote)
  - v. Digital organizational skills
  - vi. Framework of standards / skills by grade level embedded in the curriculum to incorporate tech skills.
  - vii. Consider support for technological skills in students with disabilities; potentially include support classes for students who need additional support.
- d. Applications, Browsers & Websites
  - i. Blocked / Accessible
  - ii. Websites for students and staff
  - iii. Securley – Communication on what is blocked at a given time.
  - iv. Can take a long time to get action.
  - v. Accessibility tools available across any website / tool
  - vi. Streaming the request process for blocked websites
  - vii. Providing resources to parents on digital literacy
    - 1. Parent Square / Schoology
    - 2. User friendly applications (eSchoolPLUS)
  - viii. Consider maintaining Help Desk to support applications, browser, website issues.
  - ix. College board issues
  - x. Testing at same time in a classroom can cause issues / slowness, bandwidth.
  - xi. Ease of access for parents / families
- 2. The committee members broke out into teams of four and posted their ideas and thoughts for consideration on the poster sheets.
- 3. Walked around and read posts on other topics.
- v. Discussed some of the common themes.
  - 1. parent access and knowledge and supporting them.
  - 2. inequities with equipment
  - 3. better communication and more information to parents and students
  - 4. Going to address the feedback at the next meeting and present plans to make some improvements.

### **III. Updates**

- a. Artificial Intelligence Guidelines – review the new guidelines and be ready to have a discussion at the next meeting.
  - i. Core Network Enhancements – Jeff Hinkle provided a brief update.
  - ii. Levy Funded Technology Projects – Discuss at the next meeting.

### **IV. Conclusion**

- a. Margaret again thanked the committee members for their participation and valuable input.
- b. Next meeting is scheduled for May 14, 2024.

### **V. Technology Advisory Agreements**

- a. Stay engaged.
- b. Maintain a learning stance and remain open to new thinking.
- c. Speak your own truth.
- d. Experience discomfort.
- e. Refrain from pivoting to other “-isms”.
- f. Expect and accept non-closure.

### **VI. Top Current Technology Projects**

- a. Approved application list – Collecting more information about applications used in the district and publishing externally. Provides improved communication to families.
- b. Performance Matters – New application for creating and managing common assessments across district. Supports academic achievement priority.
- c. District-Wide 802.1x – Improves network security, lowering risk posture.
- d. Network Redundancy – Updating core network infrastructure for dynamic failover, ensuring availability of resources.
- e. Printing Optimization – Measuring usage and looking for improvement opportunities, saving costs.
- f. Instructional Technology Replacement Cycle – Budgetary planning for hardware to avoid obsolescence. Supports modern learning environments.
- g. MTSS and Risk Analysis – Expand usage of data warehouse for identifying students needing additional support. Aligns to social-emotional support priority.

### **VII. Technology Department Key Performance Indicators**

- a. Uptime during prime usage hours – Goal is 99.90%
- b. Ticket resolution time – Goal is 90% within five business days.
- c. Ticket first response time – Goal is 90% within 24 hours.
- d. Customer satisfaction survey score – Goal is 4.75
- e. Staff investing in Professional Development – Goal is 70%
- f. Device loss rate – Goal is 3.75%
- g. First line ticket resolution rate – Goal is 75%