

CIP Narrative Online Reporting (FY2025)**SERVICE YEAR**

SY2025

ITC NAME

LACA

IRN

088971

ITC DIRECTOR

Stephanie Priestnal

EMAILspriestnal@laca.org**I. Status and Progress**

What is the status and progress of your continuous improvement plan for this past year? Briefly describe your goals, current status, and an overview of your ITC's efforts towards completion of your plan and activities.

I. STATUS AND PROGRESS

Fiscal – We explored the feasibility of adding eFP support to our Fiscal team in FY24 and have decided at this time our best course of action is to continue the support agreement with TCCSA and revisit again in FY25.

Student / EMIS – We eliminated a staff member that was hired to help support 4 PowerSchool districts. We have gone into a partnership agreement with four other ITC's and are partnering with one of them to support two of our four PowerSchool districts. Meta will continue to support the other two districts.

INFOhio – We eliminated a staff member who supported Library Services at LACA. We have contracted with the Management Council to support this function moving forward. We are looking into whether or not current staffing has the capacity to take on this role.

Network – We focused on providing more specialized training and development to our districts in addition to the regularly scheduled LACA Tech meetings. We worked with DEW, OARNET, and MCOECN to complete our portion of the project to expand all ITC upstream connections from the current 10gb to 100gb capabilities. We are currently in the process of moving servers to MCOECN. We are constantly advancing toward full implementation of NIST standards, and will continue to do so in FY25.

Other – Currently learning the new ticketing system, Salesforce. Trying to determine if it truly meets our needs as well as our customers. We must continue to improve our processes and accountability to improve overall performance. Additionally, we will be reviewing all current revenue streams to map them with each district, this is being completed as a part of the FY25 budgeting process. We currently lack easily accessible reporting by district of all their services and costs and this will be a focus in the summer as we move into FY25. We need to be able to better understand our revenue and expense flow as well as the impact each district has on our operations

2. Areas of Improvement

What are the key areas of improvement you plan to address this coming year? Why were these key areas included? Were any needs identified in your ITC's results from the common customer satisfaction survey or your local survey? Provide an overview of the activities and professional development planned to address these key areas and describe what you hope to accomplish this year with those activities.

2. AREAS OF IMPROVEMENT

Fiscal – Our focus will be improving the training, specifically the self-paced training for our districts. In our regular

meetings we have been asked to develop short videos for the necessary functions to aid in training as well as to help those called to fill in from time to time.

Student / EMIS – We are working with Connect to perform a reboot with PowerSchool support for two of our districts. On the ProgressBook side we will continue to work with districts to expand scheduling options, reporting and customizations as well as best practices. We have built a number of round table discussions that we will further explore in FY25.

INFOhio - Goal to promote more users to take part in INFOhio Learning Pathways to show libraries and teachers how INFOhio Resources can be used in the classroom setting. Continue to provide helpful customer service for all librarians and instructional staff through utilizing the INFOhio support offerings.

Network – The focus of this area will be to identify areas where we can add material value to our districts. Current evaluation areas are the contract technology resource program, cybersecurity offerings and support, as well as our overall support and pricing structure. As with the other areas, we will evaluate the current operating structure to ensure proper distribution of workload, performance metrics and accountability. Helping to lead the discussion and solution implementation for our districts with regards to Cyber Security will be a focus for this team. We are constantly advancing toward full implementation of NIST standards, and will continue to do so in FY25.

Other – We will continue to implement the new Salesforce ticketing system with our districts. We must continue to improve our processes and accountability to improve overall performance. A key project will be to fully document agreements, invoices and other arrangements with each district. We currently lack easily accessible reporting by district of all their services and costs. We need to be able to better understand our revenue and expense flow as well as the impact each district has on our operations. We will continue to explore new opportunities to add value to each of our districts.

3. Input from Stakeholders

How do you obtain input from customers, governing board, and staff in identifying the key areas of improvement? Did you do anything new or different in developing your new plan?

3. INPUT FROM STAKEHOLDERS

The LACA leadership team regularly offers to go out and meet face-to-face with our district leadership. We like to discuss with each Superintendent, Treasurer, Technology Coordinator, and other administrators any issues or concerns that the districts might have, make sure all are aware of the various services that LACA offers, and to see what initiatives the district might have. We especially target new Superintendents and Treasurers to LACA. All of our support team were also encouraged to visit districts when possible and participate in roundtable and other discussions. At the end of the last school year and probably at the beginning of this one, we offered a hybrid approach to meeting with districts. In the fall we met mostly in person, and in the winter and spring, we met mostly on Zoom. We are meeting with our districts 3 times each year to review their current action plan and to ensure we are on track for success.

LACA administers its own Customer Satisfaction Survey. We included reminders of existing offerings and also a question on interest in possible new services. We are in the process of improving this survey to get more specific feedback on key areas of customer service, software, and strategic alignment.

We also host various meetings for user groups in which we discuss means of improvement. We have USAS and USPS Roundtable meetings that allow us to hear of any issues and get new ideas with our customer base.

We continue the process of LACA service team meetings and all-staff meetings which provides team updates to the entire staff. Results of these meetings include the practice of notifying all staff when a service area is experiencing a service disruption so any person can answer phone calls and inform users. We also post notices on our website to apprise users. This allows the service team to focus on resolving the issue while the rest of the staff keeps users updated.

4. Collaboration Examples

Highlight examples of new or recent collaboration with other entities, or new products or services where collaboration could be valuable. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so, explain.

4. COLLABORATION EXAMPLES

Current collaborations:

LACA continues to collaborate with META for two districts to receive PowerSchool SIS support. This will help improve the support level for our districts and we believe that it gives our district the best chance for success. Our partnership with Connect to receive support for our two other PowerSchool districts will hopefully allow a chance for a few LACA staff to be more involved in the process and cross train.

LACA's fiscal team will continue to use TCCSA for implementation and support services of the eFinancePlus software. LACA is currently supporting multiple districts for TCCSA on the PowerSchool ERP software.

LACA purchased several Cisco items from the ITC MVECA, which established itself as a Cisco reseller with very favorable discounts, saving our members quite a bit over typical prices from other vendors.

Another partnership LACA participates in is the Ohio Distance Learning Association. The Ohio DLA is the Ohio chapter of the United States Distance Learning Association. The Ohio DLA promotes use of interactive and on-demand video distance learning in Ohio schools, providing students with opportunities to take daily classes on subjects that they otherwise would not, such as Mandarin Chinese or American Sign Language. They can also be part of experiences that would otherwise not be possible in schools, such as watching a live open-heart surgery and interacting with the surgeon during the event. The current chairperson of the Ohio DLA is a LACA staff person and is a key element to their success.

LACA continues to offer our in-house Requisition Approval Manager (RAM) software to ITCs and districts across the state for FY25.

LACA encourages our staff to volunteer to work with various statewide initiatives including OEDSA, OAEP, EMIS Alliance, EMIS Advisory Sub-committees, ProgressBook User Groups, INFOhio Providers, and State Software Advisory.

SUBMITTED ON

06/12/2024