



FY21 Continuous Improvement Plan

1. Status and Progress*

What is the status and progress of your continuous improvement plan for this past year? Briefly describe your goals, current status, and an overview of your ITC's efforts towards completion of your plan and activities.

This past year was a very busy one for our fiscal team, as six districts completed their migration to either the State Software Redesign or to the eFinancePlus software. Southwest Licking Local Schools was the first LACA district to "Go Live" on the State Software Redesign. They were followed up by Crooksville Exempted Village Schools, East Muskingum Local Schools, and Licking County ESC, all as part of the Wave 5 migrations. During this past year, LACA also had one district participate in the AR Beta testing portion of the Redesign. Two LACA districts, Granville Exempted Village Schools and Heath City Schools, also completed implementation of eFinancePlus software through our EFP providing partner ITC. Several unexpected items, not included on last year's CIP, also occurred. Towards the end of the fiscal year, LACA lost one of our fiscal support team who went to work for the MC/SSDT. Also, in preparation of LACA becoming a COG, the fiscal team configured the new LACA COG entity and transferred all possible accounting and payroll data, from our previous fiscal agent, into the new LACA COG data files.

LACA's student team completed two of the four items on last year's CIP. LACA worked closely with the Career Technical district to map courses, grades, and attendance to handle the clone buildings for each of the JVS Satellite buildings. Two of our districts were migrated from Classic SPS to the New SPS during last year. Four districts were also migrated over to IEP Anywhere. We also received a surprise from Frontline that both the Classic and New SPS were being replaced with a new option named Accelify. We hosted several software demos for the LACA schools of the various Special Education options. Our other two focus areas from last year's CIP will remain ongoing into this year. LACA will continue to focus on cross training of the student team as much as possible. LACA hosted several Student Information Software (SIS) demos for schools that were interested in seeing what was available from other SIS Vendors. Currently we have no districts that have opted to switch at this time, but some interest remains. The student team did assist our districts through the sudden changes brought on by the pandemic during the last several months of the school year. We also worked with the MCOECN and ODJFS to help provide various pandemic related data such as Wi-Fi mapping and P-EBT data.

With such a large transition year due to staffing changes, LACA's Library Department was successful in providing excellent support and guidance without any interruption. LACA introduced BLUEcloud Circulation & Cataloging to our schools and began the initial transition.

Our EMIS team began to better utilize the LACA Web site to provide more frequent updates and a more efficient way to share documentation and information. This remains an ongoing goal for next year. As with the student team, the end of the school year and a lot of unknowns with how to report school during the pandemic kept the team busy researching new scenarios and answering many calls, emails and helpdesk requests.



FY21 Continuous Improvement Plan

Last year, our Network team worked with various Internet Content Filtering vendors and discussed various options with our districts in hopes of offering several competitively priced options. In the end, all of our districts made the choice to remain with our single solution. **CIP Narrative Online Reporting (FY2021)**

As with other ITCs and our school districts, the Coronavirus pandemic caused LACA to shift its priorities and goals in order to meet the all of the new challenges presented. By mid- March, LACA had purchased Zoom Pro Licenses for all of our district staff at no cost to the districts, and we continue to provide daily support for Zoom to member district personnel. This proved to be a very needed and used resource within our consortium. LACA's participation in the Ohio Distance Learning Association also provides many resources for those that were new to Zoom and Distance Learning. Almost overnight LACA's staff went from full-time in the LACA office to full-time work from home. New equipment purchases, updates to existing policies, security changes, and adjustments to many traditional procedures were needed. LACA staff shifted all of its face-to-face training to Zoom meetings as our staff learned new skills and methods to support our customers. Throughout this time, LACA's goal was to provide the same customer service that our customers expect, only to do it from home!

One last item completed last year was that LACA was established as a COG on July 1, 2020. LACA is now fiscally on its own and has its own Treasurer. LACA used this as an opportunity to completely update our Bylaws, job descriptions and a Policy Manuals.

2. Areas of Improvement*

What are the key areas of improvement you plan to address this coming year? Why were these key areas included? Were any needs identified in your ITC's results from the common customer satisfaction survey or your local survey? Provide an overview of the activities and professional development planned to address these key areas and describe what you hope to accomplish this year with those activities.

Migration from Classic USAS/USPS to Redesign will be a major focus and undertaking for the fiscal team this year. We have three districts participating in Wave 6 with Go Live dates prior to the end of the calendar year. We anticipate that as many as four districts will closely follow them in Wave 7. Six or seven migrations in a year will keep our team very busy. All of this is being done with some staff transition within the team. We have a new Fiscal support team member that will be going through on the job training and will be brought up to speed as soon as possible. Another staff member has retired and rehired, with some of the duties and responsibilities of the position changing. LACA has also moved one of our locally hosted redesign districts to MCOECN Hosting and has plans to move more over during this year. While no further eFinancePlus migrations are planned, LACA now has 3 districts working with TCCSA for EFP support. We also have one district using Ace Software that will be migrating to redesign in FY21. This would be LACA's first Ace-to-Redesign implementation and will provide new challenges and issues.



FY21 Continuous Improvement Plan

This new school year brings many challenges and opportunities for the Student team at LACA. The team will be introducing and supporting a new security model for Frontline/ProgressBook. Implementing this change at the start of the 2020/2021 school year adds to the many challenges we have seen due to the pandemic. Districts have waited until the last possible moment to finalize their calendars and schedules because of the ever-changing times. Many have new and alternative contingency scenarios ready should school plans need to change. The LACA student team stands ready to assist our districts through this next year of uncertainty. LACA is work with the Licking County Health **CIP Narrative Online Reporting (FY2021)**

department to automate daily absence counts reporting for all Licking County Schools. LACA is also assisting districts in deciding what special education software they want to use into the future. We have many districts currently using the Classic SPS that will need to migrate either to the new Accelify software or perhaps to IEP Anywhere, which LACA also supports. Two districts migrated to the New SPS this past year and will also have to select an option once this is no longer supported.

Our EMIS team may also undergo some staffing changes with year with a retire/rehire also involved on this team. LACA will be reviewing how best to support both our fiscal and EMIS users what restructuring or other staff changes are needed.

The INFOhio team, due to the current pandemic, has a goal to work successfully with districts/buildings who push to do more online circulation. Implement the new policies and circulation roadmap for Holds on both available and unavailable library items. Support and guidance for each library while implementing new safety procedures during circulation in regards to State COVID-19 guidelines. Continue the gradual introduction and transition of BLUEcloud Circulation & Cataloging. Continue the best customer service for all librarians and instructional staff.

Our network and technical team have the following on-going projects in place. LACA is working on switching from providing phishing campaigns and cybersecurity training from the KnowBe4 system to TechGuard Security. A goal this year will be providing more cybersecurity trainings for our users and taking a more active role in assisting 12 of our member districts with the cybersecurity campaigns and trainings. LACA staff members will also participate in periodic TechGuard phishing campaigns and annual cybersecurity trainings. The Executive Director and Director of Technology will participate in the monthly MC Security Working Group with Art Provost and keep up to date on security protocols for the LACA network. This year LACA technical team will also be implementing new services with iBoss to keep our students safe and filtered while at home during this pandemic. To do this we will be adding more cloud nodes to our system along with the updating of mobile client version. This update brings a new feature including SSL full decryption for Google Chromebooks along with the window/mac client. This will give full access into reporting of all sites and resources used on the device.



FY21 Continuous Improvement Plan

LACA technical team will conduct a feasibility study for migrating our server room to the SOCC. We will also be researching VMware VDI for our staff and lab environments to reduce time spent providing support, maintaining updates and maintaining security of our environment.

LACA will continue to work with ODE, the MCOECN and other entities to assist our customers and members through these uncertain times. We are ready for what new challenges are ahead in the next year.

LACA begins this school year with our staff teleworking from home when possible. We continue to look for new ideas, equipment, software and other items that can assist our staff in providing the best customer service possible and one that our customers are used to.

3. Input from Stakeholders* **CIP Narrative Online Reporting (FY2021)**

How do you obtain input from customers, governing board, and staff in identifying the key areas improvement ? Did you do anything new or different in developing your new plan?

The LACA Director and Operations Director annually offer to go out and meet face-to-face with our district leadership. We like to discuss with each Superintendent, Treasurer, Technology Coordinator, and other administrators any issues or concerns that the districts might have, make sure all are aware of the various services that LACA offers, and to see what initiatives the district might have. We especially target new Superintendents and Treasurers to LACA. All of our support team were also encouraged to visit districts when possible and participating in roundtable and other discussions. At the end of the last school year and probably at the beginning of this one, we conducted most of these visits via Zoom whenever possible.

A major topic in almost every meeting LACA leadership and teams held last year was the transition from a Consortium to a Council of Governments (COG). We started discuss this early on so all stakeholders were aware and then provided updates throughout the year. Our Governing Board voted unanimously to become the LACA COG effective July 1, 2020. One of the items we carried over from the consortium constitution to the COG agreement was the use of two committees: LACATech (Technology Coordinator) Advisory Committee and the Fiscal Advisory Committee. Each of these bodies also used ad hoc committees on the as-needed basis to drive more focused discussions on particular topics, usually centered on reviewing new products for use by the consortium as a whole.

LACA participates in the Annual MCOECN Common Customer Service Survey which is made available to all users. The data is collected, organized and compared over multiple years to identify trends in services.

We also host various meetings for user groups in which we discuss means of improvement. We have USAS and USPS Roundtable meetings that allow us to hear of any issues and get new ideas with our



FY21 Continuous Improvement Plan

customer base. One item that came out of various meetings was a customer asking LACA about a possible vendor relationship with Edulastic, which is mentioned below in the Collaboration section.

We continue the process of LACA service team meetings and all-staff potluck meetings in which each person provides team updates to the entire staff. Results of these meetings include the practice of notifying all staff when a service area is experiencing a service disruption so any person can answer phone calls and inform users. We also post notices on our website to apprise users. This allows the service team to focus on resolving the issue while the rest of the staff keeps users updated. We have also leveraged The Education Connection (TEC) to provide phone and text alerts to our end users for outages or service disruptions

4. Collaboration Examples*

Highlight examples of new or recent collaboration with other entities, or new products or services where collaboration could be valuable. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so, explain.

LACA has several new examples of collaboration this past year.

As mentioned earlier, LACA purchased Zoom Pro Licenses for all of our district staff. This proved to be a powerful and very helpful collaboration for our school districts, LACA staff and help to strengthen LACA's participation in the Ohio Distance Learning Association.

LACA's fiscal team began working the TCCSA for implementation and support services of the eFinancePlus software. This included two new migrations and one existing customer that moved over from WOCO to TCCSA. The customer had great things to say about WOCO but wanted to be a part of the same LACA/TCCSA model.

LACA also had a seamless transition of its OnBase relationship from META Solutions to HCC. Both META and HCC were very helpful during this transition.

LACA purchased several Cisco items from the ITC MVECA, which established itself as a Cisco reseller with very favorable discounts, saving our members quite a bit over typical prices from other vendors.

LACA worked directly with the Licking County Health Department to automate daily absence count reports being transmitted during the pandemic.

Thanks to a district request, LACA contacted Edulastic, a platform for personalized formative assessment for K-12 students, to discuss possible collaboration. LACA held several software demos and worked with Edulastic to get all LACA districts a discount.

The items below are not new collaborations, but ones that LACA feels is important to continue to mention:



FY21 Continuous Improvement Plan

Another partnership LACA participates in is the Ohio Distance Learning Association. The Ohio DLA is the Ohio chapter of the United States Distance Learning Association. The Ohio DLA promotes use of interactive and on-demand video distance learning in Ohio schools, providing students with opportunities to take daily classes on subjects that they otherwise would not, such as Mandarin Chinese or American Sign Language. They can also be part of experiences that would otherwise not be possible in schools, such as watching a live open-heart surgery and interacting with the surgeon during the event. The current chairperson of the Ohio DLA is a LACA staff person and is a key element to their success.

LACA continues to offer our in-house Requisition Approval Manager (RAM) software to ITCs and districts across the state for FY21.

LACA encourages our staff to volunteer to work with various statewide initiatives including OEDSA, OAEP, EMIS Alliance, EMIS Advisory Sub-committees, ProgressBook User Groups, INFOhio Providers, and State Software Advisory.

LACA has two districts involved in the GenYES project with the MCOECN. We also have a staff member active in the MCOECN Jitterbit project.