

# Technology Plan Vision 2025-2030

Instructional technology should foster communication, creation, collaboration and problem-solving while instructing students in the ethical access to and the discerning and responsible use of information.

## Technology Goals

### Goal 1: Collaboration and Communication

The district is looking for opportunities to collaborate and engage in ways other than e-mail. Shifting to a more agile approach, while ensuring safety, provides opportunities for Technology Services to be more responsive to the needs for engagement. This goal supports the development, implementation, advancement and on-going support of tools that enable holistic district collaboration and communication.

### Goal 2: Anytime, Anywhere, Future Ready

In support of our Strategic Plan Portraits of Graduates, Employees and District Standards, Technology Services needs to ensure that data and resources are available on-demand, anytime, anywhere. This goal will reinforce and support the innovation, development, and work of our district staff and students for critical thinking and problem-solving skills with access to necessary tools for learning and engagement.

### Goal 3: Rethinking Learning Space Design

Our focus groups identified increasing feedback from teachers and students who want classrooms with flexible seating and opportunities to be “untethered from the front of the room.” As we continue through the journey of our [Groundwork for a Brighter Future](#), Technology Services needs to evaluate adjustments from our current traditional model. As the Classroom of the Future is designed, technology needs to be an integral partner. This goal will support the development and implementation of a set of innovative technology hardware and software options for classrooms, teachers, and students to support relevant and authentic teaching and learning.

### Goal 4: Community and Global Connections

Community feedback indicates a clear call to action for providing increased opportunities for families to learn more about technologies, like their child’s Chromebook, and the digital tools that families regularly access. This goal will bridge technology connections between our school and the community using technology to support growing technology literacy and the ever-evolving tools available to all.

### Goal 5: Online Safety, Security and Responsibility

The largest growing trend across all industries is cybersecurity. As threats increase for data security, the role of each user is even more critical in protecting the district and the community. This goal will promote, provide and facilitate an innovative and education-focused approach for technology security. This includes administrative procedures, training, and technology implementations. Cyber security should be seen as another safety tool along with the regular maintenance and upgrading of security cameras, door security, and other tech-supported physical building security.

### Goal 6: Digital Equitable Access

As referenced in district goals, TechServices will continue to take intentional steps supporting digital equity and actively reducing opportunity gaps.

### Goal 7: Staffing and Support

With changes to technology and support, it is essential to evaluate current positions and technology-related human resources to implement and achieve the goals of the Plan.

# 2025-2030 LTHS Technology Plan

## Vision

Instructional technology should foster communication, creation, collaboration and problem-solving while instructing students in the ethical access to and the discerning and responsible use of information.

## Statement of Purpose

The 2025-2030 Technology Plan sets the course for strategic planning, budgeting, and upgrades to ensure technology is prepared to meet the needs of all users. Aligned to Strategic Plan Goal 5, Strategy 12, the plan will “improve technology infrastructure and access for students, staff and families.”

In order to ensure that the LTHS Technology Plan is grounded in best practice, [we have aligned the 2024 National Educational Technology Plan with the corresponding LTHS Strategic Plan goals and outcomes](#) (See Appendix 1). This crosswalk ensures that the development and implementation of the Tech Plan is shared across the entire district and supports all goals and objectives.

## Accomplishments of the Previous Plan

Our previous 5-year plan saw a significant increase in district investment in technology and a complete philosophical shift in student access to technology. We accelerated an implementation of 1 to 1 computing for all students in the midst of the pandemic. The district worked with a consultant to upgrade all wired and wireless infrastructure as well as shifting the majority of services to cloud-based and vendor-hosted services. Our summary of current platforms and operations are in Appendix 2.

Significant improvements and updates include:

- Student 1:1 program designed, implemented and operationalized
- Networking upgraded - wired, wireless and Internet bandwidth
- Phone system replaced with modern VoIP solution
- Digital signage and new video interface for classrooms, labs and meeting spaces implemented (Vivi)
- Vendor / cloud-hosted software solutions implemented, reducing demands on local Data Centers, increasing data security
- Building Security enhancements initiated with camera systems and electronic door locks
- Public Address (PA) systems updated to include modern functionality
- Centralized print / copy / scan solution implemented, including secure print release
- Cyclical replacement of staff and specialty lab devices routinized
- Student, teacher and other staff needs during the pandemic navigated, facilitating remote, hybrid and the return-to-in-person learning
- Integrations among major systems improved (i.e. Canvas, ClassLink and Infinite Campus) automating the secure sharing of data - improving functionality, accuracy and consistency
- Staff email migrated from Exchange to Gmail and advanced email security methodologies implemented, aimed at making the district less of a target to bad actors
- Transition to successful self-reliance after STT Engagement navigated.

- Classroom and teacher workstation hardware/devices standardization initiated
- Managed and monitored device security solution implemented
- District-level mobile device management solution implemented
- Modern, feature-rich web filtering solution introduced and operationalized

## Input from Stakeholders

Feedback from staff, students, and the LT community has provided opportunities for growth, expansion, and renewal of resources. Listening Sessions to collect specific data, and the thoughts, perceptions and input from various stakeholders were held with the Principal's Student Advisory Committee, Student Equity and Belonging Committee, Technology Services Leadership team, TEC coaches, Equity Ambassador group, the District Administrative Team and LT Community Advisory Council from late September through mid-November of 2024.

It was determined that our plan must be flexible enough to consider when best to replace or upgrade software and hardware as innovations provide increased efficiency, effectiveness and capacity or reduced operational costs. While the specifics of manufacturer and model of the devices used by students and staff are not a focus of this plan, all of the district's core infrastructure will be maintained and upgraded cyclically to ensure continued support and usability for students and staff. The feedback we received from all stakeholders is summarized in the next section.

## Feedback and Themes from Listening Sessions

- Hardware
  - User devices
    - Generally positive feedback regarding the devices
    - Timely, cyclical replacements are required to ensure functionality and currency.
    - Consistency aids equitable access and opportunity
    - Student experience in 1:1 would improve with adding styluses
  - Networks
    - Lack of cellular access is problematic
    - Convergence is a strong trend - more and more traffic on IP networks
  - Displays
    - Digital signage is a good addition - many opportunities to build upon
    - Some requests for interactive displays
  - Classroom tech
    - Consistency is key - frustrations grow when locations are outfitted differently.
    - Sound reinforcement is regularly desired
    - Incorporate tech upgrades in any classroom redesign (cabling, power supply, furniture, displays)
    - Keep specialty labs
  - Productivity
    - Digital Time Sheets
    - Digital Time Clocks
- Software
  - Educational
    - Generally good feedback on the systems in use
    - Organizing access and ensuring ease of access would improve the students' experiences

- AI is growing in availability and in usability
  - Operational
    - Solutions need regular review with ones that no longer meet the district's requirements getting retired or replaced
    - Improvements to integrations will improve the user experience despite any inconveniences additional security requirements might impose
- Training
  - Staff / Teachers
    - Need to address inconsistencies in the ways teachers, in particular, use the various solutions
    - The amount of tech / tech features and the upgrade cycle places incredible demands on staff to remain current and effective.
    - AI can assist
  - Students
    - Students need formal onboarding to tech at LT and regular refreshes as tools and solutions change
    - Students need guidance with AI - need to learn the proper ways to use it and how it can be used improperly, so they can protect themselves from those who weaponize it.
  - Parents
    - Parents require orientations to the tools provided for them, as well as related to the tools their students are using.
- Infrastructure
  - Need more power to support all these demands.
  - Need classrooms to support different teaching and learning styles than were present when constructed.
  - Furniture is not tech, but it impacts the usability of tech in the spaces.
- School Safety and Security
  - Cyber Security Updates
  - SOPPA Compliance
  - Digital hall passes and digital scanning stations
  - Key Cards in all doors
- Communication
  - Simplification and clarity of digital communications
  - Simplified website
- Staffing
  - Cyber Security Role
  - IT Staff Cross-Training

## Technology Goals

The following goals will guide the projects and efforts in Technology Services from 2025-2030.

### Goal 1: Collaboration and Communication

The district is looking for opportunities to collaborate and engage in ways other than e-mail. Shifting to a more agile approach, while ensuring safety, provides opportunities for Technology Services to be more responsive to the needs for engagement. This goal supports the development, implementation, advancement and on-going support of tools that enable holistic district collaboration and communication.

## **Goal 2: Anytime, Anywhere, Future Ready**

In support of our Strategic Plan Portraits of Graduates, Employees and District Standards, Technology Services needs to ensure that data and resources are available on-demand, anytime, anywhere. This goal will reinforce and support the innovation, development, and work of our district staff and students for critical thinking and problem-solving skills with access to necessary tools for learning and engagement.

## **Goal 3: Rethinking Learning Space Design**

Our focus groups identified increasing feedback from teachers and students who want classrooms with flexible seating and opportunities to be “untethered from the front of the room.” As we continue through the journey of our [Groundwork for a Brighter Future](#), Technology Services needs to evaluate adjustments from our current traditional model. As the Classroom of the Future is designed, technology needs to be an integral partner. This goal will support the development and implementation of a set of innovative technology hardware and software options for classrooms, teachers, and students to support relevant and authentic teaching and learning.

## **Goal 4: Community and Global Connections**

Community feedback indicates a clear call to action for providing increased opportunities for families to learn more about technologies, like their child’s Chromebook, and the digital tools that families regularly access. This goal will bridge technology connections between our school and the community using technology to support growing technology literacy and the ever-evolving tools available to all.

## **Goal 5: Online Safety, Security and Responsibility**

The largest growing trend across all industries is cybersecurity. As threats increase for data security, the role of each user is even more critical in protecting the district and the community. This goal will promote, provide and facilitate an innovative and education-focused approach for technology security. This includes administrative procedures, training, and technology implementations. Cyber security should be seen as another safety tool along with the regular maintenance and upgrading of security cameras, door security, and other tech-supported physical building security.

## **Goal 6: Digital Equitable Access**

As referenced in district goals, TechServices will continue to take intentional steps supporting digital equity and actively reducing opportunity gaps.

## **Goal 7: Staffing and Support**

With changes to technology and support, it is essential to evaluate current positions and technology-related human resources to implement and achieve the goals of the Plan (See Appendix 3).

# Road Map for the Future

## Student Devices, Labs, and Systems

Continuing with the 1 to 1 device program for students allows for the greatest amount of flexibility; however, labs constructed for specialty curricula, such as media arts, aviation, publications, engineering and design, electronic arts, science, music and business/computer application design and programming will not be discontinued since the unique characteristics of the hardware and software required for these areas of study generally far exceed the standard devices owned by students and staff. We further have no intention to request an increase in the student technology fee. While the fee was never designed to cover all costs of technology, it does pay for student devices and defray costs of systems and software needed for students to access technology anytime and anywhere.

As a foundation and to ensure consistency, there is no recommendation to change the district's major systems: Learning Management System (Canvas), Personal Productivity and Collaboration Platform (Google Suite), Student Information System (Infinite Campus), and Business Information System (Skyward). Keeping the core systems functioning ensures students and staff have access to necessary technology wherever and whenever learning and teaching might occur.

2025-26	2026-27	2027-28	2028-29	2029-30
<b>Chromebooks, related peripherals and licensing for incoming Freshman class</b> \$350,000-\$400,000/year				
<b>Infinite Campus, Canvas, ClassLink and Google Subscriptions &amp; Hosting</b> \$190,000-\$200,000/year				
<b>Skyward Subscription &amp; Hosting</b> \$42,500 - \$45,000/year				
<b>Endpoint / AntiVirus / AntiMalware / AntiRansomware, Email / Google Filtering, Message Archiving, Web Filtering Subscriptions</b> \$140,000/year				
<b>Specialty Labs' Refresh</b> \$300,000	<b>Non-instructional PCs Refresh</b> \$275,000	<b>1st Round Staff Laptops</b> \$350,000	<b>2nd Round Staff Laptops</b> \$350,000	<b>Specialty Labs' Refresh</b> \$300,000
<b>Classroom Technology Upgrades Displays, Audio Reinforcement, etc.</b> TBD			<b>Duplicating Centers Refresh</b> \$175,000	<b>Print/Copy/Scan Fleet Refresh</b> \$175,000

# Appendix 1

## Alignment of the 2024 National Educational Technology Plan<sup>1</sup> to the LTHS Strategic Plan

### The Digital Use Divide

- Develop a “Profile of a Learner/Graduate” outlining cognitive, personal, and interpersonal competencies students should have when transitioning between grade levels and graduation. (*Portrait of a Graduate*)
- Design and sustain systems, including needs assessments, technology plans, and evaluation processes supporting the development of competencies outlined in the “Profile of a Learner/Graduate” through the active use of technology to support learning. (*Goal 5 Strategy 12*)
- Implement feedback mechanisms that empower students to become co-designers of learning experiences. (*Goal 2 Strategy 5*)
- Develop rubrics for digital resource and technology adoptions to ensure tools are accessible and integrated into the larger educational ecosystem, support Universal Design for Learning (UDL) principles, and can be customized in response to accommodation or modification needs of learners with disabilities. (*Goal 5 Strategy 12*)
- Review subject area curricula or program scopes and sequences to ensure that student learning experiences build age-appropriate digital literacy skills through active technology use for learning. (*Goal 1 Strategy 1*)
- Build public-private partnerships with local businesses, higher education institutions, and nonprofit organizations to help students access edtech-enabled hands-on learning and work-based learning experiences. (*Goal 4 Strategy 10*)
- Provide professional learning and technical assistance to district leaders, building-level administrators, and educators to support the use of evidence to inform edtech use. (*Goal 3 Strategy 7*)
- Develop guidelines for emerging technologies that protect student data privacy and ensure alignment with shared educational vision and learning principles. (*Goal 5 Strategy 12*)

### The Digital Design Divide

- Develop a “Portrait of an Educator” outlining the cognitive, personal, and interpersonal competencies educators should have to design learning experiences that help students develop the skills and attributes outlined in the profile of a graduate. (*Portrait of an Educator*)
- Design and sustain systems that support ongoing learning for new and veteran teachers and administrators, providing them with the time and space needed to design learning opportunities aligned with the Universal Design for Learning (UDL) Framework. (*Goal 3 Strategy 7*)
- Implement feedback mechanisms that empower educators to become leaders and co-designers of professional learning experiences. (*Goal 3 Strategy 7*)
- Provide educators and administrators with professional learning that supports the development of digital literacy skills so that they can model these skills for students and the broader school community. (*Goal 3 Strategy 7*)
- Develop processes for evaluating the potential effectiveness of digital tools before purchase, including the use of research and evidence. (*Goal 5 Strategy 12*)

---

<sup>1</sup> 2024 National Educational Technology Plan (NETP): A Call to Action for Closing the Digital Access, Design, and Use Divides (Office of Educational Technology, U.S. Department of Education)

- Foster an inclusive technology ecosystem that solicits input from diverse stakeholders to collaborate on decision-making for technology purchases, learning space design, and curriculum planning. *(Goal 5 Strategy 12)*
- Support and facilitate a systemic culture that builds trust and empowers educators to enhance and grow their professional practice to meet the needs of each student. *(Goal 3 Strategy 7)*
- Regularly solicit educator feedback and evaluate professional learning efforts to ensure alignment with the Portrait of an Educator. *(Goal 3 Strategy 7)*

#### **The Digital Access Divide**

- Develop a “Portrait of a Learning Environment” to set expectations around habits and abilities no matter what the space. *Portrait of a District*
- Establish and maintain a cabinet-level edtech director to ensure the wise and effective spending of edtech funds. *(Goal 5 Strategy 12)*
- Conduct regular needs assessments to ensure technology properly supports learning. *(Goal 5 Strategy 12)*
- Develop model processes and guidelines for device refresh policies based on local funding structures. *(Goal 5 Strategy 13)*
- Leverage state purchasing power or regional buying consortia when purchasing edtech hardware, software, and services. *(Goal 5 Strategy 13)*
- Develop learning technology plans in consultation with a broad group of stakeholders and according to established review cycles. *(Goal 5 Strategy 12)*
- Leverage public/private partnerships and community collaboration to bring broadband internet access to previously under-connected areas and ensure student access to “everywhere, all-the-time learning.” *(Goal 4 Strategy 10)*
- Develop processes and structures that ensure the inclusion of accessibility as a component of procurement processes. *(Goal 1 Strategy 2)*
- Plan for and incorporate skills and expectations across all grade levels and subject areas for Digital Health, Safety, and Citizenship, and Media Literacy. *(Goal 1 Strategy 1)*

## Appendix 2

### **Instructional Technology**

- Technical Support
- Chromebook 1:1 Program for All Students
- ClassLink LaunchPad Application Dashboard
- 3 Business Education Labs
- 2 Graphic & Animation Labs
- 2 Networked Engineering/Design & Aviation Simulator Labs
- 1 Music Composition & Recording Lab
- 3 Publications & Broadcast Media Labs
- Canvas Learning Management System (LMS)
- Google Workspace for Education Plus for Online Personal Productivity & Collaboration tools
- Mastery Manager Assessment System
- Infinite Campus Portal
- 2 Teacher / Staff Professional Development and Support Labs
- Internet access via the Illinois Century Network and the Western Springs Municipal and Educational Consortium

### **Administrative Technology**

- VMware Virtualized Data Centers
- HPE/Nimble Data Storage Arrays
- Google Workspace for Education Plus for Online Personal Productivity & Collaboration tools
- Hosted VoIP solution
- Technical Support
- Infinite Campus Student Information System
- Human Resource Information System
- Skyward Financial Information System

# Appendix 3

## Summary of Current Tech Services Positions and Organization Chart

- **Director of Technology (1)**
  - Administer operations of Technology Services department
  - Advise district administration and Board of Education on matters involving technology
  - Facilitate appropriate use of technology throughout the district
  - Represent the district in matters involving technology
  - Develop and manage budgets related to technology capital and expense funding
  - Administer and manage technology initiatives
- **Administrative Assistant (1)**
  - Coordinate purchasing and support orders with established vendors
  - Document software licensing
  - Coordinate centralized printer toner management solutions and vendor interactions
  - Assist department team members with administrative tasks
- **Systems Administrator - Infrastructure & Support (1)**
  - Administer critical solutions enabling the district's operations.
  - Ensure consistent and reliable functionality of the data centers, networks, voice, data and security infrastructure, and end-user devices (i.e. desktops, laptops, Chromebooks, and mobile devices)
  - Manages technical elements related to displays serving in classrooms and for digital signage.
  - Install and ensure reliable operation of devices facilitating print, copy, fax and scan services.
  - Research, recommend and administer solutions that balance the needs for efficient and convenient access to devices and data services with the requirements for security and the protection of cyber resources.
  - Lead and mentor the Systems Support Team.
- **Systems Administrator - Applications & Integrations (1)**
  - Integrate the district's various systems, applications and software solutions
  - Automate the transfer of specific data among systems to minimize manual entry in multiple systems, thereby reducing errors, discrepancies and inconsistencies.
  - Collaborate with district
- **Information Systems Administrator (1)**
  - Oversee the administration of the district's SIS and B/HRIS, including user account management, data validation, and system interoperability.
  - Develop custom reports, queries, and data extracts to support the needs of district administration, schools, and state/federal reporting
  - Design and implement data integration workflows between the SIS, B/HRIS and other systems (e.g., special education, assessment)
  - Provide training and technical support to end-users on the effective use of the SIS and B/HRIS, as well as related data tools
  - Evaluate and recommend enhancements to the SIS, B/HRIS and data processes to improve efficiency, usability, and data quality
  - Ensure compliance with state and federal data reporting requirements

- Collaborate with technology and security teams to implement appropriate data security measures
- Troubleshoot and resolve issues with the SIS, B/HRIS and other data applications
- Stay current with industry best practices and emerging data management technologies
- Partner with the Business Office and administrative leaders overseeing SIS subsystems to maintain data accuracy, streamline processes, and support district operations.
- Represent the district in state and national user groups related to the SIS and B/HRIS
- Manage and mentor the Information Systems Analyst
- **Information Systems Analyst**
  - Manage extractions and uploads of data from and into the district's major information systems.
  - Facilitate the generation of state, federal and grant-related reporting.
  - Manages incoming and outgoing data with testing services, and supports projects such as the creation and delivery of student course-request confirmation communications.
  - Manage the processes of collecting demographic data from the associate schools related to current 8th-graders / future freshmen and import it into Infinite Campus
  - Extract the various data elements required to organize and support Parent Teacher Conferences and ensure event communications are delivered
  - Coordinate the calculation and presentation of a number of the district's strategic goals' performance metrics.
- **Media Specialist (1)**
  - Support district administration's creation and display / performance of multimedia presentations
  - Troubleshoot and repair top level AV systems, coordinating with external vendors as might be required
  - Serve as the photographer for special events and ceremonies
  - Support teachers' use of AV resources in the classrooms, labs and other learning and co-curricular spaces
  - Install, configure, operate, maintain, troubleshoot and repair AV devices
  - Create, enhance and/or duplicate various media presentations, including audio and video recordings, poster and large format color print jobs, laminations and specialty printing such as honorary and event certificates
  - Assist / facilitate production of identification badges for students, staff, contractors, and volunteers, as well as for honorary occasions and special events
- **Systems Specialist (2)**
  - Investigate and resolve issues involving servers or systems beyond the expertise of Technicians, including wired and wireless networks, phone and voicemail systems, MacOS/iOS solutions, digital signage and network-attached video display systems / projectors, specialty PC labs and complicated multi-user applications such as Food Service and Bookstore point-of-sale systems
  - Assist Technicians with Help Desk coverage and escalations
  - Mentor Systems Technicians
- **Systems Technician (4)**
  - Operate the Staff HelpDesk, striving for first contact resolution with users and logging tickets when that's not possible
  - Investigate and resolve issues involving PCs, printer/copy/scan devices, telephones and other technological devices
  - Configure, deploy and repair hardware

- Troubleshoot and repair Chromebook issues beyond the experiences of the Student HelpDesk team
- Mentor Interns and Temporary/Part-time Employees
- **Student HelpDesk Coordinator - Paraprofessional (2)**
  - Serve as the first point of contact for students regarding issues and concerns related to district-provided technology, including Chromebooks, network, Infinite Campus, Canvas, ClassLink access and passwords, specific applications' usage and device operations
  - Escalate issues beyond their own experience with Systems Support and Information Systems Teams
  - Manage and mentor Interns assigned to the Student HelpDesk.
- **Student HelpDesk College (1) and HS (3) Intern**
  - Diagnose / troubleshoot and make repairs to 1:1 program Chromebooks
  - Assist Student HelpDesk Coordinators with preparations of Chromebooks for special event usage
  - Assist Student HelpDesk Coordinators with the management of the district's inventory of Chromebook and peripherals
- **Systems Support Team HS Intern (Summer - number varies)**
  - Assist Systems Technicians and Media Specialist performing
    - minor maintenance and cleaning of LCD projectors and other AV accessories
    - preparation of new and returned Chromebooks to ready them for assignment to new LT students or as loaners for the upcoming school year
    - configuration and deployment of new desktop and laptop PCs to classrooms, labs and offices or for specific district employees' use
    - teardown, removal, return and setup of computer lab environments to facilitate work in those locations by the Buildings & Grounds Team and/or contractors hired by the district
    - collection of inventory information and entry of that information into the inventory management system
    - preparation of retired hardware for acceptance by the recyclers
    - delivery and installation of printer toner cartridges
    - first level Chromebook and PC testing / troubleshooting
- **Duplicating Technician / Parent Portal Support (1)**
  - Serve as the first point of technical support contact for parents / guardians regarding issues and concerns related to usage of district-provided technology, including Infinite Campus Portal, Canvas Observer accounts and the parent-teacher conference scheduling system.
  - Coordinate resolutions and technical support escalations with the Systems Support and Information Systems Teams
  - Operate duplicating, binding, document folding and envelope stuffing equipment on behalf of teachers and other district personnel.
  - Manage ordering process and inventory of paper and other supplies for operation of Duplicating Center.
  - Perform basic troubleshooting on listed equipment, escalating to Systems Support Team and/or contracted support vendors when necessary.
- **Duplicating Technician (1)**
  - Operate duplicating, binding, document folding and envelope stuffing equipment on behalf of teachers and other district personnel.

- Manage ordering process and inventory of paper and other supplies for operation of Duplicating Center.
- Perform basic troubleshooting on listed equipment, escalating to Systems Support Team and/or contracted support vendors when necessary.

