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Technology Handbook

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All computers, telephone systems, electronic mail systems and voice mail systems are the BOE property and are to be used primarily for business or educational purposes. Staff members are encouraged to keep their personal records and personal business at home. The BOE retains the right to access and review all data on BOE equipment and staff should be aware that it could be subject to being a public record. All technology equipment and software contained therein are property of the BOE. Staff members shall not copy, delete, alter, or rename any information or software without permission. Policy 7540.01.

Expectations

I hope this handbook provides an understanding of the technology procedures and reduces any confusion with what is required of both this department and the interaction with the district users.

Goals

The goal of the technology department is to ensure technology is integrated and assists in the educational goals of the district.

Department Description

The technology department effectively manages the computers and other technology within the district. It provides guidance to administrators, faculty and students in regards to technology usage, direction, and implementation. All necessary and reasonable precautions will be taken by this dept to protect staff, students, equipment, materials and data. It also ensures the district receives all applicable funding for technology.

Department Members and Pertinent Telephone Numbers

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Acceptable Use Policy

Each staff member must sign an AUP which addresses the use of the Internet, hardware, software and data files. Policy 7540.04. Computer log-ins, emails, and web resources could be disabled without an AUP on file. Substitutes will not be provided network accounts. Staff should change their passwords before giving the sub their account access and change it back upon returning.

BOE Equipment

All BOE equipment will be tagged and assigned to a staff member. It will be returned by the staff member at the end of their contract or when another item replaces it. Any equipment obtained at a school paid for event or function is also property of the BOE. It will need to be tagged when returning back to the district. At this time, nothing is in place for an equipment refresh and replacements will be assigned as needed.

Any unused technology or A/V equipment should be returned to the technology department so it can be reused or disposed of correctly. Inventory will be taken during the year. The auditors require that we account for all equipment. There are special disposal practices that must be followed. Do not trash or dispose any technical equipment.

Please be aware that all District equipment should be on campus when you are present. This includes all iPads, laptops and loaner equipment. If you take something home, please return with it as soon as possible. Since this equipment should be used for work purposes only, leaving it at home defeats this purpose. Permission from the Principal and the Technology Department will be needed if equipment is to be left off campus.

At the end of the school year, the equipment will be collected to be checked and updated. This includes computers, cameras, portable drives, projector remotes, and smart board pens. Permission is needed to keep equipment over the summer. Please complete the necessary forms before leaving.

The BOE charges the staff with responsibility for the proper care of school property and equipment entrusted to their use. Any damage to equipment could be the responsibility of the staff member. Policy 5513. No eating or drinking near the equipment.

Room changes

Teachers will NOT move their phone and classroom equipment to their new location. Smart boards, projectors and printers will not move. Please notify the tech dept by email or helpdesk if the new room does not have what you need. This includes all Technology and Audio Video equipment.

Audio/Video

Any school functions or classrooms that require Audio Video equipment should notify the technology department in advance by building Permit, email or helpdesk. Please include your name, contact info, dates of event, and what is needed. This way questions can be answered and the equipment can be prepared with enough time to setup before the event.

Projector Bulbs

Please TURN OFF the projector bulbs when not using them. Just press the off button twice on the remote or projector itself. When I walk the halls and see empty classrooms with the projectors still showing the screens, it is a waste of the limited bulb life. Projector bulbs are very expensive for the limited amount of hours they function. Our older units do not turn themselves off.

Contact Technology when Bulbs need to be replaced.

Energy consumption

Equipment should be shut off or in a low power state when not being used. Computer energy settings should be set to enter stand by or hibernate. Equipment should be powered off over weekends or long breaks. Projector bulbs should be off when not presenting.

Data Backups

Each account log-in will have access to a Google Drive data folder located on the equipment. Data on district equipment should be backed up regularly if not placed in this folder since these machines will not be backed up. This data will be synchronized between Google and this equipment for access from anywhere.

Deleted data from Google Drive can be recovered for up to 25 days. Note that it's not possible to recover files owned by a user after a Google Apps administrator has deleted that user's account. District users should be aware that Google Drive storage is currently 10 TB.

No one has access to your Google Drive online content unless you share it.

Just a reminder to everyone that Flash disks are not designed to be a long term storage solution. Flash disks can fail very easy and the data contained on them can be lost.

Remember to backup your data to two locations. If the flash disk is one, then make sure another copy is on a hard drive or located in the cloud (internet).

Student images

No data should be saved on student/classroom used machines. The software on these machines is imaged and could be erased at any time.

Personal hardware

Staff is permitted to use personal devices but tech support and licensed district software usage will be limited. Please report your Personal equipment to the tech dept in order to avoid inventory problems and for Internet access. At this time, students are not permitted to have personal devices on campus without permission.

Network usage

All wireless devices can access the network through wireless base stations located in educational areas around campus. Internal District Devices use the "Internal" network. Your Personal devices can use RH-BYOD or RH-Guest Network. RH-BYOD uses your email name and password. RH- Guest can't access any district resources (like the printers) but can access the filtered internet. RH-Internal is what all district devices will use but I have to assign a code.

We use DHCP network addresses. Static or manual addresses should not be used. The guest network can only access outside resources.

Content filter

All web traffic is filtered and logged to be in compliance with CIPA laws. This is monitored and access is determined by logins. Staff logins can access content that would be blocked for students. "You Tube" is set to "You Tube for education" for students. As with all browsing, staff should monitor student activities and report all details when inappropriate or explicit internet sites were accessed. Use the latest browsers. If a log-in window does not appear for a staff requested site, select www.Skype.com. A light speed web filter window should then appear. Then proceed to the site you were trying to access. Staff should not open ports or run software to bypass security or filters in place.

Account logins

Windows computers will use logins to get access. Your staff log-in name is the neonet email account. This is rh_ & first initial & last name. This is the same log-in as the web content filter and District webpages. This is different than your Learning.com, Star, or other sites like Google Docs accounts. See those topics for more info. All computers will have an administrative account separate from the user accounts and should not be used. Staff may not disclose passwords to others and should lock or log out of equipment when not in use.

Student password procedures. Secondary Building computers

Student computer log-ins accounts are "rh_student01". The password is "447Richmond". All students must turn in an AUP or their accounts will be locked. Student Google Accounts are the year of graduation&lastname.firstname. Google Accounts can be reset by each staff member in the Google admin.

Purchases

All hardware or software technology purchases should be approved by the technology department before processing or receiving. Software including apps purchased by the district should be installed using a district email. Use of a Personal account might cancel reimbursement. See Tech Department for more info.

Software licenses

The tech dept records and tracks software loaded on the computers and other BOE technology equipment. Non approved software may be removed to be in compliance. Staff may not load personal or other software onto BOE equipment without prior permission. Please provide the tech dept proof of purchase and the user license to be kept on file. Read the license agreement and provide how many computers it can be loaded on legally. Please contact the tech dept for assistance in loading all software.

Software updates

When the software pop-up window notifies you that updates are needed, please perform them if able. If asked for administrative account, please skip. If unsure, verify with the tech dept. The Flash updates are the only updates to be worried of. When the Flash window pops up, go to adobe.com to get the latest updates.

Antivirus software

We use antivirus and other security software and policies on campus for Windows computers. Users should not open files they are unsure of or from unknown parties. Questionable files can be submitted to the tech dept for analysis. If computers are acting strange, users can scan the computers or files received manually. Report any problems found.

Google Docs

Google Docs is a suite of products (document, spreadsheet, presentation, drawing, or calendar) that lets you create different kinds of online documents, work on them in real time with other people, and store these documents and your other files in Google Drive-- all online. With an Internet connection, you can access your documents and files from any computer, anywhere in the world. This web software is the equivalent of Microsoft Office. Both can still be used on campus.

The Google Docs Learning Center will contain the User guides, videos, Tips and tricks to get us started. <http://learn.googleapps.com>. There are also shared resources from within mog.david's shared drive.

Data Map

Our District has currently started using Web based Software called Data Map. This software will help educators at all levels transform information into achievement by making sense of complex data.

-Logging in: DataMap is part of the ProgressBook Suite of products so you will use the same username/password you use to log into Gradebook/DASL/SPS. Once logged into the applications you can use the upside down triangle to navigate over to DataMap or use the URL:<https://datamap.neonet.org>

-Searching for Student- As a teacher you will only be able to receive Search results for students you have in a course section. All other types of users can get Search results for the entire building or district (depending on security access)

You can search for students using Last Name, First Name, Grade, Building, Teacher, Class, If they have an IEP, If they are Economically Disadvantage, and Membership Groups.

-Search by Assessment- Users can get an analysis of State Assessment as a Summary or State Assessment as Standards or Data Points. Graphs showing % of possible points by Standard, Placement Level, student lists, or a list of scores by subject. You must fill in the Assessment Type, Subject and Year before using any of these options. However, Grade, teacher and Class are additional search options to get your list.

-Individual StudentRoadmap- After using the tools above to search for your student, you can click on their name to show their Roadmap. The Students Roadmap includes demographic information, any interventions, Attendance for past years, Current Year assessment summary, Assessment History for State scores, Assessment History for third party assessments (data points).

Placement levels for overall score are color coded as: **Advanced** – Green **Accelerated** – Dark green **Proficient** – Blue **Basic** – Dark red **Limited** – Red

Placement levels for subarea score are color coded as: **Above Standard (A)** – Dark green **-At Standard (P)** – Blue - **Below Standard (B)** – Dark red

Assessment Comparison- Using DataMap, you can compare a student's scaled score on an assessment to the average scaled score at the student's building and district. You can also compare the average scores of a particular teacher's students to the building and district averages. This is done at Analysis > Assessment Comparison.

Select the student or teacher, choose your testing periods and subject you want to compare and click Find

Phones

We use Cisco network phones. These can only be used in certain network ports so do not move them to another port. They must be plugged in first and the rest of the equipment can then plug into them. Contact the tech dept to change the location during the year. The receiver button has a tendency to stick and if you tap it, it might release. Use the speaker button and notify the tech dept so repairs can be made.

If your phone displays a "forward to voice mail" at the bottom of the screen, Press the CFwdALL button. This will clear it.

Transferring a Call

Instructions:

-While on the line with someone, press the transfer button.

-Enter the extension of the phone to be transferred to.

*If you would like to discuss this transfer with this new extension, stay on the line. The call is on hold while you communicate.

-Press the transfer button to complete the transfer.

NOTE: hanging up before pressing the transfer button the second time will terminate the original call.

The latest Phone directory is located in Google Shares under Technology Resources.

Voice mail

Press messages and enter your password/PIN to check your voice mail. The default password is 147258#. Please reset or change it ASAP. A phone directory will be shared in google and emailed out during the year with the current staff extensions. Voice mail is stored in your email inbox. You can delete or listen to your voicemail in either location. Software is also available to listen on-line.

The Cisco phone directory only lists users with recorded names. To check if you are in the Directory, Press the Messages button on the phone. Enter your password/PIN. At the main menu, press 4 for SETUP. Press 3 for PREFERENCES. Press 3 to hear if you are listed in DIRECTORY LISTING, OR press 2 to change your RECORDED NAME. This is different than your greeting listed back under preferences. Pressing * at any menu will return to the previous menu.

Neonet has a new website to manage and listen to your voicemails. Everything that you can do with the phone can be done with this link. Under settings, you can change your greetings, passwords, and other features we have not been using. Note: Proceed to untrusted site.

The log-in is the same as your email account. (rh_...)

<https://vmail.neonet.org/inbox/>

Printing

Ink jets have the highest operating expense and should not be used in the district. Copiers are the best selection for speed and cost per page. All print jobs over 3 copies should be printed to the copiers. Copiers are located in select locations for the best access for everyone. Laser writers should only be used sparingly and are located in secure areas that need confidentiality.

A print server will push out printers to each computer based on accounts. Contact Technology if you need access to another printer not listed..

All printer toner requests or repairs should be the same as any other repair and the tech dept should be notified.

Equipment batteries

Batteries should be discharged to empty and then recharged to full without interruptions once a month. They should be removed in a 50% capacity state from mobile equipment when stored for a couple of months. Batteries will only be replaced when they are not functional.

Web page publishing/posting procedures

Any information to be posted on the www.richmondheightsschools.org web site needs to be sent by email to the Building Principals. All District page info must be approved by Superintendent. All requests should include all text written exactly how you need it posted. The text needs to be able to be selected and be pasted to the new location. All forms will be posted as a .PDF. Please include the web page location you would like the content posted and the start and ending dates. Please indicate if you have pictures to post. Please keep a copy of all content submitted. It cannot be retrieved once deleted.

District Forms

All current district forms will be located on our web page - under the District "Forms" section under Staff Forms. They are also shared in Google under Staff Forms.

Teacher Web Page Creation.

Teacher Web sites must reflect their professional image and be consistent with the BOE policies. These should be created on our eSchoolview hosted web page. Policy 7540.02. Contact the tech dept to setup the website and get training.

Email

The District uses Email to communicate with the staff. Our Email is hosted online at <http://mail.neonet.org>. Access is also located on a link at www.richmondheightsschools.org.

Your account is rh_first initial&lastname and your password is assigned but can be changed once logged in under options. This information will be sent to you through a contact method or your supervisor. Your email space is limited (1GB) and archival options are not available. Please forward any mail you wish to save to another email account. I suggest Google. Attachments require a lot of space and should be downloaded to the computer and removed from the email if saving. Make sure you delete the "sent" and "deleted" emails when space is getting full.

Are you frustrated with the web emails that group together. This is caused by the conversations being turned on. You can turn this off. This needs to be done for each window/folder. For example inbox, drafts, sent etc... -Under the search box is the line "conversations by...". Click on this and click the box next to conversations.

Personal Device Email Setup

Most smart devices (Android or IOS) or computers running outlook 2007 or greater can access our email outside the district without using the web browser. POP and IMAP still do not work.

When you set up the mail client software on these personal devices, select Exchange, EAS, or exchange active sync. Then use the settings below.

Email: first initial then last name @richmondheightsschools.org. {dmog@richmondheightsschools.org}

Server: mail.neonet.org

Domain: neonetda.org

Username: your web email login credentials {rh_dmog} or {neonetda\rh_dmog} if domain is not asked
password is your email password

SSL is ON.

A 3rd party app is required on certain older android phones that won't work.

Repairs/Help Desk

The help desk is for accountability and tracking the technology requests. Equipment that is not performing as expected should be reported as soon as possible to the tech dept via the help desk. These could be signs of a bigger malfunction and should be addressed ASAP to minimize downtime and before data is lost. The help desk can be accessed to check status and will email the user of any updates. Other methods of reporting could be forgotten or could result in delays. The help desk should also be used for requesting additional equipment or other technology needs. Please only use one issue per ticket. The help desk is located at: unavailable- (Send an email to dmog@richmondheightsschools.org)

Staff ID Badges

Everyone working on campus will need to have an ID badge displayed at all times. This includes interns, cleaners and other part time staff. When someone new starts, make sure they get a badge ASAP along with signing the AUP if using technology items. Visit Technology to get a picture taken and a badge will be created for them. Life touch does professional badges for the staff, If they have a paper badge, they should get their picture taken on their building picture day.

You Tube Downloads

Any time you have to show a youtube video, It is best to download it first. That way you can replay it anywhere and rest assured that the file be available and will play when you need it to.

The process is simple. When you see a video you like, Just add a SS before the youtube.com and after the WWW. (www.SSyoutube.com...) This will bring up another site that will prompt you to save the file. Info should be in the window about the video. Then under download links, Click the format required. MP4 360p etc... The video is now a file and can be moved as needed.

Progressbook

Please request help for Progressbook from Mrs. McConnell at extension 571245.
<https://progressbook.neonetda.org/>

Please contact the building principal secretaries for all other Progresbook assistance.

DASL

DASL help is available from the tech dept, or NEOnet. <http://www.neonet.org> <https://dasl.neonetda.org/>
Click on the help link.

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