District Technology Plan

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Technology Plan History

The first District Technology Plan was written in 1995. It has been revised and updated six times since the original plan. The plan is designed in a way to accommodate new technologies and allow the district to adjust and flexibly meet the district's needs as technologies continue to evolve.

Table of Contents

HILLIARD CITY SCHOOLS

Technology Plan Committee

Many people have played a vital role in the development of our District Technology Plan. From the technology team, to administrators, to teachers and staff, to classroom students, everyone helped to make this technology plan a reality. In addition to the groups listed below who specifically worked on writing components of the plan, input was solicited through surveys, forums, focus groups, meetings and observations.

Thank you to everyone for all your hard work!

Groups who have played a major role in the writing of some or all of the Technology Plan:

District Technology Team
Academic Team
Professional Development Department
Student Survey
Staff Survey

Mission Statement

Hilliard City Schools will ensure that every student is Ready For Tomorrow.

Vision for Technology

Hilliard City Schools will Embrace, Empower and Inspire students, families and community in an active partnership.

Through effective application of technology we will:
- Learn and work more effectively
- Demonstrate creativity
- Solve challenging problems
- Collect and analyze information to make data-driven decisions
- Develop critical thinking skills through real world experiences
- Collaborate and communicate with others through a global environment

Our vision is based on the following beliefs:
- Technology should be integrated into curricular areas.
- Technology is a tool that should be used to enhance teaching and learning.
- Technology continues to change the world; therefore, students and staff should be flexible and accomplished in its use.
- Technology helps teachers and students to create quality work.
- Technology improves communication and interaction.
- Technology facilitates efficiency.
- The most appropriate technology should be used to achieve the district's goals.

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Recent Accomplishments

The Technology Department supports every aspect of the district's work from forms and data to integration in the classroom. In the past few years, technology development has been extremely active and we have seen a great number of new technologies implemented in the district. Here are a few of the major projects that the technology department has helped the district implement.

- Implementation of several new technology systems to improve student achievement
- Elementary Literacy for teachers to track student progress on standardized tests
- Canvas learning management system in place to support online student learning
- Updates to many district technology systems
- All Windows PCs were upgraded to Windows 10
- Employee Access Center was developed for HR and Fiscal Services to provide efficiencies in human resources management
- PDExpress upgrades were completed to serve the professional development needs of the district
- Transfinder upgrades were completed to support transportation planning and management
- Backup systems were upgraded to handle more data and larger backups
- Disaster Recovery plans have been implemented to store data offsite and provide for quick recovery
- Exchange communication system was upgraded to Outlook365 in 2017
- Network switches were replaced to handle growing network and information demands
- Significant increase of technology integration in the classroom
- Professional Development offerings in Technology for certificated, administrative and classified staff including University credit options
- Successful Professional Development days such as the COI Day Technology and Teaching Institute, Summer Academy and the BIG Think Conference
- The Insider website was built for staff, includes a Help Center for all documentation, an Employee Resources section that contains HR related resources, and Staff Directory
- Hilliard eSchool websites and other electronic resources for students
- Electronic Progress Reports for elementary and WebGradeBook for secondary
- Hilliard Assistive Technology Team (HATT) to support technology needs of special education students
- Continued improvements to the Student Information System
- Technology teachers and classroom teachers present annually at the state Ohio Education Technology Conference (OETC)

Goals Overview

Goal 1
Personalization thru Blended Learning
Effective use of resources and data for teachers to personalize instruction to their students while continuing to encourage communication and collaboration.

Goal 2
Professional Development
Continuously determine needs and provide intentional and systemic professional development (PD) to help all staff become more efficient and effective through the implementation of personalized learning opportunities.

Goal 3
Web Interface Enhancements
Continue to create and enhance web interface interactions and experiences for all users who utilize District-managed websites.

Goal 4
Emerging Technologies
Continue to research, evaluate and implement appropriate educational technologies for effective teaching and learning.

Goal 5
Digital Wellness
Continue to provide resources, training and guidance to staff and students on how to lead safe, responsible and balanced lives as global digital citizens.

Goal 6
Maintain and Provide Access to Current Technologies
Continue to maintain technology that is relevant, efficient and useful to staff, students and administrators.

Goal 7
Network and Infrastructure
Continue to build a safe, secure and robust infrastructure to handle the needs of today and tomorrow's technology needs.

Goal 1:
Personalization thru Blended Learning

Effective use of resources and data for teachers to personalize instruction to their students while continuing to encourage communication and collaboration.

Overview:

One of the district's goals is to promote a blended learning environment where student educational experiences are a combination of both traditional and digital learning. It is through these experiences that we strive to personalize learning for every student to help them be Ready for Tomorrow. Tools such as Canvas, our Learning Management System, provide a space where we can offer not only online course experiences for all students, but also meet the individual needs of students through anywhere, anytime learning. Canvas, along with more traditional learning strategies, helps to foster an environment where using a blended approach to teaching and learning becomes more of the focus.

Action Steps:

- Have technology representation on curriculum revision committees.
- Provide examples for integrating technology into content areas.
- Continue to foster the integration of more online learning with classroom teachers.
- Identify strategies and instructional methods to provide personalized learning for students.
- Use the coaching method to encourage embed these into learning and projects.
- Development of Digital Learning Resources.
  - In collaboration with Curriculum team, create a vision of what and where we want to go with iBooks, learning activities, web links, assessments, etc.
  - Investigate a collaboration between other Ohio districts for development.
  - Create a plan to create and sustain and then implement.
- Continue to update the Integration of the Technology Standards into the Curriculum Courses of Study as they are revised.
- Continue to develop online textbooks used throughout the district.
- Through collaboration, identify and embed new technologies into learning experiences for students.
- Implement Mastery Paths, Requirements and Prerequisites in Canvas.

Goal 2:
Professional Development

Continuously determine needs and provide intentional and systemic professional development (PD) to help all staff become more efficient and effective through the implementation of personalized learning opportunities.

Overview:

Teachers continually strive to integrate technology in various ways and some have more success doing this than others. Some struggle with troubleshooting an issue for long periods of time before they can get back to work. Every year, new technology tools are introduced in the district to create new efficiencies in the work that is to be done. While the improvements are beneficial, it is often difficult to keep everyone abreast of the changes. Intentional, sustained and varied professional development opportunities will help staff become more comfortable and effective in their use of these tools as well as overcome barriers to technology use and integration in their day to day work.

Action Steps:

- Provide adequate and meaningful professional development specifically tailored to classified staff.
- Provide adequate and meaningful professional development opportunities for certified staff.
- Provide adequate and meaningful professional development specifically tailored to administrators.
- Provide PD on effective use of alternative assessments.
- Provide alternatives for PD.
- Provide on-demand PD. (ie. online access)
- Model and provide personalized PD for teachers.
- Provide directions on how to use our district's Learning Management System (LMS) (Canvas) that will allow teachers to personalize instruction for their students.
- Continue offering effective PD opportunities through Hilliard U, Summer Academy, The Big Think etc.

Goal 3:
Web Interface Enhancements

Continue to create and enhance web interface interactions and experiences for all users who utilize District-managed websites.

Overview:

It is essential to provide tools and resources for our students, parents, staff, and community members that align with our mission to ensure that every student is "Ready for Tomorrow". The interactions that each of these groups have on our web platforms are designed to create an impactful experience that delivers information in a useful manner.

Action Steps:

- Provide relevant, current and helpful resources for students, parents, staff, and community.
- Create/Update websites to utilize the latest CSS, HTML, and JS libraries.
- Provide fast loading, mobile ready, and tracking enabled secure web pages.
- Serve SSL across all websites and adjust content accordingly.
- Explore login systems to minimize account creation for users with possible Single Sign On (SSO) options.
- Explore server management and maintenance systems to include archived content, backups, sustainability, expansion, and secure access.
- Design resources that better explain topics, concepts, and instructional content.
- Explore and research VR, AI, 360º video and other emerging technologies and their integration and pairing with web interfaces and interaction.
- Create content that is ADA compliant, and deliver more tools for staff to better serve students.

Goal 4:
Emerging Technologies

Continue to research, evaluate and implement appropriate educational technologies for effective teaching and learning.

Overview:

Technology continues to change and evolve and many technologies can be infused into classroom use every day. The integration of emerging technologies is currently being supported by numerous district support systems such as staff, equipment, services, and technical support. As district staff continues to investigate emerging technologies with the goal of increasing student achievement and staff productivity, staff development will continue to be addressed.

Action Steps:

- Encourage, share, and support the use of, existing and emerging technologies to increase staff productivity and student achievement.
- Continue to evaluate new technologies and infuse them in the classroom environment.
- Create guidelines for new uses of technology, including examining fair use and terms of service.
- Attend conferences, seminars, webinars and/or tech collaboratives to learn about emerging technologies from experts, colleagues and others who are actively involved in improving education.
- Interact through Personal Learning Networks (PLNs).
- Implement these emerging technologies with staff and students.

Goal 5:
Digital Wellness

Provide resources, training and guidance to staff and students on how to lead safe, responsible and balanced lives as global digital citizens.

Overview:
In today's world, getting students ready for a digital lifestyle is essential to success at work as well as in life. Students need to learn how to interact socially, personally, and educationally in both face-to-face and online environments. With all of the new opportunities that are possible through digital learning spaces, students should master these skills through the lens of health and wellness. Teachers and classes use the four topics of wellness, citizenship, etiquette and safety to teach students how to lead healthy, balanced, digital lives.

Actions Steps:
- Develop a Digital Wellness Month where staff and students focus on four key areas of a digital wellness lifestyle.
    - Wellness - Develop resources that can be used to help students learn how to balance their digital and physical lives.
    - Citizenship - Observe lawful digital practices and learn to effectively use digital tools in everyday life.
    - Etiquette - Help students develop best practices for healthy interactions with digital devices, gaming, online environments, and social media.
    - Safety - Use technology responsibly considering the safety and welfare of themselves and others.
- Continue to promote a digital wellness lifestyle for all students and staff throughout the year by embedding techniques into daily lessons as well as opportunities for presentations on the topic.

Goal 6:
Maintain and Provide Access to Current Technologies

Continue to maintain technology that is relevant, efficient and useful to staff, students and administrators.

Overview:

All users currently have access to networked desktop and laptop computers and personal iOS devices. As the technology is updated, training will be provided on an as needed basis. Administrators are required to evaluate teaching staff in their technology integration practices. Through training, administrators will be able to make effective and meaningful evaluations and teachers will be able to seamlessly integrate technology tools into their classroom instructional practices. After a year long study, the district is also implementing a district-wide Blended Learning initiative that will help lead to an increase in each student's level of creativity and problem-solving abilities which, in turn, will lead to increased student achievement.

Action Steps:

- Continue to evaluate the district's direction regarding display devices such as monitors, projectors and televisions.
- Continue to evaluate and maintain updated technology equipment (ie. computers and handheld devices) in classrooms and labs.
- Update the set of standards and guidelines for technology equipment purchases across the district.

Goal 7:
Network and Infrastructure

Improve and maintain systems that will support the growth of our technology integration throughout the District. Continue to build a safe, secure and robust infrastructure to handle the needs of today and tomorrow's technology needs.

Overview

Currently, we have one Gigabit switched networks in all buildings and are working towards a 10 Gb backbone. Each building is connected to the Central Office (CO) via one of three 10 Gb fiber rings for failover capabilities. We have two 1 Gb Internet connections for capacity. In the future, we will continue to monitor network bandwidth to provide adequate network connectivity to buildings. Our main data center is located at CO with a Disaster Recovery (DR) offsite location.

Action Steps:

- Implement redundant multi-Gbps Internet access for entire District.
- Implement a CO to DR dedicated management network link.
- Continue to upgrade building backbone uplinks to 10Gb.
- Continue to build DR site infrastructure and failover plan.
- Continue to evaluate bandwidth needs for both educational and infrastructure needs.
- Continue to monitor availability of fiber connectivity within the city.
- Evaluate cloud infrastructure capabilities vs costs.
- Ensure compliance of any proposed connectivity upgrade.
- Pursue all available e-Rate federal funding for all qualified network components.

Tech Support

Technical Support Procedures & Escalation Process
Repair and Elementary Technicians

The purpose of this document is to outline the HCSD technical support and escalation procedures and specifically outline the key responsibilities of the HCSD Repair Techs and the Elementary Building Techies.

Support Process for Building Staff

1. Each building tech is responsible for communicating to their building staff the method(s) for reporting Technology related issues.
2. Staff members are to log into the Insider (the district Intranet) and submit a Tech Support or Maintenance Request.
3. Attempt to call or stop by the room of the building tech if it is an urgent problem.
4. The building tech should transfer the HelpDesk ticket if they are unable to fix the problem.
5. Exceptions where your building staff can directly escalate issues include:
   - Administrators or clerical staff with eSchoolPlus procedural issue or general software application issues can directly contact the HelpDesk by email or phone if it is an urgent problem.
   - Teacher issues regarding use of applications and integration of technology in the classroom should be escalated directly to the Technology Teacher of that building.
   - Central Office Staff should contact the HelpDesk directly for all issues.
   - Media Specialists can call the HelpDesk with Destiny related issues.

Building Tech Support Process:

1. Enter a repair ticket into HelpDesk with a detailed description of problem (include screen captures of error if appropriate). The helpdesk or an appropriate repair technician will resolve the problem as soon as possible.
2. If it is an urgent problem, call the HelpDesk.
3. If it is an urgent problem and you cannot reach the HelpDesk, please leave a voicemail message for the helpdesk.
4. If it is an urgent problem and you cannot reach the HelpDesk, call the Chief Technology Officer.

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