August 2009

To: J. T. Coopman, Superintendent, MCCSC
From: Joe Ehlers

Re: Monroe County Community School Corporation Technology Exploration Proposal 2009 – 2010

The purpose of this proposal is to provide an independent assessment of the services, processes, and outcomes associated with MCCSC’s Information Technology department. This initial exploration will increase awareness, identify areas for improvement, build understanding around issues, and ultimately provide recommendations for changes in future implementation. This assessment will establish a baseline of the current structures (e.g., physical, security, information systems, and user environment) and create a springboard for future services and solutions.

Stated simply, this process will assess MCCSC IT department’s efforts: What’s working, what’s not working, and what’s next.

This assessment will include the following work:

- Initial meetings with MCCSC IT personnel
- Document review and analysis of all available IT data sources and reports (provided by MCCSC), including but not limited to: resource consumption rates, ticket incident statistics, web analytics, inventory & life cycle documents, software agreements and utilization.
- Review and analysis of policy and process documents, agreements with stakeholders.
- A needs assessment survey to identify potential areas of interest and establish a baseline
- Focus groups with representative sample of stakeholders.
- Structured interviews with key partners including: IT personnel, Central Administration staff, Principals, Support staff, School Technology Leaders, Teachers and others.
- Site visits to a determined number of schools receiving services.

The result of assessment will be a report of technology utilization for MCCSC that can also be disseminated to multiple stakeholders and audiences.

Anticipated Workflow: IT Staff Discussions → Document Review → Needs Assessment Survey → Focus Groups → Structured Interviews → Report

Respectfully,

E. Joseph Ehlers, Jr.

Approved by the Board of School Trustees on ____________, ____, 2009

D. Jeannine Butler, President
Activities estimate

Initial Meetings & Document Review:
- Meetings with key IT personnel and document review to inform survey content.

Needs Assessment Survey:
- Survey representative sample of MCCSC to identify areas of emphasis.

Focus Groups with Stakeholders:
- 5+ focus groups, to be determined
- Focus groups will be conducted by role (IT staff, Central Office Administration, Principles, Teachers, Secretarial Support Staff, and others as determined appropriate) and possibly 1 focus group of selected participants across roles.

Structured Interviews with selected (TBD) Key Informants across Elementary, Middle, and High Schools to further illuminate established areas of emphasis:
- All Information Technology Personnel
- 10 – Teachers or Staff who have significant interaction with technology
- 10 – Administrators who have significant interactions with technology

(Interviews will be followed up via email or phone as necessary.)

Time Estimate:
- Preparation for project and document analysis (4 days)
- Preparation, dissemination, and data collection for survey (3 days)
- On-site visits to MCCSC schools to conduct interviews, meetings, etc. (12 days)
- Preparation and follow-up for focus groups and interviews (3 days)
- Analysis and follow up of process and outcome information (4 days)
- Report preparation (4 days)

Total effort: 30 days* (maximum days)

Estimated Timeline:
- Follow up communication December – February 2010.
- Draft Report – March 2010
- Final Report – March 2010

Rate:
- $1200.00 / day  $1150.00 / day