



Service Level Description

BOCES Support and Coordination

MODEL SCHOOLS

OVERVIEW

This document represents a Service Level Description (SLD) between subscribing Local Educational Agencies (LEA) as the subscriber, and the Northeastern Regional Information Center (NERIC) as the provider, for the provision of the **Model Schools** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

Designing education to meet the needs of a 21st-century global society requires the ability to rapidly adapt and apply technology to work creatively to generate new ideas, new theories, new products and new knowledge. As technology needs and skills evolve, so does the need for professional development. With that in mind, NERIC's Model Schools service provides a high-quality, affordable means of allowing educators to share and build upon their knowledge with colleagues across the region.

Model Schools is a comprehensive support program for districts and is comprised of educational technology professionals with specific areas of expertise. The purpose of the program is to assist districts in their efforts to evaluate, vision, plan and integrate technology into curriculum as a tool to improve student achievement.

Through this service, NERIC staff work with teachers, technology coordinators and administrators to enhance their technology literacy through regional workshops, webinars, online professional development, special events and conferences. Model Schools encourages networking, sharing of best practices and envisioning of future technology uses through district participation in regional events.

Billing Code

CoSer: 516-6368

Service Codes: 516.010/050

Pricing

Model Schools Basic Service including Common Set of Learning Objectives (CSLO)

516.050.010: \$9,525 districts less than 100 FTE

516.050.020: \$11,425 districts greater than or equal to 100 FTE

Model Schools Customized for Professional Development

Additional customized professional development may be quoted upon request.

GOALS & OBJECTIVES

The goal of this document is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the subscribers of this service. The objective of this Service Level Description is to clearly articulate the roles and responsibilities of the NERIC as a service provider and the LEA as a service subscriber.



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CONTACT INFORMATION

Hilary Dee, Model Schools coordinator, (518) 862-5321 or hilary.dee@neric.org



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SERVICE DETAILS

SERVICE SCOPE

The following services are covered by this Service Level Description:

- Access to the BrightBytes Clarity platform, which provides a reliable and research-based framework that enables districts to better allocate technology resources and respond quickly to the diverse needs of students and teachers.
- Participation in targeted, live and on-demand professional learning sessions.
- Access to skilled instructional technology staff with diverse perspectives and experiences.
- Access to specialized digital content which highlights best practices from within our region through our Model Schools website, Technology Newsletters/Blogs, and other emergent collaborative cloud based resources.
- Access to onsite and virtual instructional technology coaching.
- Access to customized professional development for member districts, when requested and per availability of NERIC staff or NERIC consultants. Additional fees may be incurred pending the scope of the professional development request.

The following district expenses may also be eligible for BOCES aid through this service:

- Professional development stipends districts pay staff for participating in Model Schools activities.
- A percentage of the salary of the district's Model Schools coordinator.
- Other related program expenses.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

The following areas are the responsibility of the Service Provider:

- Support for Model Schools questions and My Learning Plan registration assistance available M-F 8:00AM-4:00PM via telephone: 862-5321 or email: hilary.dee@neric.org with the exception of school holidays.
 - NERIC will coordinate three Model Schools Advisory Council Meetings per school year.
 - NERIC will coordinate data collection and data walk through with BrightBytes and district representative(s).
 - NERIC will coordinate data discovery days for districts collecting on the Clarity platform to develop metric based goals.
 - NERIC will coordinate and facilitate shared professional development opportunities for Model Schools districts in the form of traditional in-person classes, webinars, online courses and blended learning opportunities.
 - NERIC will provide a Model Schools team comprised of certificated teachers, counselors, and administrators.
 - NERIC will provide targeted onsite and/or virtual instructional technology coaching as contracted.
 - NERIC will coordinate the process for district staff members to teach Model Schools classes with compensation.
 - NERIC will offer clear written guidelines on expectations and responsibilities of Model Schools Trainers.
 - NERIC will send Model Schools Catalogs to Model Schools Facilitator at district for dissemination to staff.
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- NERIC will post Model Schools offerings on My Learning Plan WebReg system to accept registrations and assist with process of participant registration as needed.
 - NERIC will track attendance and note participation to complete professional development credit(s).
 - NERIC will monitor course evaluations to ensure quality of courses offered.
 - NERIC will provide reports detailing Model Schools usage.
 - NERIC will maintain a Model Schools website, Technology Newsletters/Blogs, and other emergent collaborative cloud based resources.
 - NERIC will facilitate and process paperwork for districts seeking aid on professional development stipends, teachers for staff attending Model Schools workshops and other related program expenses.
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SUBSCRIBER RESPONSIBILITIES AND/OR REQUIREMENTS

The following areas are the responsibility of the school district:

- District will provide a point person who will attend Advisory Council Meetings held three times a year, disseminate Model Schools catalog, convey regional initiatives to district staff, assist in recruiting trainers when needed, and coordinate Model Schools sessions held on-site. In addition, the point person is expected to:
 - Maintain records of staff participation
 - Act as a support person for district participants
 - Request workshops on behalf of the district
 - Approve workshops proposed by district staff
 - Identify and book locations for district trainings and confirm that all needed applications and equipment are present
 - Confirm that any necessary technical support for district classes is in place
 - Inform teachers that lesson plans are required for courses with 15+ credit hours
 - Coordinate program with Model Schools Coordinator as necessary
 - Communicate any program issues directly to the NERIC Model Schools Coordinator
- District will provide a contact person responsible for the oversight of Clarity data collection.
- The district is to encourage innovative teachers to share notable practices and lead collaborative and shared initiatives through Model Schools workshops, webinars, meetups, and classes.
- The district may contract with NERIC to provide targeted on-site and/or virtual instructional technology coaching.
- The district assumes awareness of and responsiveness to all applicable federal, state, and local laws pertaining to employment practices as well as school district administration.



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SERVICE MANAGEMENT

SERVICE ONBOARDING

- District will assign a point person to coordinate the Model Schools program and share his/her contact information with NERIC's Model Schools Coordinator.
- District's Model Schools Coordinator and related district staff will work with NERIC's E-Learning staff to implement Clarity as a baseline for a district's instructional technology needs assessment. Results of Clarity data collection will inform development of shared goals.
- District will provide an electronic copy of their technology plan to the Model Schools Coordinator.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Model Schools** service is to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- The NERIC is responsible for assuring the delivery of services during core business hours (each weekday from 7 a.m. to 5 p.m.). This does not include after-hours, weekend and/or holiday support, however the NERIC will make a best effort in providing support for board meetings and/or other scheduled special events, as requested and applicable.
- Subscriber will provide sufficient notice of planned technology initiatives to ensure timely completion. In cases where sufficient notice is not provided by the subscriber, reprioritization of incidents/service requests may result in delayed service delivery times.
 - In instances where the NERIC is unable to meet subscriber requested service delivery dates, subscribers may have the option to purchase additional resources. Additional service charges may apply.
- Non-standard services may require project planning, with the appropriate NERIC service provider, to determine project costs and delivery dates.

The Model Schools program is an educational community initiative - participating districts themselves are largely responsible for the breadth and scope of opportunities available through the Model Schools Service. NERIC's Model Schools team will make a best effort to provide support for Model Schools activities based on staff availability (both from NERIC or from partner Model Schools districts).

Below are some of the common events and activities available through the Model Schools Service:

- **Professional Development Workshops:** three (3) catalogs of professional development workshops are published (summer, fall and spring) each school year.
- **Advisory Council Meetings:** Three (3) regional Model Schools Advisory Council Meetings are typically offered per school year (September, January, and May), providing participating school districts with opportunities to share best practices in instructional technology integration, information about current district initiatives, and learn about some of the latest innovations in instructional technology.



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- **Technology Planning with Clarity:** Model Schools participants will implement Clarity. Districts will collect data twice a year (once in the fall, once in the spring) to help inform district and regional technology initiatives.
- **Additional Professional Development Requests:** When available, Model Schools staff can supplement district professional development days/programs.

SERVICE REQUEST PROCEDURES

Incidents and Service Requests

Districts work together in the Model Schools Service to share resources that facilitate growth towards a Common Set of Learning Objectives (CSLO). CSLOs are a key element of the instructional technology CoSer and meet the sharing requirements for school districts to qualify for aid on software and instructional technology purchases. The Model Schools Service will help facilitate the sharing of these best practices in technology integration in participating school districts.



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ESCALATION PROCEDURES

Begin the escalation process when:

- You have not received a response to incident within twenty four hours.
- The response you received to your incident or service request is unsatisfactory.

The escalation process begins by calling the contact listed in Escalation Step 1 (below).

If after completing Escalation Step 1, you do not receive a response within the specified Target Resolution Time above, proceed to the next Escalation Step.

ESCALATION CONTACT LIST

Escalation Step 1: Hilary Dee, Model Schools coordinator, (518) 862-5321 or hilary.dee@neric.org

Escalation Step 2: Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or lisa.ruud@neric.org

Escalation Step 3: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499 or michael.sylofski@neric.org

Escalation Step 4 Roxanne Pombrio, NERIC Assistant Director, (518) 862-5427 or roxanne.pombrio@neric.org

Escalation Step 5: Dale Breault, NERIC director, (518) 862-5424 or dale.breault@neric.org



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MAINTENANCE SCHEDULE(S)

Subscriber will receive a minimum five-day notice prior to scheduled updates.

DATA CONFIDENTIALITY ASSURANCES

Service Provider Responsibility:

Please be advised that subscribing to this NERIC service authorizes NERIC to access student PII or confidential teacher or principal data (hereinafter referred to as “confidential data”).

NERIC does not sell or release confidential data for any commercial purposes. Access to confidential data is restricted to approved and authorized staff only, and access to servers containing confidential data is controlled through the use of a firewall, secure networks and user directory service permissions.

In addition, NERIC will ensure that all subcontractors or other third party vendors will sign appropriate non-disclosure agreement and/or confidentiality agreements.

After a contract is terminated, NERIC will destroy all copies of relevant databases and related internal backups will be destroyed within thirty days. Any physical data will be stored for the time period required by law, and then destroyed.

Any breach of the NERIC’s confidential data that compromises the security, confidentiality or integrity of confidential data will be promptly reported by the NERIC to the superintendent of the school subscribing to the service, to the BOCES Information Security Officer, to the BOCES District Superintendent and to the New York State agencies as required by Education Law section 2-d; State Technology Law, section 208; and Labor Law section 203-d.

PERIODIC REVIEW

Provider and subscriber will review the Service Level Description bi-annually (or as required) concurrently with the acceptance of the annual BOCES Final Service Request (FSR)/Annual Service Contract (AS-7).

- This document is governed by the operating procedures and policies as outlined in the NYSED BOCES Administrative Handbook.
- Customers may request a review of the service level description at any time by contacting their service level manager and/or Technical Account Manager (if applicable).
- The Service Level Description will require a review under any of the following conditions:
 - a significant and/or sustained change to the delivery of services
 - a significant change or departure from the agreed upon Service Level Description and/or comprehensive technology inventory.

This document is valid from the effective date outlined herein and is valid until further notice.



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EFFECTIVE DATE: _____

PREVIOUS REVIEW DATE: _____

NEXT REVIEW DATE: _____

SUBSCRIBER ACKNOWLEDGMENT (SIGNATURE): _____

PROVIDER ACKNOWLEDGMENT (SIGNATURE): _____