



TECHNOLOGY PLAN

JULY 1, 2009 – JUNE 30, 2012

MUSKEGON AREA INTERMEDIATE SCHOOL DISTRICT

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This plan may be viewed via the Internet at
<http://www.muskegonisd.org/departments/techservices>

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DISTRICT TECHNOLOGY COMMITTEE

Name	Position
Randy Lindquist	Director of Technology
Jennifer Sleeper	Technology Departmental Assistant
Tim Brown	Network Systems Manager
Brent Newville	Network and Operations Technician
Pam Jackson	Web/Database Manager
Diane Zoellmer	Instructional Technology Coordinator
Mike Carpenter	CTC Principal
Robin Hulings	CTC Administrative Assistant
Dawne Cady	CTC Computer Technician
Karen Knowles	Document Center Manager
Sandy Beck	Executive Assistant
Stuart Jones	Head Start Program Director
Tom Miller	Assistant Principal, Wesley School
Alecia Hoppa	Health/Science Consultant, Math & Science Center
Karen Villescas	Human Resources Specialist
Carolyn Smith-Gerdes	Assistant Special Education Director
John Johnson	Project Manager, Teaching American History
Kristin Tank	Public Information Officer

SECTION 2 – INTRODUCTORY MATERIAL

Introduction

Muskegon Area Intermediate School District (MAISD) is a strong regional education service agency serving schools in multiple counties throughout West Michigan with technology services. Our primary mission is to provide leadership, programs and services that enhance the delivery of instruction for school districts.

The items contained in this technology plan have been developed to reflect not only the beliefs of the MAISD district technology committee, but that of the organization as a whole. The plan contains goals and strategies that will help guide the work of the organization as we advance in technology for ourselves and for the constituent school districts that we serve.

District Mission Statement

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

District Profile

The MAISD serves twelve public school districts within Muskegon County's 557 square miles: 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. The MAISD also offers services to charter schools and non-public schools in the county. Approximately 30,500 public school students, 1,000 charter school students, and 1,183 non-public school students were enrolled for the 2008-09 school year. Approximately 4,009 educational personnel contribute to the education of Muskegon County students within the twelve public school districts and three public school academies.

The Muskegon Area Career Tech Center (MACTC) is operated by the MAISD. It served 694 high school juniors and seniors from throughout Muskegon County in 2007-08. The MAISD's Wesley School provides centralized programs and services to qualifying special education students from 0-26 years of age. Approximately 197 students were enrolled at Wesley school in the fall of 2008. MAISD also coordinates a Head Start program, serving approximately 924 low income children in Muskegon and Oceana Counties during the 2008-09 school year.

The Technology Services Department serves over 40 school districts throughout Michigan, including public schools, charter schools, and local non-public schools. Services include a financial and human resources software package, student management and pupil accounting services, professional development offerings, and various technical support services. The MAISD is the fiscal agent for the Regional Educational Media Center (REMC4) serving Muskegon, Newaygo and Oceana counties. REMC4 services include participation in the Cooperative Save Bid Project helping member districts realize significant cost savings.

SECTION 3 – VISION AND GOALS

District Technology Vision Statement

The MAISD will provide seamless access to tools and resources for all stakeholders and will enable students and staff to fully utilize technology to inform, motivate and transform learning.

Goals

The following goals were developed by the District Technology Committee to be implemented during the course of this strategic technology plan. The following section lists the goals, each followed by a general summary. More specific information including strategies and timelines can be found in Appendix A, Goals and Strategies.

Goal 1 – Provide leadership in the adoption of new technologies for MAISD and its constituent districts, and support the use of these technologies through professional development.

The MAISD will continually be knowledgeable about emerging and innovative technologies and support their use through the offering of focused and effective professional development opportunities.

Goal 2 – Ensure that technology applications, services and resources are in place to increase administrative efficiencies for the organization and its constituent districts.

The MAISD will create and foster administrative efficiencies through the use of technology to effectively maximize financial and human resources.

Goal 3 – Continue to invest in and improve the MAISD infrastructure to provide maximum connectivity for local districts in order to support current and future educational initiatives.

The MAISD will have infrastructure in place to support current and future technological needs for the organization and its constituent districts.

Goal 4 – Positively impact student achievement through the effective use of technology.

The MAISD will use technology to support programs that enhance the efforts towards increasing student achievement.

Goal 5 – Ensure that quality services and products are delivered to MAISD Technology Services customers.

The MAISD will evaluate current and new technologies and their application for our customers.

Goal 6 – Serve as a collaborative partner in county, regional and state technology initiatives.

The MAISD will collaborate in county, regional and statewide technology initiatives.

SECTION 4 – CURRICULUM INTEGRATION

The specific goals and related strategies regarding Curriculum Integration for the MAISD may be found in Appendix A, Goals and Strategies. They are aligned with both the ISTE National Educational Technology Standards (NETS) and the Michigan Educational Technology Standards and Benchmarks (METS).

The MAISD has developed ISD-wide curriculum collaborat with all of the local educational agencies (LEA's) in the major four content areas that is aligned to the Michigan Curriculum Framework and national standards. The MACTC vocational education curriculum meets the National Technology Standards, and the MAISD Special Education curriculum is aligned with the MDE extended grade-level content expectations.

All MAISD 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. Each curricular area is developed, reviewed, and revised in an ongoing curriculum cycle.

As identified and requested by local education agencies (LEA's), Muskegon Area ISD will provide distance learning course offerings such as virtual field trips, two-way interactive classes, and access to online coursework, available through various online sources for K-12 students. These offerings will be made available to all students, including those from the MACTC and Wesley School programs. MAISD also hosts a Moodle server that LEA's can utilize to create and offer their own online courses.

SECTION 5 – STUDENT ACHIEVEMENT

Technology is integrated into the curriculum in a variety of ways at LEA's, depending on the grade level and the content expectations for that grade level. LEA's incorporate technology curriculum checklists in order to identify the specific technology expectations at each level.

In support of these efforts the MAISD provides assistance with the 8th grade technology literacy requirements. Assistance in assessing these requirements is provided by MAISD staff creating the means to assess students electronically online. MAISD staff also assists districts in the reporting of this student achievement data not only to meet state requirements, but to also evaluate the effectiveness of its technology curriculum.

SECTION 6 – TECHNOLOGY DELIVERY

It is ever more important for students to have access to “distant resources” for their learning. All LEA's are connected through a county-wide fiber optic network that is maintained by the MAISD and receive sufficient bandwidth for internet connectivity. This network provides access to MAISD services for video conferencing, online course work, virtual field trips and web 2.0 applications. Districts are also able to connect to services outside of the MAISD, utilizing this dedicated internet connection through the fiber network. The MAISD continually seeks ways to expand the utilization of this fiber network in order to offer more services and efficiencies to LEA's.

SECTION 7 – PARENTAL COMMUNICATIONS & COMMUNITY RELATIONS

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

Providing information to parents is also key to increasing parental involvement. The MAISD will invest in a new student management system (SMS), beginning in the 2009-10 school year, that will be used county wide by LEA's. A parent internet viewer will be available through this new SMS which will allow parents to login and retrieve progress reports, grades, attendance, and teacher communications. Professional development training sessions will be offered to teach parents how to use this parent resource.

The MAISD website (www.muskegonisd.org) is maintained and organized with information that is helpful to parents of our local district communities as well as to LEA staff. This dynamic website is updated frequently, keeping the community informed of the many great initiatives happening through the ISD and at our LEA's.

SECTION 8 - COLLABORATION

Currently, the MAISD collaborates with several ISD's and LEA's to maximize resources for the benefit of both internal and external customers. The MAISD:

- ♦ Provides college credit for its various course offerings through Baker College, Muskegon Community College and Grand Valley State University.

- ◆ Provides quality service to LEAs in Muskegon, Newaygo, Ottawa and Kent counties.
- ◆ Oversees the Shoreline Fiber Network Consortium, made up of Muskegon County, 911 Central Dispatch and the LEAs of Muskegon County, which helps 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.
- ◆ Has purchased data warehouse services from Kent ISD for all of its LEAs, from Kent ISD. A partnership has been formed between the two ISD's, which allows the MAISD to play an active role in the continued development of this product, which in turn benefits the local districts.
- ◆ Has developed an online learning consortium with Ottawa ISD and Kent ISD. This consortium creates a better pricing model for online learning products from Michigan Virtual University, NovaNet, and e2020 allowing LEA's to use these products more economically.

SECTION 9 – PROFESSIONAL DEVELOPMENT

The MAISD is committed to providing opportunities for staff to enhance their technology skills through seminars, online trainings, and hands-on training. Technology Services will research and develop alternative ways to train staff. Awareness sessions and ongoing trainings will be provided on an as needed basis 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 MAISD and LEA staff through email, REMC meetings, and district representatives.

The MAISD website (www.muskegonisd.org) will be used to provide additional information regarding professional development offerings as well as registration for those offerings, via the MAISD 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, professional development will be planned and implemented to fulfill these requirements. The technology department will also continue to research other options for delivering professional development, utilizing the latest technologies whenever possible.

SECTION 10 – SUPPORTING RESOURCES

The MAISD Technology Services staff, services and procedures are continuously evaluated and adjusted to provide the most efficient support for internal and external customers.

An online technology maintenance/help desk system is in place to allow staff to input help requests. The system notifies the appropriate technician via email about the issue. The customer is kept informed of the progress of the help request with periodic emails from the system as new information is entered. When the help request is closed, the user is notified as to the nature of the repair and the time it took to complete the repair.

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

The MAISD 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. The MAISD maintains a web site with quick help/tricks, as well as helpful videos in the video collection. The MAISD also maintains manuals that are available for end users as needed.

New technologies are evaluated through research and development. This key component to the MAISD technology plan allows for the evaluation and possible implementation of new technology as it is released. Reports of the research and development efforts are then given to the Assistant Superintendent with recommendations for actions.

SECTION 11 – INFRASTRUCTURE NEEDS/TECHNICAL SPECIFICATION AND DESIGN

The following is a description of the current status of our hardware, software, network infrastructure, telecommunications, and other technology services:

Servers

An HP BladeSystems c7000 Enclosure with BL c-Class Blade Servers is used for all Windows, Novell and Linux based operating systems. An extensive virtual server environment utilizing VMware Virtual Center and VMware Enterprise is deployed at the MAISD Data Center. Apple xServe Servers are used for hosting content from Discovery Streaming and other web based applications, *e.g.* blogs and Moodle.

Workstations

The MAISD installs HP and Apple Brand desktop computers and laptops. A three-year replacement cycle is implemented as budgets allow. MAISD has approximately 550 workstations installed in all of its locations.

Network Infrastructure

A fiber network is installed in Muskegon County and is managed by the MAISD. The fiber network is a condominium build that includes sites from county government, central dispatch, local colleges, and both public and private K-12 schools. The MAISD acts as hub for all of the connected schools for access to the internet and each other. All MAISD buildings are wired for 10/100 ethernet access with gigabit ethernet backbone using Cisco and HP network electronics. The MAISD hosts internet content filtering and firewalling for the fiber network connected schools.

District Major Software

The MAISD runs Windows 2003/2008, Netware 6.5, Mac OS and CentOS Linux on its servers. Desktops and laptops run Windows XP and Mac OS as their operating system. GroupWise 7.0 is the platform that MAISD uses for messaging, but will be migrating to Microsoft Exchange within the time of this three-year plan.

Telecommunications

The MAISD runs a Nortel phone system with one PRI.

The following is a description of the hardware, software, network infrastructure, telecommunications, and other services that will need to be acquired to improve instruction and student learning. You may also want to reference items in an appendix as well – upgrades could be a part of your goals and strategies section.

Servers

- ♦ The current MAISD server capacity is sufficient for identified future needs. Migration of servers to virtual machines will continue and future budgets will include virtual machine licensing as needed. The addition of customers and the change to a new student management system may impact future server needs, depending on numbers and specifications.

Workstations

- ♦ All future workstation upgrades will take place based on a three year replacement cycle, as budgets allow. Other workstations may be added based on departmental requests.

Network Infrastructure

- ♦ Network infrastructure changes in the next three years will depend on the direction chosen for VOIP at MAISD. This change in telephone system will require Power Over Ethernet (POE), which could require upgrades to our existing network electronics. Other than this, there are no anticipated changes in network infrastructure needs.

District Major Software

- ♦ The MAISD will continually evaluate software needs and purchase new software based on these needs. This purchasing may be driven by the technology services department or by other departments and programs within the MAISD.

Telecommunications

- ♦ The MAISD will be moving to a new VOIP phone system within the time of this three-year technology plan in order to take advantage of the newest technologies to help create efficiencies in communication. This system will be built with scalability in mind in order to accommodate future growth at MAISD and potential collaboration with constituent districts on VOIP projects in the future through the Shoreline Fiber Network.

A Help Desk is currently in operation. One support position is dedicated to answering help desk requests, phone support, and assigning technicians to work orders. HelpSpot help desk software is used for the entry of work orders requests. Users submit help requests via a web form and receive feedback on their requests through email. Requests can also be made by phone if necessary. The system allows users to track and monitor their own work orders and check on

progress as often as they like. Support technicians monitor the system, assign responsibilities and enter resolutions as the work orders are completed. The Help Desk is used to support both internal and external customers.

SECTION 12 – INCREASE ACCESS

Strategies are in place to increase access to technology for staff and students, both at MAISD and at local districts. These strategies can be viewed in Appendix A: Goals and Strategies.

SECTION 13 – BUDGET AND TIMETABLE

Budget details for the 2009-10, 2010-11 and 2011-12 years can be found in Appendix B: Technology Budget.

SECTION 14 – COORDINATION OF RESOURCES

The MAISD reviews and updates budgets on a quarterly basis. State and federal categorical grants are leveraged against strategic plans in order to align all resources to reach our technology related goals. Individually, with other ISD's, and/or in conjunction with LEA's, the MAISD seeks and applies for competitive grants to further the implementation of our strategic long-range technology plan.

Other sources of funding include:

- ♦ Title II Grant
- ♦ Title V Grant
- ♦ Universal Services Fund (E-Rate)
- ♦ Any other technology grants that may be awarded

SECTION 15 – EVALUATION

The MAISD has developed goals with strategies, timelines, and persons responsible. Progress toward meeting these goals will be evaluated annually by the Technology Committee. The MAISD Technology Committee will meet with the Superintendent, Associate Superintendent, Departmental Directors, and the Board of Education to discuss technology plan progress, successes and areas for improvement on an annual basis. Completion of goals will be recorded and new strategies for goals that have not been met will be considered.

SECTION 16 – ACCEPTABLE USE POLICY

To help maintain the integrity of the MAISD’s network and encourage safe use of the Internet, all staff members and students are required to sign an Acceptable Use Policy (AUP). This document outlines the rights and responsibilities expected while utilizing the network. Copies of these policies are attached in Appendix C: Acceptable Use Policies.

The MAISD acknowledges the necessity of protecting its students from potentially harmful and offensive Internet websites and other electronic communications. To this end, our AUP explicitly describes the types of communications that are considered inappropriate use of district-owned computers and other technologies. It also recognizes and meets existing federal requirements for privacy and Internet safety. (*i.e.*, The Children’s Internet Protection Act). A Fortigate internet content filtering device is in place to help meet the CIPA requirements. This device filters and blocks inappropriate websites. When violation of AUP policies occur using MAISD owned technologies, appropriate disciplinary actions are taken. The AUP is reviewed on a regular basis and is available for review on the MAISD website.



Appendix A Goals and Strategies

Muskegon Area ISD Technology Plan 2009-12 Action Items

Goal: Provide leadership in the adoption of new technologies for MAISD and its constituent districts, and support the use of these technologies through professional development.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Research new technologies by utilizing the Internet, reading professional journals, attending workshops, and networking with others on a local, state, national, and world-wide basis.	MAISD Staff	May 1, 2009	Ongoing	
2. Seek out, interpret, train, and implement new and emerging technologies, including online and web-based applications	Technology Services Department	May 1, 2009	Ongoing	
3. Support MAISD and constituent district staff in the application, use and implementation of new and emerging technologies.	Technology Services Department	May 1, 2009	Ongoing	
4. Seek out, interpret, train, and implement new assistive technologies	Special Education Department	May 1, 2009	Ongoing	
5. Support MAISD and constituent district staff in the application, use and implementation of new assistive technologies.	Special Education Department	May 1, 2009	Ongoing	
6. Support MAISD and constituent district staff in the application, use and implementation of new financial and human resource technologies.	Technology Services Department	May 1, 2009	Ongoing	
7. Serve as consultants to constituent districts and ISD staff in regard to new and emerging technologies.	Technology Services Department	May 1, 2009	Ongoing	

Muskegon Area ISD Technology Plan 2009-12

Action Items

Goal: Ensure that technology applications, services and resources are in place to increase administrative efficiencies for the organization and its constituent districts.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Fully implement MUNIS financial system for all existing customers	Instructional Management Services Coordinator	May 1, 2009	June 30, 2015	
2. Implement HR module of MUNIS financial system	Instructional Management Services Coordinator	May 1, 2009	June 30, 2015	
3. Implement new student management system for existing customers	SMS Specialist	May 1, 2009	June 30, 2012	
4. Continue professional development for the data warehouse	Director, Assessment Analyst	May 1, 2009	Ongoing	
5. Host a Moodle server for existing REMC customers	Network Manager, Instructional Technology Coordinator	May 1, 2009	Ongoing	
6. Host a Blog server for existing REMC customers	Network Manager, Instructional Technology Coordinator, Web/Database Manager	May 1, 2009	Ongoing	
7. Investigate paperless file management system for the MAISD	Technology, HR and Business Departments	May 1, 2009	June 30, 2011	
8. Design and implement a web-based intranet system for improved internal communication	Director Web/Database Manager, Network Manager	May 1, 2009	June 30, 2011	
9. Increase video conferencing capabilities, procedures and usage	Technology Department	May 1, 2009	June 30, 2012	

Muskegon Area ISD Technology Plan 2009-12

Action Items

Goal: Continue to invest in and improve the MAISD infrastructure to provide maximum connectivity for local districts in order to support current and future initiatives.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Implement a new VOIP system	Director Network Manager	May 1, 2009	June 30, 2010	
2. Upgrade network electronics, dependant upon VOIP decision and implementation	Network Manager	May 1, 2009	June 30, 2012	
3. Purchase and install video conferencing equipment to help support video conferencing efforts across the county	Director Network Manager	May 1, 2009	April 30, 2012	
4. Increase network capacity to support telecommuting by MAISD employees	Network Manager	May 1, 2009	April 30, 2012	
5. Complete migration of servers to virtualized machines in order to operate within a complete virtualized server environment	Network Manager	May 1, 2009	June 30, 2010	
6. Migrate to a Microsoft server platform and the use of Active Directory	Network Manager	May 1, 2009	June 30, 2010	
7. Migrate to Microsoft Exchange for email	Network Manager	May 1, 2009	June 30, 2011	
8. Reprovision IP addresses to allow for internet redundancy	Network Manager	May 1, 2009	June 30, 2012	
9. Study video distribution over the network for both MAISD and for LEA's	Director Network Manager	May 1, 2009	June 30, 2011	

Muskegon Area ISD Technology Plan 2009-12 Action Items

Goal: Positively impact student achievement through the effective use of technology.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Continue to help districts with data collection and analysis using the data warehouse and other technology resources	Director, Assessment Analyst	May 1, 2009	Ongoing	
2. Increase the use of online and distance learning training for staff and students	Director, Instructional Technology Coordinator	May 1, 2009	Ongoing	
3. Remain up to date with current technology trends	Technology Department	May 1, 2009	Ongoing	
4. Accurately determine technology needs of LEA's through survey tools in order to provide better services	Technology Department	May 1, 2009	Ongoing	
5. Facilitate improvement of communication between schools and communities through the use of technology	Director, Instructional Technology Coordinator, Public Information Officer, Web/Database Manager	May 1, 2009	Ongoing	

Muskegon Area ISD Technology Plan 2009-12 Action Items

Goal: Ensure that quality services and products are delivered to MAISD Technology Services customers.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Implement, manage and support MUNIS financial system	Technology Department	May 1, 2009	Ongoing	
2. Facilitate the selection of a new Student Management System (SMS) for the county	Director	May 1, 2009	June 30, 2009	
3. Implement new SMS and provide support for technology services customers	Technology Department	January, 2010	June, 2012 and ongoing	
4. Refine and expand data warehouse services; provide training and support for LEA's	Director Assessment Analyst	May 1, 2009	Ongoing	
5. Develop and design programs for educators which explore best practices for utilizing educational technology resources	Instructional Technology Coordinator	May 1, 2009	Ongoing	
6. Focus efforts toward implementing cutting-edge technologies to ensure the best products are offered to technology services customers	Technology Department	May 1, 2009	Ongoing	
7. Collect data from customers to monitor needs and quality of service	Director, Departmental Administrative Assistant	May 1, 2009	Annually	

Muskegon Area ISD Technology Plan 2009-12 Action Items

Goal: Serve as a collaborative partner in county, regional and state technology initiatives.

Strategies	Responsible Party	Start Date	Due Date	Date Completed
1. Facilitate Superintendent technology/administrative services committee to foster communication, gather feedback and ideas for technology initiatives	Director, Assistant Superintendent for Administrative Services	May 1, 2009	Ongoing	
2. Work cooperatively with county agencies, schools and local colleges on shared initiatives and services	Director	May 1, 2009	Ongoing	
3. Continue to maintain relationships with LEA's and county government in order to further enhance and utilize the Shoreline Fiber Network	Director	May 1, 2009	Ongoing	
4. Create and foster partnerships with surrounding ISD's	Director	May 1, 2009	Ongoing	
5. Increase involvement with statewide ISD technology directors by coordinating at least two meetings per year for sharing ideas and cost saving collaborative measures	Director	May 1, 2009	Ongoing	
6. Provide leadership at the statewide level through active involvement in statewide organizations	Director, Instructional Technology Coordinator	May 1, 2009	Ongoing	

MAISD



Muskegon Area
Intermediate School District

Appendix B Technology Budget

Technology Budget

Projected Expenses	2009-10	2010-11	2011-12
Salaries	829,277	845,863	862,780
Benefits	364,974	386,872	410,085
Contracted Services	410,150	210,150	215,353
Equipment	50,000	50,000	50,000
Servers	20,000	10,000	10,000
Switches	10,000	-	-
Internet Access	70,000	70,000	70,000
Maintenance	32,500	35,000	37,500
Miscellaneous Expenses, i.e. firewall, web filtering, software, etc.	20,000	20,000	20,000
Supplies	31,850	32,487	33,137
Telco Charges	15,000	15,000	15,000
Training	15,000	15,500	20,000
Travel	12,000	12,500	13,000
Totals	1,880,751	1,703,372	1,756,855

MAISD



Muskegon Area
Intermediate School District

Appendix C Acceptable Use Policies

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 address 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

older 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.

Technology Services

Acceptable Use Policy and User Agreement

The Muskegon Area Intermediate School district is committed to the systematic development, implementation, and efficient operation of technology systems throughout its service area. These systems are intended to enable school districts to use administrative, operational, and instructional applications to effectively and efficiently meet their technology needs.

To meet its commitment to its consumers and to protect the security and integrity of the MAISD wide area network, information technology systems, and related data, this policy statement and agreement have been enacted.

The following requirements express the policy of the MAISD in regard to appropriate and acceptable use of its technology systems. All users of these systems shall, by their signature below, agree to abide by all terms of this policy and understand that violation(s) of these expectations may result in loss of access to those systems and/or other disciplinary actions.

All users of MAISD technology services hereby agree to:

- Respect the right to privacy of other users in all aspects of system utilization.
- Acknowledge the right of the MAISD to monitor internet use to ensure adherence to accepted ethical and legal standards and practices.
- Acknowledge the right of the MAISD to retrieve, examine, and duplicate computer files which may be the subject of subpoena, FOIA request, or suspicion of inappropriate or illegal usage.
- Respect the various requirements and protections provided by the legal copyright and/or licensing of programs, data, and information.
- Observe the specific prohibition against illegal access to and manipulation of computer files, more commonly known as “hacking”.
- Refrain from any malicious, illegal, or unethical use of the MAISD technology systems.
- Refrain from using the network and/or any attached network in a manner that precludes or significantly hampers its use by others.
- Refrain from establishing connections which create routing patterns that are inconsistent with the effective and shared usage of the network.
- Ensure that all use of the technology systems complies with the requirements of the Children’s Internet Protection Act.
- Refrain from intentionally developing programs that harass other users or which infiltrate a computer, a computing system or network, and/or damage or alter the software components of a computer or a computing system or network.
- Refrain from creating routing patterns that are inconsistent with the effective and/or shared usage of the network.
- Respect the legal protection provided by copyright and license of programs and data.
- Abide by the password protection and confidentiality requirements, which include:
 - User’s full personal responsibility for the use and protection of the password provided by the MAISD and for any transactions occurring as a result of the use of that password.
 - User’s full personal responsibility for the confidentiality of and access to the password.

- Requirement to immediately report any loss, apparent theft, or unauthorized use of the user's password.
- Requirement to immediately report any apparent transactions attributable to a lost or stolen password.
- Protect the confidentiality of student educational records and employee records; including all records, files, documents, and other material that contain personally identifiable information, by adhering to the following conditions:
 - Do not discuss any specific confidential records nor disclose student education records or employee records that contain personally identifiable information regarding any student or employee.
 - While in the possession of confidential student or employee records, protect those documents from being viewed or obtained by non-authorized individuals.
 - Confidential student or employee records are not to be taken off campus unless authorized by the Superintendent or his/her designee.
 - Report any breach or suspected breach of confidentiality of student or employee records immediately to the Superintendent or his/her designee.

All reporting of issues, in terms of breaching the Muskegon Area ISD Acceptable Use Policy, should be done through the MAISD's Network Systems Manager. (767-7237)

I have carefully read and understand all terms and requirements of this acceptable use policy and hereby agree to abide by its provisions. I understand that my failure to maintain the confidentiality of student education records, or other data which I am given access, may result in a loss of access to MAISD technology systems and/or other disciplinary actions.

First Name	M.I.	Last Name	Mother's Maiden Name
Job Title		School District	Building
Email Address			

Choose All That Apply (leave blank if not applicable):

- Financial System Access
 Student System Access
 Data Warehouse Access (Check Level of Access)
- District
 School
 Classroom

Employee or Agent Signature	Date
District Security Officer or Superintendent Signature	Date