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FY27 Continuous Improvement Plan

Executive Summary: Status & Progress

Goal: To provide high-value, partner-driven services that address the evolving needs of our districts.

Current Achievements

- **Collaborative Development:** Hosted scheduled meetings and topical discussions with district technology and administrative staff.
- **Expanded Outreach:** Broadened engagement to include facilities management, payroll, and school operations personnel.
- **Strategic Consulting:** Partnered with leadership to align technology infrastructure with curriculum and strategic vision.
- **Cybersecurity Leadership:** Transitioned to the **NIST 800-53 Rev. 5** framework and completed consortium-wide risk assessments to mitigate regional vulnerabilities.

Key Improvement Areas for FY27

Based upon the input from our members via SalesForce ticket surveys, a variety of post-training evaluations, informal discussions and the recent membership performance (beta) survey via the MCOECN, as well as the internal review of our services, the following areas of focus were identified for FY27:

**Each department will be responsible to monitor the activities listed under their respective area.*

INFOhio & Library Services

Focus: Growth, accessibility, and classroom integration.

- **Digital Tools:** Advanced training on SirsiDynix WorkFlows and the BLUEcloud suite.
- **Instructional Impact:** New emphasis on incorporating INFOhio resources directly into daily classroom instruction via **INFOhio Learning Pathways**.
- **Flexible Delivery:** PD offered via face-to-face sessions, Zoom, and on-demand recordings.
- **Community Engagement:** Spring/Fall user groups and parent outreach at back-to-school events.

Fiscal Support Services

Focus: Accuracy, efficiency, and proactive communication.

- **Software Mastery:** Targeted training for State Software, specifically focusing on budgeting, staff reporting, and new contract setups.
- **Communication Loop:** Monthly "Touch-Base" webinars and **"Fiscal Fast Break"** emails providing quick tips and step-by-step guides.

Student Services

Focus: Cross-training and compliance excellence.

- **Compliance Readiness:** Ongoing attendance at ODEW (Dept. of Education & Workforce) sessions to ensure real-time EMIS reporting accuracy.
- **Knowledge Base:** Maintenance of the **Student Services "WIKI"** for 24/7 district support.
- **Support Offerings:** Weekly work sessions and monthly EMIS Alliance training to reduce support tickets and increase user confidence.
- **Monthly Newsletter:** Announcements and Updates are sent to all EMIS and PowerSchool Administrators in the membership providing ongoing and timely updates affecting districts functions.

IT Services

Focus: Resilience, redundancy, and security.

- **Infrastructure:** Building network redundancy and multi-data center high-availability to eliminate single points of failure.
- **Cybersecurity Culture:** Embedding security controls into daily operations and continuing the **Monthly Security Series** for Technology Directors.
- **Strategic Planning:** Helping districts navigate limited resources while meeting new state cybersecurity regulations.
- **Student Data Privacy:** Continue to support member districts to ensure student data is protected.

Professional Learning Group (PLG)

Focus: Flexible, high-impact educator support.

- **Online Learning:** 11 self-paced courses available via the **Ohio Learning Community**.
- **Coaching Models:** 1:1 virtual "micro-coaching" and dedicated on-site instructional coaches.
- **STEAM Lab:** Managing the transition of VEX Robotics kits to the permanent inventory to support project-based learning.
- **Digital Literacy:** Continued focus on the teaching of Digital Literacy to teachers and administrators to ensure moral, ethical and legal use of technology in the classroom.
- **Technology Integration:** Provide ongoing, quality professional learning opportunities to our member districts to enhance delivery of instruction rich in the use of technology.

Feedback & Methodology

How we identify needs:

1. **Direct Feedback:** We utilize a **SalesForce survey** attached to every 25th closed ticket for real-time data.
2. **Statewide Trends:** Active participation in MCOECN and regional committees to stay ahead of educational trends.
3. **Engagement:** Resource visits, "Lunch & Learns," and open dialogue with our Board of Directors and General Assembly.
4. **Informal discussions:** Ad hoc discussions occur daily in which we are receiving input on how we can impact our district constituents. These discussions are noted and discussed internally for self-reflection.
5. **Post-training evaluations:** Post-training evaluations provide anonymous feedback on our services.
6. **MCOECN ITC Performance (beta) Survey:** NWOCA Volunteered to participate in the beta-testing of the updated ITC Performance Survey in April 2026. Feedback was received from member districts that was used for this CIP.

Collaboration & Innovation

- **Inter-ITC Partnerships:** Collaborating with **TCCSA** (eFP support) and **META** (EMIS Crosscheck) to maximize efficiency and funding accuracy.
- **Regional ESCs:** Partnering with NwOESC and Lake Erie West to expand STEM/STEAM and maker-space initiatives.
- **Virtual Learning:** The **Northwest Ohio Virtual Academy (NOVA)** continues to offer a cost-effective, consortium-priced model for online courses, ensuring funding stays local.

Our Vision: By exchanging expertise across ITCs, we leverage collective wisdom to provide the best possible services to districts statewide.