

Technology Plan

June 30, 2006 – June 30, 2009

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This plan may be viewed via the Internet at:
<http://www.muskegonisd.org/departments/technology/forms-reports/tech-plan/>

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Executive Summary

Each year, school systems plan for initiatives revolving around expanding access to technology. Those plans change due to the ever-changing face of technology. That is why this Technology Plan is a work in progress. As plans begin to become reality, other plans and modifications will be brought to light.

The Muskegon Area ISD Technology Plan spans a three-year time frame of 2006-2009 and was written based on input from multiple meetings with various groups representing each department throughout the Muskegon Area ISD. This plan has been designed to meet the needs of the various departments of the Muskegon Area ISD, as well as the needs of our local districts.

The overall direction of this plan is to improve how technology is being used in our organization and throughout our constituency. Although it does address expanding technology, it focuses more directly on how we will apply technology currently in place.

In an effort to focus on applying technology, this Technology Plan has developed five broad goal areas identifying specific goals under each goal area. They are:

1. Professional Development and Training
 - a. Ensure the provision of resources and appropriate technology to facilitate distance learning
 - b. Provide access to resources and appropriate technology to facilitate assistive technology
 - c. Ensure access for local district students to career/vocational assessment resources
 - d. Provide access and training on Discovery Center services
 - e. Train the trainers
2. Administrative Efficiencies
 - a. Increase knowledge of alternative funding sources
 - b. Provide opportunities for cost savings
 - c. Update and improve financial systems (AS/400)
 - d. Ensure legal and ethical compliance
 - e. Establish and maintain partnerships
 - f. Establish/refine privacy and security measures
3. Technical Infrastructure
 - a. Complete fiber project
 - b. Upgrade MAISD technical infrastructure
4. Increase Student Achievement
 - a. Expand teacher services and resources to all LEA's
 - b. Increase distance learning programs and opportunities for LEA's

- c. Increase opportunities in assistive technologies
- 5. Services and Products
 - a. Establish data warehousing
 - b. Expand technology resources and processes in business and human resources
 - c. Expand online technical assistance
 - d. Create and expand Intranet

Through these goals and related initiatives, the Muskegon Area ISD Technology Services Department plans to promote the use of technology as a meaningful and productive tool, while still expanding access where necessary. The plan promotes collaboration of departments.

Each year, as this plan progresses toward implementation, it will be evaluated. ISD-wide and department meetings will be held, along with assessing the extent to which the goals of the plan are being realized. Any necessary modifications and adjustments will be made and added as appendices to the original plan.

District Profile

The Muskegon Area ISD serves twelve public school districts: Fruitport Community Schools, Holton Public Schools, Mona Shores Public Schools, Montague Area Public Schools, Muskegon Public Schools, Muskegon Heights Public Schools, North Muskegon Public Schools, Oakridge Public Schools, Orchard View Schools, Ravenna Public Schools, Reeths-Puffer Schools, and Whitehall District Schools.

Approximately 31,000 students are enrolled in the school districts served by Muskegon Area ISD.

Muskegon Area ISD also serves as the Regional Educational Media Center (REMC 4) serving Muskegon, Newaygo and Oceana counties.

Mission Statement

To provide the leadership, programs and services which complement and enhance the efforts of constituent school districts in extending educational opportunities to all students.

Buildings

Delivery and support for educational programming occurs at two sites and several district out-buildings:

**1. Muskegon Area Career Tech Center
200 Harvey Street, Muskegon, MI
49442**

Provides educational opportunities for high school and adult students in vocational studies.

**2. Wesley School
915 East Wesley Street, Muskegon,
MI 49442**

Provides students with the opportunity to develop cognitive, self-care, language, leisure, vocational, physical, and emotional skills that will allow them to function as independently as possible.

Introduction

Planning teams empowered to create the Muskegon Area ISD Technology Plan developed the following document. The plan describes in detail a technological future for the programs and school districts associated and served by the Muskegon Area ISD.

District Technology Mission Statement

The technology mission of the Muskegon Area ISD is to provide leadership and services in the use of technology to a varied customer base.

District Technology Vision Statement

Muskegon Area ISD will provide seamless access to tools and resources to all stakeholders and will enable students and staff to fully utilize technology to inform, motivate and transform learning.

Belief Statements

- We believe that technology can positively impact student achievement by providing tools and resources to both students and teachers.
- We believe that all students are entitled to equal access of technology opportunities and options to achieve full digital citizenship.
- We believe that MAISD technology should support, enable and empower all of our constituents.
- We believe that MAISD is responsible for continuous research, evaluation and integration of technology.
- We believe that MAISD is, and will continue to be, the leader in providing technology services and access in our region.
- We believe that technology can provide cost-effective ways to do our business efficiently and effectively.
- We believe that quality professional development is essential to equip users to access current and emerging technologies.
- We believe that life-long learning is supported and facilitated by technology.

Technology Goals

1. Professional Development and Training

Moore's law states that technology changes every 18 months. Because of this, it is important that Muskegon Area ISD dedicate human and financial resources to be at the cutting edge of technology. Muskegon Area ISD will provide opportunities for new technologies to introduce into the ISD as well as its constitute districts.

2. Administrative Efficiencies

As new technology is implemented, it is important to ensure that older applications are "backwards" compatibly. Simply stated, technology should continue to work during the expected life of the product. Muskegon Area ISD must empower users to continue to gain value from previous purchases in regard to technology.

3. Technical Infrastructure

It's important as Muskegon Area ISD moves forward with technology that it can support the initiatives put before it. In order to accomplish that, the MAISD must have a backbone in place that will support not only current needs but also the needs of the future as well.

4. Increase Student Achievement

As continued scrutiny is place on school districts because of legislative action, it is important that the Muskegon Area ISD continue to focus on enhancing student achievement through the effective use of technology. To this end, MAISD will implement programs that will enhance the work of its constituent districts in achieving exemplary student scores by using technology as a supporting mechanism.

5. Services and Products

As a leader in technology, it is important that the Muskegon Area ISD continually evaluate new technologies and their application for our customers. It is also important to listen to our customers regarding new services that would benefit them.

Consortium Acknowledgement

Consortium	Description
REMC 4	Consortium of districts includes Muskegon Area ISD, Newaygo, and Oceana counties, sharing multimedia, technology, concepts, and pricing info on software, and hardware innovations
Media Advisory Council	Media representatives from Muskegon, Newaygo, Oceana, and Kent counties who work on adding video content to the video library.
Technology Coordinators Council	Technology leaders from Muskegon, Newaygo, and Oceana counties who provide guidance to Muskegon Area ISD on technology initiatives, direction, equipment, software, policies
Shoreline Fiber Network	School districts in Muskegon County, as well as the County of Muskegon and 911, have formed a fiber optic enterprise network to support operations.

Technology Planning Team Members

Staff Name	MAISD Department/Role
Cliff DuPuy	Director of Technology Services
Jennifer Sleeper	Departmental Administrative Assistant
Kathy Morris	Administrative Assistant
Rhonda Henry	Program Director of IMS
Tim Brown	Network Administrator
Brent Newville	Network and Operations Technician
Heath Warren	Computer Technician
Jeremy Brummel	Computer Technician
Mike Carpenter	CTC Principal
Robin Hulings	CTC Administrative Assistant
Jim Redder	Director of Special Education
Vicki Broge	Program Director for Business and
Sandy Beck	Accounting
Pete DeGraff	Executive Administrative Assistant
Shari Graham	Program Director for Human Resources
Stuart Jones	Program Director for Head Start
Karen Knowles	Copy Center Manager
Tom Miller	Assistant Principal for Wesley School
Sue Rhem-Westoff	Internet Network & Security Technologies
Toni Schillaci	Administrative Assistant/Math-Science Ctr.
Diane Zoellmer	Instructional Technology Coordinator

Existing Infrastructure

The Muskegon Area ISD is currently in the process of construction of the Shoreline Fiber Network. When complete, this network will consist of 125 miles of single mode fiber optic cable that runs throughout Muskegon county connecting high schools, middle schools, elementary schools, and administrative buildings, Muskegon county buildings, and 911 Central Dispatch facilities. The fiber serves as the backbone for the gigabyte network, which supports voice, video and data. The fiber backbone is connected to Merit Network, which serves as the Internet Service Provider (ISP) providing 45 mbs of Internet traffic.

The Muskegon Area ISD buildings listed in this plan are all connected to the wide area network (WAN) by their own supporting local area networks (LAN). Approximately 30,000 computers will be connected within the different LAN segments. The LANs are all configured with Cisco network components. All buildings have a Netware server and/or Windows NT/2000/2003 servers, and an Apple SAN server is in place, serving as file/print servers, firewalls, web servers and streaming video servers. All locations connect back to the Administrative Data Center to have their Internet traffic filtered/monitored.

Muskegon Area ISD will also support an interactive distance learning network. This network will deliver classes, professional development, video conferencing, virtual field trips, and satellite downlinks to the high schools in our area.

Future Technology to be Acquired

All technology acquired to support the infrastructure is for the sole purpose of enhancing performance and to give greater reliability and security to the system that is currently in place.

1. Completion of the Shoreline Fiber Optic Network.
 - a. Responsibility: Shoreline Fiber Consortium
 - b. Completion Date: August 2006

2. Provide web content filtering operations, email and web site hosting, and network analysis for the constituent districts.
 - a. Responsibility: Technology Services
 - b. Completion Date: June 2007

3. Encode and deliver video assets via a streaming video server solution that is aligned with the Michigan Curriculum Frameworks standards.
 - a. Responsibility: Technology Services, Instructional Services
 - b. Completion Date: August 2007

4. Implementation of Internet II services and coordinate with higher education institutions worldwide.
 - a. Responsibility: Technology Services
 - b. Completion Date: January 2008

5. Investigate and implement a single sign on system where all network services are authenticated at one time when logging in.
 - a. Responsibility: Technology Services
 - b. Completion Date: January 2007

6. Implement a Voice Over IP solution that will integrate voice, email, and faxes all accessed via a GroupWise client.
 - a. Responsibility: Technology Services
 - b. Completion Date: August 2007

7. Implementation of an “on-line” experience in support of the new high school reform legislation.
 - a. Responsibility: Technology Services, Instructional Services
 - b. Completion Date: January 2007

Curriculum Integration

Muskegon Area ISD has developed ISD-wide curriculum in consortium with all of the local educational agencies (LEAs) in the major four content areas and aligned to the Michigan Curriculum Framework and national standards. The Muskegon Area ISD Career Technology Center vocational education curriculum meets the National Technology Standards, and the Muskegon Area ISD Special Education curriculum is aligned with AUEN and MI Access standards.

All Muskegon Area ISD curriculum includes:

- Content
- Assessment
- Teaching and Learning
- Professional Development

In the K-12 curriculum, all strategies are based on research and best practices. Each content area has embedded technology standards. The curriculum cycle is ongoing as each curricular area is developed, reviewed, and revised.

As identified and requested by LEAs, Muskegon Area ISD will provide Distance Learning course offerings such as virtual field trips, two-way interactive classes, and access to online coursework, such as is available through various online sources for K-12 students, in their local school districts. These offerings will be made available to all students, including those from the MAISD Career Technology Center and Special Education programs.

In addition, Muskegon Area ISD offers a Head Start program providing educational opportunities for 3- and 4-year old children.

Collaborations

Currently, the Muskegon Area ISD works with several different ISDs and school districts to maximize resources for the benefit of both internal and external customers.

Muskegon Area ISD, in cooperation with several universities, is able to provide college credit for its various course offerings through Baker College, Muskegon Community College and Grand Valley State University.

Muskegon Area ISD works in collaboration with other ISDs to help support Special Education applications. Over the next two years, Muskegon Area ISD will be implementing a new electronic IEP program.

To be able to provide quality service to LEAs in Muskegon, Newaygo, and Oceana counties, Muskegon Area ISD has created a technology committee that meets several times during the school year. Presenters and speakers from around the country provide information at the meetings, revolving around technology in the schools. The Technology Services Department will work together to produce quality training and instruction to all staff and community members throughout the districts we serve.

The Shoreline Fiber Network Consortium, made up of Muskegon County, 911 Central Dispatch and the school districts of Muskegon County, is another example of collaboration to reduce the amount of monies needed to support a wide area network. This consortium provides voice, video, and data services throughout the county, linking all of the schools together to offer additional programs for students.

Communications/Public Relations

The Muskegon Area ISD Director of Technology Services will communicate directly with the Superintendent, Associate Superintendent and Muskegon Area ISD Directors about the progress of goals within the Technology Plan. The technology leadership team will report on technology staff development, technology purchases, repairs, installations, and maintenance decisions to their respective departments via staff meetings.

Parental information is also key to being successful in educational technology. A "Parent in Touch" component will be added to the CIMS software. This component will allow parents to login to the web site to retrieve progress reports, grades, attendance, and teacher communications to the parents. Parental professional development training sessions will be used to teach parents how to use the Parent in Touch software. Also, parents will be asked to attend various technology meetings to help with future technology offerings, and grant writing opportunities. Annually, a technology fair will be attempted to showcase how students use technology in the classroom. The technology team will be responsible for the organization and delivery of the fair and the participation of the LEAs.

Professional Development

The Muskegon Area ISD is committed to providing opportunities for staff to enhance their technology skills through seminars, online trainings, and hands-on training, etc. Technology Services will research and develop alternative ways to train staff. As new applications arise, all staff involved in working with technology will initially receive a minimum of eight hours of training. Awareness sessions and ongoing trainings will be provided on an as needed by staff, as new hardware is installed and new software applications are introduced.

Technology Services will also review, enhance, complete, and build upon strategies that are currently in place. The Technology department will disseminate this information to teachers, principals, administrators, and school library media personnel through email, REMC meetings, and district representatives.

The Muskegon Area ISD web site (www.muskegonisd.org) will be used to provide additional information regarding professional development offerings as well as registration for those offerings, via the Muskegon Area ISD online registration system. Teachers, principals, administrators, and school library media personnel will be surveyed to determine their professional development needs.

As new standards in technology are developed, such as the MSBO certification program, as well as other state and national standards, professional development will be planned, developed and implemented to fulfill these requirements.

Technical Assistance/Support and Supporting Resources

The Muskegon Area ISD has addressed the issues of supporting the internal staff and resources within the organization and better quality service to external customers by creating a more efficient technology staff.

An online trouble reporting system is in place to allow staff to input trouble tickets. The system then notifies the appropriate technician via email about the issue. The customer is kept informed of the progress of the call with periodic emails from the system as new information is inputted into the system. When the call is closed, the user is notified as to the nature of the repair and the time it took to complete the repairs.

An online inventory system is also in place to allow technology staff to monitor software licenses and upgrades to existing hardware and software. The inventory system occurs on login to the network and happens in the background, not allowing for intervention by the end users.

Muskegon Area ISD maintains a number of support contracts with vendors for specific pieces of hardware and software to ensure a 24/7 turnaround on any defective equipment.

A number of resources are available to customers to help them trouble shoot their equipment. Muskegon Area ISD maintains a web site with quick help/tricks, as well as helpful videos in the video collection. Muskegon Area ISD also maintains manuals that are available for end users to use as needed.

New technologies are evaluated through research and development. This key component to the Muskegon Area ISD technology plan allows for the evaluation and possible implementation of new technology as it is released. This also allows for the purchase of technology to determine the potential for integration into the technology plan or where it might benefit students and staff. Reports of the research and development efforts are then given to the Superintendent for any necessary action.

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Professional Development and Training

Specific Goal: Ensure the provision of resources and appropriate technology to facilitate distance learning

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Survey K-12 curriculum directors to determine needs	Instructional Services	8/06	1/07	
2	Identify technology systems and expertise required to meet those needs	Technology Services	1/07	3/07	
3	Begin to acquire necessary hardware/software to achieve goal	Technology Services/ Instructional Services	4/07	5/07	
4	Develop and implement required professional development	Instructional Services/Technology Services	5/07	6/07	
5	Monitor results and provide ongoing support using measurable standards to determine effectiveness	Instructional Services	8/07	6/08	
6	Analyze results and make necessary adjustments	Instructional Services/ Technology Services	6/08	6/09	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Professional Development and Training

Specific Goal: Provide access to resources and appropriate technology to facilitate assistive technology

Goal Leader: Jim Kauppila

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Work with assistive technology consultants to identify systems and expertise required to meet those needs	Special Education	7/06	12/06	
2	Begin to acquire necessary hardware/software to achieve goal	Special Education	1/07	4/07	
3	Develop and implement required professional development, including training for special education and regular education teachers	Special Education	8/07	12/07	
4	Monitor results and provide ongoing support using measurable standards to determine effectiveness	Special Education	1/08	6/08	
5	Analyze results and make necessary adjustments	Special Education	7/08	12/08	
6	Ensure that the Discovery Center supplies and supports AT devices and software	Discovery Center	Ongoing		

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Professional Development and Training

Specific Goal: Ensure access for local district students to career/vocational assessment resources

Goal Leader: Career Technical Center

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Monitor state-of-the-art career assessment devices to ensure our local districts have the best resources possible	Jean/IT			
2	Work with curriculum and vocational education directors to make decisions regarding the best use of resources	Jean/IT			
3	Provide necessary training/PD to ensure the district staff maximize the full potential of the software	Jean/IT			

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Professional Development and Training

Specific Goal: Provide access and training on Discovery Center services

Goal Leader: Discovery Center

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Identify and procure software and equipment to convert analog video assets to digital video assets for LEAs	Technology Services	7/06	12/06	
2	Train Discovery Center staff on video conversion	Technology Services	9/06	12/06	
3	Train LEA staff how to access and use the new digital systems	Discovery Center	8/06	Ongoing	
4	Monitor and evaluate current MAISD collection and new offerings	Discovery Center	7/06	Ongoing	
5	Evaluate and measure local district usage	Discovery Center	7/07	1/08	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Professional Development and Training

Specific Goal: Train the Trainers

Goal Leader: Cliff DuPuy

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Compare PD survey needs with current expertise of technology staff	Technology Services	8/06	1/07	
2	Ensure necessary training for MAISD technology trainers	Technology Services	7/06	Ongoing	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Increase Knowledge of Alternative Funding Sources

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Provide staff to facilitate grant searches/assist in writing for technology equipment/supplies and disseminate necessary information to appropriate districts	Technology Services/ Instructional Services	09/06	Ongoing	
2	Communicate knowledge of available funding sources to appropriate staff throughout the district	Technology Services	Ongoing		
3	Subscribe to a grants database, i.e., School Funding Center, on behalf of local districts	Technology Services	01/07	04/07	
4	Offer grant search/writing workshops for districts	Instructional Services/ Public Information Office	Ongoing		

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Provide opportunities for cost savings

Goal Leader: Administrative Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Paper reduction – eliminate duplicate copies and go paperless, where acceptable	Administrative Services	01/07	01/08	
2	Refine workflow process	Administrative Services	09/06	06/07	
3	Cooperative and collaborative purchasing – a. Legally share licenses, equipment, etc., b. MIDeal, c. REMC Cooperative Purchasing	Technology Services	06/07	01/08	
4	Training on programs already in place for more efficient/effective use of staff time	Technology Services	08/06	Ongoing	
5	Replace manual transfer of information and products, wherever possible, with electronic transfer	Administrative Services/ Technology Services	06/07	08/08	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Update and Improve Financial Systems (AS/400)

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Continue to upgrade AS/400, implement graphical user interface	Instructional Management Services	08/06	08/07	
2	Seek and obtain new customers within our defined service area	Instructional Management Services	Ongoing		
3	Continue meetings with user groups	IMS and Technology Services	Ongoing		
4	Promote the use of the HR system within LEAs	IMS	Ongoing		
5	Attendance system – have additional administrative assistants trained to input departmental attendance	Technology Services/ Business Office	08/07	1/08	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Ensure Legal and Ethical Compliance

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Revise Acceptable Use Policy and make it a web-based document	Technology Services	07/06	12/06	
2	Monitor and assess adherence to CIPA	Technology Services	07/06	Ongoing	
3	Assess and upgrade our adherence to copyright, proprietary, licensing, etc., requirements	Technology Services	07/06	Ongoing	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Establish and Maintain Partnerships

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Continue partnerships with local school districts, user groups and IMS customers	Technology Services	01/07	04/07	
2	Participate in dialogs with government agencies, local non-profits and private enterprise to identify common needs and solutions	Technology Services	01/07	01/08	
3	Continue to participate on various community advisory committees or boards	Technology Services	08/06	Ongoing	
4	Coordinate a regional staff development day session	Technology Services/ Instructional Services	06/07	04/08	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Administrative Efficiencies

Specific Goal: Establish/Refine Privacy and Security Measures

Goal Leader: Technology Department

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Comply with federal and state laws regarding privacy and security	Pete DeGraff	Ongoing		
2	Maintain necessary privacy/security software/hardware to protect the MAISD and districts (staff and students), i.e., spam filter, firewall, etc.	Technology Services	Ongoing		
3	Secure necessary training for tech staff to ensure knowledge of current security issues	Technology Services	Ongoing		
4	Building Security – card access, video monitoring, in/out tracking for MAISD buildings, including parking lot security with video surveillance	Administrative Services/ Technology Services	08/07	01/08	
5	Disaster Recovery Plan in Place	Pete DeGraff/ Cliff DuPuy	01/07	06/07	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Technical Infrastructure

Specific Goal: Complete Fiber Project

Goal Leader: Tim Brown

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Offer and facilitate VOIP to all districts	Tim Brown	01/07	Ongoing	
2	Capitalize on the new opportunities created by the Merit POP move to the MAISD	Tim Brown	04/06	Ongoing	
3	Make use of the connection redundancy to OAISD	Tim Brown	10/06	Ongoing	
4	Expand the digital video delivery system	Diane Zoellmer	10/06	10/07	
5	Provide leadership to community and member schools	Cliff DuPuy	Ongoing	Ongoing	
6	Investigate and implement effective network security practices	Tim Brown	Ongoing	Ongoing	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Technical Infrastructure

Specific Goal: Upgrade MAISD Technical Infrastructure

Goal Leader: Tim Brown

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Upgrade wireless capabilities in administration building to supply complete, secure coverage for the entire building	Tim Brown	01/06	04/06	
2	Upgrade Wesley School premises wiring	Heath Warren	07/06	07/07	
3	Upgrade active network electronics for MAISD, Wesley, CTC	Tim Brown	07/07	07/08	
4	Investigate and implement effective network security practices	Tim Brown	Ongoing		
5	Investigate potential need for additional servers	Technology Department	Ongoing		

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Increase Student Achievement

Specific Goal: Expand Teacher Services and Resources to All LEAs

Goal Leader: Discovery Center

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Expand Discovery Center/lending library resources. Provide more user-friendly reservation system for materials	Discovery Center	07/06	04/07	
2	Increase and expand professional development opportunities in MAISD-supported instructional technologies				

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Increase Student Achievement

Specific Goal: Increase Distance Learning Programs and Opportunities for LEAs

Goal Leader: Technology Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Provide each LEA the opportunity to increase student participation in the MI Virtual High School programs				
2	Provide the opportunity for every school building to participate in at least one classroom to classroom videoconferencing project				
3	Provide the opportunity for every high school student to experience one quality online learning experience before graduation				
4	Provide the opportunity for every elementary building to participate in one virtual field trip				
5	Create an assessment of LEA equipment and infrastructure to support a broad range of distance learning programs and opportunities and assist districts in knowing necessary equipment and in obtaining equipment				

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Increase Student Achievement
Specific Goal: Increase Opportunities in Assistive Technology
Goal Leader: Assistive Technology Staff/Technology Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Provide assistive technology and training to LEAs to improve student academic learning, i.e., Premier software, PictureMaker, etc.				
2	Provide technology and training to LEAs that increase student career awareness, career exploration opportunities and career assessments				
3	Create an assessment of LEA equipment and infrastructure to support a broad range of assistive technology programs and opportunities				

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Services and Products

Specific Goal: Establish Data Warehousing

Goal Leader: Technology Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Secure partners and develop specifications	Rhonda Henry	07/06		
2	Explore technology needs and feasibility of implementation	Rhonda Henry	07/06		
3	Identify data sets and data cleansing strategies	Rhonda Henry	07/06		
4	Provide training for administrative and instructional staff in usage of system	Rhonda Henry	07/06		
5	Provide training for school improvement implementation	Rhonda Henry	07/06		

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Services and Products

Specific Goal: Expand Technology Resources and Processes in Business and Human Resources

Goal Leader: Technology Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Explore/implement applicant tracking process				
2	Develop new employee process for training and assimilation				
3	Upgrade administrative software				
4	Upgrade and refine human relations department information database				

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Services and Products

Specific Goal: Expand Online Technical Assistance

Goal Leader: Technology Services

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Expand Helpdesk Offerings	Rhonda Henry	07/06	Ongoing	
2	Explore becoming HP Self-Provider	Tim Brown	07/06	07/07	
3	Expand website information and FAQ resources	Tim Brown	07/06	Ongoing	
4	Promote on-site technical assistance to school districts	Tim Brown	07/06	Ongoing	
5	Continue Customer Service Satisfaction surveys to ensure we meet district needs and expectations	Cliff DuPuy	07/06	Ongoing	

Muskegon Area ISD Technology Plan 2006-09 Action Items

Goal Area: Services and Products

Specific Goal: Create and Expand Intranet

Goal Leader: Web Manager

Step #	Action Step	Person Responsible	Start Date	Due Date	Date Completed
1	Design and Evaluate Intranet Content	Pamela Jackson	07/06	Ongoing	
2	Explore More Online Database Opportunities	Pamela Jackson	07/06	Ongoing	
3	Test and Implement Intranet Content	Pamela Jackson	07/06	Ongoing	

Technology Budget

Projected Expenses	2006-07	2007-08	2008-09
Salaries	783,971	799,651	815,644
Benefits	393,158	401,022	409,043
Contracted Services	11,500	17,300	17,300
Equipment	151,861	153,199	155,012
Servers	15,000	15,000	15,000
Switches	50,000	50,000	-
Internet Access	80,000	82,400	84,872
Maintenance	25,000	25,750	26,523
Miscellaneous Expenses, i.e. firewall, web filtering, software, etc.	40,000	42,000	45,000
Supplies	3,600	3,600	3,600
Telco Charges	80,740	83,162	85,657
Training	14,270	14,698	15,139
Travel	40,020	41,221	42,457
Totals	1,689,120	1,729,003	1,714,977

Evaluation of Progress

The Muskegon Area ISD has developed goals with projects, timelines, persons responsible and evidence of success. Progress toward meeting these goals are then evaluated bi-monthly by the Technology Team. The Muskegon Area ISD Technology Team will meet with the Superintendent, Associate Superintendent, Departmental Directors, and/or Board of Education to discuss progress, successes and areas for improvement of the technology plan on a monthly basis.

The Technology Team, with the assistance of the Instructional Services Department, will develop Needs Assessment Surveys to evaluate specific areas of the technology plan.

Our evaluation tools include:

- StaR Chart Self-Diagnostic Tool
- Technical Assistance Guide for Technology Plan Rubric for evaluation
- Yearly Technology Surveys

With the help of these evaluation tools, and committee meetings, the Muskegon Area ISD believes the technology plan can become living documentation that will be ever-changing with the needs of its constituencies and changes in technology.

Muskegon Area ISD Acceptable Use Policy (AUP)

Notice:

- This policy and all of its provisions are subject to local, state, and federal statutes.
- Network, Internet, and e-mail access is a privilege, not a right.
- The user must display responsible use to retain access privileges.
- This AUP governs both Muskegon Area ISD staff and students.

1.1 Local Area Network (LAN):

You are encouraged to:

1.1.1 Use your LAN account to access and use district software/hardware resources.

District software and/or hardware resources refers to programs, shared information, document templates, document wizards, clipart, network printers, shared printers, and the personal storage space assigned to you by the network administrator. All network users are encouraged to connect to, execute, and use these network resources as needed for the following reasons:

- To complete tasks necessary to perform job responsibilities or pertaining to classroom assignments
- To create materials for presentations, handouts and classroom assignments
- To enhance computer skills and gain knowledge

1.1.2 Use district computers/servers to save and retrieve files that pertain to school, school business, and limited personal files.

District computer users are allowed to save files to and retrieve files from district computers and servers. The network administrator strongly advises all users to save files to the server. Technology Services **cannot** guarantee the security of files saved to the local drive. Files saved to the local drive cannot be accessed from computers other than the computer on which the files are saved. Personal files saved on district computers/servers are subject to the same restrictions as school/business related files.

You are NOT permitted to:

1.1.3 Share your network username and password for any reason without permission from Technology Services.

Your network account information is for **your use only**. In the event that you encounter a situation that makes it necessary for you to share your account information with another user, you must first receive permission from the technology department. After receiving permission from the technology department and sharing the information, you will be responsible for contacting the technology department to have your password changed to ensure that the temporary user no longer has your account information. Failure to have your account information updated appropriately will allow the temporary user continued access to your account. You **and** the temporary user will be held responsible.

1.1.4 Use another user's LAN account information (username/password).

Each network account is to be used only by the **user to whom it is assigned**. Using another person's network or e-mail account is strictly prohibited. See section 1.1.3 for exceptions.

1.1.5 Install any software without authorization from Technology Services.

Prior to installing any software on district computers, you must obtain permission from Technology Services. Before you will receive permission, the software must be properly licensed and virus free. In the event that the software conflicts with the software provided by the district or causes problems of any kind, the software will be removed and/or not approved for installation.

1.1.6 Knowingly modify, delete, move, or copy any files/programs on the district computers/servers that belong to the district.

The software images used by the district computers require a very large number of files to operate correctly. Modifying, deleting, or moving these files will cause problems with the client computer and/or the server depending on the original location/name of the file. Many of the files also belong to copyrighted programs that are installed on the computers and are not to be copied.

1.1.7 Knowingly modify, delete, move, or copy any files/programs on the district computers/servers that will harm functionality.

1.1.8 Knowingly damage or otherwise impair the functionality of computers/servers/networks/printers/scanners or any other software/peripheral hardware (i.e., mouse, keyboard, monitor, cables).

Knowingly engaging in any activity that physically damages any computer or peripheral device or prevents it from functioning properly is prohibited.

1.2 Internet:

You are encouraged to:

1.2.1 Use the Internet to research assigned job responsibilities and/or classroom projects.

The Muskegon Area ISD provides a high-speed connection to the Internet via the LAN. The Internet is intended to be used as an educational tool. Staff and students are encouraged to use the Internet for performing job responsibilities and for classroom assignments and other school-related activities.

1.2.2 Use the Internet to access and exchange information.

Staff and students are allowed to access and exchange non-copyrighted materials with others, either within the Muskegon Area ISD or within other districts.

1.2.3 Use the Internet to communicate with other individuals and groups around the world.

The Internet makes instant global communication through e-mail, chat rooms, and instant messaging programs possible. Staff and students are encouraged to use the tools that the district has provided to take advantage of these opportunities.

1.2.4 Exhibit common courtesy and etiquette.

When using the school computers to communicate with someone, you should treat him/her the same as you would if you were communicating with that person face to face in a public place. In reality, the Internet is a huge public forum, and it is impossible to be sure with whom you are communicating.

You are NOT permitted to:

1.2.5 Use the Internet for fund raising, political lobbying, or for-profit activities.

The Internet is offered for your use in a limited forum. The Muskegon ISD LAN is a public entity and, as such, the use of the Internet for political lobbying, fund raising, or for-profit activities is prohibited. However, you are encouraged to communicate with political leaders over issues of concern.

1.2.6 Divulge personal information about yourself or others to unknown sources. (This includes address, telephone numbers, credit card numbers, passwords, and/or other confidential information.)

Network usernames and passwords or information of a personal nature about yourself or other staff and students should never be given to any individual or website on the Internet. However, it is acceptable if you find it necessary to give an e-mail address, credit card number, telephone number, or full name and address to complete the purchase of an item or to register installed software via the Internet.

1.2.7 Use the Internet for illegal purposes.

Use of the Internet for any activity deemed illegal by federal, state, or local law is prohibited. Examples include using the Internet to:

- Distribute copyrighted materials/programs
- Gamble
- Purchase illegal substances

1.2.8 Download or distribute copyrighted material without permission from the owner of said material.

With the incredible growth of the Internet and digital media, copyright laws have become very restrictive and instantaneous. When a person completes a document using a word processor, the document is automatically copyrighted under the current copyright laws. Copyright laws allow for the "fair use" of information by educators and students. The concept of "fair use" generally provides for the download of documents for personal use and/or reference. However, copying, distributing, or selling the document is prohibited without written permission from the author. Oftentimes it is not clear if the information falls under the "fair use" or not. Therefore, unless the document is published/posted with permission for use by the public, it is necessary to contact the person(s) or company that holds the copyright for permission to use the document.

1.2.9 Use profanity or abusive language.

Staff and students will follow the same guidelines for abusive and profane language on the Internet and inside e-mail that is used in any other office environment, class or activity.

1.2.10 Knowingly send, receive, or display any offensive material/pictures/information.

Sending, displaying, or knowingly receiving materials that contain information of an offensive nature is prohibited. Examples of this include sexually explicit jokes, stories, pictures, or any information that contains racial slurs, abusive language, or profanity. The district understands that you, as a network user, will not always be aware of what is contained on a website or within an e-mail message. In the event that you receive any of the above-described material or inadvertently access an inappropriate web site, please notify your teacher or immediate supervisor. Notifying the right people as soon as possible will ensure that you are not wrongfully accused of policy violations. It is also very important to remember the following:

- You can never be sure about the recipient's reaction to your communication and should take great care when communicating with others.
- These rules apply to e-mail received at school from any account that you may hold, not just the e-mail account issued to you by the district.

1.3 Email:

You are permitted to:

1.3.1 Communicate with friends and family.

The Internet makes instant global communication through e-mail, chat rooms, and instant messaging programs possible. Staff and students are encouraged to use the tools that the district has provided to take advantage of these opportunities. Provided it does not interfere with your regularly scheduled activities during classes and the communication adheres to the district policy, you are allowed to use email for communication of a personal nature.

1.3.2 Communicate with individuals and groups that have information pertaining to assigned job responsibilities and classroom projects.

The Internet makes instant global communication through email, chat rooms, and instant messaging programs possible. Staff and students are encouraged to use the tools that the district has provided to take advantage of these opportunities.

1.3.3 Subscribe to lists or discussion groups that contain information pertaining to assigned responsibilities or classroom projects.

Provided it does not interfere with your regularly scheduled activities during classes and the communication adheres to district policy, users are allowed to subscribe to mailing lists.

1.3.4 Exhibit common courtesy and etiquette.

When using the district's computers to communicate with someone, you should treat him/her the same as if you were communicating with that person face to face in a public

place. In reality, the Internet is a huge public forum, and it is impossible to be sure with whom you are communicating.

You are NOT permitted to:

1.3.5 Divulge personal information about yourself or others to unknown users. This includes address, telephone numbers, credit card numbers, passwords, and or other confidential information.

Network usernames and passwords or information of a personal nature about yourself or other staff and students should never be given to any individual or website on the Internet. However, it is acceptable if you find it necessary to give an email address, credit card number, telephone number, or full name and address to complete the purchase of an item or to register installed software via the Internet.

1.3.6 Use email for illegal purposes.

Use of the Internet for any activity deemed illegal by federal, state, or local law is prohibited. Examples include using the Internet to:

- Distribute copyrighted materials/programs
- Gamble
- Purchase illegal substances

1.3.7 Send, knowingly receive, or distribute copyrighted material.

With the incredible growth of the Internet and digital media, copyright laws have become very restrictive and instantaneous. When a person completes a document using a word processor, the document is automatically copyrighted under the current copyright laws. Copyright laws allow for the "fair use" of information by educators and students. The concept of "fair use" generally provides for the download of documents for personal use and/or reference. However, copying, distributing, or selling the document is prohibited without written permission from the author. Oftentimes it is not clear if the information falls under the "fair use" or not. Therefore, unless the document is published/posted with permission for use by the public, it is necessary to contact the person(s) or company that holds the copyright for permission to use the document.

1.3.8 Use profanity or abusive language.

Staff and students will follow the same guidelines for abusive and profane language on the Internet and inside email that is used in any other office environment, class or activity.

1.3.9 Knowingly send, receive, or display any offensive material/pictures/information to include but not limited to pornography, racist material, or violent material.

Sending, displaying, or knowingly receiving materials that contain information of an offensive nature is prohibited. Examples of this include sexually explicit jokes, stories, pictures, or any information that contains racial slurs, abusive language, or profanity. The district understands that you, as a network user, will not always be aware of what is contained on a website or within an e-mail message. In the event that you receive any of the above-described material or inadvertently access an inappropriate web site, please notify your teacher or immediate supervisor. Notifying the right people as soon as possible will ensure that you are not wrongfully accused of policy violations. It is also very important to remember the following:

- You can never be sure about the recipient's reaction to your communication and should take great care when communicating with others.
- These rules apply to e-mail received at school from any account that you may hold, not just the e-mail account issued to you by the district.

1.3.10 Send mass mail (SPAM) to district email accounts through the district email server or from any other account or server accessed from district computers.

Mass mail is defined by the district as follows: *any email message sent to more than 175 users, either by addressing one email to 175 recipients or by sending the same email to more than 175 recipients individually.*

Examples:

- One message with 176 addresses
- Two messages with 88 addresses on each
- Any number of messages with the same or similar content that, when combined, total more than 175 recipients.

1.3.11 Knowingly distribute viruses, or harmful programs or files of any kind.

Users will not deliberately attempt to disrupt network performance or destroy data by spreading computer viruses or harmful programs or files of any kind.

1.4 Privacy:

1.4.1 No guaranteed email message privacy.

The Muskegon ISD cannot guarantee that electronic communications will be private. Staff and students should be aware that electronic communications could, depending on the technology, be forwarded, intercepted, printed, or stored by others. Furthermore, others can access electronic communications in accordance with this policy. Remember that all email to or from your school account is subject to FOIA.

1.5 Monitoring:

1.5.1 Regular message monitoring.

It is the policy of the Muskegon Area ISD **NOT** to monitor the content of electronic communications regularly. However, the content of electronic communications may be monitored, and the usage of electronic communications systems will be monitored, at any given time, without prior notice, to support operational, maintenance, auditing, security, and investigative activities.

1.6 Disclosure:

1.6.1. Incidental disclosure.

It may be necessary for the technology department staff to review the content of an individual employee's/student's communications during the course of problem resolution or investigation of improper use. Technology department staff may not review the content of an employee's/student's communications out of personal curiosity or at the behest of individuals who have not received prior approval from the Superintendent. Technology department members must also use, at a minimum, the two-person integrity

rule when investigating, i.e., at least two people must always be present during the investigation/review.

1.7 Firewall:

1.7.1 Network/Firewall/Internet Monitoring.

It is the policy of the Muskegon Area ISD to monitor the use of the LAN, Internet, and email systems using log files created and stored on the individual servers. The staff and students should be aware that, through the use of the log files, the technology department members are able to view a list of Internet sites accessed from computers in the district, email transactions between email servers in other Internet domains, and the email server in our domain. Technology Services staff are also able to view information about who is logged on where and on what computer.

1.8 Forwarding:

1.8.1 Message forwarding.

Recognizing that some information may be offensive to others or contain sensitive/private information, it is expected that staff use a high level of discretion when forwarding messages to other individuals, groups, or mailing lists.

1.9 Responsibilities:

1.9.1 Staff/student responsibilities regarding usernames and passwords.

If you suspect that your username or password has been lost or stolen, the user must immediately notify the technology department so that the appropriate action can be taken. Failure to notify the technology department immediately may cause the original account holder to be charged for any infraction(s) committed by the second party. If the user has intentionally shared the account information, the original account holder may be charged with any infraction(s) committed by the second party.

1.10 File Locations:

1.10.1 Clarification of personal file locations.

During the creation of staff and student network accounts, the administrator has created private space on the network for each network user. The private space is referred to as a **Home Directory**. The network administrator strongly advises users to create folders inside of the **Home Directory** to help manage and save all files of a personal nature. Periodically the technology department will ask you to delete files that are no longer of use to keep the **Home Directory** clear of unused files.

1.11 Investigations:

1.11.11 Cooperation with outside investigations.

The Muskegon Area ISD will cooperate with all outside investigations, provided the source of the investigation is able to prove the following:

- The investigation is based on just cause.
- The district is provided with the proper documentation.

1.12 Privileges:

1.12.1 Loss of privileges.

Staff members or students who violate this AUP may face disciplinary action, up to and including loss of access privileges. When a staff member or student loses access privileges, that person will still be responsible for the completion of his/her job duties or assignments with computers other than those located within the district. In the event that the job duties or assignments can only be completed by using computers within the district, an alternate assignment may be given. However, the choice to give an alternate assignment to the staff member or student is at the discretion of the supervisor or teacher.

All users of district technology accept personal responsibility for appropriate use of technology. Failure to follow these guidelines may result in the suspension or termination of these privileges and other disciplinary action consistent with the district policies, common law, and the Student Code of Conduct. Violations of law may result in criminal prosecution as well as disciplinary action by the district.

Parent/Student Signature:

I have received, read, and discussed with my child the Muskegon ISD Acceptable Use Policy.

Print Student's Name

Student's Signature

Date

Parent/Guardian Signature

Date

Print Parent/Guardian Name

Address/City/Zip

Employee Signature:

I have received and read the Muskegon ISD Acceptable Use Policy.

Signature

Date

Print Name

Employee's Position

Department

Supervisor Signature

Date

Associate Director of Media and Technology Signature

Date