

**Members Present:**

Bob Leiby, Manchester-Shortsville CSD  
Rich Boyes, Marion CSD  
Tom Manko, York CSD  
Camille Sorenson, EduTech  
Bob Smith, Elba CSD  
Joe Marinelli, WFL BOCES  
Mike Glover, GV BOCES  
Gary Hammond, GV BOCES  
Jack McCabe, WFL BOCES

**Members Absent:**

Joe Backer, Letchworth CSD  
Tim McElheran, Victor CSD

**Guest:**

Jeff Decker, Manager of Finance Systems / HelpDesk, EduTech  
Bob Phillips, Marketing Consultant

**1. EduTech Customer Service Survey Results ....Jeff Decker, Bob Phillips**

Camille opened the agenda item by summarizing the process in past surveys, focus groups – that is, survey, analyze results for common issue(s), develop action plan to address issues, re-survey after a period.

**Examples:**

1998 EduTech Customer Survey -  
Recommendation - Improve System Assurance Analysis (SAA)  
Action – Reengineer SAA workflow process, automate, Access to  
database, management statistics  
Result – Reduction in delivery time  
2002 Survey notes SAA process as positive

2000 EduTech Customer Focus Groups (HelpDesk) -  
Recommendation - Improve HelpDesk Process  
Action – Redesign HelpDesk process, Implement First Level  
Process; Access to problem ticket database,  
Management statistics  
Result – 2002 Survey notes HelpDesk process as positive

2001 EduTech Financial Systems Survey  
Recommendation – Support, Training Poor  
Action – Software, Accounting Training, Reengineer Support  
Result - 2002 Survey notes 75% favorable rating from Bus Mgr.

Jeff Decker and Bob Phillips presented the findings of the 2002 Customer Survey -

**The Objective / goal –**

- to identify level of satisfaction with current performance, services, pricing, relationship
- listen to the concerns of the customers
- identify areas for improvement
- implement changes

## The Process –

- Online survey to Business Officials, Technical Coordinators
- Onsite surveys for Superintendents
- gather, analyze, present results
- develop and implement action plan

## Participation –

- Superintendents 89%, Business Officials 36%, Technical Coordinators 32% (**if included districts where Technical Coordinators sat in with Superintendents, the Tech Coord participation number would be 46%**).

Results, highest positive and negative responses were discussed. The next steps will be the creation of an action plan and its implementation.

The question was raised, if 38 % of responses are unhappy with price structure, what are you going to do ? Answer, the issue would be factored into the action plan.

*It was agreed to present a draft action plan to the Committee at the May 9 meeting.*

*In addition, C. Sorenson will bring to the Committee at the May 9 meeting, an analysis of a recommendation by GV BOCES to provide EduTech Budgeting information in the same format as the GV districts receive from their BOCES in an effort to clarify the budgeting process.*

## **2. EduTech Current State - Cooperative / Vendor, Dropping EduTech Services / CoSers, Pending EduTech Changes .....C. Sorenson**

Camille began by explaining the New York State Technology Cooperative Aid Guidelines - the State, Regional and District components:

### **State - CoSer, EduTech provides Instructional Technology Services, and what amounts to the lease of Hardware / Software, Networks connecting Hardware /Software, Maintenance and Support, Training, Data collection as it pertains to Student progress,**

For example the following EduTech fees are State Coser required to support the items noted above:

- Network Support Technology Core /Base
- Workstation Support
- CSLO
- LAKENet Internet Base Fee
- Training
- State Data Collection, Test Scoring

### **Regional - All Guidelines as defined by the State, Plus items defined Regionally, Steering Committee**

For example the following EduTech fees are set Regionally, through the Steering Committee:

- LAKENet Network Personnel Support
- LAKENet Telecommunicatons
- Maintenance
- Standards (i.e. HP, Apple, IBM, Dell, Novell, Microsoft)

### **District – Individual need, as best as we can within the State/ Regional framework**

The ability for a district to drop services / Cosers is determined by the State, Regional, guidelines as a set within the Cooperative. There was a discussion on - pricing more in line with pay for direct services used, required Base Fees, the confusing EduTech pricing structure, the future of BOCES Aid, spending and the State Budget.

**3. NYSED Portal / Virtual Learning Space / SED Framework  
Accelerate Tools, Statewide Escholar initiatives, NYSED Unique Student ID  
..... C. Sorenson, J. McCabe**

Camille began by handing out the NYSED Framework for School Improvement and Professional Development and began the discussion on the section of the Framework addressing the “Virtual Learning Space” and “Data/ Technology”.

Jack then explained the inter-connection of the NYSED Portal, Virtual Learning Space (VLS), Statewide Escholar Data Warehouse Initiatives, Accelerate Tools – Data Mentor and the NYSED RFP for a Unique Student Identifier.

Camille explained that the "virtual" statewide warehouse is a practical reality and not too far off, through a pilot with the Western New York RIC at Erie, we have initiated a data request in Newark, retrieved live data from an escholar warehouse located at the Western New York RIC and returned a data mentor formatted screen, in a matter of seconds. There will probably be approximately 4 – 5 hosting warehouses across the State holding the student data of the 700 upstate districts, accessible by districts, BOCES, and NYSED through a virtual networked connection using Accelerate Tools, Data Mentor and Cognos to retrieve data.

In addition to data analysis, the warehouse can be used for LEAP, STEP, NCLB reporting.

*M. Glover requested statistics on Data Mentor / Accelerate usage within the region.*

**Next Regular Meeting:**

May 9, 2003  
8:30 a.m. to 12:00 p.m.  
RIT Inn and Conference Center