EduTech Steering Committee
November 8, 2005
The Lodge at Woodcliff

Members present:

Bruce Amey, Avon   Tom Manko, York
Joe Backer, Letchworth   Joe Marinelli, WFL BOCES
Joan Cole, Elba   Jack McCabe, WFL BOCES
Gary Hammond, GV BOCES   Camille Sorenson, EduTech
Bob Leiby, Manchester Shortsville   Dan Starr, NR-Wolcott

Members Absent:

Mike Glover, GV BOCES   Maria Ehresman, Williamson

Guests:

Keith Henry, WFL BOCES   Chris Saxby, EduTech

- New EduTech Items – Camille Sorenson
  - Remote troubleshooting
    Improving problem resolution – 60% of calls are Application Support driven. Currently able to do a lot of diagnostics remotely through the tree.

    Researching network streaming. This would give us the ability to go in remotely and take control of the desktop. We would then be able to see the same screen and walk the person through what needs to be done. Anticipate implementing in a couple of months.

    Gary Hammond had a concern with outside vendors using this practice and having the ability to go into another system. Does an Acceptable Use Policy cover this? Camille will talk with Gary further on this concern.

  - Web Based Tutorial Capsules
    Developing a series of web based tutorial capsules. Currently have a tutorial in Schoolmaster for grade book reporting. To view this tutorial:
    1. EduTech web site   www.edutech.org
    2. Services
    3. Schoolmaster
    4. Grade Book tutorial

    This should help in eliminating the trainings where class size consists of one to two people.

- Follow Up Items – Camille Sorenson
  - Data Administrators
    Camille passed out samples from across the state of Data Administrator's job descriptions, responsibilities, and qualifications.

    There are opportunities throughout the year for the Data Administrators to network and interact.

- "White Box" computers
  - In the past, the advantage of "white box" (no-name) computers has been the low price and local support. This line is now blurred. The cost of name-brand computers is more in line with the no-name computers.
  - Camille has been working with a district that has purchased no-name computers. They are now experiencing maintenance problems.
  - In the past, EduTech has done R&D based on several schools asking for a service and has offered the service based on interest.

- 2006-2007 EduTech Expenditures – Camille Sorenson
  The goal for the EduTech budget is to have a healthy functional budget which supports the infrastructure of EduTech provided district services and the staff necessary to provide the service. Also to have a flexible balance in a changing environment for new district services required in a difficult economic climate.

  The Budget Process:
  - November 8, 2005 --- Expenditure Budget
  - December 9, 2005 --- District Pricing
  - December 2005, January 2006 --- CSO Information GV and W-FL
  - December 2005, January 2006 --- Review by W-FL BOCES Board

  Highlights:
  - Continue to work on survey action plan regarding service delivery and communication
  - Continue to work regionally and at a statewide level to implement a student Data Warehouse
  - Prepare for increased volume as a result of 3-8 testing
  - 40 districts participated in Regents Item Analysis service
  - Continue to expand Data Mentor use and functionality
  - Work regionally to communicate and educate districts on Data Readiness
  - Begin installation of schools to Web based Student System; convert 3 districts to PowerSchool
  - Continue to offer web based student and professional development courses
  - Procurement, installation of nearly $7 million in hardware and software
  - Closed over 19,000 problems called into the Help Desk

  Internet/Email Availability
  - Over the summer districts received their Internet and Email availability.
  - On average Internet availability was 99.303% and Email availability was 98.515%. In both cases, EduTech met its target.
  - This is a starting base. We can now start looking at specific blocks of time.
  - Joe Marinelli asked how the averages compare to industry. Camille stated that when she worked in the financial community the target was 98-99%. The major cable/telecommunication providers strive for the five 9's (99.999).

  June 2005 Regents Item Analysis Processing
  - 40 districts participated on some level
  - This is not a scoring service.
  - Tests are scored locally and sent to EduTech for free analysis

  Help Desk Service Delivery
  - Met our target for the year
  - With the new phone system and enhanced service, the abandoned call rate dropped from 10% to less than 2%
  - Districts should have received this information in the summer as to how it compares to their district

Budget Figures
- Total budget $10,780,820
- Change for Current Budget   + $281,984
- Percentage of Change   +   2.7%

- Increases in salary and fringe benefits
- All other categories remain flat
- A few years ago EduTech laid off staff and did a freeze on spending. Staff now treats this as a way of operating and very conscious of spending.

Bruce Amey inquired if we have enough staff to handle test-scoring increase. Camille stated that she has shifted employees from other areas as needed to handle the volume. Also improved working environment and equipment.

Bob Leiby asked if EduTech anticipates any increase in district requested services. Camille explained that the district base has been stable in equipment. Have seen some increase in application support services.

Next Meeting:
December 9, 2005
8:30 a.m.
RIT Inn and Conference Center