ACCESS Newsletter
October 2021

Hello Fall! As we venture into the new school year, and as fluid modifications continue to become necessary during the Pandemic, ACCESS is here to support your needs. Fiscal and Student/EMIS trainings will provide in-person and virtual options to best suit the times. We want to protect all those who visit ACCESS and our small staff.

A number of security-related measures will be implemented to continue protecting network environments and data. Within this newsletter, each department has highlighted some important information. Enjoy the read and stay safe.

- Lisa Smith

"Every moment is a fresh beginning." T.S. Eliott

ACCESS Members Assembly Meeting - Mark Your Calendar.

The November meeting has been scheduled.

DATE: Friday, November 12, 2021
LOCATION: ACCESS
TIME: 9:00 a.m.

YOUR REPRESENTATIVES
The **ACCESS Board of Directors** meet <u>monthly</u> and consists of the following individuals.
  Dr. Donald Mook, Chairman, Superintendent, Columbiana Exempted Schools
  Mr. Thomas Yazvac, Vice Chairman, Superintendent, Springfield Local Schools
  Ms. Charlene Mercure, Secretary, Treasurer, Crestview Local Schools
  Ms. Anna Marie Vaughn, Superintendent, Columbiana County ESC
  Dr. Traci Hostetler, Superintendent, ESC of Eastern Ohio
  Ms. Dawn Welsch, Treasurer, Sebring Local Schools
  Mr. Eric Lowe, Superintendent, Beaver Local Schools
  Mr. Pete Pirone, Superintendent, Struthers Local Schools

http://www.access-k12.org
Main Number: 330-702-7860
Help Desk - support@access-k12.org

Did You Know?

From July 1, 2021 until September 30, 2021, 3027 helpdesk tickets were opened, averaging ~40 new tickets a day.

ACCESS Staff handled **3027** helpdesk questions from our schools over the past three (3) months. The staff of twelve (12) individuals at ACCESS are mindful to provide the best helpdesk support possible while conducting training(s), participating in required trainings, and maintaining our applications and infrastructure.   We are proud of the work we do and hope you feel the same way about our service level.

Ticket Volumes by Service Area
Network Services - 1058
Fiscal Services - 674
Student/EMIS Services - 1180
Fiber Services - 115

You have the ability to log into your own **ACCESS Help Desk** dashboard to review previous tickets and resolutions. Your dashboard can serve as a knowledge base resource since all of your ticket requests are housed there. The ease of emailing us for support is a plus, but may also be a hindrance if you need something quickly answered a second time. Feel free to log into your dashboard using the steps below and look around. You will be surprised how much information exists. Just let us know if you need help.

Login to Help Desk

While most of the day-to-day operations will take place through email, there is an option to login to our Help Desk (which is called Zendesk) to review your old tickets and look at our knowledge base.
 1. First, you must have opened at least one ticket with us by sending an email to one of the addresses above using the new system.
2. Next, make sure you are logged in to Gmail using the same email address as you used to open the ticket.
3. Now, open a new tab in your browser, and go to https://accessohio.zendesk.com.
4. Click "Login with Google".
5. You will be asked to grant rights to Zendesk to see your Google credentials. Click "Grant" or "OK".
6. You will see our Help Center.
7. At the top is a link called "My Activities". You can can search through your old tickets (the ones you have opened with this new system).
8. You can also submit a new request here.

Cyber & Network Security

Whether you are an ACCESS stakeholder, or a customer of our services, we encourage you to partner with us to assist you with your cyber and network security plan. ACCESS has invested significantly in products and services to secure the overall network infrastructure and the school-owned data that we host. While we maintain firewall services for our districts and monitor our network infrastructure 24x7, over the past several years, a tremendous amount of technology has been added to serve your school/district, although much of this is transparent to the end user. With additional Pandemic-related funding available to schools, companies are reaching out to districts to offer services we may already have available for your needs. ACCESS adheres to the following security standards and requirements.

- An annual **SOC1** audit is performed on the ACCESS network and financial security by the Ohio Auditor of State. Our annual report can be made available upon request.
- ACCESS is a member of **InfraGard, the Northern Ohio Chapter**. https://nocinfragard.org/ The mission of InfraGard is to promote ongoing dialogue and timely communication between members and the FBI. InfraGard members gain access to information that enables them to protect their assets and in turn, give information to the government that facilitates its responsibilities to prevent and address terrorism and other crimes.
- ACCESS is affiliated with the **Center for Internet Security** and has contracted the Albert Network Monitoring System. We have installed an IDS (Intrusion Detection System), a piece of hardware within our network that communicates back to CIS's 24x7 Security Operations Center (SOC) to provide enhanced monitoring capabilities and notifications of malicious activity. Albert provides network security alerts for network threats, helping organizations identify malicious activity. If a threat is identified, ACCESS is immediately notified. Visit ALBERT
- **NIST Standards** - are required standards for an organization to maintain security under the U.S. Department of Commerce. https://www.nist.gov/ ACCESS complies with NIST.
- **Filament Essential Security,** through our partnership with the Management Council of the Ohio Education Computer Network (MC-OECN) https://www.filamentservices.org/datasecurity/ provides us with security oversight and guidance from a dedicated Chief Information Security Officer (CISO). Through this alliance, we are able to provide assistance to schools..
- **Tech Guard - Cyber Security Awareness Training-** runs email campaigns to promote awareness training reporting back any needs for remedial attention. Let us run a campaign for you.   **Information about this product.**

The following are only a FEW of the many additional services we support and can offer our schools.
- Network Hardware Hosting
- Anti-Virus products, etc.
- Network Monitoring and Reporting
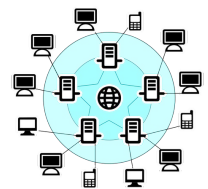
We plan to provide a **Security Services** offering and are working to develop options. A **Security Webinar** will be held in the near future to share and discuss your needs and how our tools and expertise can assist.

NETWORK SERVICES

Pandemic-Electronic Benefit Transfer (P-EBT)

The federal Families First Coronavirus Response Act of 2020 provides the Secretary of Agriculture authority to approve states' implementation of a temporary program called **Pandemic-Electronic Benefit Transfer (P-EBT)**. P-EBT provides families eligible for free or reduced-price meals with Supplemental Nutrition Assistance Program (SNAP) benefits, formerly known as food stamps. ODJFS, ODE and ITCs across the state worked with districts to provide the data required for this benefit. ACCESS has been informed that data pulls for P-EBT benefits to students will continue with the **initial pull scheduled in October 2021.** Food Service directors will be notified directly by ODE and we will share any information with you as well as we receive it.

Security Enhancements - MFA

To remain compliant with technology standards for liability coverage, we have implemented Multi-Factor Authentication (MFA) on all VPN accounts. Your district technology representative will contact you if this affects you. We also plan to work toward establishing MFA security parameters on all applications that house sensitive data as well as the Google environment. Stay tuned!
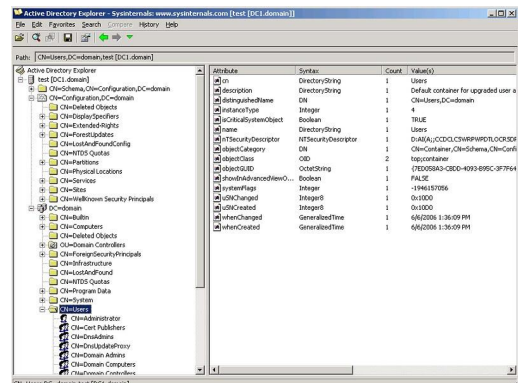
Email Archiver

ACCESS has installed a new Jatheon email archiver. If you cannot find an email, you can search the archiver using your email username and password.
https://archiver.access-k12.org

Technology Representatives
Re: Active Directory (AD) & Google Account CleanUp

We have years of OU's and accounts in our Active Directory that require removal. Please review your school's account information within the ACCESS AD and **remove all those no longer valid**, i.e. graduated students, and teachers/staff/administrators no longer within your district. We encourage you to keep the last grad year until the next grad year students graduate. When you are done with your clean-up, open a ticket letting us know. We will then remove any old associated Google Accounts. Reducing the usage to only active accounts contributes to maintaining good security in this environment and minimizing licensing needs.

UPDATE: ACCESS is waiting to receive hardware to complete the Storage Solution implementation. We will keep our stakeholders posted.

FISCAL SERVICES

IMPORTANT DATES - MARK YOUR CALENDAR!

Financial Collections

Five Year Forecast - Initial Required (FY22) (2022P0000) P 9/2/2021 11/30/2021
Five Year Forecast - Initial Optional (FY22) (2022P1OPT) P 12/2/2021 3/30/2022
Five Year Forecast - Required Spring Update (FY22) (2022P2MAY) P 4/1/2022 5/31/2022
Five Year Forecast - Final Optional (FY22) (2022P3OPT) P 6/2/2022 8/31/2022
Financial Collection (FY22) (2022H0000) H 6/2/2022 8/31/2022

Staff Collections

Staff and Course Collection - Initial (FY22) (2022L1STR) L 9/23/2021 1/28/2022
Staff and Course Collection - Final (FY22) (2022L2FNL) L 2/7/2022 8/5/2022

REDESIGN UPDATE....

All ACCESS districts were successfully migrated as of May 1, 2021 processing for USAS-r and USPS-r. The EIS portion of the redesign was released in August and we are now in the process of completing the transition off of the Alpha through the migration of districts who utilized the inventory system on Classic. We will be reaching out to districts individually once test imports have been completed to schedule a migration date. The inventory system will be available for those not currently using it in Classic. Requisition workflows and employee on-boarding are next!

UPCOMING FISCAL TRAININGS FOR DISTRICTS

Five Year Forecast Submission Work Session
Tuesday November 23, 2021 9:00AM-11:00AM

Calendar Year End Meetings
Wednesday December 1, 2021 9:00AM-11:00AM USAS-r
Wednesday December 1, 2021 1:00PM-3:00PM USPS-r

Redesign Trainings/Work Sessions
Thursday October 14, 2021 - Work Session
Thursday October 21, 2021 - Work Session
Thursday November 11, 2021 - Work Session
Thursday November 18, 2021 - Work Session
Thursday December 9, 2021 - Work Session
Thursday December 16, 2021 - Work Session
The computer lab is available from 9-3 for work sessions on these dates.
REGISTRATION IS REQUIRED FOR ALL SESSIONS VIA OUR WEBSITE.

STUDENT SERVICES

NEW! Parent/Student Mobile App

Download the new mobile app by searching "ProgressBook Parent/Student" from the Apple App Store or Google Play.

Students and their families can track grades, view homework assignments, monitor attendance, and more.
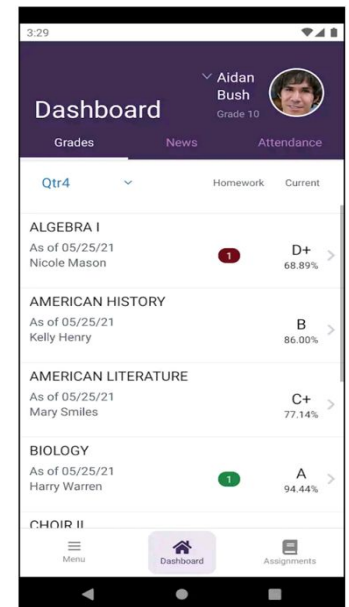
Check out this **video** for an overview:
Frontline ProgressBook Parent/Student App Overview

App Store

Google Play

GradeBook - New Features Coming for Teachers

There are several new features that will be available in the next release (v21.1.0)
- Ability to see Attendance column on the Assignments Marks page. This feature can be turned on/off from the Teacher Preferences screen.
- Seating chart updates
  - Ability to add multiple empty desks at one time
  - Increased font sizing on student name and comments
  - Expand desk to view larger version
- New icon on roster that shows if a student has an active RIMP and/or Intervention for the current school year (*DataMap only districts*)

Identity Management - reminders

The privs granted on the **<u>Account</u>** control what the user can access in **StudentInformation**.

The job functions added on the **<u>Staff Member</u>** record control the roles assigned in **GradeBook**.
- Job functions must be added at a *building* level.
- Secretary (Clerk), Counselor, Principal, and School Support job functions require specific building(s) to be identified on the Staff record in GradeBook before that user will be able to see any data.
- Make sure the school year identified on the job function is the current school year. Selecting a future or prior school year will not grant access to GB.

EZQuery and certain Job Functions can affect some of the access in StudentInformation. However, generally speaking, the "quick tips" listed above are a good way to explain how each works.

Recorded Trainings

We continue to make an effort to record our recent trainings and post them to the ACCESS webpage. Feel free to watch any of the sessions that you may have missed. You will need to be logged into site to view the videos.

Click here to view a listing of trainings

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EMIS

ODE has added the **Student Claiming Module (SCM)** to **ODDEX**. As students arrive at your district for enrollment, this new feature will allow for earlier access to their records. It also allows for earlier notification as to when a student is leaving. The goal of this new module is improved grade placement of new students and better high school graduation planning. Students reported from the Student Cross Reference by any public district (Traditional school district, JVSd, ESC, Community School, STEM) since FY15 will be included. This is not a required tool, but ODE feels that once *Progress Toward Graduation Reports* are released, high schools will find this to be a useful tool. More to come in the future on this new feature from ODDEX.

Beginning with FY21 reporting, ODE began to collect student course grades and CORE graduate credits. This information along with assessment information, program codes (Graduation Seals), etc. will be used to build *Progress Towards Graduation reports* provided by ODE can be used in planning and monitoring a student's progress towards graduation. Data used to generate these reports will be a result of your student data submitted via EMIS. ODE expects reports to launch in late fall and will provide more information before the release to assist with navigating the reports. ODE is also still adding volunteers to participate in Focus Groups for this project. If you are interested in volunteering, send an email to EMIS@education.ohio.gov, along with your name, district and role in the district.

Civil Rights Reporting
Included in the next release of StudentInformation (21.1) are updates to the report and maintenance screens for Civil Rights Reporting for the 2020-2021 school year. Reporting begins in December of 2021. Complete Civil Rights Reporting information is available from the CRDC site where you can find a detailed list of 2021-2022 Data Elements.

We will continue to share updates to StudentInformation and Civil Rights Reporting as received.

EMIS Coordinator Meetings - EMIS Coordinator Meetings are scheduled as needed.

EMIS Alliance Training - Troubleshooting the Federal Child Count and Using Excel to Troubleshoot EMIS Reporting are the next EMIS Alliance training topics. As soon as these are scheduled we will let you know.

EMIS Work Sessions - We remain available to work through EMIS reporting requirements with you! EMIS Work Sessions can be scheduled with you via Zoom or phone. If you would like a session, please send an email to emis@access-k12.org.

"Whether you think you can, or you think you can't -
you're right"

~Henry Ford

EMIS

Open EMIS Student Reporting Collections

As of publication, the following EMIS Student Collections are posted to the Data Collector for reporting.

FY21 Collections

Graduation Collection (FY21)
05/06/2021 - 10/15/2021
Diploma information and all data necessary to verify that a student was met CORE and testing graduation requirements are reported to EMIS during the Graduation Collection.

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FY22 Collections
Beginning of Year Student Collection (FY22)
09/09/2021 - 12/20/2021
This is the first of three collections of student data for all Traditional Districts, JVSd, ESCs, and State Supported Schools. Data reported is used for school funding, federal reporting and other ODE requirements.

SOES Beginning of Year Student Collection (FY22)
08/02/2021 - 12/20/2021
This collection the first of two collections and is required for all Community School and STEM districts reporting of student data. Data reported is used for school funding, federal reporting and other ODE requirements.

Student Cross Reference (FY22)
07/02/2021- 08/09/2021
All EMIS reporting entities are required to submit data. Updated student information (admission and withdraw) must be reported within 30 days to SCR.

SOES Student Contact(s) Collection (FY22)
08/02/2021 - 08/09/2021
This collection is required for all community schools and STEM districts. This collection allows the resident district, community school, and STEM district to see student name and contact information in relation to conflicts regarding the student.

Staff and Course Collection - Initial (FY22)
09/23/2021 - 01/28/2022
The Staff and Course Collection includes all staff employed any time in FY22 and staff members who were employed as of the end of last year but are not longer employed as of the beginning of the school year. This collection also includes students and their course records, course master records, and additional related records.

Fall Early Learning Assessment Collection (FY22)
09/23/2021 - 04/01/2022
This collection includes the reporting of the PS ELA Assessments.

Kindergarten Readiness Assessment Collection (FY22)
09/23/2021 - 02/22/2022
This is the required collection for the Kindergarten Readiness State Assessment.

Summer and Fall End of Course Assessment Collection (FY22)
09/23/2021 - 03/25/2022
This collection is required for all districts whose students took the Summer and/or Fall End of Course Assessment.

Fall 3rd Gr ELA and Reading Collection (FY21)
10/22/2020-3/5/2021
This collection is required for all entities who administered the Grade 3 Fall English Language Arts (including Reading subscore)

Student Course Grade Collection (FY22)
09/22/2021 - 09/14/2022
This collection includes grades and progress for student educated at your district. This information will be used in the future Progress Towards Graduation data returned to districts.

The complete FY22 EMIS Data Processing Calendar is available from the ODE Website.

THE ACCESS STORE - SHOP WITH US!

For special pricing, contact Lisa Smith or email smith@access-k12.org

Consortium Offerings - through our partnerships, discounted pricing is available on the following products and services. We will continue adding to this list.

- **HelloSign** - Electronic document signing https://www.hellosign.com/
- **Ehallpass** - Online digital hall pass Video Demo
- **One2One (Learn21)** - Device Management - Video Demo
- **Tech Guard - Cyber Security Awareness Training-** Information about this product.
- **Fred Pryor Learning Solutions** -Online and In-person training https://www.pryor.com/
- **Zoom Video Conferencing** with Ohio BECM and DLA content.
- **GoGuardian** - Safe Digital Learning for Schools   www.goguardian.com
- **Generation Yes** - Student Technology Leaders curriculum/program. www.genyes.org - rebranding to a State of Ohio Model. If interested, asked about it.
- **TEC** - Bully Tip Lines, Text Messaging, etc. http://www.tec911.net/
- **Data Map** - https://www.progressbook.com/datamap/
- **Google Enterprise Suite -** pricing based on NCES FTE. Google Enterprise Overview
- **SORA/Overdrive EBook Consortium**   https://resources.overdrive.com/k-12-schools/
- **Class Technologies - Class: The Virtual Classroom Built on Zoom** http://class.com
- **Last Pass - Password Manager -** http://www.lastpass.com
- **Chromebooks and Accessories -** contact ACCESS for further information.

Consortium Purchasing

ACCESS is always looking to help schools save money by providing applications at consortium pricing. We will continue to survey school needs and investigating hardware offerings. Through one of our vendor partnerships, we were able to provide chromebooks and accessories at reduced prices. Zoom license pricing for one and three-year options is low priced and can be purchased throughout the year. Class Technologies product Class: The Virtual Classroom built on Zoom is becoming available through an agreement with the OECN for all ITCs. Until then, our current offerings are on the next page.

INFOHIO Library services

ACCESS SORA/OVERDRIVE Consortium

ACCESS partnered with SORA/Overdrive to provide an eBooks Consortium opportunity for our schools. This is a membership consortium at a cost of $1.00 per student population engaged to benefit from using this service. A You can join in anytime. Our participation is growing. If you are interested, contact Lisa Smith (smith@access-k12.org)

Library support by INFOhio.
Phone number: 330-702-7875
Support Email Address: support@infohio.org

The Ohio Distance Learning Association - OHIODLA

ACCESS is a member of the Ohio Distance Learning Association. Therefore, ACCESS districts are entitled to its resources at no additional cost. Check out http://www.ohiodla.org to see the resources you can enjoy.

About ODLA…

In 1997, video distance learning began to make an impact on education in Ohio through funding contributions made by Ohio's large local exchange telephone companies as a result of various stipulations and agreements with the Public Utilities Commission of Ohio. By 2003, For the past 12 years, a statewide network of support staff and agencies has met monthly to promote, develop and encourage the use of Video Conferencing within the districts we serve. In 2011, this group voted to become an official organization, for the benefit of those districts and content providers we serve. We organized, developed a charter and have become an affiliate of the national organization, United States Distance Learning Association (USDLA). As a state member of this organization, our mission is the same; to promote the use of Video Conferencing in the schools we represent.

ACCESS - Advancing Education Technologies
http://www.access-k12.org

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