**Lake Geauga Computer Association**
Narrative for FY18 Continuous Improvement Plan

1. **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.**

In FY17 LGCA for the first time in over 30 years had a change in Fiscal Agent leadership with the retirement of both the Superintendent (LGCA Cahirperson) and Treasurer. With the new Fiscal Agent leadership LGCA took this opportunity for the Executive Committee to examine the LGCA constitution that governs our consortium along with the LGCA Strategic Plan. Our goal was to gain more input and user involvement from our consortium, review services, review customer needs and look at collaboration with service agencies.

The first goal was to requested that each district superintendent appoint at least one district representative to each of the UG steering committees which are: Student, Educational, Technical, Business and Treasurer. The goal is to provide a balanced input to LGCA leadership (Executive/General Assembly) with information to make informed decisions. Each chairperson(s) will become members of the LGCA Planning/Policy Committee. The UG Steering Committees met several times individually and collectively as a group to provide input on goals to be addressed for FY18 (see question two for detail).

LGCA Governance
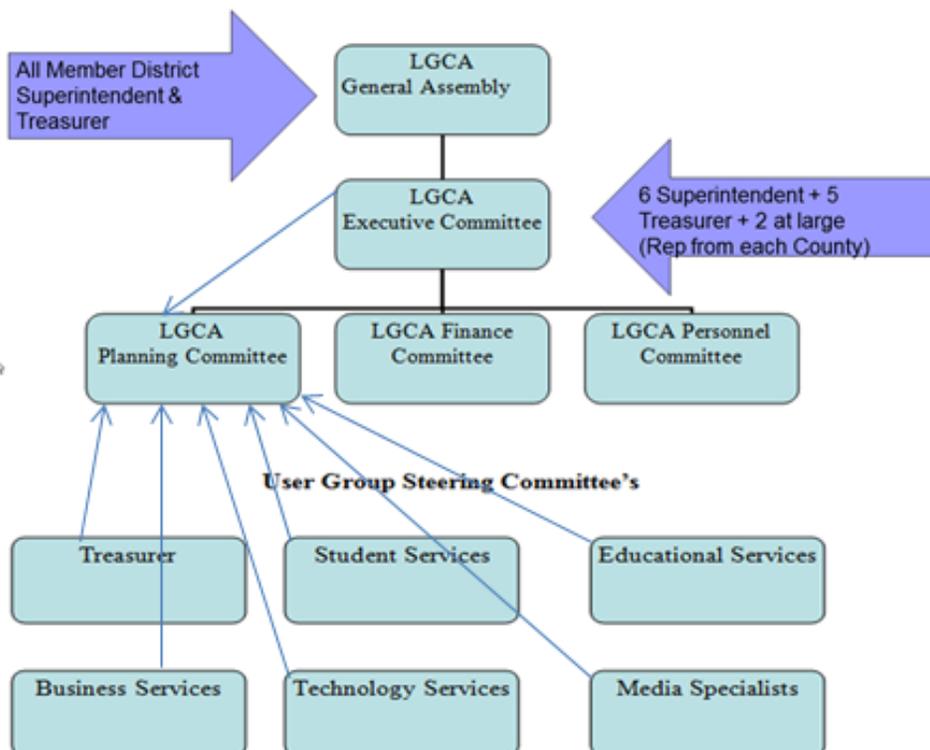
As part of LGCA FY17 goals were to hire additional staff to improve support services for Fiscal Services, Student/EMIS Services, Technology Services and created a new position for Curriculum and Technology Integration Coordinator. A brief summary of goals accomplished during FY17 with item 2 providing the goals for FY18 for each service area:

LGCA Fiscal Support Team participated in Round 2 of the ERP e-Finance project converting our first district from state software. Their willingness to learn a new system, while supporting the state software/rewrite has been exemplary to LGCA support. Expanding our service offerings is addressing our goal.

Student/EMIS Support Team expanded and helped grow LGCA student services. Our focus was to increase knowledge on Infinite Campus and insure we have better knowledge of EMIS. Based on the growth of the staff LGCA has expanded our EMIS Coordinator Support Service and many districts have added new premium modules to infinite Campus. The LGCA staff went through training to be certified in Infinite Campus support. Gaining better knowledge of or student system and EMIS is addressing our goal.

INFohio Support Team has changed to become Technology Integration and Library Services. With the hiring of Curriculum and Technology Integration Coordinator, who is an educator, has provided a new focus on classroom, not only to INFOhio resources, but helping support the Curriculum side of Infinite Campus assisting teachers and administration. The team is looking at analytic tools to assist in student achievement. The LGCA support went through Infinite Campus training to be certified for knowledge of campus Learning and Instruction. Redesigning our support to offer additional services addresses our goal.

The Technical Support Team migrated our existing virtual server environment to a hyper convergent solution. This solution reduced the cost for our districts to host servers at LGCA. They also reviewed and implemented a new backup solution that reduced the overall cost for backup and hosting solutions for LGCA. LGCA has seen an increase in members hosting with LGCA. Expanding and reducing costs for technical services addresses our goal.

2. **What are the key areas of improvement you plan to address this coming year? Why were these key areas included?**

   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.

   For FY18 LGCA will continue to focus on our strategic plan and work with the UG Steering committees. The UG Steering committees focus for LGCA is:

   - ✓ Professional Development Schedule 6 months
   - ✓ Improving communications through updates, new web site, and forums.
   - ✓ More visible to schools through webex meetings and training, digital content and explore LMS and analytic tools
   - ✓ For fiscal interest in conversion for state and ERP e-Finance, more interest in other services offered by LGCA i.e. KIOSK IPDP, leave, Timesheet, AESOP integration, Workflow, and Document Management
   - ✓ Technical Services for VoIp, Hosted services and Technical Support
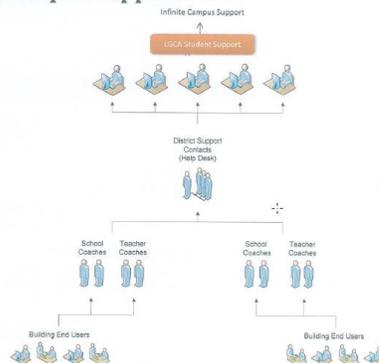
   For FY18 LGCA will launching a new web site. The goal with the new web page will be designed to better communicate with our districts and associates. The web site will publicize a joint Professional Development calendar with (LGCA, ESC collaborative and SST4), becoming seamless to districts looking for PD as a one stop shop. The PD calendar will also reside on each of the service agencies web site.

   Our next goal is to better understand the needs of our districts with Infinite Campus. The goal is for the LGCA Support Team to meet with each district regularly through WebEx. During these meetings LGCA will review with the district support teams how the district uses Infinite Campus, what modules are available, and identify needs of the district in application/support/training. Through targeted training to key district staff, this structure will emanate success in understanding and support for all the features/modules of the student software. We want to insure that all district departments are proficient on how the student software interacts with EMIS and utilize all features available.

LGCA / Infinite Campus Support Plan

The Student/EMIS Support Staff will continue to attend the state EMIS trainings and conferences. More of our districts are participating in Infinite Campus's premium modules. By providing this support, our districts can benefit in additional discounts on Infinite Campus fees.

Fiscal Services Support Staff will continue to attend SSDT training and participate in the ERP training and conversion, along with the districts that make the decision to convert to ERP. LGCA will use the MCOECN Cloud service to implement the ERP solution. Depending on the wave our districts choose, will determine when LGCA will be involved with the ERP training. LGCA will continue to participate on the State Software Advisory Committee, participate in meetings/training for state software rewrite migration starting in FY19.

The Technology Integration and Library Services will continue to attend INFOhio state meetings and continue to promote and train on electronic resources available to all schools. Goal is to increase the building coaches for our districts. Focus on technology integration to work with the classroom to better utilize Infinite Campus and digital content available through LGCA. The team will meet with schools and to lay out a strategies to integrate technology and curriculum. They will utilize the LGCA Video Conferencing services for meetings and training. By working closely with the districts, this may identify new services that LGCA can offer the districts.

The Technical Support Team will continue to work with districts to transition the district environment to the LGCA hosted Cisco HyperFlex convergence solution, to the LGCA hosted VoIP solution. Expand our technical support solutions for onsite district support.

LGCA continues to investigate ways to improve our network environment. LGCA will work with cyber security, Denial of Service Attacks, phishing's, etc. As our network grows, LGCA will continue to look to implement a more redundant Domain Naming Service solution to improve internet resolution services, implement redundant BGP edge routers for our Internet Service and investigate local filtering appliances to facilitate better filtering and bandwidth management functionality to the local district.

Finally LGCA will work to help our staff. All LGCA staff together will go through my everything DISC workshops to help them better understand themselves, each other, how to get buy-in, how to give and receive feedback, managing tension and working on a project together. The goal is to have LGCA staff work better together, improve communications, utilize their expertise and provide input to improve services. Make LGCA a great work environment.

3. **How do you obtain input from customers, governing board, and staff in identifying the key areas identified in question#2? Did you do anything new or different in developing your new plan?**

   LGCA gains input through the UG Steering Committees, Standing Committees and General Assembly. We use the feedback from surveys the MCOECN, Infinite Campus and LGCA administrators to provide feedback on services and areas of improvement. The LGCA staff talks and meets with district staff regularly to gain feedback that drives better services to our districts.

4. **Highlight examples of collaboration with other entities contribute. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so explain.**

   Last year LGCA began working closely with our ESC's to co-sponsor meeting and professional development with key district staff. By collaborating we have improved the meeting content. In FY18 we provided a joint PD Calendar so districts can see all PD available and register from any of our web sites.

   LGCA continues to work with TCCSA on document management, with TCCSA and NCOCC for secondary internet, with LACA for RAM software, continue to explore opportunities with Northeast Ohio Service Agencies, and attending state meetings. The SunGard migration project create a collaborative environment for all participating ITC's along with the MCOECN. Through these efforts, LGCA and other entities can find ways to collaborate and strengthen our support and services to Ohio districts.