

Dr. Steve Gallon III, Board Member

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} Revised

**SUBJECT: SCHOOL SITE TECHNOLOGY SERVICES AND SUPPORT**

**COMMITTEE: ACADEMICS, EVALUATION AND TECHNOLOGY**

**LINK TO STRATEGIC BLUEPRINT: EFFECTIVE AND SUSTAINABLE BUSINESS PRACTICES**

Miami-Dade County Public Schools (M-DCPS) is committed to the provision and use of technology to improve teaching and learning, and support the overall efficiency and effectiveness of school and district operations. In fact, Board Policy 7540 reaffirms the Board’s “commitment to the effective use of technology to enhance the quality of student learning and the efficiency of the Board’s operations.” For years, this commitment has been reflected in significant financial, human, and technology resource allocations that ensure that M-DCPS remains on the cutting edge of the ever-changing landscape of technology innovation.

The District has and continues to make such investments in technology to improve teaching, learning, and district operations, and in fact, has invested over \$85 million in technology through the General Obligation Bond (GOB). These, as well as other technology related expenditures, further evidence the District’s commitment to the provision and use of technology resources, specifically in its schools. Board Policy 7540 further states that “safeguards shall be established so that The Board’s investment in both hardware and software is achieving the benefits of technology...” Further, School Board Policy 7410 states that “The School Board shall conduct a continuous program of inspection, maintenance, and rehabilitation for the preservation of all school building and equipment.”

Despite such investments, both research and practice demonstrate that the purchase and provision of technology alone prove insufficient in its successful and sustainable implementation. To ensure the effective adoption and use of technology, specifically in those areas that augment and support teaching and learning, an adequate and appropriate system of service and support must be provided.

The District currently implements processes and procedures designed to ensure the adequate and timely provision of service and support to schools. Requests for technology support are facilitated through the preparing and submission of HEAT tickets. The page for the submission of HEAT tickets states that “due to reduction in staff, incidents submitted via HEAT Self-Service will be assigned systematically based upon the category selected...the incident’s complexity and the staff required will determine the timeframe necessary to resolve the incident.” This system of processes and procedures appears to result in significant delays in addressing technology related issues at schools.

With the increased use and reliance on technology to support student assessment, differentiated instruction, intervention, progress monitoring, annual computer-based testing, and Human Capital assessment and evaluation, it is increasingly important to ensure that all schools are provided adequate levels of service and support that are delivered by highly qualified and dedicated personnel.

This item seeks to review the provision of technology service and support at schools in an effort to assess, evaluate, and improve the efficiency and effectiveness, where needed.

This item has been reviewed and approved by the School Board Attorney's Office as to form and legal sufficiency.

**ACTION PROPOSED BY  
DR. STEVE GALLON III:**

That The School Board of Miami-Dade County, Florida directs the Superintendent to:

1. review the current processes, procedures, and personnel structures that provide technology service and support to schools;
2. identify efficiency and effectiveness levels of the processes and procedures that are designed to service and support technology at schools; and
3. provide an update on technology, service and support provided to schools, to the Board no later than February 21, 2018.