Board Special Meeting
Oversight Work Session: Technology Services; Operations Committee of the Whole
January 6, 2021, 4:30 – 7:30 pm
Meeting held remotely

Minutes

Call to Order

Director Rankin called the meeting to order at 4:30 p.m. Directors DeWolf, Hersey, Hampson, and Rivera-Smith participated with Microsoft Teams or by phone. Director Harris joined the meeting at 4:37 p.m.

Oversight Work Session: Technology Services

The work session was staffed by Superintendent Denise Juneau, Chief Financial Officer JoLynn Berge, Executive Director Carlos Del Valle, Director of Technology Infrastructure Nancy Petersen, and Director of Information Systems and Business Intelligence Judie Jaeger.

Chief Financial Officer JoLynn Berge introduced Department of Technology Services managers and staff. Ms. Berge noted the agenda for the Oversight Work Session follows the outline in Policy 1010.

Executive Director Carlos Del Valle spoke about the outcomes for this oversight work session. Mr. Del Valle went over the department functions and describes the key functions. He presented the Department Vision & Mission. He also explained S.W.O.T analysis (Strengths, Weaknesses, Opportunities, Threats/Risks). COVID-19 gave DoTS (Department of Technology Services) staff an increased workload. To help with the workload, DoTS has looked at improving work processes. COVID-19 forced DoTS to accelerate and implement a digital learning ecosystem.

Executive Director Del Valle went over the accomplishments by DoTS that included the COVD-19 Response, Business Process Improvement, and Student Systems. Mr. Del Valle followed with an overview of the DoTS Management Organization Chart and the Current Organizational Chart. Mr. Del Valle discussed the Management Organizational Chart. Director of Information Systems and Business Intelligence Judie Jaeger and Director of Technology Infrastructure Nancy Petersen gave a detailed overview of the Current Organizational Chart. Ms. Jaeger and Ms. Petersen described their teams and their function within the organization.

Executive Director Carlos Del Valle discussed department goals and objectives. Each goal has an objective, measures, target, performance to date, and relation to the strategic plan. Mr. Del Valle notes there have been zero security breaches or releases. He also discussed Key Performance Indicators (KPIs). Each goal has a measure, planned + unplanned target, and performance to date.

Executive Director Carlos Del Valle covered the Department Budget/Staffing overview. The funding for DoTS comes from General Fund and Levies. In FY 2019-20, grants helped with the purchase of hotspots for students/families and for internet access during remote learning. The Equity Grant allowed DoTS to hire Aishah Bomani as the Digital Equity Manager to help with digital equity issues within the

community. The Capital Project Fund -Tech covers student learning and support, district systems and data, and infrastructure and security.

Director of Technology Infrastructure Nancy Petersen discussed Benchmarks (District of 54,000/104 schools/8,000 employees). Ms. Petersen explained how COVID changed a lot of the benchmarks. DoTS is below the benchmarks for TSS (Technology Support Specialist) and CSS (Computer Support Specialist). She explained the benchmarks may not be accurate for what Seattle School District needs for 1:1 computers for students at all levels. The current benchmarks are from the Council of Great City Schools as well as an organization that did an audit of Seattle Public Schools – Seattle Public Schools did not have 1:1 student laptops for remote learning at the time of the audit. Ms. Petersen says they will look at other comparable districts as they readjust the benchmarks going forward. Ms. Petersen also discussed Board Policies and Procedures that guide the department's work. She also discussed key internal and external controls and explains the full process for reviewing software request. Ms. Petersen explained that DoTS is bound by Washington State Law to safeguard student user and data privacy. This is important when reviewing vendor software and applications. Ms. Petersen noted that several school districts have banned together for a statewide data sharing agreement. She also discussed major outside service contracts. She covered the major contracts, a brief description of the contracts, and the contract amount (including the length of the contract).

Director of Information Systems and Business Intelligence Judie Jaeger discussed key information technology systems for student information systems while covering each system and its function. Ms. Jaeger talked about adding systems that integrate easily and looking at systems for duplication of functionality to consolidate where possible.

Executive Director Carlos discussed the next steps that included the board policies to be reviewed, focus areas, and emerging trends. The Information Technology Planning Policy 6902 is ready for introduction. Information Security Manger April Mardock explained the Students Records Policy had a minor update but has not had a major update in 6 years. Mr. Del Valle is working with ITAC (Information Technology Action Committee) on the Technology Master Plan. The plan should be ready for introduction by September 2021. Mr. Del Valle mentioned one area of focus is improved integration of all enterprise/academic applications/services/platforms. Microsoft Teams for Education was recently was piloted at a few schools. While discussing emerging trends, Mr. Del Valle stated how important the Digital Equity Manager will be in resolving issues.

Chief Financial Officer JoLynn Berge gave closing statements.

Directors asked DoTS management questions about the oversight work session for technology services.

Director DeWolf asked managers to clarify the timeline for the Technology Plan. Mr. Del Valle clarifies the Technology Plan is for September 2021. Director DeWolf voiced his concern with timeline for the Technology Plan. He also asked if the Microsoft Teams for Education pilot started in January 2021. Ms. Petersen stated the pilot started in January 2021 because the Microsoft Teams for Education platform did not have breakout rooms. Director DeWolf asks if there are any recommendations the board should be aware of as they plan for the levy. Chief Financial Officer JoLynn Berge says one of the big changes is supporting 1:1 student laptop program. Nancy Petersen says we will need to replace all the laptops that were purchased to be in line with the four-year device cycle that falls within the BTA V timeline. She says we also need to look at our cybersecurity.

Director Hampson asked what the monetary investment expectation would be if we reach employee benchmarks. Chief Berge said the governor's budget addressed some technology pieces, but they are still far behind. Most districts fund through a technology levy. Technology will be part of consideration in the BTA V ask. Director Hampson asked if there is a plan to get to a fuller service model if we were successful of gaining it through the levy. Chief Berge says they have started that work.

Director Harris asked several questions to be followed up through a Friday Memo. Did the ITAC Committee review the Oversight Work Session PowerPoint and assist in the presentation? What was the numerator for the 90% customer satisfaction survey? How many people were surveyed and who was surveyed? Who are we going to survey next and are there additional stakeholders to focus on for the next survey? She requested changing e-mail convention to firstname.lastname@seattleschools.org to assist in transparency. When does the digital equity grant expire and what is the sustainability of that position? Director Harris voiced concern that the tech plan should be moved up higher on the priority list to align with BTA V. Are we following OSPI's direction? Do we have an HR docketing system for employee issues? She would like an explanation, from a previous work session, she was told 1.3M that was allocated was not spent on a docketing system. Does Atlas data fold into a docketing system? What is the plan for student loss during remote learning? Do we need a standalone CIO (Chief Information Officer)? Chief Berge and DoTS Management will follow up.

Director Hersey asked as we continue 1:1 student laptop for distance learning, what work is DoTS doing on digital citizenship curriculum? Chief Berge said Digital Learning Manager Rafael Gallardo will follow up. Chief Berge noted one idea is asking for a legislative change to expand the uses so we can purchase curriculum out of levy dollars.

Director Rivera-Smith asked if they are exploring solutions to protect students while they are on their devices. She also asked how we use the equity lens with digital learning systems. Chief Berge said it may be a question for CAI. Director Rivera-Smith asked if the number of employee vacancies is typical. Ms. Petersen says some of the vacancies have been filled and some have been repurposed as the focus has changed. Ms. Rivera-Smith asked how DoTS determines student's digital access. Mr. Del Valle says they have looked at attendance and engagement for the data. IT Manager Anna Cruz said the usage data is from the main student systems. Ms.Cruz notes on a typical pre COVID-19 day, the attendance number was 95%. With the move to online learning, the attendance is around 97-98%.

Director Rankin asked if the TSS (Technology Support Specialists) is a full-time position and what is the scope of their work. Ms. Petersen said the TSS is in DoTS and the support the buildings of the students and staff for their technology needs. Educational Technologist are teachers that are paid a stipend to help teachers and they do not do tech support. The TSSs are full-time DoTS employees and the CSSs are hourly employees. Ms. Rankin is interested in the conversation around the technology plan and the levy. She asked what role do we want technology to play in the classroom? She would like to involve educators and families in that conversation. Ms. Rankin also asked when there is a request for software is there, what is the review process for equity and educational purposes. She's also wants to look into the relationship between DoTS and HR.

This meeting recessed at 6:06 p.m.

Operations Committee of the Whole

Director DeWolf called the meeting back to order at 6:11 p.m. Directors Hampson, Harris, Hersey, Rankin, and Rivera-Smith were present.

The Operations Committee of the Whole was staffed by Superintendent Juneau, and Director of Enrollment Planning Ashley Davies.

Director DeWolf highlighted that Director Hersey would be substituting for Director Mack.

Board Action Reports (Discussion and/or Action)

1. Board Action Report: Approval of Southeast Middle School Attendance Area Boundaries for 2021-22

   Ms. Davies presented a request to the School Board to select from two scenarios for boundary changes to alleviate the overcrowding at Mercer Middle School. The selected scenario would be presented for introduction at the January 13, 2021 Board meeting. Ms. Davies provided background information about the overcrowding at Mercer and the data and process for developing the two scenarios. Scenario A1 entailed students from Kimball Elementary School going to Washington Middle School and students from Hawthorne Elementary School going to Aki Kurose Middle School. Scenario A2 entailed students from Hawthorne Elementary School going to Washington Middle School and students from Dearbor Park Elementary School going to Aki Kurose Middle School.

   Directors and staff discussed the community engagement and community feedback regarding the Boundary Changes, impacts of the Boundary Changes to students furthest from educational justice, upcoming review and revisions to the district's language programs, transportation changes stemming from the new boundaries, and the need for a long-term view and process for anticipating boundary adjustments.

Director Rankin made a motion to move this item forward to the full Board with a recommendation for approval for Scenario 1A. Director Hersey seconded. This motion passed unanimously. (DeWolf, Hersey, Rankin)

2. Board Action Report: Approval of the Student Assignment Transition Plan for 2021-22.

   Ms. Davies reported three changes to the Student Assignment Transition Plan (SATP): eliminating the separate Montessori and contemporary programs at Daniel Bagley Elementary School to render one consistent program, clarifying the language about the International Baccalaureate program, and updating the name of South Lake High School to Sugiyama High School. She provided additional details about the rationale for the change to the programs at Daniel Bagley and the school community's process to reach that decision. There was no discussion about this change.

Director Rankin made a motion to move this item forward to the full Board with a recommendation for approval. Director Hersey seconded. This motion passed unanimously. (Hersey, Rankin, DeWolf)

Adjourn

This meeting adjourned at 7:43 p.m.

This meeting was held remotely per the Governor's proclamations prohibiting public agencies from conducting meetings subject to the Open Public Meetings Act in-person to curtail the spread of COVID-19. Public access was provided remotely online and by teleconference.

Minutes submitted by:

The Office of Chief Financial Officer JoLynn Berge for the Oversight Work Session and the Office of Chief Operations Officer Fred Podesta for the Operations Committee of the Whole.