

Educational & Administrative Technology Services

Three year Plan 2002-2005

Educational and Administrative Technology Services has an exciting and ambitious three year plan that will

- solidify department procedures,
- focus on data reporting and the integration of district data,
- continue the increased functionality of our network and preparation for Supernet,
- increase professional development and classroom support for curricular technology integration to improve student learning,
- provide continued training of basic computer skills and
- continue to provide professional development for office support staff.

Educational and Administrative Technology Services will increase its documentation of procedures basic to the computer operation of the district. We will continue to promote our web strategy and effective uses of technology within the district.

EATS will continue to improve the functionality and cost effectiveness of our computer environment. This year we will complete the administrative migration to windows and office XP along with the installation of a terminal server strategy to warehouse all school site data information centrally. The stability of the district web mail environment will be improved. We will continue preparing for supernet. The district data integration and reporting capabilities will be increased and improved upon.

ICT and CTS curricula will be supported and enhanced through a combination of training, support and modeling effective teaching strategies within the classroom. Promotion of the curricular use of the internet, production of student portfolios and parent involvement in student learning using the internet as a communication tool will be expanded and enhanced this year.

We will continue to enhance the quality of the technology skills of our staff. We will continue to increase the access to technology tools for all staff and support them in their use. We will continue to focus on administrative support staff through certification programs and helping in the redefinition of roles. Classxp and web based integrate programs will be expanded.

Goal	Commitment	Time line	Measurement Tools
EATS Department Promote effective use of Technology to support district goals	Submit articles to be published in the district bulletin	Bulletin deadlines	Task accomplished
	Present technology issues to the principals at a general meetings	2002-2003	Presentations made
Ensure the accuracy and timeliness of data reports	Data reports are delivered ahead of schedule	Ongoing	User satisfaction
	Organize development staff into a team both mentally and physically	Sept. 2003	Group meetings held and staff are physically located
	Develop a data base of existing reports	Spring 2003	Data base developed
	Develop an approval system and criteria for new reports	June 2003	Criteria published
Document department systems and procedures	Initiate a project based workflow environment	2003 – 2004	Ongoing work identified and published
	Establish a strategy and format for documenting department operations	2003	Format developed
	Begin documenting operations	Ongoing	20 procedures documented by the end of 2003

Goal	Commitment	Time line	Measurement Tools
Promote our web strategy	Increase the department's focus toward web based opportunities	Ongoing	Increased use of the web
	Support training and conferences that increase department knowledge in web functionality	Ongoing	Increased use of the web

Educational Infrastructure

Move the district's student records business functions to a terminal environment, eliminating the need for 84 remote site servers.	Deploy citrix terminal service to each desktop computer operating in the district admin network.	Nov. 2002 - Mar. 2003	Are the school servers being repurposed and eliminated from the district admin network?
	Leverage the division network infrastructure to deliver a more manageable, flexible and stable business and instructional systems.	On going	Survey schools on the value of content being made available as a result of the divisions infrastructure
	Using the divisions infrastructure to enhance service levels	On going	Monitoring response times to helpdesk support calls
	Develop the technical skills within the department so that we can maintain and develop quality systems that enhance and support the divisions goals	On going	Monitor development of staff and their associated credentials
Complete the migration to Office XP running on Windows XP.	Deploy Windows XP / Office XP to all remaining Admin desktops	Nov. 1, 2002 - Mar. 30, 2003	Has the entire upgrade been completed
	Continue to provide leadership in the effective use of technology to support the teaching and learning environments of our students and teachers	On going	Survey schools to see if we are providing leadership to the teacher and learning environments Do we have spell checking functionality within the WEB mail system? Is there ability for users to manager their own email accounts and passwords?
Enhance the Districts WEB mail environment to improve functionality and manageability	Improve the WEB mail system to include spell checking and WEB self service functionality.	June 2003	
Develop Infrastructure to support ClassXP throughout the District.	Using Microsoft Terminal Services, develop a server farm to support the District use of ClassXP.	May 2003	Is there a functional server farm installed to support ClassXP.
	Develop a Network design that will take full advantage of the government SuperNet initiative to enhance our Administrative and Instructional technology environments.	Jan 2005	Is there a working diagram of the network infrastructure? Have we tested and established implementation standards fro SuperNet services such as VOIP and Video Conferencing?
Implement a Power Management solution for the Data Centre	Design and implement an emergency power management strategy for the District Data Centre.	Jan. 2005	Has an emergency power system been installed into the District Data Centre?
Administrative Data Develop a strategy for capturing and integrating all	To provide a set of applications meeting industry data compatibility standards to improve the	Ongoing	Accurate data available to users on a timely basis.

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required data within the District.	functionality of all Administrative support data.		
	Upgrade or replace the existing Financial Application.	2003 - 2004	Recommendation made and upgrade or replacement installed and running.
	Continue to enhance CentreView as the web enabled point of entry for accessing all District data.	Ongoing	Department Satisfaction Survey
	Research and make recommendations on how to provide a web based Marks program.	2003 - 2004	Recommendation in place and planning begun
Develop web enabled and standard reports, to provide internal and external users with administrative tracking and strategic decision making tools.	To complete the development/reengineering of reporting for all applications (e.g. Elementary, Junior High and High School Report Cards, Special Coding, Financial Tracking and Planning, Transportation Management ParentView, StudentView and TeacherView etc.).	Ongoing	Reporting completed and accepted by users.
Plan, staff and support an effective Call Centre to log, track and resolve both technical and application problems encountered by ECS users	To provide day-to-day application support to the HEAT Call Tracking system.	Ongoing	Application available on a daily basis. Calls are being resolved within established parameters
Curricular Integration			
Facilitate the effective use of technology in the classroom to enhance learning and to meet ICT outcomes	Assist schools with technology planning for ICT implementation using STARS	Ongoing	Satisfaction Survey
	Work with district staff and students to plan and model technology integration	Ongoing	Satisfaction Survey
Model and Coach teachers in the planning, and delivery of ICT integrated lessons.	Work with classroom teachers to develop project based activities using technology.	Ongoing	Site Based Program evaluations
	Model ICT integration on site through the Site Based Technology Integration Program	Ongoing	Student/Teacher/Parent Surveys.
Promote use of the Internet within curricular - based activities.	Assist teachers in planning activities that utilize online resources and proxy services utilizing the Telus 2Learn Lead Teachers and the 2Learn Web Site.	Ongoing	Increased Internet Traffic Satisfaction Survey
Examine and plan an effective implementation strategy to bridge/combine ICT and CTS Curricula	To meet and work with district CTS staff to establish linkages between ICT integration in core curricular areas and CTS modules	Ongoing	Increased enrollment and completion of CTS modules
Promote the use of and facilitate the creation of Electronic Portfolios	Work with district staff and students to maximize the use of the Internet for demonstration of learning.	Initiate Fall 2003	Increased number of portfolios posted on ECSD.net
Establish a resource bank through the promotion and implementation of Microsoft Class Server curriculum Management tool..	Work with teachers to access and establish online resources.	Initiate Fall 2003	Teacher feedback form
	Promote the Parent/Student access to lessons through the WWW.	Initiate Fall 2003	Parent/Student survey.
Technology Enhancement			
Develop and implement a	Put in place policies and procedures for secretaries	Ongoing	Increased effectiveness and

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computer training curriculum for support staff and Administrators for Division approved software	and administrators Ongoing inservicing for all levels of expertise		accuracy of student records Satisfaction Survey
Electronic Student Record Information accessible from the classroom	Ongoing inservicing for teachers, secretaries, and admin	2002-2005	Increased teacher use Attendance taken in classroom 20 schools using Classxp
Research and propose procedure for Implementation of Office 2000	On-line training and ongoing inservicing	Fall 2002 to Jan 2004	Administrator monitoring for on-line Satisfaction survey
All Junior and Senior High schools using Integrate Pro in a network environment	On-going inservicing Increased Teacher use	2002-2005	Increased teacher use Accurate grade reporting
Web based Integrate Pro – pilot	Beta site	Jan 2004	Accurate grade reporting
Certificate Training for Sasi and SFG	3 day introductory training	On-Going	Pool for Human Resources and Principals
Mentorship for New Secretaries	Regular training and meetings for mentorship group	On-Going	New Secretary Input
School Based Office Support Staff Conference	February 2003 Conference for Professional Development	February 2003	Feedback from Schools Recommendation for Annual in place
Research a Fee Tracker for Junior High Schools	Research and implement software Pilot at Cardinal Leger	June 2003	Pilot school feedback
Assist Human Resources in redefining roles and responsibilities for office support staff	Work with Human Resources to develop current documentation	2003-2005	Documented Roles and Responsibilities
Financial upgrade support – training	Research and implement upgrade for schools Implement Training for all sites	2003-2005	Installed and functioning within schools Accurate and ease of reporting
Develop and implement a computer training curriculum for support staff and Administrators for Division approved software	Put in place policies and procedures for secretaries and administrators Ongoing inservicing for all levels of expertise	Initiated for fall of 2001	Increased effectiveness and accuracy of student records Satisfaction Survey
Electronic Student Record Information accessible from the classroom	Ongoing inservicing for teachers, secretaries, and admin	2002-2005	Increased teacher use Attendance taken in classroom 20 schools using Classxp