



Fairfax County
PUBLIC SCHOOLS

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**FCPS Update:
Technology Advisory
Council Priority
Recommendations**

August 18, 2020

Initiative 1: Planning – Establish a Foundation for Success

Recommendation	Status
<p>Create Process: Diagram/workflow showing how to integrate technology initiatives into overall FCPS communications</p>	<p>Complete</p>
<p>FCPS Response</p> <p>This workflow has been created. An Office of Communication and Community Relations (OCCR) staff member has joined the Technology Action Team, where representatives from Information Technology (IT) and Instructional Services (IS), along with principals, School-based Technology Specialists (SBTS), and teachers, discuss and recommend action on technology items. They also provide updates on major tech activities. Key items and activities will be included on the OCCR announcement/editorial calendar.</p> <p>OCCR will create messaging with IT input. Information will be disseminated to stakeholders upon approval by IT and OCCR leadership, or other FCPS leadership, as required.</p>	

Recommendation	Status
<p>Vision for Role of Technology: Establish a clear vision for the role of technology in supporting the learning goals of the district.</p>	<p>In Progress</p>
<p>FCPS Response</p> <p>The current FCPS IT vision embraces equitable access to meaningful learning experiences and technology that supports student growth and development both at school and at home. Successfully using technology is critical to helping students attain Portrait of a Graduate attributes such as communication, collaboration, and critical thinking. FCPS technology offerings, including FCPSOn, help prepare students to meet those demands. This vision creates a shared responsibility between school and home that thoughtfully supports students and families as they incorporate these new learning strategies. We acknowledge that technology and devices will not replace teachers. On the contrary, the technology vision for FCPS provides ongoing, dynamic professional learning for teachers that will result in more purposeful and collaborative student learning experiences. This vision forms the foundation for achieving Portrait of a Graduate outcomes for students.</p> <p>The Leadership Team will meet as a group to refine the technology vision for the division after the head of IT is named.</p>	

<p>Recommendation</p> <p>Alignment Meetings: Schedule introductory meetings with each of the workstreams to review their recommendations and ensure alignment and to establish next steps for communications and change management efforts.</p>	<p>Status</p> <p>In Progress</p>
<p>FCPS Response</p> <p>OCCR will begin scheduling meetings with each workstream beginning the week of August 10, 2020. We will place a priority on connecting with the following workstreams first: Device Access and Internet Connectivity, Technology Infrastructure and Operations, and Technology Accessibility.</p>	

<p>Recommendation</p> <p>Announcement Calendar: Create announcement calendar that includes FCPS technology initiatives in overall FCPS announcement schedule; integrate technology initiatives into other FCPS initiatives to avoid silos (e.g. Return-to-School).</p>	<p>Status</p> <p>Complete</p>
<p>FCPS Response</p> <p>The announcement calendar has been updated to include major technology initiatives. It will be a living document; new information will be added on a regular basis.</p>	

<p>Recommendation</p> <p>Audience/Stakeholder Grid: Create grid with Council audiences and communicate method for each; audit what is working and what's not.</p>	<p>Status</p> <p>Complete</p>
<p>FCPS Response</p> <p>The stakeholder grid is completed. It includes a list of key stakeholders, along with the various platforms used to communicate with them. Please note that it does not include every platform in OCCR's toolbox. Some channels such as a town hall or postal mail are not used on a regular basis.</p>	

OCCR will work with our communications consultant to develop a measurement framework. Establishing those key performance indicators will help guide the audit of what is and is not effective in reaching our audiences.

Recommendation

Status

Comprehensive Schoology Roll-Out Plan: Develop a comprehensive roll-out plan for Schoology in the context of a new district online learning vision. The roll-out should be modeled after the FCPS On approach and jointly led by the Office of the CIO and IS under the direct supervision of the Superintendent.

Complete

FCPS Response

The Schoology implementation will provide all students with:

- equitable access to meaningful learning experiences
- amplified best instructional practices
- anytime access to their virtual learning space

There are 17 schools that are participating in the Schoology pilot for the 2020-2021 school year. These schools include: Churchill Road ES, Cooper MS, Edison HS, Franconia ES, Hayfield ES, Hayfield SS, Irving MS, Kilmer MS, Langley HS, London Towne ES, Marshall HS, Rolling Valley ES, Stenwood ES, Stone MS, Twain MS, West Springfield HS, and Westfield HS. Schools were selected to ensure a wide range of programs and diversity between schools. Lessons learned during the pilot will inform divisionwide implementation. Preparation for the divisionwide implementation has already begun and will continue throughout the 2020-2021 school year to include professional development and stakeholder engagement.

The implementation is being led jointly by Instructional Services and Information Technology. Implementation teams include representatives from Early Childhood, Special Services, and ESOL.

Initiative 2: Staffing - Leadership and Technical Resources

<p>Recommendation</p> <p>Hire a CIO: Retract the current CIO posting and refine the job description. This role should be at the top level of the organization, reporting into the Superintendent. Look for a candidate with IT modernization experience, specifically around Cloud and SaaS based solutions. The CIO must be hired prior to the end of the summer. This role is critical for the development of the long-term strategic plan for FCPS.</p>	<p>Status</p> <p>Complete</p>
<p>FCPS Response</p> <p>The hiring process is in its final stages. The refined job description will be the foundation for the CIO transition profile, created to help the new CIO become acclimated to FCPS.</p>	

<p>Recommendation</p> <p>Hire a CISO: Hire a CISO prior to the end of the summer consistent with our feedback on the job description. This role should be at the top level of the organization, reporting into the Superintendent and not the CIO. The CISO role is critical for the development of the long-term strategic plan for FCPS.</p>	<p>Status</p> <p>In Progress</p>
<p>FCPS Response</p> <p>FCPS is crafting the Chief Information Security Officer (CISO) job description, to be reviewed by the Technology Advisory Council.</p> <p>Revenue sources have been identified to fund the position.</p>	

Recommendation	Status
<p>Contact Center Support: Retain a multi-channel (i.e., phone, email, etc.) Contact Center Support contractor prior to the start of the school year. This service desk should be focused on assisting the parents of the FCPS students at the start of the 2020-21 school year. The workstream has identified this as a risk and potential failure should FCPS be unable to address the concerns of the parents, students, and faculty as school restarts in the Fall 2020.</p>	<p>In Progress</p>
<p>FCPS Response</p> <p>FCPS has contracted for help desk services specifically to support parents this fall. The Parent Help Desk will provide a toll-free number that parents can call directly for tech support for common issues. The service will include multi-lingual support.</p> <p>The Parent Help Desk will be integrated with FCPS in order to allow escalation of tickets that cannot be resolved with basic technology support.</p>	

Initiative 3: FCPS Infrastructure and Processes Alignment to Support Educational Success

Recommendation	Status
<p>Review SLAs: Review service level agreements (SLAs) in new LMS contract (Schoolology) to determine if any potential risks or gaps exist.</p>	<p>Complete</p>
<p>FCPS Response</p>	
<p>Members of the Technology Advisory Council reviewed the Schoolology Contract SLAs. The only risk gap identified in this review was the need for more explicit information regarding how Schoolology handles load testing within the joint-tenant, Software as a Service (SAAS) environment.</p>	
<p>FCPS has raised this issue with Schoolology and Powerschool, the Schoolology Parent company. Initial meetings were held in July 2020 and follow up discussions are scheduled for August 2020.</p>	
<p>Additionally, it should be noted that the FCPS Schoolology contract includes a 99.9% up-time requirement with penalties and refunds in the event this performance level is not achieved. This is a higher-level support agreement than the standard agreement offered by Schoolology.</p>	

Recommendation	Status
<p>Core Technologies for Fall 2020: Identify a recommended set of core technologies for Fall 2020 by school grouping (e.g. elementary) or communities of practice (e.g. grade level) and determine roll-out plan in conjunction with Professional Development plan.</p>	<p>Complete</p>
<p>FCPS Response</p>	
<p>FCPS has updated our Digital Ecosystem Library, which lists tools that have been evaluated for instructional alignment as well technical functionality. This library has numerous search options, indicates the approval status for software applications, provides links to privacy policies and terms of use, and links to the vendors website where users can find support materials. Links to the FCPS Digital Ecosystem are bookmarked on all teachers' desktops.</p>	

Recommendation	Status
RFP for Synchronous Collaboration Tool: Immediately issue RFP for synchronous collaboration tool.	Complete
FCPS Response The project team and timeline have been established for the RFP. The RFP has been released to vendors and closes on August 31. The work is on target to award the contract in time to pilot in the spring.	

Initiative 4: Resource Support for Educators

Recommendation	Status
<p>Provide Differentiated Educator Professional Development: Prepare and deliver PD in multiple formats (e.g., asynchronous modules, how-to videos, synchronous sessions, sample interactive learning templates) to plan for online and hybrid learning environments.</p>	<p>In Progress</p>
<p>FCPS Response</p> <p>A number of professional development opportunities on virtual learning were offered to staff during the summer. This included traditional FCPS Academy courses, self-paced asynchronous learning activities, and the International Society for Technology in Education (ISTE) Summer Learning Academy. ISTE courses were provided to all Great Beginnings participants (1,040).</p> <p>During August Inservice all teachers will complete required PD designed to prepare them and their students for success with virtual learning. For example, teachers will be provided with strategies and resources to ensure they can build relationships with students in a virtual classroom, create learning environments in which learning materials are accessible to all students, and can engage students during virtual instruction using whole class, small group, and individual instructional strategies and supports.</p> <p>A Return to School Teaching hub has also been established which provides numerous resources that support instructional planning and delivery in the current virtual environment.</p>	

Initiative 5: Specialized Resource Support for FCPS Community

Recommendation	Status
<p>Different Learners Need Different Devices: Provide differentiated digital devices to students as determined by age, developmental level and special needs (e.g., iPads for young learners)</p>	<p>In Progress</p>
<p>FCPS Response</p> <p>This fall, as part of the student device refresh cycle, the Technology Action Team plans to convene a group of stakeholders to examine the developmentally appropriate technology needs of younger learners and special student populations. This group will include teachers, specialists from multiple departments and disciplines, and administrators. Their feedback will be used to generate requirements for a device acquisition RFP later this winter.</p>	

Recommendation	Status
<p>Build Community Among Families and Educators: Establish funding and staffing resources for proactive communication in multiple languages with the families of Early Childhood Students, English Learners, and Special Education Students in preparation for fall.</p>	<p>In Progress</p>
<p>FCPS Response</p> <p>FCPS provides translation services in a variety of fashions:</p> <ul style="list-style-type: none"> ● Information available on FCPS website with translations ● Translators and Interpreters ● United Language ● Talking Points app ● Parent Liaisons ● Phone Line Responders ● One Pager-Food and Tech Distribution sites, schools, community sites ● Tip sheets and videos in 8 major languages on FCPS and school websites <p>Additional resources for our limited English population are in development.</p>	

Recommendation	Status
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Plan to Include Special Populations in the Schoology Pilot: Ensure that the Schoology Pilot includes representation from Early Childhood, English Learners, and Special Education Students (all populations and centers).

Complete

FCPS Response

Schools selected to participate in the Schoology Pilot offer a wide range of Division programs and services which include:

- Advanced Academic Level IV Centers
- Advanced Academic Local Level IV Programs
- Advanced Placement Diploma
- Advancement Via Individual Determination (AVID)
- Early Childhood Special Education
- English for Speakers of Other Languages
- Extended School Year Services
- Foreign Language in the Elementary Schools
- Foreign Language Partial-Immersion
- Global Plus
- High School Academies
- International Baccalaureate Program
- PreK-12 ABA Services
- Special Education Services
- Title I
- Young Scholars

The diverse populations of students and the wide range of programs in the pilot schools will allow the project team to collect data on how Schoology can support a wide variety of learning needs and will inform planning for divisionwide roll out.

Additionally, the Schoology team, which contains staff from Early Childhood, Special Services, and ESOL, continues to make a concerted effort to collect input from teachers of a wide variety of content areas, subjects, and levels.

Initiative 6: Future Focus

Recommendation	Status
<p>Innovation Lab: Consider a FCPS Innovation Lab fostering an innovative culture. This lab would be a physical and virtual property at FCPS design to be a 'safe' sandbox for experiments and pilots to occur. Participants would be educators, students, and administrators. Explore student ideas like "School Tank."</p>	In Progress
<p>FCPS Response</p> <p>A team has been convened to begin to define the division wide expectations of these innovation spaces. Physical space will need to be identified, as well as staffing. The Foundation for FCPS will begin to seek out funding.</p>	