



AGENDA – EDUCATION, POLICY AND OPERATIONS COMMITTEE

Wednesday, June 5, 2024 – 5:30PM

Limestone Education Centre

220 Portsmouth Avenue, Kingston, ON

Link: <https://bit.ly/LDSBEPOCMTGJUN5>

Public Meeting – 5:30 PM

Private Session – Following Adjournment of EPOC (time permitting) or following the Budget Committee meeting. Report to Public session at the June Board Meeting.

Acknowledgement of Territory: “The Limestone District School Board is situated on the traditional territories of the Anishinaabe and Haudenosaunee. We acknowledge their enduring presence on this land, as well as the presence of Métis, Inuit, and other First Nations from across Turtle Island. We honour their cultures and celebrate their commitment to this land.”

- 1. CALL TO ORDER**
- 2. ADOPTION OF AGENDA**
- 3. DECLARATION OF CONFLICT OF INTEREST**
- 4. PRESENTATION – Skills Ontario Competition Awards**
- 5. REPORTS FOR INFORMATION**
 - 5.1 Information & Technology Services Operational Plan** – Associate Superintendent Hedderson (Pages 2-4)
- 6. REPORTS FOR ACTION** - None at this time.
- 7. UNFINISHED BUSINESS** - None at this time.
- 8. NEW BUSINESS** - None at this time.
- 9. CORRESPONDENCE** - None at this time.
- 10. NEXT MEETING** – September 4, 2024
- 11. ADJOURNMENT**



ADMINISTRATIVE REPORT: INFORMATION & TECHNOLOGY SERVICES OPERATIONAL PLAN

EDUCATION, POLICY AND OPERATIONS COMMITTEE MEETING

June 5, 2024

Purpose and Link to the Strategic Plan/Goal: Student Learning, Achievement, & Well-Being

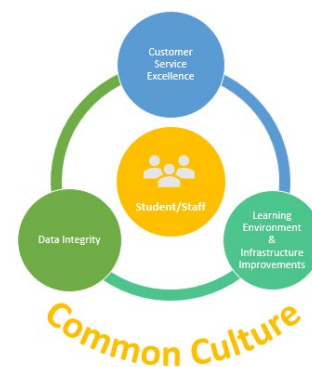
To update Trustees on the Information & Technology Services (ITS) Operational Plan and how it supports the goals of the Limestone District School Board (LDSB) Strategic Plan.

Supports Strategic Plan Goals:

- Improve student well-being/sense of belonging, participation/engagement in class time, and time focused on learning.
- Improve literacy learning and achievement for every student.
- Improve math learning and achievement for every student.
- Improve graduation rates and preparedness for future success for all groups of students.
- Improve responsiveness and service to families, staff, and community partners.

Background

The ITS operational plan is divided into three themes that drive our main objectives of supporting the goals of the LDSB Strategic Plan. Each of our departmental themes, Customer Service Excellence, Data Integrity, and Learning Environment & Infrastructure Improvements, has a list of specific goals. These goals are each developed into detailed project plans, change initiatives or digital transformations depending on their scope, impact, and detailed deliverables.



Current Status

The ITS Operational Plan has several key goals to **improve student well-being/sense of belonging, participation/engagement in class time, and time focused on learning**. These goals include ensuring equitable access to reliable devices, creating consistent learning spaces for all students, and providing consistent and safe school communication systems. The plan aims to improve the ITS support model across LDSB, enhance ITS communication, and promote innovation within the district. A significant objective is to provide relevant data to various departments and employees to promote data-based decision-making. Specifically, with respect to this goal, providing easy access to attendance data helps schools assess the Ministry goal of having students in Grades 1 to 8 achieve a 90% attendance rate.

To **improve literacy and math learning and achievement for every student, improve graduation rates, and prepare students for future success**, the ITS Operational Plan sets forth a series of goals that support the acquisition of core academic skills with the ultimate goal of more students graduating from Limestone and finding future success. The ITS Operational Plan provides equitable access to reliable devices, differentiated by divisions and panels, to support the use of digital math and literacy resources and tools. It also emphasizes the collection and maintenance of a variety of student data, not only to assist with Ministry compliance and reporting, but the collection of student achievement data to help inform instruction in classrooms and provide guidance for further improvement efforts. This data is also used to support decision-making related to system resources and supports. Collectively, the enhanced use of data across schools and departments ensures resources are used equitably, efficiently, and effectively to enhance the educational experience and support all students' success.

To **improve responsiveness and service to families, staff, and community partners**, the ITS Operational Plan also outlines goals for ensuring LDSB's ability to be proactive in supporting staff to be successful by providing training for staff who are new, or who change roles. It also ensures the board maintains capabilities to prevent, respond to, and recover from events that negatively affect business operations. The ITS Operational Plan outlines goals to improve the IT support model across LDSB, make ITS and system communication more effective, and encourage innovation within the district. In direct response to staff feedback through the recent Corporate Services Survey, the plan also includes a significant project to create a "one-stop shop" for employees to access support and resources, maintaining data accuracy and Ministry compliance for SIS-related data, and providing data as useful information to various departments. The plan also includes goals for documenting, reviewing, and understanding data usage and appropriate access levels (role-based security), as well as the management of the board's electronic records. These initiatives are part of a comprehensive strategy to improve service delivery and support the educational community within LDSB.

Here are a sample of some projects that tied to the LDSB Strategic Plan goals:

- The distribution, maintenance, and replacement of student and staff devices

- School and building telephone system upgrades
- Video surveillance upgrades
- Innovation – Employee Expense App and Student Achievement Plan App
- myLDSB - “one-stop shop” for employees to access support and resources (intranet)
- Power BI Dashboards that provide real-time and comparator data as guidance for action to departments and employees with an emphasis on improving teaching and learning across all schools

Next Steps and Communication Plan

The majority of the ITS Operational Plan goals have been or will be developed into project plans and departmental change initiatives, all of which align to and support the larger goals in the LDSB Strategic Plan. The goals of ensuring reliable devices, learning resource management, and creating consistent learning spaces for all students, require a significant investment by LDSB. A comprehensive technology purchasing roadmap is needed to achieve these goals. We are making significant progress on the myLDSB project, with a system announcement coming out next week to introduce the new branding and show people a glimpse of the new “one-stop shop” for employees to access support and resources in the fall of 2024.

Feedback will continue to be sought from staff and students through surveys and the IT service ticketing system, as well as IT staff who support all staff and students in the system, for further improvements to customer service.

Recommendations

That this report be received for information.

Prepared by: Kelvin MacQuarrie, Manager of Information Technology Services &
Steve Hedderson, Associate Superintendent of Curriculum & Program Services

Reviewed by: Krishna Burra, Director of Education