

Calhoun Intermediate School District

Technology Plan

2009 – 2012



CISD Board of Education Approved: April 15, 2009

Calhoun Intermediate School District (CISD)

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Executive Summary

A 2020 Vision: All students will succeed through empowering stakeholders in the areas of communication, collaboration, content, assessment and evaluation, and creation

2008/2009 first graders are the class of 2020. If they and all graduating classes are to succeed we need to have a 20/20 Vision. That is, we need to focus on the future in order to bring clarity to today. The focus areas need to empower the educational community in order to

- advance the learning experiences of every learner;
- support education with tools to collect, access, analyze, and utilize information meaningfully;
- and promote efficiency of the organization

While this 2009-2012 Technology Plan meets federal requirements for district technology plans, it outlines essential goals and objectives designed to help Calhoun ISD and its constituents realize the 2020 vision. These goals and objectives of this plan are aligned with each department and are meant to support school improvement. The CISD Department of Technology will promote the use of technology as a meaningful and productive tool, while still ensuring access and reliability where necessary.

The technology plan includes the following goals:

- Goal 1: Implement and promote a web based online professional development portal, for at least half of the ISD provided services, that is used by ISD and local staff for self directed training needs
- Goal 2: Maintain and promote cost effective, relevant and sustainable technology solutions for constituents
- Goal 3: Provide a means, from the user point of view, for data to be accessed seamlessly and transferred between appropriate CISD supported systems regularly and accurately
- Goal 4: Incorporate 21st century tools in existing initiatives
- Goal 5: Replace phone infrastructure at remaining CISD sites
- Goal 6: Calhoun ISD continues to be the center for data excellence in Michigan by leading the Data for Student Success professional development model and supporting online inquiry tool for all ISDs
- Goal 7: CISD continues to lead the use of Data Director for school improvement planning for our constituents
- Goal 8: Implement Disaster Recovery Plan for Calhoun ISD

This Technology Plan's timeline is July 1, 2009 – June 30, 2012. The plan is located at <http://calhounisd.org/yourisd/plansreports/>

Introduction

“The real opportunity before our society is to lift our sights beyond the goal of expanding access to technology and instead focus on applying technology to achieve the outcomes we seek...”

From Access to Outcomes, Morino Institute, 2001

“Leadership can make or break any technology plan. Technical skills are not essential. Managing change and articulating mission and alignment are critical.”

Alan November

District Profile

The Calhoun Intermediate School District (District code 13000) serves twelve K-12 school districts: Albion, Athens, Battle Creek, Bellevue, Harper Creek, Homer, Lakeview, Marshall, Pennfield, Olivet, Tekonsha, Union City, and Mar Lee, a K-8 school district. Approximately 27,000 students are enrolled in the school districts served by the CISD.

Private and parochial schools include: Arbor Academy, Endeavor Charter Academy, Marshall Academy, Calhoun Community High School, Battle Creek Academy, Battle Creek Christian School, Bedford Bible Church School, Calhoun Christian School, Cornerstone Christian Academy, Cross Creek Christian School, Battle Creek Catholic Schools, and St. Philip Schools.

In addition, there is a long established working relationship with the Barry, Branch and St. Joseph Intermediate School Districts and with the Kalamazoo and Wayne Regional Educational Service Agencies. The CISD also maintains positive working partnerships with the area post-secondary institutions including Kellogg Community College, Western Michigan University, Miller, Albion and Olivet Colleges. In addition, cooperative programming has been established with regional health and human service agencies, county government, chambers of commerce and various business and industrial groups.

Mission Statement

The mission of the Calhoun Intermediate School District is to develop, coordinate, and provide quality educational services and experiences for its constituencies in an innovative and responsive manner, which will enable people to function effectively in a changing world.

Buildings

Delivery and support for educational programming occurs at five sites as well as several buildings in the districts we serve. CISD buildings are:

<p><i>Doris Klaussen Developmental Center</i> 408 Jameson, Battle Creek, MI 49014 Provides students with the opportunity to develop cognitive, self-care, language, and leisure, vocational, physical, and emotional skills to allow them to function as independently as possible.</p>	<p><i>Starr Commonwealth School</i> 13725 26 Mile Road, Albion, MI 49224 Provides educational opportunities for students living at Starr Commonwealth, including facilitating academic achievement and social-emotional interdependency enabling students to become life long learners.</p>
<p><i>Juvenile Home</i> 14555 18 ½ Mile Road Marshall, MI 49068 Provides educational opportunities for students. The home is owned and operated by the county while the educational program is facilitated and staffed by Calhoun ISD.</p>	<p><i>Gifford Schultz Educational Service Center</i> 17111 G Drive North, Marshall, MI 49068 Administrative offices for the CISD center for professional development activities, and the Regional Educational Media Center (REMC) 12 East auxiliary center.</p>
<p><i>Calhoun Area Career Center</i> 475 East Roosevelt Avenue Battle Creek, MI 49017 The Calhoun Area Career Center (CACC) is a public secondary school operated by the Calhoun Intermediate School District, located in Battle Creek, MI. It is an extension of local public and private schools providing career and technical education to primarily 11th and 12th grade students. The CACC accepts and serves ALL demographics of students from special populations to the academically gifted. Students attend the Center for one-half of their school day and their sending school the other half. The mission of CACC is empowering students to achieve career goals and become lifelong learners.</p>	

Collaboration Acknowledgement

Collaborators Connected to Technology

Technology Leadership Council	Technology Leaders from area districts that provide guidance to Association of Branch & Calhoun Superintendents (ABCS) on technology initiatives.
Fiber Policy Advisory Committee	Area representatives from K-12 and colleges that are connected to the Fiber network located in Calhoun and Branch counties.
Wayne County Regional Educational Service Agency	Wayne RESA provides information technology service and support in the areas of student, personnel, and financial service for the Administrative Technology Consortium
Regional Educational Media Center (REMC)	Consortium of districts sharing multimedia, technology, district to district delivery, and cooperative purchasing pricing.
Region 3	Consortium of ISDs Special Education Service that is used for sharing multimedia, technology concepts and pricing.
Regional Instructional Technology Committee	Committee of districts' technology instructional leaders sharing information to benefit all student programs
Administrative Technology Consortium	Consortium of districts in Branch and Calhoun counties utilizing the same payroll, finance, student services package, with support by CISD technology staff
Data Warehousing Consortium	Consortium of districts in Barry, Branch and Calhoun counties utilizing the same data warehousing process for school improvement planning
Data for Student Success Advisory Committee	Includes the CISD Leadership Team for the Data for Student Success project and representatives from various state departments (MDE, CEPI, OSI, OEAA, Special Education, etc.)
Battle Creek Area Collaborative	Focused on identifying efficiencies through collaboration. Includes Calhoun ISD, Battle Creek, Lakeview, Harper Creek and Pennfield.

Technology Committee Members

2008 Technology Committee

<i>Name</i>	<i>Department</i>
Kori Rafferty	Business Office
Michele Buckley	Business Office
Mary Ellen Currie	Human Resources
Peggy Stewart	Department of Curriculum, Instruction and Assessment
Sheley Bess	Early Childhood
Sam Lutgring	Department of Technology
Mike Oswald	Department of Technology
Doug Smith	Department of Technology
Sue Wallace	Department of Technology
Nicole Snyder	General Services and Legislation Department
Pam Zandt	Special Education Department
Lindy Bishop	Workforce Development Department
Pam Shehabi	Special Education – Doris Klaussen Developmental Center
Eric LaFleur	Special Education – Doris Klaussen Developmental Center
ReNae Anderson	Administration Department
Harley DeCrocker	Special Education – Starr Commonwealth
Laura Homminga	Special Education – Juvenile Home/Starr Commonwealth
M. J. Bruns	Workforce Development Department
Tim Staffen	Calhoun Area Career Center

Technology Goals

The 2008/9 school year's first graders are the class of 2020. If they and all graduating classes are to succeed we need to have a 20/20 Vision. That is, we need to focus on the future in order to bring clarity to today. The focus areas need to empower the educational community in order to

- advance the learning experiences of every learner;
- support education with tools to collect, access, analyze, and utilize information meaningfully;
- and promote efficiency of the organization

The goals of the Department of Technology were created as a result of visioning activities held with the districts served and with the staff of the CISD technology department. The vision is:

In order for the class of 2020 to be successful, we as an educational community must keep those three focus areas in mind as we collaboratively empower:

- A. the evidence driven leader
- B. the connected educator
- C. the 21st century learner
- D. the digital family

Details of this vision are found in Appendix B. In support of this vision, the following technology goals for Calhoun ISD were created (the letters indicated which part of the vision they correspond):

- Goal 1: Implement and promote a web based online professional development portal for staff (B and C)
- Goal 2: Maintain and promote cost effective, relevant and sustainable technology solutions for the districts and departments we serve. (B)
- Goal 3: Maintain cost effective and relevant solutions for appropriate service levels for constituents. (B)
- Goal 4: Provide a means, from the user point of view, for data to be incorporated between appropriate systems and accessed seamlessly. (A, B)
- Goal 5: Incorporate 21st century tools in existing initiatives (B, C, D)
- Goal 6: Replace phone infrastructure at remaining sites (B)
- Goal 7: Calhoun ISD continues to be the center for data excellence in Michigan by leading the Data for Student Success professional development model and supporting online inquiry tool (A)
- Goal 8: Districts continue to use Data Director for school improvement planning (A)
- Goal 9: Implement Disaster Recovery Plan (B)

Objectives for other departments at Calhoun ISD related to these goals are found in Appendix B2. Objectives for the Technology and REMC departments related to these goals are found in Appendix B3.

Calhoun Department of Technology (CDOT)

In creating the department goals, all of the technology needs of the departments of CISD are considered. CISD provides technology leadership not only for internal CISD needs, but also for the districts of Calhoun, Branch, and a portion of Barry County. These services include:

Student Management Software: Zangle	Twelve school districts, one Math and Science Center, Branch and Calhoun ISDs, Calhoun and Branch Career Centers (this represents all but three K-12 public school systems in the two counties)
Financial Management Software: SMART	Twelve school districts, one Math and Science Center, Branch and Calhoun ISDs, Calhoun and Branch Career Centers (this represents all but three K-12 public school systems in the two counties)
Human Resource Management Software: Cyborg	Twelve school districts, one Math and Science Center, Branch and Calhoun ISDs, Calhoun and Branch Career Centers (this represents all but three K-12 public school systems in the two counties)
Fiber Network Support	Connecting 15 school districts, one Math and Science Center, Branch and Calhoun ISDs, Calhoun and Branch Career Centers and two colleges.
Operational Technology Services: Desktop Support Local Area Network Support Network Engineering Support	Various districts in Branch and Calhoun counties as well as Barry Intermediate School District and Workforce Development. Calhoun ISD is also the primary technical support for Mar Lee and Tekonsha.
Data Warehousing: School Improvement Planning in cooperation with CISD's Department of Curriculum, Instruction and Assessment Support for data acquisition through district key contacts and CISD's Technology Department	Seventeen school districts, one Math and Science Center, Barry, Branch and Calhoun ISDs, Calhoun and Branch Career Centers (this represents all but one K-12 public school system in the three counties)

Communications/Public Relations

- The CISD Technology Leadership Team includes the Assistant Superintendent of Regional Technology Services, Director of Informational Technology Services and Director of Operational Technology Services.
- The CISD Technology Leadership Team will monitor the progress of goals within the Technology Plan. The Technology Leadership team will review technology staff development, technology purchases, repairs, installation, and maintenance decisions.
- The Assistant Superintendent of Regional Technology Services will relate relevant activities of the Technology Leadership team to the Superintendent of CISD, Board of Education, and Cabinet (department leaders).
- The Assistant Superintendent of Regional Technology Services will write regular Regional Technology Department reports to the CISD Board of Education, Association of Branch and Calhoun Superintendents (ABCS), Technology Leadership Committee (TLC), Regional Instructional Technology Committee (RITC), and REMC Media Council.
- Special technology events will be submitted to local news media.
- Parents of Special Education students will be offered opportunities to learn about various assistive technology tools appropriate for their children.
- Department newsletters (“Connecting Points”) will be available online for public viewing. These newsletters discuss the various initiatives in place that align with the technology vision.

Curriculum

Curriculum Integration

The Calhoun ISD Department of Technology, together with the Department of Curriculum, Instruction & Assessment, continues to strive toward computer literacy for all, encompassing not only student learning, but adult learning as well.

Included in this are six strategies:

1. Establish student standards
2. Establish staff standards
3. Assistive technology
4. Technology used as a tool in instruction
5. Professional development for CISD staff
6. Determine vision and educational appropriateness for uses of the internet

As part of the first objective, “Establish Student Standards,” a Technology Curriculum was drafted during the 2002/2003 school year and will be implemented during the following years. The curriculum is in alignment with the state and national technology standards and benchmarks and addresses later elementary, middle and high school grades. This curriculum, developed in cooperation with the Department of Curriculum, Instruction & Assessment and Department of Special Education, is for the students at Starr Commonwealth. Since many students served directly by the Calhoun ISD are Special Education students, assistive technology needs are highlighted. Accommodations and adaptations are student specific and determined through the IEP process.

Because technology is not a separate class at the Doris Klaussen Developmental Center or Starr Commonwealth School, technology is integrated into the content areas and is made meaningful for the students. For example:

- Competence with basic operations and concepts will occur within the context of the core curriculum and adapted as needed for students with special needs.
- Ability to use technology for productivity, communication, research, problem solving and decision-making. For example, internet concepts and techniques (browsing, searching) are taught not as a mechanical procedure, but in context of the lesson. A student could learn how to browse and search the internet as they are researching types and variances of weather around the world for a science lesson in middle school.

Furthermore, the Special Education Department will be working with the new State Technology Standards and exploring appropriate ways to meet the individual needs of students and be compliant with the standards.

Student Achievement

The CISD has implemented Data Director™ through Achieve! Data Solutions Inc. (www.achievedata.com) as a data warehousing solution for the collection and evaluation of data. The software has proven valuable not only for direct ISD programs but for all consortium districts that utilize the software for the purpose of creation of data driven strategies.

In addition, Calhoun ISD is a leader in the state by leading the Data for Student Success project. Awarded through the Center for Educational Performance and Information (CEPI), the Data for Student Success project is funded by a Federal Title II Part D grant and is lead by Calhoun ISD in partnership with the Michigan Department of Education and CEPI. The focus of this grant is to further the culture of data driven decision making in Michigan's schools by providing a quality professional development model and dynamic inquiry tool.

Data has been and will continue to be collected in various ways in an effort to determine the effectiveness of the goals and strategies put in place in building School Improvement plans as well as the District Technology plan. Analysis of this data will provide information concerning:

- The alignment of curriculum, instruction and assessment.
- Progress toward our goals and strategies
- The integration of technology in the content areas and its relationship to student performance
- Areas of weakness and the need to research best practices that address these specific weaknesses
- Professional development needs in the area of technology for teachers

Supporting resources for student achievement:

- Online videos and resources through United Streaming to promote the meaningful use of this resource in the classroom.
- CPS units available for checkout
- Tests aligned with state's grade level content expectations are being created.
- Discounts for local school districts, through REMC cooperative purchasing power, to United Streaming subscriptions

Below are examples of how technology has been incorporated into the curriculum in CISD Instructional Programs in order to have a positive impact on student achievement:

Calhoun Area Career Center

- A one-to-one laptop initiative was established in 2007/8 school year and is being sustained. The model is to provide classroom sets of laptops with the option of checking them out for purposeful use outside of the center by students.

- 21st Century Health students attend a live autopsy through the use of distance learning/video conference equipment.
- Marketing Education students are learning real-life entrepreneur skills as they create ads, communicate with prospective customer, sell and ship items through a classroom eBay account.
- Automotive Services Technologies and Law Enforcement students are watching training videos and accessing assignment links on classroom Blackboard sites using laptops at school or personal computers from home.

Starr and Juvenile Home

- Starr students in two classrooms are using laptops and classroom Blackboard sites to guide their use of interactive math content to support their curriculum.
- Starr students are learning typing skills using typing applications. These skills allow the students to be more productive when they use the computer and the skills have been identified as a skill which they will be able to use well beyond their time at Starr.
- Juvenile Home students are using bridge creating software to design bridges which are strong enough to hold the weight of a truck, and then problem solve how to make them stronger if the bridge fails.

Doris Klaussen Developmental Center (DKDC)

- Students use a range of assistive technology applications such as the Premier Suite – to support Universal Designs for Learning and differentiations.
- Day Treatment students are benefiting from the use of a classroom document camera, which allows the teacher to show off examples of successful student work.
- Day Treatment students are using curriculum specific software to support a wide range of curriculum skills.
- Parental Communications & Community Relations: The Parent-Teacher Organization at DKDC will be surveyed to determine how technology might be used to facilitate communication between school and home. This might include web-site expansion, e-mail usage, and research-based home and classroom strategies to improve student achievement. Starr will also explore facilitating communication with parents as appropriate through improved use of technology.

Technology Delivery

The public school districts of Branch and Calhoun counties, along with Kellogg Community College and Albion College, have formed a Fiber Network Consortium and are connected via a fiber network to each high school. Local school districts have connected their school buildings to this network. It is through this connection that all school buildings have access to the internet (see Infrastructure section for more information).

In collaboration with REMC 12 East and the technology department, two CODEC Video Conference units provide video conferencing between the CISD and other statewide agencies. The intent is for the districts to be able to connect to student centered distance learning activities such as the M-CODEC project through the statewide REMC Association, as well as the TWICE project of field trips through Berrien ISD.

The ability to have video conferencing at the CISD will also help CISD and local district staff utilize technology to access meetings and conferences that were difficult to attend due to distance or limited seating at the host location.

CACC and Starr each have video conferencing units that are used to connect students to outside resources such as virtual field trips.

Collaboration

When possible, the CISD will collaborate with other organizations and initiatives to provide adult technology literacy for its staff. Specifically, the CISD:

- Designs workshops and conferences in collaboration with area school districts focused on educational technology. An example is working with the curriculum department in planning presentations at their regular district leadership meetings (e.g. Leader Chat) about educational technology (e.g. Blackboard).
- Offers various professional development opportunities regionally and within districts throughout the year that focus on student achievement and school improvement. These are offered by the Department of Curriculum, Instruction, and Assessment and in collaboration with the Technology Department.
- Has collaborated with the school districts of the Battle Creek Area to provide oversight to an online registration system developed by those districts. This system is used to register for virtually all professional development workshops offered by the Battle Creek Area districts as well as the CISD.
- Hosts professional development events for school personnel. These have included events sponsored and delivered by CISD staff as well as events where CISD has collaborated with organizations to bring the professional development activities to the CISD for the area educational community.
- Data Director, data warehousing, has been a collaborative effort between Technology, General Legislative Services and the Instruction departments. These efforts have allowed the districts to understand how to collect and use data for AYP and the school improvement planning process.
- Is leading a statewide initiative designed to help ISDs work with their local school districts to build a culture of quality data in order to focus on student success. The Data for Student Success project initially started as a collaboration between the three ISD departments, Michigan Department of Education, Center for Educational Performance Information, Shiawassee RESA and Macomb ISD. As of 2009, it is a project that is being used by 28 ISDs/RESAs in Michigan and lead by Calhoun ISD and the three original departments within Calhoun.

Professional Development

Professional Development

The CISD is committed to providing opportunities for staff to enhance their use of technology through REMC/Department of Technology coordinated seminars, online trainings, and hands on training offered throughout the year. Examples include:

- Using online learning management tools such as Blackboard in support of the curriculum
- Internet Safety presentations for CISD staff and local district staff/board members/parents
- Lunch and Learn seminars focusing on current job-specific technology skills and frequent helpdesk problem areas
- Specific application training sessions (MS Office, email, web services) focused on job functions
- Professional development sessions to improve the CISD staff skills in the operation of computer hardware and software. This will be accomplished through online resources such as Atomic Learning and in face to face groups such as the Administrative Assistants group where members train each other.
- Partnering with the Department of Special Education to provide workshops for assistive technology

Successful integration of technology by staff will be indicated by a reduction in helpdesk tickets, an increased in co-worker troubleshooting and independent troubleshooting skills, and increased work efficiency.

The Department of Technology, along with the Department of Curriculum Instruction and Assessment, will also review, enhance, complete and build upon strategies that are currently in place that improve student achievement through meaningful use of technology both by teaching staff and by leaders. Examples will include:

- Provide staff development programming to enhance student performance through data driven decision making. (Data Director and the Data for Student Success project.)
- Research based instructional strategies common to effective online learning instruction and traditional instruction will be identified. Teachers will receive information and be given the opportunity to learn about, practice, and implement these strategies in the more traditional classrooms.

Successful integration of technology by teachers will be indicated by increased student performance, use of meaningful learning with technology skills in lesson plans, and increased awareness and importance of meaningful learning with technology at the district administration level.

Professional Development Support Resources

The CISD, through the Technology Department and REMC 12 East, provides educators in the area school districts access to:

- Discounted pricing for United Streaming to promote the meaningful use of this resource in the classroom
- Listservs and discussion boards that are utilized for many groups and committees
- Video conferencing for live and recorded content to be delivered through the fiber network
- Blackboard to promote the use of an online learning experience as required by the Michigan Merit Curriculum
- Educational Technology Consultation: both CISD instructional programs such as the Calhoun Area Career Center and the districts served in REMC 12 East have access to the Educational Technology Consultant through regional and district workshops. Topics include online learning (Blackboard), free online resources, internet safety, video conferencing, resource acquisition consultation.

Infrastructure, Hardware and Software

See Appendix A for a view of the CISD network diagrams.

Regional Infrastructure

During the 1993/1994 school year, the Calhoun and Branch Fiber Network (formerly known as D.I.A.L.) was conceived. By the end of the 1996/1997 school year, the network was fully operational with 167 miles of fiber connecting 15 school districts, one Math and Science Center, Branch and Calhoun ISDs, Calhoun and Branch Career Centers, Albion College, Kellogg Community College, Olivet College, and Western Michigan University's Kendall Center in Battle Creek. Specifically, the public schools use the fiber network for Internet access as well as the data services of student, payroll, and finance provided by the Calhoun Department of Technology (CDOT).

All of these except Western Michigan University obtain internet access through the fiber network (the University has their own connection). This front end of the connection is located in the Gifford Schultz Service Center of the CISD. This point of presence (POP) is a portal to the Merit Network. The public school districts and the community college share a point of presence at the CISD Service Center.

The fiber network's Policy Advisory Committee consists of:

- Calhoun ISD Superintendent or designee
- Branch ISD Superintendent or designee
- Calhoun ISD Assistant Superintendent of Regional Technology Services or designee as ex-officio
- Kellogg Community College President or designee
- Battle Creek Public Schools Superintendent or designee
- Two superintendents representing member school districts with enrollments of at least 2,500 students or their designees
- Three superintendents representing member school districts with enrollments of less than 2,500 students or their designees
- Albion College representative
- One member of the Technology Leadership Council as ex-officio

Calhoun ISD owns and operates two other fiber networks in Calhoun county:

'Fiber Network' (a/k/a DIAL)	Used for instructional/educational and administrative technology purposes by all K-12 public school districts in Calhoun and Branch counties as well as Kellogg Community College (KCC) and Albion College. Established in mid 1990s.
CCHIPS	Formerly owned by a consortium of health agencies through the Battle Creek Community Foundation, this fiber is owned and used by Calhoun ISD and KCC. Excess capacity,

through cooperative agreement, of this fiber is handled through Battle Creek Unlimited, Kellogg Community College, and Calhoun ISD. Established in mid 1990s, transferred to Calhoun ISD and KCC in 2000.

Calhoun ISD Fiber Network

Through over lash agreements, Calhoun ISD has ownership of fiber in portions of the Battle Creek area and from Tekonsha to Coldwater for purposes of expanding the capacity of the network. Established in 2003.

CISD Infrastructure

CISD school buildings listed in this plan are connected together in the following manner:

- DKDC is connected via fiber
- Starr is connected via fiber
- CACC is connected via fiber
- Juvenile Home is connected via cable model
- Gifford/Schultz is connected via fiber

CISD runs programs in buildings owned by other entities, and are connected in the following manner:

- Battle Creek Work Force Development site is connected via T1
- Coldwater Work Force Development site is connected via cable model
- Albion Work Force Development site is connected via cable modem
- Hastings Work Force Development site is connected via cable modem
- Calhoun ISD also has other programs in buildings operated by our local districts utilizing the current fiber network infrastructure to connect to Calhoun ISD; however one program located in Battle Creek Public Schools we connect to Calhoun ISD Gifford Schultz building utilizing a T1 connection.
- VPN connecting to Wayne County Regional Educational Service Agency to facilitate the service for student, human resource, and financial software packages for most of the school districts.

All program locations use local, long distance and cell phone services for communication needs. The fees paid by districts for these services are eligible for reimbursement for USF (Universal Service Fund) funding.

The CISD will be investigating and possibly purchasing upgraded equipment and services for telecommunication. Items include broadband wireless cards for laptops, cell phones, IP phone systems, voicemail / unified messaging, centralization of fax, along with other components.

Regional Storage Project

This project is being explored for implementation in 2009 and funded through the Fiber Network Consortium and the Technology Services Consortium. It will take advantage of

the high speed fiber network connecting the Fiber Network participants. This project will provide electronic storage for members of the Fiber Network Consortium for the purpose of disaster recovery. This will allow members to place an encrypted copy of their backup files on a server that is geographically dispersed to their facility. The current plan is to provide 5 Terra bytes of storage space to each member of the consortium. It is estimated from this requirement that we will need approximately 30 Terra bytes of storage in the next 5 years.

Advantages:

- Low cost resource for storing critical backup files
- Consolidated infrastructure that leverages costs for multiple projects
- Ease of management
- Scalable solution with flexibility

CISD Hardware

The population of networked computers managed by the CISD number approximately 1200. Each CISD facility is networked either with its own Local Area Network (LAN) segment or is connected via Virtual Private Network (VPN) back to the primary LAN at the Gifford/Schultz facility. Networks and network segments are interconnected utilizing primarily Cisco network components (routers, switches and wireless devices).

Specific initiatives the CISD will be or currently is pursuing in our attempt to provide better support at more economical price point includes; server virtualization technology, disaster recovery, collaborative utilization of technology and open source.

Viewing the CISD as a district, we will continue to pursue appropriate utilization of technology within our various instructional settings. At CACC new networking capacity will be implemented to fully utilize the one-to-one computer initiative. At STARR more computers and an expanded networking capacity will be pursued as we move towards one-to-one computing. At the Juvenile Home expanded networking capacity and more student computers will be pursued.

Software

The philosophy pursued by the CISD in regards to software is to (a) utilize industry standard software and (b) utilize the appropriate tool for the job. The CISD has standardized on Windows for the network Operating System (OS) and Active Directory (AD) as our Directory Services standard. All future applications will be evaluated in relations to their ability to interact with AD so as to maximize user experience and minimize administrative overhead.

At the desktop level, the Operating System of choice is Microsoft Windows due to its robustness and low administrative overhead. Standards have been developed and are adhered to in the core areas (productivity software, anti-virus and VPN client to name a few). Standards provide for a consistent user experience which in turn enhances

productivity and reduced administrative overhead. In the instructional arena, adherence to industry standards better prepares students for real world experience.

At the development/future applications level, the CISD will continue to pursue solutions that adhere to (a) web-based, (b) industry standards, such as; LDAP, SQL, JAVA, .Net, and (d) strive to reduce administrative costs while at the same time increase interoperability with our constituent districts.

Regional Software

All but three public K-12 school districts in Branch and Calhoun Counties utilize CISD supported software of the Administrative Technology Services consortium: \$23.40 per student (same fee since 2002/3) includes:

- SMART for Finance
- Cyborg for Human Resources including eVoucher and eAttendance
- Cyborg for Payroll (including Time Entry, direct deposit)
- Zangle (including grade book, food service, parent connect, student connect, Zangle mobile, online student fee payments)
- PolyPlot for bus scheduling
- Technical support for Data Director
- FOCUS for special education (including online IEP, Medicaid encounter tracking, billing and reimbursement)

All districts utilize Calhoun ISD as their Internet Service Provider.

The student number that is used for any fiscal year is the prior year fall unaudited student count, including sped and adult ed.

All but one public K-12 school district in Calhoun and Branch Counties utilizes Data Director as their data warehouse solution.

By adding and expanding these services, we will be able to increase the possibilities for collaboration with other districts and agencies to promote increased efficiency through various software tools. Examples include listserv, conferencing, web pages (internal and external), Internet caching and efficiency, and centralized email filtering.

CDOT will work with the Calhoun ISD Department of Curriculum, Instruction and Assessment to determine the most appropriate services that will have a positive impact on student achievement and performance. These 'best practices' will then be modeled and shared with the districts for their possible use within their school districts.

Technical Support

The CISD will continue to review, update and develop overall standards for hardware, software, and job related technology skills as they relate to function. These standards will encompass both user responsibility and the CDOT responsibility as they relate to supporting current and future technological operations. These standards will also help the CISD understand and address issues such as professional development, assessment or evaluation of technology, and areas for improving technology.

The CISD employs two technology directors to oversee different areas of the technology operations. The two directors work closely with their staff supporting technology, while working in a team environment with the Assistant Superintendent of Regional Technology supporting and creating the vision. See Appendix E for the CDOT Organizational Chart.

The CISD maintains a software package to support helpdesk functions. The package allows for the tracking and assigning of tickets to technology staff. In future planning, the CISD will utilize features to allow users to explore a knowledge base to help users to be more technology literate. The help desk is accessible either by phone or by email. There are two phone numbers; one number is designated for outside districts while the other is for internal CISD staff.

This system is managed throughout the workday with staff from the technology department. All trouble tickets or work orders are assigned technology priority status by the coordinators to help manage work loads and relieve issues to end users, based on necessity.

The fiber network and the hardware located at the demark point within each district are maintained by CDOT. If there are failures, CDOT staff is notified and is responsible to support the hardware. Any failures of fiber are coordinated through an external contractor. The Merit POP is maintained by Merit itself; however, initial notification occurs from Merit to cell phones carried by CDOT staff. CDOT is responsible for identifying initial problems, such as loss of power. Merit is responsible for the equipment and its connections.

Policies

Policies and Guidelines:

Below are the CISD Board of Education Administrative Guidelines for utilization of technology both internally and externally:

2120A	School Improvement by Local Districts
2531	Copyright
7530	Use and or Lending of District owned equipment
7530A	Use of District Telephones
7530B	Use of District Computers
7530C	Conference Room Technology Procedures
7540	Computer Technology and Networks
7540.01	Technology Privacy
7540.03	District Web Page
7540.04a	Agreement for Internet Access, E-Mail, and Use of CISD and School District Networks and Other Technology - Grades K-5
7540.04b	Agreement for Internet Access, E-Mail, and Use of CISD and School District Networks and Other Technology - Grades 6-12
7540.05	Agreement for Internet Access, E-Mail, and Use of CISD and School District Networks and Other Technology - Employees
7540.06	Board Member Policy/Request for Computer Network Access
7540.07	Agreement for Internet Access, E-Mail, and Use of CISD and School District Networks and Other Technology - Agreement for Persons Other Than Students, Employees, and Board Members

The Acceptable Usage Policies are included in Appendix F: Acceptable Usage Policies. Due to the ever-changing technology environment, the intent is to review these policies for relevance every other year and share them with the local districts we serve as templates for their consideration.

Procedures:

Below are the procedural documents use to implement and support the above polices and guidelines:

- Procedure and Guidelines for Computer Use and Maintenance
- Hardware/Software Life-Cycle Procedures
- Submitting a Trouble Ticket Procedure

The above documents may be found in Appendix G: Use of Technology.

Resources and Budget

Technology resources and materials are reviewed annually to insure they are current and sufficient for the implementation of the School Improvement Plan. Hardware is reviewed for replacement or upgrades yearly and all equipment starting with the 2003 / 2004 school year, is on a five-year rotation plan. The rotation plan is available upon request.

The estimated technology budget for the next three years is included on the next page. The Technology budget is separated as 'internal' and 'external.' Internal budgeting is for the technology needs of the CISD as an organization. External budgeting is for the technology services that the CISD provides to constituent districts. Year-end actual technology budgets will be posted as appendices, along with revisions as needed.

Estimated Technology Budget

2009/2010 School Year

2010/2011 School Year

2011/2012 School Year

<i>Expenditures</i>	Internal	External	Internal	External	Internal	External
Contracted Services	\$ 35,190.00	\$ 531,561.78	\$ 35,893.80	\$ 542,193.02	\$ 36,611.68	\$ 553,036.88
Meeting and Travel	\$ 12,036.00	\$ 37,740.00	\$ 12,276.72	\$ 38,494.80	\$ 12,522.25	\$ 39,264.70
Communication	\$ 13,515.00	\$ 11,434.20	\$ 13,785.30	\$ 11,662.88	\$ 14,061.01	\$ 11,896.14
Maintenance	\$ 19,074.00	\$ 5,610.00	\$ 19,455.48	\$ 5,722.20	\$ 19,844.59	\$ 5,836.64
Supplies	\$ 38,760.00	\$ 36,414.00	\$ 39,535.20	\$ 37,142.28	\$ 40,325.90	\$ 37,885.13
Professional Development	\$ 10,200.00	\$ 5,610.00	\$ 10,404.00	\$ 5,722.20	\$ 10,612.08	\$ 5,836.64
Capital	\$ 46,000.00	\$ 25,500.00	\$ 46,920.00	\$ 26,010.00	\$ 47,858.40	\$ 26,530.20
Salaries and Benefits	\$ 381,163.80	\$ 982,278.36	\$ 388,787.08	\$ 1,001,923.93	\$ 396,562.82	\$ 1,021,962.41
Total:						
	\$ 555,938.80	\$ 1,636,148.34	\$ 567,057.58	\$ 1,668,871.31	\$ 578,398.73	\$ 1,702,248.73
Revenue						
	\$ 555,938.80	\$ 1,636,148.34	\$ 567,057.58	\$ 1,668,871.31	\$ 578,398.73	\$ 1,702,248.73

NOTES:

Revenue

Internal

CISD General Fund

External

District Fees, Universal Service Fund Refund with deficits covered by the Technology Fund Balance

Anticipated Annual USF Refund:

\$ 41,580.00

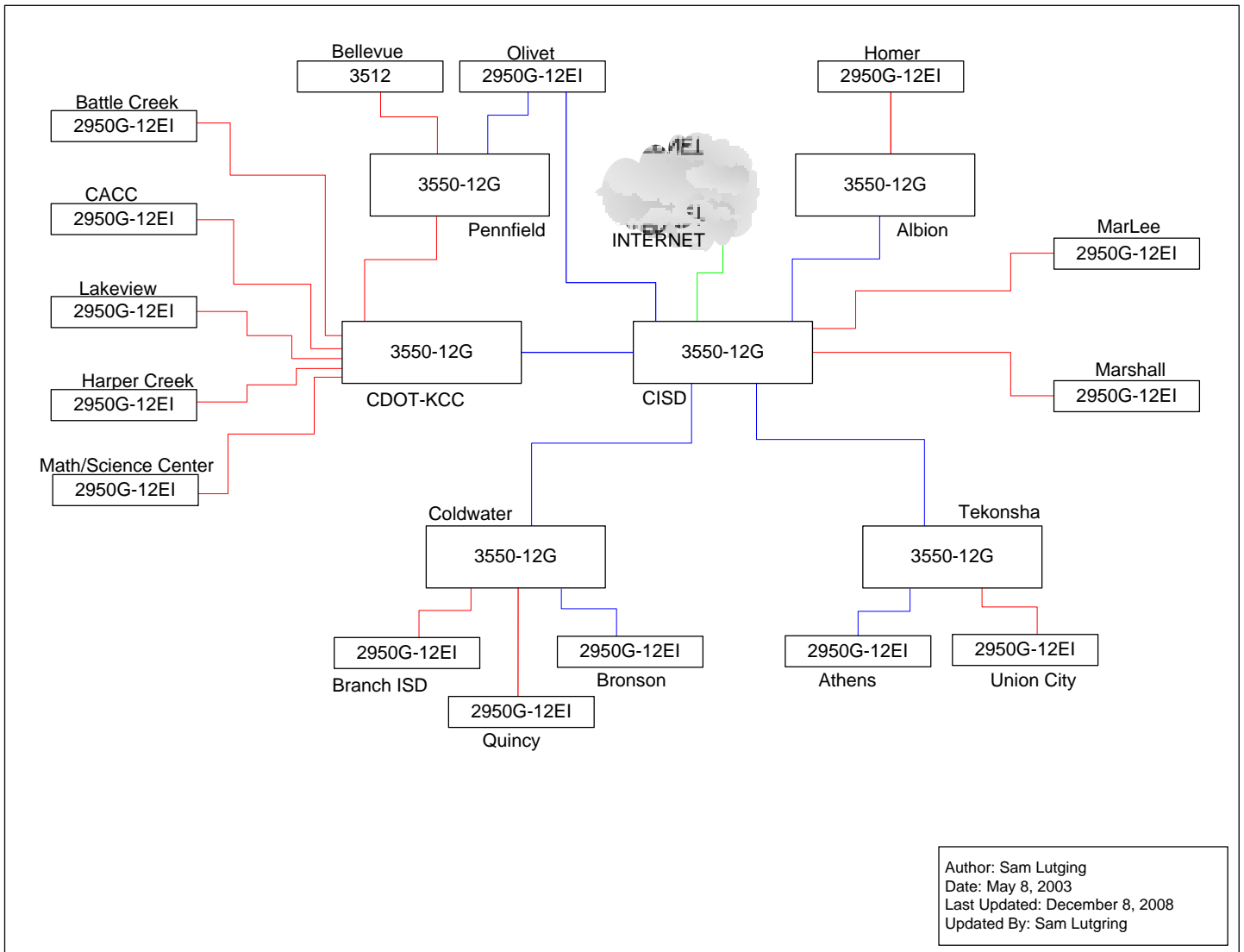
This does not include the \$211,391 storage project being considered for 2009/10 fiscal year.

Monitoring and Evaluation

Evaluation of CISD Technology Plan

The CDOT Leadership team will be the facilitators of the evaluation process. Unmet goals will be re-evaluated by the technology team to determine the roadblocks that are preventing their attainment. The Director of Organizational Technology Services will meet with department heads quarterly to review the goals of the department as they related to the technology plan and identify how to address unmet goals.

Appendix A: Network Diagrams



Author: Sam Lutging
 Date: May 8, 2003
 Last Updated: December 8, 2008
 Updated By: Sam Lutgring

Appendix B: Regional Technology Vision

A 2020 Vision: All students will succeed through empowering stakeholders in the areas of communication, collaboration, content, assessment and evaluation, and creation

Why 2020?

Today's (fall 2008) first graders are the class of 2020. If they and all graduating classes are to succeed we need to have a 20/20 Vision. That is, we need to focus on the future in order to bring clarity to today. The focus areas need to empower the educational community in order to

- advance the learning experiences of every learner;
- support education with tools to collect, access, analyze, and utilize information meaningfully;
- and promote efficiency of the organization

The three focus areas above are from the Regional Technology Vision established in 2005. In order for the class of 2020 to be successful, we as an educational community must keep those three focus areas in mind as we collaboratively empower:

- the evidence driven leader
- the connected educator
- the 21st century learner
- the digital family

In order to accomplish this, we must empower stakeholders with communication, collaboration, content, assessment and evaluation, and creation. Without these essential elements, the class of 2020 will be prepared for today. With these essential elements, they will be prepared for their tomorrow.

Supporting Documentation:

Each strategy in this 2020 Vision document has alignment to multiple standards in the area of Educational Technology:

2008 National Educational Technology Standards for Teachers

2007 National Educational Technology Standards for Students

2002 National Educational Technology Standards for Administrators

Choose 'NETS' at www.iste.org

Collaboratively created by educational leaders in Barry, Branch and Calhoun counties, Fall 2008

A 2020 Vision: All students will succeed through empowering stakeholders in the areas of communication, collaboration, content, assessment and evaluation, and creation

Areas → Strategy ↘ Stakeholder ↓	Communication (Access to Connections)	Collaboration (More Opportunities)	Content (Enriched Curriculum)	Assessment and Evaluation (Superior Feedback)	Creation (Increased Innovation)
The evidence driven leader	<i>Empower leaders with ample and reliable access to data that is easily and readily accessible through multiple means (laptops, handhelds using online tools/programs through high speed connectivity)</i>	<i>Empower leaders with ample and reliable access to collaborative opportunities and professional development that is easily and readily accessible through multiple means</i>	<i>Empower leaders with ample and reliable access to content that is easily and readily accessible through multiple means</i>	<i>Empower leaders with quality data mining tools and professional development designed to build a culture of quality data and continuous improvement for student success</i>	<i>Empower leaders with resources and collaborative opportunities designed to promote increased innovation through creation and use of quality resources</i>
The connected educator	<i>Empower educators with ample and reliable access to resources that is easily and readily accessible through multiple means (laptops, handhelds using online tools/programs through high speed connectivity)</i>	<i>Empower educators with ample and reliable access to collaborative opportunities and professional development that is easily and readily accessible through multiple means</i>	<i>Empower educators with ample and reliable access to content that is easily and readily accessible through multiple means</i>	<i>Empower educators with quality data mining tools and professional development designed to build a culture of quality data and continuous improvement for student success</i>	<i>Empower educators with resources and collaborative opportunities designed to promote increased innovation through creation and use of quality resources</i>
The 21st century learner	<i>Empower learners with ample and reliable access to resources that apply 21st century skills and are easily and readily accessible through multiple means (laptops, smart phones, handhelds using online tools/programs through high speed connectivity)</i>	<i>Empower learners with ample and reliable access to collaborative opportunities and professional development that is easily and readily accessible through multiple means that support 21st century skills</i>	<i>Empower 21st century learners with ample and reliable access to content that is easily and readily accessible through multiple means</i>	<i>Empower a culture of quality data and continuous improvement for student success through assessing 21st century learners using quality data mining tools and professional development resources</i>	<i>Empower 21st century learners with resources and collaborative opportunities designed to promote increased innovation through creation and use of quality resources</i>
The digital family	<i>Empower families with ample and reliable access to resources that are easily and readily accessible through multiple means (laptops, smart phones, handhelds using online tools/programs through high speed connectivity)</i>	<i>Empower families with ample and reliable access to collaborative opportunities and professional development that is easily and readily accessible through multiple means</i>	<i>Empower families by working with area Internet providers to provide ample and reliable access to content that is easily and readily accessible through multiple means</i>	<i>Empower families with focused professional development designed to help them understand where they can help their student(s) in order to build a culture of quality data and continuous improvement for student success</i>	<i>Empower families with resources and collaborative opportunities designed to promote increased innovation through creation and use of quality resources</i>

Appendix B2: Calhoun ISD Department Objectives Related to the Technology Goals

Goal 1: Implement and promote a web based online professional development portal, for at least half of the ISD provided services, that is used by ISD and local staff for self directed training needs (B and C)

Goal 2: Maintain and promote cost effective, relevant and sustainable technology solutions for constituents (B)

- DKDC, WFD and CACC: More security cameras. Enhanced network infrastructure for more clients and greater load. Enhanced wireless infrastructure to support more and differing (internal and public) clients. Greater accessibility to instruction at CACC via technology (outside laptops, cell phones and other electronic devices).
- DKDC: Computer lab for Day Treatment. Greater use of video systems (projectors and monitors) for instruction and information sharing. Laptops for all professional teaching staff for use in instruction information sharing and IEP completion.
- Finance: Explore document imaging service to all districts.
- HR: Greater use of Cyborg features. Use of Intranet as the means for getting information to employees.
- Juvenile Home: Implement a one-to-one computing environment so students can utilize computers for instructional lessons, perform research on the Internet, participate in on-line learning and participate in distance learning. High-speed Internet access to external networks. Expanded wireless in building.
- SPED: Continue to develop and deploy to SPED and district staff the online IEP/Evaluation/Medicaid system called FOCUS. Explore marketing FOCUS beyond our consortium.
- STARR: Implement a one-to-one computing environment so students can utilize computers for instructional lessons, perform research on the Internet, participate in on-line learning and participate in distance learning. Expanding wireless in building.
- Finance: Implement and sustain a forms management/business process management system.
- HR: Implement and sustain a forms management/business process management system. Implement and sustain a time and attendance system.
- All Departments: Greater use of mobile computing. Greater use of mobile connectivity through cellular and broadband wireless, where appropriate.
- Early Childhood and WFD: Implement electronic surveying of customers

Goal 3: Provide a means, from the user point of view, for data to be accessed seamlessly and transferred between appropriate CISD supported systems regularly and accurately (A, B)

- Current systems include Blackboard, Zangle, Data Director, Focus, Cyborg, SMART, PD Reg: explore relevant areas to transport data between systems.

Goal 4: Incorporate 21st century tools in existing initiatives (B, C, D)

- CACC: Podcasting service, remote collaborative instruction/distance learning (e.g. autopsy)
- DCIA/DKDC: Greater use of secured web based location sharing of data and forms with external constituents
- DCIA/SPED: Greater use of secured web based location for sharing data and forms with districts
- WFD: Implement video conferencing.

Goal 5: Replace phone infrastructure at remaining CISD sites (B)

- CACC, DKDC: Implement VOIP (Voice over IP) in all buildings with a centralized phone system.

Goal 6: Calhoun ISD continues to be the center for data excellence in Michigan by leading the Data for Student Success professional development model and supporting online inquiry tool for all ISDs (A)

Goal 7: CISD continues to lead the use of Data Director for school improvement planning for our constituents (A)

Goal 8: Implement Disaster Recovery Plan for CISD

Appendix B3: Calhoun Department of Technology Objectives related to the Technology Goals

Goal 1: Implement and promote a web based online professional development portal, for at least half of the ISD provided services, that is used by ISD and local staff for self directed training needs (B and C)

- Objective 1: Develop a navigation system within the portal for users.
- Objective 2: Develop discussion forums within the portal
- Objective 3: Develop administrative standards/strategies to manage the portal.
- Objective 4: Convert current training materials into the portal structure.
- Objective 5: Investigate and utilize appropriate media formats for the portal.
- Objective 6: CISD Staff: Provide and keep current online tutorials, job aides that are available anywhere, anytime in a variety of formats.
- Objective 7: District Staff: Continue to provide and keep current online tutorials, job aides that are available anywhere, anytime in a variety of formats. Promote incentives and vision, especially to administrators.
- Objective 8: Link to and promote existing online resources
- Objective 9: Communicate objectives and information to staff and districts.

Goal 2: Maintain and promote cost effective, relevant and sustainable technology solutions for constituents. (B)

- Objective 1: Attend meetings on the BC Collaborative.
- Objective 2: Create project plans for WFD, Mar Lee, Tekonsha, Barry ISD
- Objective 3: Collaboratively create and conduct customer service and product satisfaction reviews in order to identify areas of focus.
- Objective 4: Develop hosted disaster recovery storage solution for fiber consortium members
- Objective 5: Document existing technology solutions.
- Objective 6: Research, evaluate, and encourage cost effective solutions such as open office, Linux OS that are implemented in districts.
- Objective 7: Maintain and communicate planned response time, contact time, fix time service level expectations for CISD staff, districts and Data for Student Success project
- Objective 8: Utilize the tech portal for department knowledge base documentation for the help desk.
- Objective 9: Investigate and then implement software license management system.
- Objective 10: Investigate and then implement desktop management system
- Objective 11: Investigate and then implement inventory control system
- Objective 12: Investigate and then implement software install system
- Objective 13: Investigate and then implement disposal system
- Objective 14: Reroute Microsoft syslog to network server
- Objective 15: Implement online forms for CISD staff: Leave, Monthly Travel, PD Conference
- Objective 16: Implement automated notification of events pertaining to payroll & finance systems.
- Objective 17: Collaborate with CISD HR to implement a time and attendance solution for CISD

Goal 3: Provide a means, from the user point of view, for data to be accessed seamlessly and transferred between appropriate CISD supported systems regularly and accurately (A, B)

- Objective 1: Implement/design queries, in partnership with Achieve! Data Solutions, that populate FOCUS and Data Director with identified data from student, personnel, curriculum, special education, and state systems.
- Objective 2: Audit the data transfer process of required fields between payroll, finance, student and identify areas that need efficiencies
- Objective 3: Integrate user access to all applications (i.e. portal and/or single login).
- Objective 4: Ensure process for moving data in and out of Focus between local district student management packages is transparent to local districts and efficient for ISD staff

Goal 4: Incorporate 21st century tools in existing initiatives (B, C, D)

- Objective 1: Provide Blackboard Solution for Leader Chat, Data4SS Cohorts, SPED/DCIA teams
- Objective 2: Be an active member of existing curriculum groups in order to encourage the integration of 21st century skills (e.g. social studies committee, teaching American history, etc.)
- Objective 3: Provide awareness sessions at county groups such as RITC, TLC, REMC Media, ABCs, Leader Chat, ICC, etc. of what 21st century skills are and where they can be utilized
- Objective 4: Offer topic specific workshops: online learning, data informed decisions, etc.
- Objective 5: Create online resources for teachers, tech, principals, parents, general public (podcast, web site, blog).

Goal 5: Replace phone infrastructure at remaining CISD sites (B)

- Objective 1: Install new switch at CACC
- Objective 2: Install new switch at DKDC

Goal 6: Calhoun ISD continues to be the center for data excellence in Michigan by leading the Data for Student Success professional development model and supporting online inquiry tool for all ISDs (A)

- Objective 1: Data for Student Success model is presented to 26 ISDs in Michigan who receive support as needed from technology and curriculum departments at CISD
- Objective 2: Inquiry tool is enhanced with MME, MiAccess and ELPA data by summer 2009
- Objective 3: Online resources are updated and of high quality
- Objective 4: Help desk process is established and reliable for statewide support

Goal 7: CISD continues to lead the use of Data Director for school improvement planning for our constituents (A)

- Objective 1: Calhoun's School Data Consultant supports the needs of our constituents and Achieve without reduction in service to either
- Objective 2: Data Director use is promoted at many levels – key contacts, curriculum, superintendents, administrators, teachers, etc.

Goal 8: Implement Disaster Recovery Plan for CISD

Appendix C: CISD Technology Initiatives

Instructional Initiatives

BlackBoard
CACC one-to-one
STARR & JH student computers

Server Virtualization

Services or applications can be divided into two major categories, those that are accessed from internal networks, internal facing, and those that are accessed from external networks, external facing. This division is important to meet the user requirements of both groups while maintaining some level of application and data security.

Backup/Disaster Recovery

Servers will be broken down into two categories, those on the internal network and those on the DMZ network. This directly correlates to the breakout of the services that will reside on each server.

Web-base Initiatives

FOCUS
Internet
Intranet
Forms

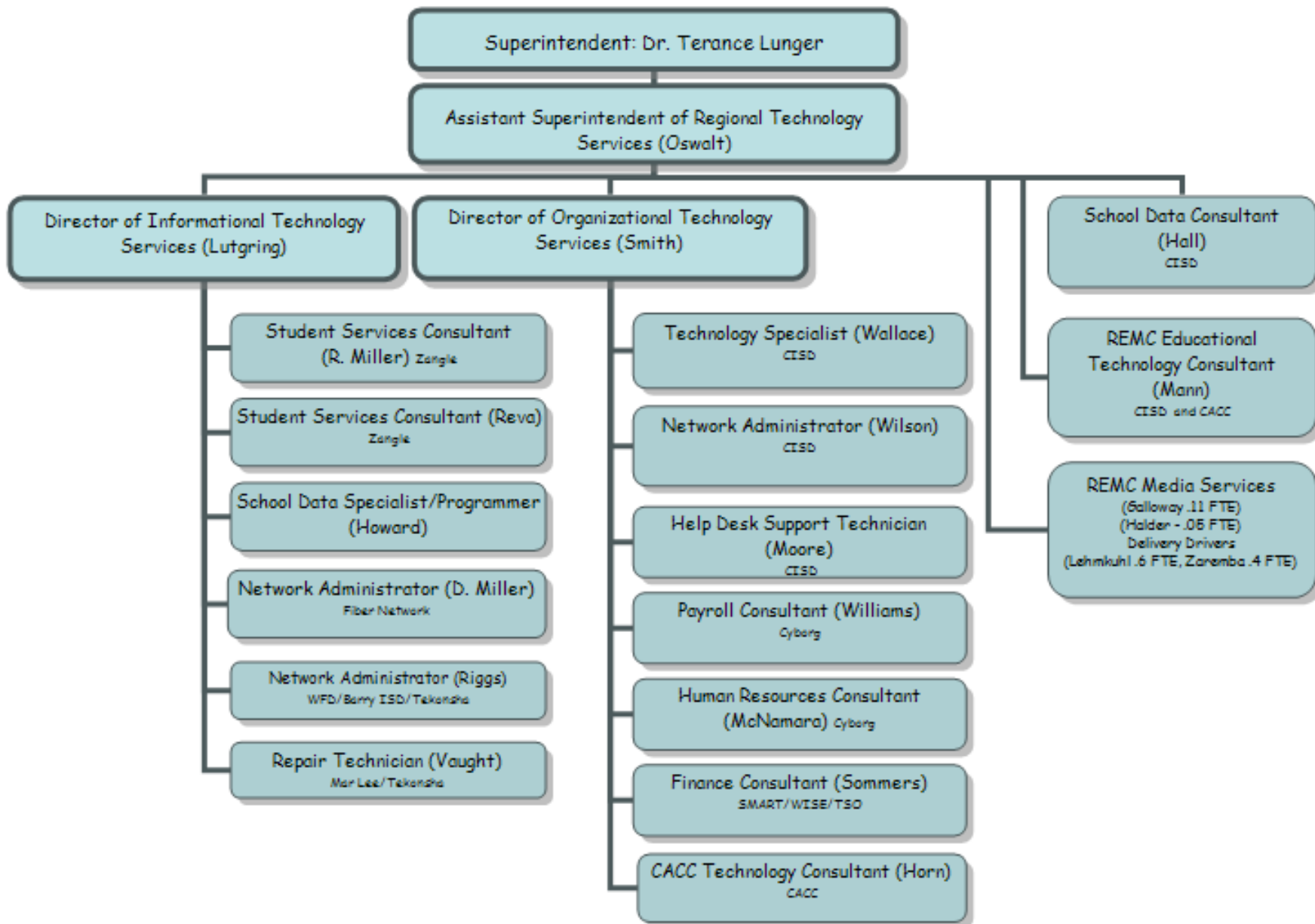
Consortium-base Initiatives

Backup storage
BlackBoard

Network Infrastructure Initiatives

CACC wireless expansion
STARR wireless and wired network expansion
JH wireless and wired network expansion (including high-speed access to external networks)

Appendix D: CDOT and REMC Organizational Chart 2008/9



Appendix E: Acceptable Usage Policies

On the following pages are the CISD Board of Education approved Acceptable Usage Policies for:

- Grades K – 5
- Grades 6 – 12
- Employees
- Board Members
- Agreement for persons other than students, employees, and board members

Calhoun ISD has implemented web filtering on all computers used by staff and students in order to meet the guidelines of the Children’s Internet Protection Act and also because we want to protect our students and staff from inappropriate resources as much as possible.

ACCEPTABLE USAGE POLICY /
Agreement for Internet Access, Email,
and use of CISD and School District networks and other technology
Grades K – 5

Building/Program Name

Student Name

- I will work on computers only with a teacher or a teacher's aide.
- I will use the computer only for schoolwork.
- I will treat all computer equipment and the work of others with respect.
- If I damage equipment or software or cause problems on purpose, I will be disciplined.
- If I mistakenly enter a bad website or bad materials, I will immediately inform my teacher or teacher's aide.
- I have had proper use of technology and the Internet explained to me.
- I will only use school email for projects approved by the school.
- I know that everything I do on the computer or with other school technologies can be watched by my teacher or another school employee.
- I will follow these rules and any other rules that may be added by the school. If I do not, I may be disciplined, and I may lose my Internet and/or technology privileges.

Student Signature

Date

As the student's parent or legal guardian, I acknowledge that I have read the School CISD's policy or policies and administrative regulations pertaining to the Internet and technology systems. In consideration for the privilege of my child using CISD technology resources and the CISD's Internet and wide area connections, I hereby release and covenant not to sue the CISD, its Board of Education, individual Board of Education members, its administrative employees and agents from any and all claims, causes of action and damages of any nature arising from my child's use of, or inability to use, CISD technology resources and the CISDs' Internet and wide area connections including, without limitation, the types of damages identified now, or in the future, in the CISDs' applicable policies and regulations. I further agree to indemnify the CISD, its Board of Education, individual Board members and administrative employees and agents for any fees, expenses or damages incurred as a result of my student's use, or misuse, of the CISDs' technology resources and the CISD's Internet and wide area connections and to pay or reimburse the CISD for any such fees, expenses or damages. I understand and agree that my student will not be able to use CISD technology resources and the CISD's Internet and wide area connections until this Agreement has been signed by both my student and me.

Check one:

- I hereby ____ Give ____ Expressly withhold (Parent/Guardian Check one) permission for my child's photo, or any personal or directory information to be published on web pages

Check one:

- I ____ Do ____ Do Not (Parent/Guardian Check one) give permission for my child's photo and name to be published on web pages as part of a "team" or other large group photo.

Parent/Guardian Signature

Date

Principal Signature

Date

Revised: 03-21-07

cc: parent/guardian, student file

ACCEPTABLE USAGE POLICY /
Agreement for Internet Access, Email,
and use of CISD and School District networks and other technology
Students Grades 6 – 12

Building/Program Name

Student Name

This agreement is entered into this _____ day of _____, 20____, between
_____ (“Student” or “User”) and the Calhoun Intermediate School District (CISD).

The purpose of this agreement is to provide access to CISD technology resources (computers, servers, storage devices, peripherals, and network equipment) and to the CISD’s Internet and wide area network connections for legitimate educational purposes that are consistent with the school CISD’s mission statement. As such, these accesses shall (1) assist in the collaboration and exchange of information, (2) facilitate personal growth in the use of technology, and (3) enhance information gathering and communication skills.

In exchange for the use of the CISD’s technology resources and the CISD’s Internet and wide area network connections either at school or away from school, I understand and agree to the following:

- A. The use of the CISD’s technology resources and the CISD’s Internet and wide area network connections are a privilege that may be revoked by the CISD at any time and for any reason. Examples of some reasons that shall result in revoking privileges include, but are not limited to: misusing equipment or altering of system software without permission; placing unauthorized information, computer viruses or harmful programs on or through the computer system in either public or private files or messages; using the system to send harassing or intimidating communications; or intentionally accessing inappropriate information. The CISD reserves the right to remove files, limit or deny access, and refer the student for other disciplinary actions.
- B. The CISD reserves all rights to any material stored on CISD technology resources. Users have no expectation of privacy. CISD also reserves all rights to remove any material which the CISD, at its sole discretion, chooses to, including any information that is or may be unlawful, obscene, pornographic, abusive, or otherwise objectionable. Students will not use their CISD-approved computer account/access to obtain, view, download, or otherwise gain access to such materials. If you mistakenly access such information, you must notify your teacher immediately or face potential loss of access privileges or other disciplinary consequences.
- C. All information services and features contained on the CISD’s network resources are intended for the use of its registered users and any use of these resources for *commercial-for-profit* or other unauthorized purposes (e.g. advertisements, political lobbying), in any form is expressly forbidden.
- D. The CISD’s technology resources and the CISD’s Internet and wide area network connections are intended for exclusive use by registered users. The Student is responsible for the use of his/her account/password and/or access privilege. Any problems arising from the use of a Student’s account are the responsibility of the account holder. Use of an account by someone other than the registered account holder is forbidden and may be grounds for loss of access privileges and other disciplinary consequences.
- E. Any misuse of the account/technology resources shall result in suspension of the account privileges and/or other disciplinary action determined by the CISD. Misuse, includes, but is not limited to:
 1. Intentionally seeking information on, obtaining copies of, or modifying files, other data, or passwords belonging to other users.
 2. Misrepresenting other users on the local Network or Internet.
 3. Disrupting the operation of the local Network or Internet through, but not limited to tampering with computer operating systems, “hacking” into CISD programs, and violating the integrity of CISD technology resources.
 4. Damaging technology equipment through inappropriate use.
 5. Inappropriate uses of the local Network or Internet including hate mail, harassment (to persistently annoy), intimidating profanity (and other offensive profane language), vulgar statements, or discriminatory/retaliatory remarks.
 6. Accessing educationally inappropriate Internet materials/sites, including but not limited to unlawful, obscene, pornographic, abusive, or otherwise objectionable materials/sites.
 7. Illegal installation of licensed or copyrighted software.
 8. Unauthorized downloading, copying, or use of licenses or copyrighted software without permission.
 9. Plagiarizing; Unauthorized distributing/copying (printing, saving, or copying and pasting) of copyrighted material (most of the Internet is copyrighted) without permission of the author
 10. Posting personally identifiable information about self, peers, or staff on school related web sites
 11. Allowing anyone to use an account other than the account holder.
 12. Commercial-for-profit activities, advertising and political lobbying
- F. The CISD’s technology resources and the CISD’s Internet and wide area network connections do not warrant that the functions of the system will meet any specific requirement the user may have, or that they will be error free or uninterrupted; nor shall the CISD and/or its Internet provider be liable for any direct or indirect, incidental, or consequential damages (including lost data, information, or time) sustained or incurred in connection with the use, operation, or inability to use the system.
- G. When utilizing the CISD technology resources, Students may use only CISD authorized electronic communication systems.
 1. Accessing any other communication account while using CISD technology resources is a violation of this Acceptable Usage Policy and may result in the termination of access to CISD technology resources and other warranted discipline.
 2. The email system and all its components are owned by the school CISD. There is no expectation of privacy in electronic communications. The CISD reserves the right to monitor electronic correspondence and its content, especially if an Acceptable Usage Policy violation is suspected. Any violation of this Acceptable Usage Policy will subject the user to appropriate discipline, including the termination of access to email, Internet, and/or other CISD technology.
 3. Examples of appropriate communication:
 - Communication with teachers

ACCEPTABLE USAGE POLICY /
Agreement for Internet Access, Email,
and use of CISD and School District networks and other technology
Employees

/_____
Department Employee Name

This agreement is entered into this _____ day of _____, 20____, between, _____

("Employee" or "User") and the Calhoun Intermediate School CISD (CISD). The purpose of this agreement is to provide access to CISD technology resources (computers, e-mail, servers, storage devices, peripherals, and network equipment) and to the CISD's Internet and wide area network connections for legitimate educational purposes that are consistent with the school CISD's mission statement. As such, these accesses shall (1) assist in the collaboration and exchange of information, (2) facilitate personal growth in the use of technology, and (3) enhance information gathering and communication skills.

In exchange for the use of the CISD's technology resources and the CISD's Internet and wide area network connections either at school or away from school, I understand and agree to the following:

- A. The use of the CISD's technology resources and the CISD's Internet and wide area network connections are a privilege that may be revoked by the CISD at any time and for any reason. Examples of some reasons that shall result in revoking privileges and other possible discipline include: the misusing of equipment or unauthorized altering of system software; the placing of unauthorized information, computer viruses or harmful programs on or through the computer system in either public or private files or messages; using the system to send harassing or intimidating communications; or intentionally accessing inappropriate information. The CISD reserves the right to remove files, limit or deny access, and refer the employee for other disciplinary actions.
- B. The CISD reserves all rights, including the unequivocal right of access, to any material stored on CISD technology resources. Users have no expectation of privacy. CISD also reserves all rights to remove any material which the CISD, at its sole discretion, believes may be unlawful, obscene, pornographic, abusive, or otherwise objectionable. Employees will not use their CISD-approved computer account/access to obtain, view, download, or otherwise gain access to such materials. If you mistakenly access such information you must immediately notify the Assistant Superintendent for Technology Services.
- C. All information services and features contained on the CISD's network resources are intended for the use of its registered users and any use of these resources for *commercial-for-profit* or other unauthorized purposes (e.g. advertisements, political lobbying), in any form is expressly forbidden.
- D. The CISD's technology resources and the CISD's Internet and wide area network connections are intended for exclusive use by registered users. The employee is responsible for the use of his/her account/password and/or access privilege. Any problems arising from the use of an employee's account are the responsibility of the account holder. Use of an account by someone other than the registered account holder is forbidden and may be grounds for loss of access privileges and other disciplinary consequences.
- E. Any misuse of the account/technology resources shall result in suspension of the account privileges and/or other disciplinary action determined by the CISD. Misuse, includes, but is not limited to:
 - Intentionally seeking information on, obtaining copies of, or modifying files, other data, or passwords belonging to other users.
 - Misrepresenting other users on the local Network or Internet.
 - Disrupting the operation of the local Network or Internet through, but not limited to tampering with computer operating systems, "hacking" into CISD programs, and violating the integrity of CISD technology resources.
 - Damaging technology equipment through inappropriate use.
 - Inappropriate uses of the local Network or Internet through hate mail, harassment (to persistently annoy), profanity (and other offensive profane language), vulgar statements, or discriminatory remarks.
 - Accessing educationally inappropriate Internet materials/sites, including but not limited to unlawful, obscene, pornographic, abusive, or otherwise objectionable materials/sites.
 - Illegal installation of licensed or copyrighted software.
 - Unauthorized downloading, copying, or use of licenses or copyrighted software without permission
 - Plagiarizing: Unauthorized distributing/copying (printing, saving, or copying and pasting) of copyrighted material (most of the Internet is copyrighted) without permission from the author
 - Posting personally identifiable information about self, peers or students on school related web sites
 - Allowing anyone to use an account other than the account holder.
 - Commercial-for-profit activities, advertising and political lobbying
- F. The CISD's technology resources and the CISD's Internet and wide area network connections do not warrant that the functions of the system will meet any specific requirement the user may have, or that they will be error free or uninterrupted; nor shall the CISD and/or its Internet provider be liable for any direct or indirect, incidental, or consequential damages (including lost data, information, or time) sustained or incurred in connection with the use, operation, or inability to use the system.
- G. Although primary uses of CISD provided technology resources are educational, an employee may use CISD Technology Resources to access content appropriate

personal electronic communication accounts, or send content appropriate, personal communications using CISD communication system, to a limited extent.

1. Thus, accessing any other electronic communication account while using CISD technology resources is not necessarily a violation of this Acceptable Usage Policy; however, the user must understand that his/her use will be monitored and/or filtered, or both.
 2. The entire e-mail system and all its components are owned by the CISD. There is no expectation of privacy in any electronic communications. The CISD reserves the right to monitor each and every electronic correspondence and its content.
 3. Use of web based e-mail such as Yahoo! and Hotmail on CISD technology resources is authorized to a limited extent, as long as the use is appropriate; however, the user is notified that these resources are subject to filtering and close monitoring by CISD personnel at their discretion.
 4. Examples of appropriate communication:
 - Communication with teachers, parents, any school district staff, and others as it relates to communication necessary to meet work needs.
 - Using educational related chat rooms, listservs, communication web sites for educational purposes
 - Limited checking personal e-mail messages
 5. Examples of inappropriate communication (work or personal) using CISD technology resources:
 - Communication with anyone that includes harassment (to persistently annoy), intimidation, profanity (and other offensive language), vulgar statements, pornography, threats of physical harm, threats of harm to property, or discriminatory/retaliatory messages.
 - Disclosing personal information, location, and identity with anyone you do not know about yourself or others without permission.
 - Communications which violate FERPA or any other policy, statute or law protecting confidential student information.
 - Accessing non-educational chat rooms, listservs and social networks
 6. Any violation of this Acceptable Usage Policy or inappropriate use of CISD technology while accessing personal communication accounts will subject the user to discipline, including the possible termination of access to email, Internet, and/or other CISD technology, and including the possibility of termination from the CISD as an employee.
- H. The CISD and/or the Internet provider shall periodically determine whether specific uses of the CISD’s technology resources and the CISD’s Internet and wide area network connections are consistent with the acceptable-use practice. The CISD and/or its Internet provider reserves the right to log Internet use and to monitor mail space utilization by users.
- I. The employee may not transfer any file, shareware, or software from information services and electronic bulletin boards without the permission of the CISD Director of Organizational Technology or his/her designee. Without first obtaining such permission, the employee shall be liable for any damage and to pay the cost of any file, shareware, or software transferred, whether intentional or accidental.
- J. The CISD reserves the right to log computer use and to monitor storage space utilization by users. The CISD reserves the right to remove a user account on the CISD’s technology resources and/or from the CISD’s Internet and wide area connections to prevent further unauthorized activity.
- K. The employee is responsible for the proper use of the equipment and shall be held accountable for any damage to or replacement of equipment caused by inappropriate use.

In consideration for the privileges of using the CISD’s technology resources and/or the CISD’s Internet and wide area connections, and in consideration of having access to the information contained therein, I release the CISD, the Internet provider and their operators and the administration from any and all claims of any nature arising from my use, or inability to use these tools.

I agree to abide by these rules and regulations of system use and by those that may be added from time-to-time by the CISD and its Internet provider. All additional rules, if any, will be available in hardcopy in Human Resource office. I agree to pay for, reimburse and indemnify the CISD, its Board of Education, individual Board members, administrative employees and agents for any fees, expenses, liability or other damages of every sort and nature incurred as a result of my use, or misuse, of these tools.

Check one:

- I hereby _____ Give _____ Expressly withhold permission for my photo, or any personal or directory information to be published on web pages (those viewable by non-CISD employees).

Check one:

- I _____ Do _____ Do Not give permission for my photo and name to be published on web pages (those viewable by non-CISD employees) as part of a “team” or other large group photo.

(Sign and return to the CISD Technology Director or designee)

Employee Signature

Date

Director of Organizational Technology Signature

Date

E-mail Account Name

Password

Revised: 03/21/07

cc: Personnel file

BOARD MEMBER REQUEST FOR COMPUTER NETWORK ACCESS

The Calhoun Intermediate School District (CISD) provides access to our computer network to members of the Board of Education so as to promote and enhance the work of the Board as a public body through communication, innovation, and sharing of resources. Users should have no expectation of privacy. Access to the network is a privilege, not a right, and the Board, by majority vote, may restrict, suspend, or terminate any Board member user's account for proven violations of Board policy or these rules. In requesting an account for access to the network, the Board member agrees to the following terms and conditions.

1. Use of the network must be for the purpose of legitimate Board business consistent with the goals of the CISD and the laws of the State of Michigan, and loss of network privileges could result from the failure of users to comply with this policy.
2. All use of the network must be in accord with the CISD's rules on acceptable use of network resources, as updated from time to time by the CISD.
3. Open Meetings Act (OMA) Warning: Board members should be especially careful to avoid sequential communications with one another, or to otherwise "deliberate" with a majority of the Board membership in violation of Michigan's Open Meetings Act, MCL 15.261 *et seq.*. Because the OMA requires a quorum of the board to deliberate about and make decisions in open session at public meetings (unless a specific exemption applies), computer communications cannot be used as a substitute for the public deliberation and decision-making of district business.
4. User Responsibilities: All users, including Board members, are responsible for attending training sessions, maintaining the privacy of passwords, maintaining the integrity of the CISD's e-mail system, adhering to applicable copyright guidelines, making full restitution to the CISD for any inappropriate use, deleting or altering files or equipment necessary to maintain the integrity of the system, or incurring for any charges not attributed to authorized expenditures.
5. The CISD makes no warranties of any kind, whether expressed or implied, for the service it is providing. The CISD will not be responsible for any damages the user suffers, including but not limited to the loss of data, delays, non-deliveries, or service interruptions caused by its negligence or the users' errors or omissions.
6. The network provides access to third-party data and information over which the CISD has no control. Though the CISD may make efforts to block inappropriate material, users may be exposed to defamatory, inaccurate, or otherwise offensive material. Use of the network or any information obtained via the network is at the user's own risk. The CISD specifically denies any responsibility for the accuracy or content of information obtained through its services. You must promptly contact the Assistant Superintendent in charge of Technology if you access inappropriate information or websites.
7. The user is solely responsible for all charges and fees, including outside telephone, printing, and merchandise purchases made through the network. The CISD is not a party to such transactions and shall not be liable for any costs or damages, whether direct or indirect, arising out of network transactions by the user.
8. The user agrees to indemnify the CISD for any losses, costs, or damages, including reasonable attorney's fees, incurred by the CISD relating to or arising out of any breach of the terms of this request for network access.
9. The user acknowledges that the CISD's computer network belongs solely to the CISD and than any files, records, electronic mail or other communication may be examined, edited, or deleted by the CISD, or an agent or employee with permission from CISD, at any time, in accord with CISD policy or regulations. For example, electronic mail in personal accounts may be inspected with or without the consent of the sender or a recipient, especially as necessary to investigate a complaint.
10. The user acknowledges and understands that correspondence sent or received over the CISD's network may be subject to retrieval under the State of Michigan Freedom of Information Act, MCL 15.231 – 246. The user agrees to cooperate fully and promptly with the CISD when responding to FOIA requests concerning communications over the CISD's computer network.

I, as a member of the Board of Education, understand and agree to abide by the terms of this request for network access, and the CISD rules for acceptable use of network resources. I further understand that should I commit any violation, my access privileges may be revoked by majority vote of the Board. In consideration for using the CISD's network connection and having access to public networks, I hereby release the school CISD and its Board members, employees, and agents from any claims and damages arising from my use, or inability to use, the network.

Check one:

- I hereby _____ Give _____ Expressly withhold permission for my photo, or any personal or directory information to be published on web pages (those viewable by non-CISD employees).

Check one:

- I _____ Do _____ Do Not give permission for my photo and name to be published on web pages (those viewable by non-CISD employees) as part of a "team" or other large group photo.

Board Member's Printed Name

Board Member's Signature

Date

Director of Technology Signature

Date

E-mail Account Name

Password

Revised: 03-21-07

cc: Superintendent's office, Personnel Office

- G. Although primary uses of CISD provided technology resources are educational, a person may use CISD technology resources to access content appropriate personal e-mail accounts to a limited extent.
1. Thus, accessing any other e-mail account while using CISD technology resources is not necessarily a violation of this Acceptable Usage Policy; however, the user must understand that his/her use will be monitored and/or filtered, or both.
 2. The entire e-mail system and all its components are owned by the CISD. There is no expectation of privacy in any e-mail communications. The CISD reserves the right to monitor each and every e-mail correspondence and its content.
 3. Use of web based e-mail such as Yahoo! and Hotmail on CISD technology resources is authorized to a limited extent, as long as the use is appropriate; however, the user is notified that these resources are subject to filtering and close monitoring by CISD personnel at their discretion.
 4. Examples of appropriate communication:
 - Communication with teachers
 - Communication with parents
 - Communication with user or other users to support approved projects by the principal
 - Communication with outside parties as approved by the principal (such as foreign exchange Employees, key pals, etc.)
 - Limited checking personal e-mail messages
 5. Examples of inappropriate communication using CISD technology resources:
 - Communication with anyone that includes harassment (to persistently annoy), intimidation, profanity (and other offensive language), vulgar statements, pornography, threats of physical harm, threats of harm to property, or discriminatory retaliatory messages.
 - Disclosing personal information, location, and identity with anyone you do not know \
 - Communications which violate FERPA or any other policy, statute or law protecting confidential student information.
 - Accessing non-educational chat rooms and listservs
 6. Any violation of this Acceptable Usage Policy or inappropriate use of CISD technology while accessing personal communication accounts will subject the user to discipline, including the possible termination of access to email, Internet, and/or other CISD technology.
- L. The CISD and/or the Internet provider shall periodically determine whether specific uses of the CISD's technology resources and the CISD's Internet and wide area network connections are consistent with the acceptable-use practice. The CISD and/or its Internet provider reserves the right to log Internet use and to monitor mail space utilization by users.
- M. The user or other users may not transfer any file, shareware, or software from information services and electronic bulleting boards without the permission of the CISD Director of Technology or his/her designee. Without first obtaining such permission, the user or other users shall be liable for any damage and to pay the cost of any file, shareware, or software transferred, whether intentional or accidental.
- N. The user or other users may only log on and use the CISD's technology resources and the CISD's Internet and wide area connections under the immediate supervision of a staff member and only with the Employee's authorized account number.
- O. The CISD reserves the right to log computer use and to monitor fileserver space utilization by users. The CISD reserves the right to remove a user account on the CISD's network and/or from the CISD's Internet and wide area connections to prevent further unauthorized activity.
- P. The user or other users is responsible for the proper use of the equipment and shall be held accountable for any damage to or replacement of equipment caused by abusive use.

In consideration for the privileges of using the CISD's technology resources and/or the CISD's Internet and wide area connections, and in consideration of having access to the information contained therein, I release the CISD, the Internet provider and their operators and the administration from any and all claims of any nature arising from my use, or inability to use these tools.

I agree to abide by these rules and regulations of system use and by those that may be added from time-to-time by the CISD and its Internet provider. All additional rules will be available in hardcopy in the Principal's/Administrator's office. I agree to indemnify the CISD for any fees, expenses, or damages incurred as a result of my use or misuse of these tools.

Check one:

- I hereby _____ Give _____ Expressly withhold permission for my photo, or any personal or directory information to be published on web pages (those viewable by non-CISD employees).

Check one:

- I _____ Do _____ Do Not give permission for my photo and name to be published on web pages (those viewable by non-CISD employees) as part of a "team" or other large group photo.

(Sign and return to the CISD Technology Director or designee)

Other User's Signature	Date
Director of Technology Signature	Date
E-mail Account Name	Password

Account Expires _____
Date

Revised: 03/21/07

cc: Building file, Department of Technology, Building Administrator

Appendix G: Use of Technology

On the following pages are the procedural documents used to implement and support the policies and guidelines:

- Procedure and Guidelines for Computer Use and Maintenance
- Hardware/Software Life-Cycle Procedures
- Submitting a Trouble Ticket Procedure

Calhoun Department of Technology Procedures and Guidelines for Computer Use and Maintenance

Goal: To provide direction to computer users for the implementation of guidelines, use, and maintenance of CISD computer equipment.

Policies: In reference to Board Policy 7530 (revised 2/27/02)

- *“The user of District-owned equipment shall be fully liable for any negligent damage or loss occurring to the equipment during the period of its use, and shall be responsible for its safe return by the due date assigned where applicable.”*
- *“District equipment may be removed from District by students or staff members only when such equipment is necessary to accomplish tasks arising from their job responsibilities. The consent of the Superintendent or designee is required for such removal.”*
- *“Personal use of District equipment or facilities by staff or students is prohibited without appropriate approval.”*
- *“Removal of District equipment by staff or students from District property for personal use is prohibited without appropriate approval.”*

CDOT Procedure Guidelines for Above Board Policy in Conjunction with Administrative Guidelines 7530b

- Reasons for request to return computer equipment to the CISD could include updating the system, updating software, performing periodic maintenance, and troubleshooting or other purposes as determined by the CISD.
- Upon termination of employment, all equipment assigned to or in the possession of employee will be returned to the Calhoun Department of Technology staff by the end of the specified day.
- The equipment is intended for education-related activities only. An education-related activity could include activities such as student or classroom-related service; correspondence; professional development; professional peer associations, or other as defined by the Department of Special Education.
- New software and hardware may only be installed with prior authorization from the Department of Special Education/Technology.
- Portable equipment must be kept in a secure place away from damage-causing conditions, which would include sun, snow, rain, or other hazards.
- Portable equipment must never be left unattended.
- Passwords must not be given out to unauthorized personnel.

Maintenance and Repairs

Contact Person: Helpdesk (269) 789-2474 or helpdesk@calhounisd.org

When to call:

- In the event of equipment failure whether software or hardware in origin. (“Hardware” is defined as physical equipment components vs. “software,” which is defined as application components.)
- For general repairs or periodic maintenance.
- For assistance in authorized software/hardware installation.
- For any technology related questions, concerns, or problems.

Hardware/Software Life-Cycle Procedures

Hardware Purchases

1. Requirements:

- All hardware purchases for CISD staff, departments and programs will go through CDOT
- Only approved hardware will be purchased through CDOT

2. Procedures:

Requesting

Made to CDOT via the ACD form

Approval

- Same as for POs
- Some items (notebooks, docking stations, flat screen monitors above 17") require administrator or above approval

Software Purchases

1. Requirements:

- All software purchases for CISD staff, departments and programs will go through CDOT
- Only approved software will be purchased through CDOT

2. Procedures:

Requesting

Made to CDOT via the ACD form

Approval

Supervisor approval for expensed items
Assistant Superintendent or higher approval for budgeted items or those above \$1000

Donated Equipment/Software

1. Requirement:

Equipment/software donated to a CISD department or program needs to be cleared through CDOT.

2. Procedures:

Requesting

- Before any donated equipment/software can be deployed, it needs to be cleared through CDOT.
- Contact CDOT with following information:
 - Manufacturer and model number
 - Software manufacturer, title and computer requirements
 - Installed memory, hard disk size, network card
 - Intended use
 - Point-of-contact
- CDOT will review the following aspects of the hardware/software to make a determination as to whether it can be donated; asset value, functionality, re-utilization value, statutory requirements.
- The item to be donated will be returned to CDOT for preparation. This will include, but is not limited to; updating of asset tracking information, removal of CISD information, removal of licensed software (in the case of hardware).
- CDOT will arrange for transfer of the asset to the receiving party

Approval

CDOT will obtain all approvals.

Disposal of Hardware

1. Requirement:

Equipment/software slated for disposal will be cleared through the CDOT.

2. Procedures:

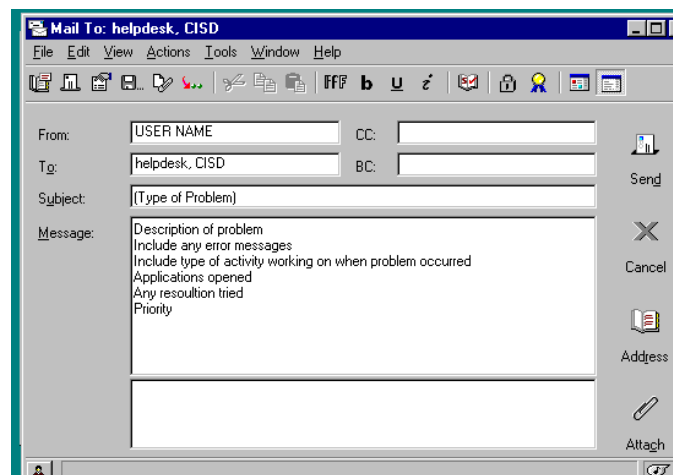
- Hardware/Software is determined to be disposed of rather than re-allocated or donated by CDOT. Factors reviewed include; asset value, functionality, re-utilization value, statutory requirements.
- The item to be disposed of will be returned to CDOT for preparation. This will include, but is not limited to; updating of asset tracking information, removal of CISD information, removal of licensed software, removal of components of value.
- CDOT will dispose of equipment in accordance of State, Federal and EPA laws and regulations

Procedure for Submitting a Trouble Ticket

1. User identifies a problem with their current technology
2. User contacts the helpdesk either by email or phone
 - Phone: 269-789-2474
 - Email: helpdesk@calhounisd.org

Email instructions:

- Open Outlook
- Click New Message
- To = Helpdesk@calhounisd.org
- Subject Line = Type of problem that has occurred (i.e. Problem Printing out of Office, Password)
- Message Body (Please include) – Description of problem, Include any error messages, Include type of activity working on when problem occurred, List all applications opened at time of problem, Any resolutions tried, Priority
- When assigning priority please choose from the following choices. Please note that time listed is the amount of time that may pass before initial contact, and does not mean problem will be resolved. Also, priority may change depending on work load of Technology department.
 - Highest = Contact within 90 minutes
 - High = Contact within 2 hours
 - Medium = Contact within 2 days
 - Lower = Contact within 3 days
 - Low=Contact within 10 days



- Once email is sent the user will receive notification the ticket was logged into the system. **(This is any automated system, please do not respond to notification messages)**
- The user will also receive confirmation of completed tickets, with resolution attached.