Network Advisory Committee

Present:
Lisa Smith, ACCESS
Dale Santangelo, ACCESS
Rich Denamen, ACCESS Board
John Hopkinson, Yo. City
Jason Martin, Columbiana Exempted VS
Kevin Stoklosa, Struthers City (MCESC/Lowellville)
Andrew Velchek, Mahoning ESC
Joe Warchol, Columbiana ESC

Absent:
Nate Aldrich, East Liverpool

Student Email System – Microsoft Windows Live @EDU
Dale Santangelo facilitated a discussion on the pending plan to implement a new student email system this summer. The details of the implementation are still in the development stages as John LaPlante continues to work with Microsoft toward an acceptable contract. Once a contract is in place, a final migration plan will be shared.

Discussion points:
- Create all new student email accounts with no migration of existing accounts.
- New system will eliminate password change requirements
- Allow for custom domains
- Login screen customization
- District account creation control
- Summer deployment
- Alert administrators (and students) prior to the end of the school year
- No effect on district email charge

Joe Warchol asked if the agreement with Microsoft would be with ACCESS or with each individual district. Rich Denamen suggested that administrators be made aware of this pending change early so that they can prepare their students, i.e., save any important email that will not be migrated. These issues will be addressed with John LaPlante.

Microsoft – Rollout of Windows 7
Dale Santangelo is still in communication with Microsoft in an attempt to schedule a demo regarding the rollout of Windows 7.

M86Security – Mobile Filter
Joe Warchol asked about the availability and functionality of the mobile filter. Lisa Smith explained the client process and that the mobile filter appliance in use is installed in the ACCESS DMZ supporting Mahoning Unlimited Classroom's needs. The Mahoning ESC (Kevin Stoklosa and Andrew Velchek) are in the process of installing and testing clients on laptops used in their pre-schools. Lisa will check on the addition of licenses to the appliance.   A brief discussion followed regarding the administration interface.

Technical Support @ Home – Parent & Teacher Assistance
Joe Warchol shared his current concerns with supporting parents attempting to reach the parent assist webpage (https://pa.access-k12.org:8443/aal_pa/) and teachers using to webvpn for eSIS resources from their home computers. Joe questioned whether consideration should be given to offering evening technical support by ACCESS or an outsourced entity. A discussion followed. Rich Denamen suggested that the NAC conduct a survey of the tech coordinators to gather information to include, but not be limited to:
- Average number of after hour calls
- Average length of time for calls
- Number of calls from teachers
- Number of calls from parents
- Any suggestions for better offering support
- Any recommendations for outsourcing

Lisa Smith will work with John LaPlante to create a survey using a survey tool available to ACCESS. Survey results will be shared with the NAC and with the Board of Directors through Rich Denamen as appropriate.

To assist parents, the committee agreed to develop collaboratively a check-off list to aid in connecting to the parent assist web site. Lisa Smith will gather basic information from ACCESS and email the committee a draft. Once finalized, the NAC will share the checklist with districts as a potential troubleshooting guide (posting on website).

Future Educational Technology – Mobility…Security Issues, etc.
The NAC discussed future trends in technology in education. Rich Denman shared news about current initiatives underway providing students with laptops. As new mobility in education practices occur within ACCESS schools, the committee agreed that support and security methods would need to be re-evaluated. Further discussion will be required on this topic.

The meeting was adjourned.

Submitted by Lisa Smith