

Fairfax County School Board
Operational Expectations Monitoring Report
 A = acceptable condition U = unacceptable condition

TECHNOLOGY

Period covered:

The Superintendent will use technology to support teaching, learning, and the Board’s operational expectations and goals. The Superintendent will:

1. Provide a comprehensive and functional technology infrastructure.

Superintendent: A U
School Board: A U

Reasonable Interpretation:

A robust infrastructure is critical to the successful operation of the school division. The technology in the classroom no longer consists simply of stand-alone computers. Every classroom must be connected to the wide area network in order to access important instructional applications and on-line materials. The business functions of the school division rely on access to the internet and the FCPS intranet as well as the major systems located at the Wilton Woods network operations center.

There are two critical elements to ensuring a robust infrastructure. First, the wide area network must provide reliable access for all students and staff and must be available 24 hours a day, 7 days a week. Secondly, when a problem occurs, the support structure must be in place to ensure that incidents are responded to quickly and effectively.

Indicator 1.a.

The FCPS Wide Area Network (WAN) services, including the infrastructure, equipment and circuits, will be available 99% of the time, 24 hours per day, 7 days per week, 365 days per year.

Indicator 1.b.

95% of Technology Incidents will be responded to according to established Service Level Agreements (SLA’s) outlined in the table below:

<u>Priority Level</u>	<u>Respond By:</u>	<u>Close By:</u>
Low – Planned	3 Business Days	30 Business Days
Medium – Routine	12 Business Hours	15 Business Days
High – Serious	6 Business Hours	3 Business Days
Critical – Emergency	2 Hours	24 Hours
Special – Emergency	2 Hours	8 Hours

The definitions of the priority levels are as follows:

Low/Planned - Events that are coordinated with the school/site to be done at a future defined time more than three weeks in advance.

Medium/Routine - Incidents that are failures which while inconvenient do not cause disruption for multiple users; users are able to perform the same work somewhere else at the location; is not FCPS mission critical (e.g. Individual workstation boots to blue screen, user cannot access mail, single computer cannot access internet).

High/Serious - Incidents that are failures, which may disrupt service for multiple rooms/offices/users at a site; normal work cannot be performed at another location at the site, applications and work affected may or may not be FCPS mission critical (e.g. one wiring closet down impacting a wing of the school, computer lab without network connectivity).

Critical/Emergency - Incidents that are failures which affect multiple users and/or multiple instructional applications at multiple sites; failure of a mission critical nature (e.g. one or more exchange servers are unavailable, county-wide virus outbreak, FCPS 24/7 down).

Special/Emergency - An incident where a single or multiple users are affected and it is mission critical (e.g. SASI user cannot access SASI during grading period, SOL testing interrupted by internet problems, School Board or LT member computer down and unable to complete critical time/sensitive function).

Superintendent Statement of Condition:

Board Comments:

2. Provide technology capabilities that are useful for staff members and students.

Superintendent:	A	<input type="checkbox"/>	U	<input type="checkbox"/>
School Board:	A	<input type="checkbox"/>	U	<input type="checkbox"/>

Reasonable Interpretation:

Technology is integrated into the curriculum at all levels, K-12, as well as across all subject areas. FCPS must ensure that computers are available in sufficient numbers, and those computers must be relatively current, in order to be useful to students. Aging computers have a higher incidence of breaking down, and often cannot run the latest instructional software applications.

Software applications are also vital to students and teachers in the instructional program. Usefulness of applications can be measured by usage statistics and teacher survey information. In addition, FCPS Online Campus, provided through FCPS 24/7, uses technology to expand the boundaries of space and time. Online courses are identical in content to those offered in the traditional classroom and provide students additional useful opportunities for learning.

Indicator 2.a.

FCPS will maintain a student to standard computer (5 years old or newer) ratio of at least 2.5 to 1.

Indicator 2.b.

FCPS will report on how frequently teachers report using technology productivity tools and how frequently teachers report using technology to support student learning based on an annual survey. Focus groups will also be utilized to seek input on the usefulness of technology.

Indicator 2.c.

FCPS will report on number of courses offered through the FCPS Online Campus and the number of students enrolled annually.

Superintendent Statement of Condition:

Board Comments:

3. Use technology to support diverse learning techniques and styles.

Superintendent:	A	<input type="checkbox"/>	U	<input type="checkbox"/>
School Board:	A	<input type="checkbox"/>	U	<input type="checkbox"/>

Reasonable Interpretation:

FCPS must provide technology for students with disabilities that will allow them to participate in the education process. Assistive technology can allow many students with disabilities the capacity to participate in an inclusive environment in the general education setting. For students with more severe disabilities, assistive devices can allow them to communicate with their teachers, other students, family and friends which would be impossible without the technology.

For the general education students, offering multimedia technology capabilities benefits students with diverse learning styles. In today’s world where multimedia and visual stimulations are pervasive, many students benefit in their learning when video segments can be appropriately integrated into the instructional day. Video streaming capabilities, tied to the FCPS Program of Studies and Virginia Standards of Learning provides the visual learner with reinforcement of essential learning concepts.

Indicator 3.a.

FCPS will provide and maintain targeted and appropriate assistive technology (e.g. augmentative communication devices, adaptive access peripherals and software to 100% of students with disabilities who are determined to require assistive technology support through the annual IEP process.

Indicator 3.b.

FCPS will provide to all schools a multimedia on-demand video streaming instructional tool, supporting diverse learning techniques and styles, and will report on the usage of this tool.

Superintendent Statement of Condition:

Board Comments:

4. Provide a means for interactive communication between the school system, parents, students, and the community.

Superintendent: A U
School Board: A U

Reasonable Interpretation:

It is important that parents, teachers and students have strong communications ties to ensure the best academic success for our students. Communications links must be available 24 hours a day, 7 days a week. FCPS provides a valuable resource tool to foster communication with our FCPS 24/7 Learning system. The FCPS 24/7 learning system provides the capability to post homework assignments, participate in secure discussion boards, share on-line instructional resources, post announcements, share calendar information on upcoming events, and much more. FCPS should continue to encourage active use of this powerful communication tool by all schools.

In addition, electronic mail is a critical tool for interactive communication between the school system and the community. All employees regardless of position, must have e-mail capabilities.

Indicator 4.a.

FCPS will report on utilization of FCPS 24-7 learning, by school, supporting interactive communication between students, parents, and teachers.

Indicator 4.b.

FCPS will report on monthly utilization of total email traffic, including the counts for both internal and external messages.

Superintendent Statement of Condition:

Board Comments:

5. Provide information electronically about school and division programs and academic progress.

Superintendent: A U
School Board: A U

Reasonable Interpretation:

Parents, students and community members need access to information about FCPS. With a diverse community, it is important that FCPS provide information electronically through multiple venues and in multiple languages. Many constituents prefer to receive information via e-mail. Others wish to access information via a rich internet presence. While others, especially those who may not have easy access to the internet, benefit from information via television. FCPS must provide a variety of technology tools to facilitate sharing of information electronically about school and division programs and academic progress. Please note that there is a corresponding goal in the community relations operational goals which addresses effective communications.

School Profiles available on the FCPS public website provide valuable information on programs and academic progress. (See indicator 6.a.) In addition to providing school and division-wide information about FCPS programs and academic progress, technology is also critical to providing parents with academic progress of individual students. Secondary teachers utilize an electronic gradebook, IGPro, which is integrated with SASI to provide academic progress information to parents and students.

Indicator 5.a.

FCPS will provide the Keep In Touch System for broadcasting electronic messages to parents and community members and will report on the number of subscribers, the number of schools with local customized Keep In Touch Systems, and the number of messages broadcast annually.

Indicator 5.b.

FCPS will provide public information and instructional television programming, and will report on the number of *School Scene*, *InSight*, and *In Other Words* programs to provide news and information about the schools, emergency messages and curriculum programming produced and aired annually on Channel 21.

Indicator 5.c.

FCPS will report on the number of times FCPS Public Service Announcements air by cable providers annually.

Indicator 5.d.

The FCPS Public Website www.fcps.edu will be available 99% of the time, 24 hours per day, 7 days per week, 365 days per year.

Indicator 5.e.

FCPS will report on the number of secondary teachers who use IGPro electronic gradebooks to provide student academic progress.

Superintendent Statement of Condition:

Board Comments:

6. Provide a system to access relevant and current data by appropriate users.

Superintendent: A U
School Board: A U

Reasonable Interpretation:

The effective use of data for instructional decision making can improve performance and academic achievement of all students. Having a tool deployed across the organization enables users to have instant access to much of the data they need without waiting for staff members to deliver customized reports. The FCPS Educational Decision Support Library (EDSL) is an enterprise-wide decision support system that provides a central location (data warehouse) for informed instructional decision making for FCPS teachers, principals and district administrators. EDSL provides an easily accessible and user-friendly web-based “one-stop-shop” to system-wide data to support educational decision-making at the local school level, cluster level, and the division level. EDSL delivers Standards of Learning data linked with demographic information, student enrollment and attendance, additional standardized test results, course marks and educational status such as limited English proficiency levels and special education status, to assist teachers and schools in meeting local, state and federal NCLB guidelines. School-based leaders can leverage the information to assess existing instructional programs, communicate effectiveness with local school communities, and plan for the future. Via the school profiles on the public website www.fcps.edu, EDSL data can also be shared electronically with the public, providing useful information on each of the schools in the areas of academic achievement, demographics, staffing, and discipline.

FCPS must maintain and enhance the EDSL system to support the changing needs of the school division.

Indicator 6.a.

FCPS will report on public utilization of EDSL via the school profiles on www.fcps.edu by counting page views within the profiles.

Indicator 6.b.

FCPS will report on FCPS utilization of EDSL via the EDSL portal by counting the number of reports opened by users.

Superintendent Statement of Condition:

Board Comments:

Summary Statement of the Superintendent:

Summary Statement of the Board:

Areas for Improvement:

Areas of Commendation:

Goal(s) for Technology for School Year:

Date for Re-Monitoring: