Lane County Technology Advisory Committee
MINUTES

PRESENT: Arne Berglund (LESD), Christina Okesson (LESD), Michael Bateman (28J), Jesse Baber (45J3), Nathan Bowers (71), Todd Hamilton (40), Daniele McCallum (LESD), Jason Dodge (LESD), Jerry Pergamit (1), Joel Higdon (40), Sam Robinson (Ambient for Marcola & Blachly), Ben Gernhart (40), Roger Morris (4J), David Langan (4J)

Intro discussion:

- Brief Roundtable and questions
- Handout – technology portion of LESD services survey. All superintendents, curriculum leaders, and special education directors received it. Larger copies available for review. Fairly long survey – technology started with question 61. Many folks dropped it by the time they got to our portion. Comments about email, which is not surprising because that is what most people see. The results have gone out to the superintendents as well, and they are discussing. Did anyone from LCTAC fill it out or was made aware of it? Todd was the only one from this group. The Superintendents were asked to connect with folks, but with the survey going out to more people they probably figured tech folks got it. Michael received it as well, but felt most of it was geared outside of his area so he didn't complete it. Todd answered all of the questions – there was a theme in every area regarding communication, to find out if there are communication pathways that are broken. The communication portion in technology – a few people scored it lower. This is realistic considering the audience. Todd asked if we had involvement in crafting the survey. Daniele was asked to review during a testing phase as far as functionality. SurveyMonkey was a little cumbersome with the size of the survey. The questions were already crafted before Daniele looked at it. Todd mentioned that it would be helpful to get an indication from the persons who are completing it, which areas (depts.) they have contact with. Todd also mentioned conversations at the Superintendents' cabinet last year, but we have new Superintendents this year. They haven't had that opportunity. Daniele met with the new Superintendents in the fall to provide an overview of services. Only McKenzie is left. Those meetings have been very helpful to make them aware of their possibilities, and also get a feel for what their needs are. Jesse asked if we are using the survey for year-to-

year metrics. Todd said the nature of the survey has changed over the years. There is not a baseline. This survey will probably be the new baseline moving forward. LESD has always started in November with planning for the Local Service Plan. Now it is to gather information to judge relevance of our services to our customers.

- Jerry had asked about e-rate training for LCTAC. How many people would like to be included in that? What level would that be? We could gear it toward districts just starting with e-rate. Michael mentioned Fern Ridge thinking previously about contracting with Sabrina. If a district has ever considered applying for Priority 2, your chance of being funded is much higher now. You have to consider your size of district and whether what you get out of e-rate is worth your time to do it. Category 2 is for hardware and maintenance for wi-fi connections. A budget is created $150/student per school building for a 5-year period. Then the discount percentage is calculated off of your expenditures for what you would receive back. Jesse would be interested in a higher-level training on the changes but not the form processes.

- Media/Learn360, etc. Kate Weber is now at SOESD. Her position is being re-arranged. Media services has gone away. Learn360 and library services (Destiny) had been a portion of her former position. Learn360 is an online subscription to video content that is designed for teachers to use with instruction. LESD met with a Learn360 rep yesterday. It has about 100k titles designed specifically for K-12. This is a service we pay for yearly and is a menu item on the Local Service Plan. $.39/student. Designed for teachers but students can have access as well. Kate used to do teacher training and account management. We are working to identify someone in our curriculum dept who will take on the teacher trainings, and account management will be underneath the tech department. Let us know if you don't know whether your district is signed up for Learn360. Some districts are managing their own accounts, others contact LESD. The Destiny piece is in pockets as well. Training for existing districts comes from Follett now. Michael mentioned that Kate did a lot of ongoing support for Fern Ridge, that was because she was their librarian of record. The librarian of record role is going to be contracted out. That person has not yet been identified. Jesse mentioned they may be losing one of their high school librarians and would like to have some training provided. The data warehouse coordinator position has been posted and they have interviewed. That person will be full-time assigned to data warehouse. We will email contact info when that person is identified.

Topic of the Month: Email, Infrastructure & Function

Overview/Intro — LESD
- Arne powerpoint (will be posted to the LCTAC blog along with the November minutes).
- Roger mentioned that 4J archives for 3 years. Student records are 99 years, but there is a question about whether email is considered a "student record."
- If staff needs a name change, they no longer have to lose all of their prior email. Let LESD know and we can coordinate.
- End users use the standard mailman interface. Some districts manage their own, some we manage. Jerry asked if LESD could manage their lists. Arne is not opposed. Jerry also asked about auto-generated lists. The system currently auto-generates 2-3 per district, and re-generates nightly (staff, students, and all-accounts). If we had something unique in our system, it would also auto-generate for a district.
- Arne is looking at designing the replacement for the mail system for next summer. If districts have things they want, please let us know. 4J does parent extracts from the SIS every night, and it syncs to the parent list. Maybe there is a way to move that file from a district to our system. Michael mentioned group list management and address book management, that he had brought up to Arne already.
- Jesse emphasized that he would like to see LDAP authentication. One problem with that is the mailarchiva free edition only being able to listen to one host. Arne won't rule out the possibility of 14 virtual servers. Possibility of running it either way.
- Compromised accounts. As soon as the account is identified, it is locked. There are a few ways Arne identifies a compromised account. He gets a report from the main system every night that he reviews each morning. The main logs will show indicators of deferred messages, excessive bounces, etc. Sometimes Arne will hear about an account from other methods. If it is an ESD account, Arne notifies their supervisor. If a district, we contact the district tech coordinator. We ask for a password reset, let the user know that they will see a lot of bounced messages, and that password security be reviewed with the user. Benefit of splitting to 14 servers is the protection from blacklists affecting everyone. Compromised accounts seem to come in small waves.

Best Practices — Roundtable
- Personal mobile devices?
  - Michael locks them out and then sets up on request. He is preparing for the fact that everyone will want it. Michael asked about clients on the personal side and also the district side. Arne said that the

latest version of outlook is much improved with imap support from the previous. Don't overlook Outlook as a possibility. Arne also said that Roundcube has the ability to handle mailto links, but previously LESD has hidden it because it was not stable.

- o Jesse has every client out there. Jesse showed how to add Google calendars in Thunderbird. He is using the Sunbird iCal plugin for Tbird. Mobile devices are set up for the VIPs or folks who make a really good case for It requires a passkey and will wipe the phone if incorrect 5x in a row. Do SIS on a couple of apps, with passkey required. People do use tbird but primarily webmail.
- o Creswell, most new are webmail. A few clients out there, not as much outlook anymore. Personal devices, they are full-service. Have a handful of teachers with it on phone, iPad, computer, multiple devices. A lot of requests for access to staff wireless on their personal device, which is denied. LESD also does not allow personal device access to internal wireless network. Creswell using Casper for iOS devices.
- o Marcola uses mostly webmail with a few using tbird, no outlook. Mobile devices are set up by Ambient, for just a few.
- o Blachly is heavy on Outlook 2013 with iMap. Mobile devices are set up by Ambient if users ask.
- Policies or processes on account deletion? New accounts for non-district folks? Who keeps track of that?
  - o 4J has a lot of accounts but not necessarily for email, because of the amount of systems they are coordinating.
  - o Fern Ridge locks the account before deletion, gives opportunity for transfer. Leaves it locked for awhile and then sets a time-delete. Student teachers: principal emails with an end date, and set to expire. Standard deletion after 30 days.
  - o South Lane similar. Long-term subs are approved. Drew the line at contractors, need to be at least 4 hours a day. Add contractors' gmail accounts to the listservs. Give 30 days standard before deletion. A lot of folks have docs in Google Apps, and have to coordinate around that. LESD does a Google directory sync off of LDAP for email. If the email goes away, their Google account gets deleted. That has caused problems, and we have to coordinate now much more.
  - o Pleasant Hill monitors user lists and gives 30 days before deletion. Sometimes has to double-check with payroll.
  - o Michael mentioned he would like a solution for auto-ownership of Google docs on account deletion. LESD would also like feedback on whether there are tools out there for this.

- Marcola rolled out on Google Apps this year, setup for directory sync. Ambient wrote a script that creates the account and resets password (for student accounts). He will share if anyone wants that script.
- Lowell non-staff accounts he defers to principal, 30 days standard before deletion.
- LESD has a few designated people who are allowed to request accounts and deletions. They use a form that collects info. They let us know if outside of standard 30 days. The Google docs and calendar issues are a pain. Also double-check accounts with the HR board report against what has been reported.
- Creswell cleans up accounts once a year unless there is a specific reason to handle an account specially (termination, etc).
- 4J disables account immediately but doesn't delete for a period of time.
- Blachly is handled by the office, not through Ambient.
- Marcola uses LESD for email management.
- Disclaimer footers?
  - Springfield and Bethel have a standard disclaimer on all their email.
  - Other districts are hit and miss, set up by users.
  - LESD has always heard that it doesn't really mean anything legally. It is more of a behavioral check.
  - No others have had any district-level discussion around disclaimers.

- **Challenges — Roundtable**
  - (Not addressed, meeting was overtime)

- **Changes you would like to see — Roundtable**
  - (Not addressed, meeting was overtime)

- Next planned LCTAC meeting, Jan 22, 2015
  - Topic – ISP?