



Continuous Improvement Plan Supplemental 2007-2008

prepared by:

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for the

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MVECA MISSION

MVECA will work in partnership with all participating districts in a cost effective manner to ensure they have the knowledge, skills, resources, and support to use current technology to enable them to conduct their responsibilities and enhance student success.

MVECA VISION

Districts in the MVECA consortium will have access to the latest MVECA supported software. Teachers, administrators, and other staff will be well trained in MVECA software and hardware in order to enhance their success related to their individual job responsibilities. All member district personnel will perceive MVECA staff as knowledgeable, responsive, and a provider of valuable services. Member district staffs will become increasingly more self sufficient in technology as we work together to prepare students to become independent, responsible, and well educated adults.

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ABOUT MVECA

MVECA was established in November 1980 to provide comprehensive educational computer services to Ohio Schools in the Miami Valley. On July 1, 2006, MVECA ceased to exist in its original form and reconstituted itself as a Council of Governments. Among other changes, the MVECA COG now serves as its own fiscal agent, employing a Treasurer on staff.

The MVECA COG service area covers over 1,800 square miles in the counties of Clark, Clinton, Greene, Fayette, Highland and Madison. MVECA is now comprised of 24 member districts, with a district from Madison County joining the MVECA COG July 1, 2006. MVECA now serves more than 52,000 students, staff, and administrators.

The primary purpose of MVECA is to develop and employ an efficient and effective computer system for the needs of the member Boards of Education. The primary function of MVECA is to provide cost effective computer solutions for its member districts. Some of these services include accounting, payroll, inventory control, student attendance, student scheduling, registration, grade reporting, computer networking, LAN and WAN connectivity, electronic mail, Internet services, interactive video, distance learning, and computer training.

MVECA serves two non-public schools and one Community School at this time.

MVECA COG is governed by a Board of Directors, consisting of seven (7) Representatives of the Association Assembly. The Association Assembly is comprised of all member district Superintendents and Treasurers. The Association Assembly meets twice each year. The Board of Directors meets at least six (6) times each year, and oversees the operations of MVECA.

MVECA currently has fifteen (15) staff members, including an Executive Director, Director of Operations, Technology Director, Treasurer, Student Services Software Coordinator, three Student Services Specialists, Network Specialist, Financial Software Specialist, INFOhio Support Specialist, Instruction Technology Coordinator, two Service Technicians, and a Secretary to the Directors.

More information about MVECA can be obtained at our website at www.mveca.org.

For past Annual Reports, see www.mveca.org/www/documents.html.

For past newsletters, see www.mveca.org/newsletters.html.

CONTINUOUS IMPROVEMENT ADVISORY PANEL

David Baits	Superintendent	Cedar Cliff Local Schools
Keith Brown	Superintendent	Washington Court House City Schools
Rick Broderick	Superintendent	Northeastern Local Schools
David Bollheimer	Treasurer	Northwestern Local Schools
Judy Geers	Treasurer	Green County Career Center
Ben Teeters	Treasurer	Washington Court House City Schools
Phil Warner	Superintendent	Wilmington City Schools
Dean Reineke	MVECA	Executive Director
Gary Bosserman	MVECA	Director of Operations
Tom Faulkner	MVECA	Treasurer/Financial Software Specialist
Debra Dinnen	MVECA	Financial Software Specialist
Lynda Davis	MVECA	Student Services Specialist
Sandra Ingledue	MVECA	Student Services Specialist
Tammy Hrosch	MVECA	Student Services Specialist
Stacy Hurtt	MVECA	Customer Service Representative
Jim Pesch	MVECA	INFOhio Support Specialist
Steven Phipps	MVECA	Network Specialist
Thor Sage	MVECA	Technology Director
Sue Ann Welsh	MVECA	Secretary to the Directors
Thomas Davis	MVECA	Service Technician
Travis Putney	MVECA	Service Technician
Joe Penney	MVECA	Technology Coordinator

TIMELINE

Timelines for all tasks to meet our goals and objectives are included in the Continuous Improvement Plan. The official Continuous Improvement Plan containing the “core” service areas required by the Ohio Department of Education was approved by the Board of Directors on September 20, 2007 and submitted to ODE. This supplemental document contains the other services areas not included in the official CIP. Both plans will be reviewed periodically by staff, in November 2007 by the MVECA General Assembly, and at least annually by the Board.

BOARD ADOPTION OF CONTINUOUS IMPROVEMENT PLAN

The MVECA Board took formal action to adopt this supplemental Continuous Improvement Plan at their October 18, 2007 Governing Board Meeting.

AVAILABILITY OF PLAN

MVECA's CIP documents are available on the MVECA Web page for review by anyone accessing our web page. Updates and planning/review meetings will also be announced on the web page. Copies of the Plan are available to the public, upon request.

MONITORING AND REVIEWING C.I.P.

Overall reviews of the Plan will take place annually at their April General Assembly meeting. Other recommended changes and reviews may take place more often, as the Staff, Board, and

Users continue to review and update the document on an on-going basis. As more needs assessment data is available, as software and hardware changes are available, and as user needs change, our plan may also change to reflect the needs of the Users.

OPTIONAL SERVICE AREA: INTERACTIVE VIDEO SUPPORT

MVECA currently provides the following services and support for Video Conferencing and Distance Learning Support:

Technical Support

Help Desk Phone Support

- *This is basic level troubleshooting designed to help district personnel work through basic issues to get their system running again in a short time frame. This will mostly be used when a videoconference is scheduled to begin and the system has gone down.*

On Site support and repair

- *Districts can expect system failures to be diagnosed and repaired by MVECA; however, districts are responsible for the purchase of any replacement parts. This will be completed in a timely fashion.*

MVECA Distance Learning Web Site

- *The website is kept up-to-date with solutions to common technical problems in videoconferencing, instructions for system operation and dialing, a listing of local DID numbers and IP addresses, a link to the state DID address book, and the Distance Learning Collaboration page.*

Email Support

- *Technical questions and non emergency service support is provided via email.*

Training

Teacher

**Content Search: Several content provider search engines are available through the MVECA website*

Technology

**Basic troubleshooting training: the MVECA staff will assist districts in basic system and network troubleshooting techniques as pertains to videoconferencing.*

**VC Wizard Training: MVECA member districts will be kept apprised of state supported training for VC Wizard; efforts for some of this support will be coordinated with eTech and SOITA*

Administrative

Product and peripheral research and procurement

Upon request, the Tech staff will research the cost of videoconferencing systems and peripheral items and report back to the district. MVECA may from time to time purchase equipment on behalf of a district then invoice the district for the appropriate amount when requested.

Expansion management

The Technology staff will advise districts on how to integrate emerging videoconferencing technologies and the feasibility of expanding the district videoconferencing program.

Review of Past Goals and Services Status for 2006-2007

1. What were these goals?
 - a. GOAL #13 Maintain MVECA's support of Interactive Video/Distance Learning
2. Were you able to meet your goals?
Yes, this goal was met.

- a. MVECA handled various help requests for Interactive Video/Distance Learning support. Many of these requests involved initial setup of equipment and testing. Setting of firewall information for districts was another common request handled by MVECA.
- 3. How did (do) you measure the extent to which your organization has met your goals?
 - a. Various requests were entered in the UniCenter HelpDesk for the MVECA Videoconferencing Support request area.
 - b. Others were handled as needed using phone and email support for urgent requests as videoconferences were underway or about to begin.

Planned Goals by Service Area for 2007-2008

- 1. What changes is your organization planning for implementation in the 2007-2008 fiscal year (if any)?
 - a. Continue to work improving support of Interactive Video/Distance Learning.
 - i. This will include a survey to better assess the needs of MVECA's school districts in this area.
- 2. How did your organization arrive at these new goals?
 - a. Based on feedback from those already utilizing videoconferencing in districts and others that have not yet started, it was determined that Districts want more training and more on-site support, especially when they have a video conference or distance learning event scheduled for a group of students. Also required is the expertise needed to troubleshoot the equipment when not working.
- 3. How are these goals designed to meet the changing needs of your member-customer school districts?
 - a. MVECA will continue to meet the needs of those involved with Interactive Video/Distance Learning.
 - b. MVECA will also explore new opportunities with other districts that are just starting in this area.

SERVICE AREA: GENERAL/OPERATIONAL SUPPORT

MVECA currently provides the following services and support for General/Operational Support:

1. Professional Development

We offer training classes throughout the year for staff and Users. We send email notices to member districts concerning relevant meetings and trainings. We are a member of the Southwest Ohio Regional Staff Development Team for staff CEU's and Professional Growth Plans. Growth plans are required of all staff members. There is a training calendar on the MVECA website where users can view trainings and register online. We occasionally host offerings by eTech and other entities.

2. Submission of reports to ODE in an accurate and timely manner

All required reports are submitted to ODE in a timely manner and are checked for accuracy before they are sent. (CIP, quarterly software usage, EMIS reports)

3. District support through email, phone, on site visits, regular communication.

MVECA web pages contain important information and relevant links. District personnel receive 4 MVECA newsletters each year, including an Annual Report highlighting expenses, income, and accomplishments for the previous fiscal year. Most users call or send emails with their questions. Our staff go on-site to provide training and assistance when warranted. We also host a variety of User Meetings, roundtables, Technology Coordinator meetings, etc.

4. Service contracts with member districts and non-member districts

We provide for all member districts: Equipment maintenance contracts, established fee schedules for service they receive, Network, email, and other information services. A new service contract was developed in FY04 for customer convenience. MVECA have SLAs in place for all core areas in FY2009..

5. Regular communication and involvement with member districts

Our member districts are represented at our two Assembly meeting and 6+ Board meetings each year. The Assembly meetings and committees serve as a forum for Superintendents and Treasurers to hear and share ideas related to technology and get and update of what's new and upcoming.

6. Management of MVECA as productive, representative, cost-effective association

We assure members that the receipt and expenditure of all funds is in compliance with all Federal and State laws/ODE rules and regulations. We work with our Governing Board and staff to develop and implement Association procedures and policies that apply to all members. We maintain an active Continuous Improvement Plan to target our activities and resources.

Review of Past Goals and Services Status for 2006-2007

4. What were these goals?

- a. GOAL #14 Expand training opportunities for staff and users.
- b. GOAL #15 Establish long/short range continuous improvement and financial plans for MVECA.
- c. GOAL #16 Improve marketing and communication with Board of Directors and User districts.
- d. GOAL #17 Focus on outstanding customer service by developing standards and assessment measures.
- e. GOAL #18 Support district and student academic success efforts.

5. Were you able to meet your goals?

The goals were all met or continue in progress.

- a. With new software implementation in the Student and Library areas, many new training opportunities were offered for staff and users.
- b. Short term planning was accomplished by MVECA with the CIP. Long term planning has not yet been completed due to the change in the Executive Director position.
- c. Marketing and Communication continue in progress.
- d. Service Level Agreements have been developed and will be put into place beginning with the FY2009 year.
- e. MVECA began implementation of the D3A2 Project in the past year. The Data Driven Decisions for Academic Achievement (D3A2) project is a long-term initiative focused on developing the capacity of educators while improving instruction and student achievement.

6. How did (do) you measure the extent to which your organization has met your goals?

- a. Sign in sheets and Evaluation Surveys are kept for all Training opportunities provided by MVECA.
- b. Review of previous year's goals and reevaluation of new items for the next year are done each year as part of the Continuous Improvement Plan process.
- c. Review the correspondence between MVECA and the Board of Directors and User Districts.
- d. Implementation of Service Level Agreements will help MVECA measure the success of our goals.
- e. MVECA assisted Greenon School District as one of the initial D3A2 Early Implementers. MVECA will also participate in a D3A2 Technical Assistance Grant to help offset the costs necessary to implement D3A2 for districts.

Planned Goals by Service Area for 2007-2008

4. What changes is your organization planning for implementation in the 2007-2008 fiscal year (if any)?
 - a. Continue to expand training opportunities to staff and users. DASL implementation continues with the next phase of MVECA schools using the new student software. Additional training opportunities will exist for our staff as we begin to support the various new software applications at MVECA. MVECA will Increase use of the CA UniCenter Service Desk software throughout all service areas.
 - b. MVECA will implement an Investment Policy that will help establish a more long term financial plan. Possible implementation of a new Fee Schedule for Fy2010.
 - c. MVECA will begin to utilize marketing tools like newsletters, video, web conferences, and meetings to communicate with school district personnel.
 - d. Service Level Agreements will be in place along with the Fy2009 Fee Schedule.
 - e. MVECA will meet the D3A2 Technical Assistance Grant proposed standards by having seven school districts cleaning their data or fully operational by the end of the school year.

5. How did your organization arrive at these new goals?
 - a. Based on feedback from training and meeting opportunities, it was determined that more frequent contact with MVECA staff would be beneficial for our customers. All methods of correspondence, such as trainings, meetings, videoconferencing, newsletters and reports from MVECA are being requested.

6. How are these goals designed to meet the changing needs of your member-customer school districts?
 - a. All of the goals in this area are designed to emphasize outstanding customer service to our member-customer school districts.