MCKEE ROAD ELEMENTARY TECHNOLOGY PLAN

TECHNOLOGY TEAM MEMBERS

WHO	ROLE	RESPONSIBILITIES
LANE PRICE-PRINCIPAL MICHELLE BITTER- ASSISTANT PRINCIPAL	Admin Team	● Bi-weekly meetings with tech contact to remediate and communicate technology updates as it relates to district and school ● Ensure that technology procedures are followed and enforced ● Ensure that technology fees are collected and that the CMS Student Technology Agreement Form is enforced
SHIRLEY KOERNER	Technology Contact	● Assist teachers with using technology in the classroom ● Report issues to the district via the MySupport ticket system for issues that cannot be solved in house
SHIRLEY KOERNER	Inventory Contact	● Manages school inventory ● Issues/collect devices for students ● Report damages, lost, stolen devices via the helpdesk ticket system and updating FAM inventory
CRYSTAL RAJKUMAR	Financial Secretary/Treasurer	● Assists with fee collection and invoicing ● Ensure that technology fees collected by the school are sent to Technology Services on a monthly cadence
LAUREN SIMMONS	Data Manager	● Assist Inventory Contact by informing contact of students entering/transferring/withdrawing from the school utilizing the Tech Tracker
ERICKA FICKER	School Counselor/Social Worker	● Assist with the waiver process

FEE COLLECTION	
When a student damages, loses, or has their device stolen:	Students should report the damage, loss, or stolen device as soon as possible to their teacher, technology contact. For stolen devices, a police report must be created and the report number provided to the school. The technology contact will follow the CMS procedure for recording the damage and fee(s) assessed in Frontline Asset Management and on the Tech Tracker. The damaged device will be sent to the Depot for repairs (if repairs can be made to the device). The student will be provided with an invoice for fees assessed and methods of paying the fee either through Online School Payments or receipt cash or check payment. The parent/guardian notification letter will be attached to the invoice to inform the parent/guardian of the fee. The student will not be able to take a device home until fees are paid. They will be issued a loaner device by the technology contact that must stay at school. The technology contact and technology contact will communicate with the admin team as needed.
When a student needs a loaner device due to device damage, loss or theft:	Only students that have a damaged device in repair, a lost, or stolen device will be able to use a loaner device until the device is returned from repair and/or paid for. The technology contact will issue a loaner device to the student in FAM, which must remain on campus and be returned at the end of each school day.
When the student is assessed a technology fee:	Families can pay through the Online School Payments portal for the appropriate damage type(s) on the invoice. Families that wish to pay with cash or check can come to the school front office to pay the invoice fee. It is the Technology Associates responsibility to keep track of any owed fees by pulling OSP reports on a weekly basis and list these fees on the Tech Tracker.
If a student requests a waiver:	Families that cannot pay the fee due to financial hardship will be referred to the Social Worker for a copy of the Technology Fee Hardship Waiver. Families can use the waiver once per school year.

TRANSFERRING STUDENTS	
When a student that is **new to CMS** arrives on campus:	The data manager will record on the Tech Tracker the new student's name, ID number, and enrollment date. Students must complete the Device Care Course & Student Technology Agreement form before a device will be issued. The technology contact will issue a device from the school's inventory in Frontline Asset Management (requesting devices if the school's inventory is running low on devices) based on the student's grade level. The data manager will communicate with the technology contact the new student's enrollment so that the technology contact can assist the student with getting access to the CMS LaunchPad, NCEdCloud, and other services. The technology contact will provide the student with instructions on how to access these services. If there are any issues with student access to services, the technology contact will place a CMS MySupport ticket for assistance. Students will be onboarded with a device and access to accounts within the first two days. K-2 students will be issued an iPad. 3-5 students will be issued a Chromebook.
When a student that is **transferring from a CMS school** to our school arrives on campus	The data manager will record on the Tech Tracker the transferring student's name, ID number, and transfer date. The technology contact will find the student record in Frontline Asset Management and confirm if the student has a device assigned to them from the previous schools and/or any outstanding fees. The technology contact will issue a device if the student has no device assigned to them from the previous school and the student has no outstanding fees. If the student has outstanding fees, these must be paid before a device is issued.

	If the student has a device assigned to them in FAM, the technology contact will contact the previous school to inquire about the status of the device and request that the device be collected or marked as lost within the first week of student enrollment. If the device has transferred in FAM to our school from the previous school, the technology contact will submit a CMS MySupport ticket to have the device moved back to the previous school.
When a student **withdraws from our school and is going to another CMS school:**	The data manager will record on the Tech Tracker the transferring student's name, ID number, and transfer date. The technology contact will assess the condition of the withdrawing student's device and [assess any fees associated with any damage](). **K-5 students:** The technology contact will locate the student's device and [Quick Collect]() the device in Frontline Asset Management as soon as it's known that the student is transferring. The technology contact will store the device in a secure location to be issued to another student. [(Quick Collect Video)]()
When a student **withdraws from CMS:**	The data manager will record on the Tech Tracker the withdrawing student's name, ID number, and withdrawal date. The technology contact will assess the condition of the withdrawing student's device, [assess any fees associated with any damage](), and [remove the device from the student's record and place the device in the Receiving Room in Available status in FAM.]()

ISSUING AND COLLECTING STUDENT DEVICES -- BEGINNING OF YEAR TIMELINE	
August	- Admin Team - Discuss plans for issuing devices to students during first days of school. - Ensure that the technology contact, financial secretary, data manager, and other stakeholders are aligned with the School Technology Plan. - Communicate device issuing timeline and plan to staff. - Technology Contact - Process any devices that have been repaired over the summer. - Identify and process any remaining devices that require repair and send them to the depot. - Ensure that all working devices are in the FAM *Receiving Room* in *Available* status. - Issue technology to teachers as needed (document camera, Promethean remotes, etc) - Collaborate with the admin team to use the CMS Summer Computer Use Agreement Form to collect any devices not returned from the summer. Assess any fees for damage to devices from summer use. - Communicate the School Technology Plan to teachers, including the process for issuing devices and reporting issues. - Ensure that the School Technology Plan is completed and in the Back to School Newsletter. - Assist teachers with technology issues in the classrooms.
First week of School	- School staff will send home the Student Technology Agreement form. - Technology contact will communicate technology distribution schedule to teachers. - Teachers will follow the communicated schedule. - Students must return their signed Student Technology Agreement form before being assigned a device. - Students are required to complete the Device Care course. - Devices will be issued to all students who have no outstanding fees for previous devices. - Technology contact will communicate resources to staff regarding setup of student devices and accounts and assist with any issues. - Teachers will inform students about fees and instruct them on proper care of devices.

ISSUING AND COLLECTING STUDENT DEVICES -- END OF YEAR TIMELINE	
April	- Technology contact will attend EOY collection webinar. - Admin team will discuss scheduling and communicating the collection of student devices. - Technology Contact will connect with school Student Services staff regarding any potential plans with summer school students. - Technology contact will request training for any staff assisting with device collection in FAM and with procedures. - Technology contact will refer to the Technology Contact End of Year Checklist for end of year technology action items.
May	- Technology contacts will inventory all school technology equipment, collect devices of staff leaving the district for central office, collect and assess student devices, and submit tickets for technology that needs repair. - Technology Contact will assess devices collected for damages, assess fees, and place these devices into repair. - Technology contact will communicate school end of the year technology procedures for staff and students. - School will communicate the end of year collection of devices and opt-in procedure for devices needed over the summer.
June	- Technology contact will complete collecting devices, assessing fees, and ticketing devices for repair - School will ensure that there is a place for devices to be turned in and stored securely during the summer.

HOW TO FILL IN THE SCHOOL TECHNOLOGY PLAN TEMPLATE

SUGGESTED TIMELINE FOR MEETING	WHO/AUDIENCE	PURPOSE OF MEETING
1ST WEEK OF AUGUST	MEET WITH YOUR ADMINISTRATIVE TEAM	Set up a meeting with your administrative team to discuss a technology plan for your school. As part of the meeting, the team should: ● Identify members of the technology team, roles and responsibilities. ● Foster collaboration with school admin, data manager/registrar, financial secretary/treasurer, and device manager/tech contact. ● Ensure understanding and alignment of Tech Services initiatives with school improvement plans and objectives. ● Plan the following: ○ Payment procedure for damaged/lost/stolen devices, including how a student can get a waiver if needed ○ Issuing/Collecting devices at beginning of year, end of year, and during the year that aligns to Device Management Guide ○ Procedures for students and staff to report issues and get assistance with issues ■ Tech Support Form Example | Template ○ Procedures for students who have a record of losing/damaging devices ○ Procedures for students that need their devices repaired, including how students maintain access to a device during the repair process ○ Procedures for staff technology, including beginning and end of year technology checkin/checkout procedures and for getting assistance with technology during the school year
1ST WEEK OF	COORDINATE	Meet with your financial secretary to discuss payment procedures for technology:

AUGUST	WITH FINANCIAL SECRETARY	- Ensure they know the device fee structure set by Technology Services - What payment options will work for your school? - OSP (Online School Payments) - Cash - Check - Who will manage receipts and collecting charges? - Who will manage pulling reports for paid fees? - Who is responsible for keeping track of outstanding fees?
1ST WEEK OF AUGUST	FEE COLLECTION	- Create a procedure for fee assessment and collection that align with school procedures regarding fees, after coordinating with the financial secretary. - Work with the school counselors to make sure that families are able to make payments. We must hold students and families accountable without hindering their educational experience by withholding technology. Especially if their circumstances prevent them from paying to repair or replace a device. This is why they sign and return the Device Agreement prior to receiving a device. Families are made aware of the costs to repair/replace devices before receiving a device. - Create a procedure for how students can request a waiver if needed - Financial Hardship Waiver - How are students and parents informed about devices going home, fees for damaged devices, and reporting device issues? - OSP Directions for Parents - We suggest using this Tech Tracker template to help with keeping track of damaged/lost/stolen devices and fees.
1ST WEEK OF AUGUST	COORDINATE WITH DATA MANAGER	- Meet with your data manager to develop a system to address device issuing and collecting for students that are: - New to CMS - Transferring between CMS Schools - Withdrawing from CMS - How will the data manager inform the technology contact of these students? - We suggest using this Tech Tracker template to help with keeping track of new/withdrawing students

PRIOR TO 1ST DAY OF SCHOOL	COMMUNICATE OUT PROCEDURES TO TEACHERS	● Fill in the School Technology Procedures template after developing the school technology plan so that teachers are informed of the procedures with technology
		● Create or update a central hub/location for technology resources & needs
		   ○ Tech Resources Hub
		      ■ Google Sites
		      ■ Canvas