



## *Educational Technology Service*

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### Meeting Minutes – Steering Committee December 9, 1998

**Attendees:** S.Uebbing, J.McCabe, C. Manaseri, J. Backer, R.Fashano, B.Smith, J. Marinelli, T. Phillips, C.Sorenson, C.Saxby

**Customer Survey:** Camille Sorenson summarized the final results of the Customer Survey conducted by ECC Technologies. This included –

- 32 districts and BOCES responded to the survey with approximately 300 surveys, 27% of all surveys distributed were returned, 73% of the districts responded
- Breakdown of respondents are 50% Instructional(this included Technology Coordinators), 16% Administrative, 22% Support staff, 12% Other
- The survey indicated that for the most part, customers are satisfied with and find value in the services being provided. They feel there is room for improvement, particularly with project management and technical support services. The key issues are improved response time, better communications with district, better communications between EduTech departments, and a better trained and skilled staff.
- Installation time for SAA's should be shortened to 2 months, with Server, Instructional and Administrative computers being repaired in 1 – 2 days respectively.
- Next Steps included – Review of findings with staff; Analyze various views of data; Confirm/review benchmarks with existing management reports; Develop a plan to improve problem areas; Use data as a baseline, repeating the survey in 12 - 18 months
- Discussion items included –
  - We need to maximize our vendor relationships, how can we use our size to maximize our cost savings on purchases. Broker large volume items; take advantage of fluctuations in price.
  - Make sure that the buyer knows what's going on, the status.

**99-00 EduTech Budget:** Camille Sorenson reviewed the 1999 – 2000 EduTech Budget and District Pricing –

- Proposed EduTech budget includes an overall +6.8% increase; +7.4% Instructional; +6.0 % Administrative; +6.5% Telecommunication
- Factors driving the 1999-2000 budget include –
  - Continued intense demand for microcomputer local area network installation, technical support and training. \$11 million in equipment/software was installed in the EduTech districts in Fiscal 98-99.

*Eisenhower Building  
131 Drumlin Court  
Newark, NY 14513-1863  
FAX # 315-331-7045 Administration*

*FAX # 315-332-7446 Application Support*

*FAX # 315-332-7448 EduTech Receiving*

*3501 County Road 20  
8250 State Road  
Stanley, NY 14561  
Batavia, NY 14020-1099  
FAX # 716-526-9309  
FAX # 716-344-7730*

- Ever expanding base in units of hardware and software applications, geographically dispersed over nine counties which require training and technical support. Fiscal 98 – 99 saw a 27% increase in installed workstations, a 61% increase over 2 years.
- Relentless change and evolution of computer technology resulting in constant need for research and implementation and support for new products and software.
- Changes Influencing the Budget –
  - Full year effect in salaries and fringe benefits associated with new hires and 6.2 additional positions made possible by increased volume revenue.
  - Estimated equipment for replacing obsolete desktops, test score printer, training labs and Internet.
  - Other Expense increase for Part 200 service due to State eliminating funding to support Part 200 software.
  - Estimated Conference and Training increases due to the diverse and expanding technology supported.
- Proposed district pricing increases included-
  - Administrative increases +1.55% in all areas with +\$48K for Part200 spread among participants
  - Instructional increases +4.4% in all areas
  - Telecommunications increases +\$1,000 for all LAKENet districts
- Discussion items included –
  - Ratio of Salary to Education/Conference dollars appears to be inconsistent.
  - Is the pricing based on per call unit pricing? Assumption was to begin per call pricing in 99 – 00. Use 99 – 00 as baseline for unit pricing. October 1999 recommend unit pricing scheme with preliminary in June 1999. Possible 3 year averaging of number of calls.
  - Other opinions raised were against the use of per call pricing.
  - It was decided at the next meeting to refresh all committee members with information on past research on per call pricing and to reopen the evaluation of per call pricing.
- There was a general consensus of Steering Committee members to approve the budget and pricing.

**LAKENet Content Filter (Bess)**: Camille Sorenson reviewed the survey sent to all Wayne - Finger Lakes Librarians regarding the LAKENet Content Filter (Bess) and results. The survey listed a number of keywords where the librarians indicated they were blocked. Camille then explained how, by changing the keyword she was able to find the subject matter on the majority of the cases.

It was explained that –

- In the majority of the blocked searches the issue is training – EduTech will coordinate two training sessions for librarians (one at GV, one at WFL)
- Bess is blocking the New Book of Knowledge, a service offered by the WFL library service – EduTech will research having Bess exclude this URL from filtering.
- Bess is blocking a number of curriculum approved foreign language sites and issues with the union catalog – this will need to be researched.

In addition, Diana Wyras of GV library services raised the issue of Bess as a content filter at a librarian meeting and did not receive any complaints of the product.

### **Other Items**

**Title III** – all but 3 (awaiting phone company installation) library connections have been completed. Planning is in progress for application for moneys to be awarded next year.

**Legal opinion regarding private school and public funding issues** – Jack McCabe presented a legal opinion on Title III application including private schools. The opinion stated, “It is my opinion that the Wayne Finger Lakes BOCES is correct in assuming that its application for funds to be used for public and nonpublic schools is correct and in compliance with the RFP’s. Indeed if a challenge were made on constitutional grounds, it would appear that a challenge would have to be made to the entire federal law and also to the State Education Department.”

**Civil Service** – due to delays in hiring technical staff, Ontario Civil Service has agreed to trial for 18 months a process to hire technicians without requiring an exam, however civil service will pre-screen candidate qualifications prior to hire.