

Student Services Advisory Council

Meeting Minutes, February 6, 2009 – CNYRIC

District Attendees – Sandy Wagner – Auburn, Scott Krell – Liverpool, Kathy Bartley & Sue Fordyce – Central Square, Rob Meixner – Baldwinsville, Betsy Conners – Fulton, Phil Luckette – Jamesville - Dewitt, Steve Roux – Mexico, Steve Nevins & Donna Marie Norton - North Syracuse, Ted Larison – Homer, Paul Blair & John Salatte – Skaneateles, Kieran O'Connor – East Syracuse – Minoa, Jeannie Rybak – West Genesee, Denise Fox – Cortland

CNYRIC Attendees – Lori West, Eric Hovater, Antoinette Brown, Tammy Reilley, Shelly Johnson, Xochi Rick, Donna Oberlender, Bob Reale, Judy Corigliano, Steve Andrews, Mary Brady

I. Welcome & Introductions

- a. After introductions, attendees were asked what they hoped to get out of participation on the council
 - i. To find out more about services and support
 - ii. To learn more about SIS features to maximize use of the application
 - iii. To provide user feedback on SIS supported applications
 - iv. To have a say in the overall direction of Student Services
 - v. To provide ideas for application integration
 - vi. To have input into training schedules, indicate training needs

II. Review of Services Available Through the Student Services Department

- a. My Grade Book (MGB)

Mexico – *Can e-mail portal be turned on by teacher* – yes
Auburn – *Can attendance be taken?* – yes, however it's classroom attendance and only provides a summary
- b. ProgressBook (PB)

Homer – *What key features does ProgressBook have that MGB.com does not?*
 - PB setup is easier for teachers, because calculation set-up is done by CNYRIC support staff, it's K-12 and can produce standards-based report cards
 - *Can parents see Teacher lesson plans?* - noSkaneateles – *Is MGB K-12?* – not really, it can be used as an elementary level grade book but it is not standards based
West Genesee – *Is there integration with SIS?* – yes – a nightly download Sunday through Friday
- c. Naviance

Homer – *Is Naviance parallel with 'Guidance Direct'?* – it's similar, it's also similar to Common App - perhaps a future Demo Day can be scheduled where various guidance software can be reviewed.
- d. ID Cards

Auburn – *Where is the staff data from?* – an Excel file with the data is provided by the district as are the .jpg photos
- e. PDA Schedule Finder

Auburn – *Palm OS is fading. What other operating systems are being investigated to replace the Palm Technology?* – Blackberry and iPhone have been looked at. No conclusions yet. We will keep you informed.
- f. RTI & AISEdge

North Syracuse – *How often is the data backfilled?* – Disability codes are

f. RTI & AISEdge (continued)

backfilled to SIS during the monthly refresh

CNYRIC – Lori reported that she and Don DeJohn have been meeting to discuss how best to support the content and technical aspects of the service – more to come

Homer – *Does RTI come with a canned list of progress monitoring and successful outcomes?* – no

Cortland – *What platform – is it mainframe or Sequel* – Oracle

III. Training & Support

- a. *BlackBoard to DocSpot* - Student Services support documents currently on BlackBoard will be moved within the next few weeks to DocSpot (created by Rick Pollard) DocSpot will be available through our new website – no user id or password necessary – guest log-on available – engine search on keyword allows for quicker info retrieval – can e-mail the documents via DocSpot
- b. *Go To Meeting* – Student Services has begun to use this functionality to provide more on-demand training – staff resources are at their desks & available to users rather than in cars commuting & unavailable – hopefully these savings can be passed along to Districts – conference call with participants seeing the desktops of RIC presenters – districts do bear the cost of a long distance phone call
 - Liverpool – a lot of districts do not allow long distance phone calls from classrooms or certain desks – this was an issue during a few of the most recent attendance sessions

IV. Hot Topics & Requests

- a. *District Staff not understanding how their role affects Data Warehouse (DW) information*
 - Changes are made to data within student management systems and users do not realize that their changes actually trigger an event - DW reporting is flushing these instances out as errors
- b. *Typically new personnel are trained by old personnel who perpetuate incorrect and/or outdated processes*
 - Creates more work by causing error corrections
 - When new personnel is hired, could a sequence of tutorials be created for them to follow?
- c. *Directors of Technology (DOTs) are not seeing invites to User Group meetings*
 - DOTs need to be informed of all meetings so that they know what their staff is participating in
 - If incorrect staff is receiving invites they shouldn't be getting please let Student Services staff know
- d. *What tools are available to get staff to recognize the ripple effect of their actions?*
 - ReportNet is helpful, however districts struggle to determine the root cause of problems
- e. *A monthly calendar of meetings would be helpful*
 - Events Calendar exists on the CNYRIC site under Web Applications, can be viewed monthly

V. Action Items for Student Services and the Committee (Updates to be delivered at or before next meeting)

- ☞ Student Services will continue to work together with Data Warehouse to determine how best to address district needs

- ☞ As there is currently a “lull” between CSE deadlines, Bob Reale and Judy Corigliano will schedule an informational meeting prior to the June CSE snapshot
- ☞ A basic Data Warehouse 101 training on the DW process needs to be developed - to include how specific job functions affect the final picture
- ☞ More regularly scheduled “101” type training sessions for new AND old staff
- ☞ The *GoToMeeting* sessions worked well for Attendance training, there are fewer tech issues than with Distance Learning – continue to use this type of technology for training and even user group meetings – the economic climate supports this
- ☞ Data is considered a HUGE struggle area – compliments to Mary, Don & John for what they’ve done in working with the state to make some sense of it all – district staff prefer “before” DW when there was no follow-up – **there’s a definite need for a clear how-to manual**
- ☞ Cayuga BOCES and component districts need assistance from the CNYRIC to establish consistency in the info they’re recording – there’s no consistency between district and BOCES data – districts are challenged in that they can’t get the data from BOCES and vice-versa
- ☞ Student Services will assist districts to create a district Registration User Group to establish and/or review procedures. Liverpool used this approach during their recent SMS conversion and was successful. They went from 14 different procedures for one process to one standardized one – they started authorization, levels in reverse – no access until their job needed further functionality – process takes a positive attitude and establishes guidelines.

Other Ideas....

- ☞ The RIC should create some kind of a “backwards flowchart” to reflect the data coming from many directions – the goal of it needs to impress upon district staff the value of their data input – each district could fill out their own staff level version and provide to RIC – districts should include the responsible staff for each function (data piece) and their supervisor so that DataCSI here and within districts could easily determine who caused the problem and who needs to fix it – tie this in with funding so that people realize the \$ funding streams “pot of gold at the end of the chart”
- ☞ Shared services, would a county-wide registrar help this, would provide consistency and standardized procedure, what about multi-county districts – would have to be at BOCES level

Potential Discussion Topics for the Next Meeting

- Shared services, would a county-wide registrar help this, would provide consistency and standardized procedure, what about multi-county districts – would have to be at BOCES level
- Student services will continue to work with Data Warehouse, work on pulling together the tools all can use for Data management
- Help in defining best practices for staff to provide impetus for change
- Discuss where Districts would like to SIS to move – what works, what doesn’t?

Next meeting Thursday, May 7, 2009

9:30 – 11:30 RIC Conference Rooms 3 & 4