

LOGIN

085563 ACCESS

SERVICE YEAR

SY2019

ITC

ACCESS

ITC NAME

ACCESS

ITC DIRECTOR

Lisa Smith

EMAILsmith@access-k12.org**FY19 CIP Narrative Responses****1. STATUS AND PROGRESS**

During FY18, we were able to meet several goals. Three additional staff members were hired to join student, fiscal and network services. ACCESS total staff count is now 12. Adding staff allows us to provide customer support in a more timely manner and allows us to effectively cross-train within our departments.

Network Services - The ACCESS fiber plant continues to be maintained. To date, ACCESS owns approximately 325 miles of private fiber used to support our schools. ACCESS provides data, voice, video and wireless services across the network. Security has been a key focus for ACCESS network staff. We remain engaged with the Management Council in developing appropriate security policies. We continue to monitor and utilize the appropriate tools to safeguard our investment and continue to provide the services that our schools expect. We hope to offer additional security services to our districts this year. Library services also falls under this department. We continue to provide electronic resources through INFOhio.

Student Services - Software Answers, ProgressBook Suite, StudentInformation and GradeBook products continue to be supported and trained on. Data Map and Virtual Classroom are being added within several districts necessitating staff to assist with implementation and training. Training is a critical focus for our Student Services group. We continue to provide data, as authorized by schools, to assist grant proposals.

EMIS - Districts continue to be updated on EMIS changes and their impact. Reporting periods are closely monitored to ensure that districts meet their required deadlines for data submission.

Fiscal Services - ACCESS withdrew from the Sungard eFinance project and is now participating in the Fiscal Redesign project. Staff is working to prepare districts for transition to the new platform. Test instances have been created for all districts. Once districts are comfortable to onboard, migration will occur with the guidance of SSDT/MC. The fiscal services department continues to support district treasurers and their support staff on current products in production. The fiscal operation of ACCESS Council is also supported in-house by our resident Treasurer.

ACCESS will continue to monitor the needs of our schools and review and incorporate any modifications needed throughout the year.

2. AREAS OF IMPROVEMENT

In FY19,

- We will continue cross-training efforts in line with department needs making sure all areas are fully covered during staff absences. .
- We will continue to focus on the needs of our customers/schools and evaluate if we can provide additional resources or services.

- ACCESS departments will continue to conduct meetings and trainings for our customer population within their areas.
- Advisory group meetings will also take place in all areas we support ensuring our customers have a voice in our future planning.
- Tools will be introduced and utilized to capture trainings for future review.
- Communication, among staff and customers, and timely customer service are two areas of focus for continued improvement.

Network Services - Will implement a new Internet filter product phasing out the current product in production. The new product will better support one-to-one devices that are transported between school and home. We will maintain two products this school year allowing for a smooth migration with little interruption.

Student Services - Expand the use of Software Answers ProgressBook Suite products by incorporating Data Map and Virtual Classroom where requested. Continue to support, from a data perspective, third-party software needs of districts. Continue to assist new employees with understanding StudentInformation processes. Improve upon cross-training of department roles and responsibilities.

EMIS - Continue to participate in EMIS Alliance and provide support to districts and new employees working within EMIS.

Fiscal Services - Continue to participate in the Fiscal Redesign project. Assist districts with migration when ready. Continue to maintain legacy fiscal software supporting our district needs. Work with new employees to understand current and future software.

3. INPUT FROM STAKEHOLDERS

Historically, ACCESS conducted a customer satisfaction survey each spring. To avoid redundancy and over-survey of our customers, ACCESS has partnered with, and utilizes the Management Council survey. Results are reviewed for incorporation in daily practices.

Upon closure of ACCESS help-desk tickets, each customer receives a survey required to be completed on the service provided. These results are reviewed daily, and any negative comment is addressed via a direct phone call from the Executive Director.

The results of all surveys allow us to identify our strengths and weaknesses within the organization and make modifications as appropriate. Results are shared with respective advisory committees to assist in determining goals of our organization moving forward.

The ACCESS leadership team visits with each district administrative team yearly to ensure communication remains open between organizations.

Feedback about ACCESS services is also received directly from the Board of Directors at regular monthly meetings.

4. COLLABORATION EXAMPLES

ACCESS continues to collaborate and partner with different ITCs for a variety of services.

NOACSC - ACCESS contracts with NOACSC for the hosting and support of our ProgressBook Suite environment and contract for use of NOACSCs *Harmony* report application. We were also one of the original INFOhio Shared Server participants.

OMERESA - ACCESS has partnered with OMERESA to provide Internet filtering services to two of their districts

LACA - ACCESS contracts with LACA for their RAM product.

ACCESS directors continue to participant in meetings and workshops across the state provided by ODE, Management Council, independent ITCs, vendors, etc.

Sharing knowledge and resources with, and learning from, other ITCs is a mutual benefit.

SUBMITTED ON

08/21/2018