

ILLINOIS STATE BOARD OF EDUCATION
CENTER ACCOMPLISHMENTS

November 2002 – January 2003

HUMAN RESOURCES CENTER

Division: Staff Development

Target Goal:

Develop and implement content for learning around core competencies in planning, performance and management areas: risk assessment, performance measures, business planning, job profiling, performance appraisal completion, job coaching.

Status:

In progress.

Narrative:

Position Profile training sessions have been conducted for 40 management staff. By the end of February, all management position profiles will be drafted. The agency Advisory Committee for Performance Excellence has drafted recommendations on the components of a comprehensive appraisal system as well as timelines and procedures for implementation. With the completion of position profiles, management staff will be evaluated on competencies, which will allow for more accountability.

Target Goal:

Identify providers and/or develop and implement content around division/individual functional competencies. Support center, departments and/or divisions in providing learning experiences for agency staff.

Status:

In progress.

Narrative:

A Staff Development needs assessment for support staff has been disseminated to determine learning priorities. From the assessment, a broad staff development plan will be drafted and implemented.

In the last few months, 53 computer classes (including six in Chicago) were provided for agency staff. Approximately 125 employees were provided individual learning experiences.

Tuition reimbursement payments totaling \$9,634 were made to employees who completed college credits in areas related to responsibilities assigned or in a field approved by management.

The above experiences/college course credits will assist employees in becoming more proficient in skills and knowledge, improving the image of ISBE.

Human Resources Center

Division: Personnel

Target Goal:

Draft vacancies notices for, and advertise all vacant positions defined by the Core Team as essential for the operation of the agency.

Status:

In progress.

Narrative:

Drafted, posted and coordinated the posting of 107 internal/external vacancies. Approximately 1285 applications were logged in, reviewed and screened based on posted qualifications. Interviews are currently taking place for the more recent vacancy postings. Upon completion of filling all vacancies, the agency should have sufficient staff to serve the needs of the school districts we serve.

Target Goal:

Provide Service to those employees who elected to take advantage of ERI.

Status:

Completed and on-going.

Narrative:

Developed/created and distributed a "Steps to Retirement" checklist for the convenience of retiring employees.

July 1, 2002 through December 31, 2002, a total of 55 employee retired.

Support	26
Professional	24
Management	5

On February 28, 2003, 78 employees are scheduled to retire:

Support	1
Professional	58
Management	19

Three employees have been approved an extension to retire April 30, 2003.

Processed approximately 58 benefit documents including insurance, Deferred Compensation, Flexible Spending, and other employee retirement documents.

At the rate of approximately 15 - 20 contacts each day, (email, counseling, telephone calls) retirement staff responded to a minimum of 1,200 requests.

One-hundred percent of retirement related forms will be completed and processed in a timely manner enabling retirees to work with their respective retirement systems without additional stress.

Target Goal:

Maintain the Human Resources system and processes.
Miscellaneous Staff Development Activities.

Status:

Completed and on-going.

Narrative:

Audited approximately 600 employee annual timesheets; coordinated a successful blood bank drive; revised and updated the list of persons required to file Statements of Economic Interest; updated the HRMS/Attendance systems to reflect the December agency realignment which included movement of positions/staff, revising the approval structure and sending notices to affect staff/management.

A successful SECA Campaign was coordinated by Staff Development which resulted in a total of \$23,000 in employee contributions

Target Goal:

Maintain and manage each union (IFSOE and AFSCME) agreement.

Status:

On-going.

Narrative:

Processed 19 union grievances of which 9 will be submitted for arbitration.

Issued disciplinary notices as follows:

6 oral warnings

3 written reprimands

2 suspensions with 2 additional suspensions

pending

AFSCME agreement drafted, formatted, printed and distributed to AFSCME officials and management staff.

GENERAL COUNSEL

Divison: Legal Department

Target Goal:

To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Status:

Completed and Ongoing.

Narrative:

The Department is experiencing an approximate 75-80% of on-time completion of this goal. Of the remaining 20%, extraordinary time may be needed to accurately research or otherwise negotiate with the requestor, information that is detrimental to the overall completion of the advice to be provided. e.g., contracts, litigation, interagency agreements, advise Professional Certification Division on issuance of certificates, finalize deliverables such as the LRE Procedures and the Implementation Plan for Paragraphs 29 through 33 of the Corey H. Settlement Agreement, including gathering and producing needed documentation, review proposed legislation; advise staff of NCLB issues.

Target Goal:

To coordinate specific administrative and recognition processes.

Status:

Completed and Ongoing.

Narrative:

The Department is experiencing an extremely high completion rate (90-95%) of this goal. The success is largely attributable to the energetic and conscientious efforts of staff that pride themselves in timeliness and quality work. The rate could be almost perfect, but for the tedious work required by the Corey H. case requirements. Additionally staff primarily focused on reviewing and processing waiver requests received by school districts also pride themselves on timely and accurate responses back to school districts or for forwarding to the State Board prior to transmittal to the legislature for approval. This work ethic produces an almost perfect completion rate on a timely basis (98%).

PLANNING AND PERFORMANCE CENTER

Department: Student & School Progress

Division: Data Analysis and Progress Reporting

Target Goal:

Complete and submit all required annual reports.

Status:

Educator Supply and Demand Report completed January 2003.
[Follow up In progress. (see below)]

Narrative:

The report was finalized and approved for submission to the General Assembly at the January 2003 Board meeting.

The Board requested some follow up activities:

- Find out how higher education institutions and teacher preparation candidates use the report data (target date March Board meeting)
- Determine if report format can be modified to be more “actionable” (target date summer 2003)
- Determine if we can develop a statistically reliable method to generate cause and effect data for teachers

leaving the profession (target date March Board meeting)

- Compare the teachers eligible to retire to those likely to retire (target date March Board meeting)
- Seek a foundation that would partner with ISBE to promote teaching as a profession (target date May 2003).

Planning & Performance Center

Department: Student & School Progress

Division: Data Analysis and Progress Reporting

Target Goal:

Select contractor and finalize School Report Card contract.

Status:

Deloitte & Touche selected and contract finalized January 2003. Ongoing work with contractor is underway.

Narrative:

The School Report Card contract will upgrade the web-based School Report Card in compliance with state and NCLB regulations. The contract extends through June 30, 2005.

Planning & Performance Center

Department: Student & School Progress

Division: Data Analysis and Progress Reporting

Target Goal:

Identify and submit Blue Ribbon School candidates to USDOE.

Status:

Completed.

Narrative:

NCLB has specific calculation requirements for determining Blue Ribbon School candidates. Illinois submitted eligible schools to USDOE on January 31, 2003. USDOE will notify winners by September 2003.

Planning & Performance Center

Department: Student & School Progress

Division: Assessment

Target Goal:

Complete preparations for spring 2003 state tests.

Status:

Ongoing; completion date March 31, 2003.

Narrative:

Preparations for spring 2003 test administrations began last year. Final preparations include finalizing coding sheets for student data (completed); verifying school mailing information to assure proper test delivery and returns (ongoing); and handling various school district inquiries (ongoing).

Planning & Performance Center

Department: Student & School Progress

Division: Assessment

Target Goal:

Complete contract extensions for ISAT, PSAE and IMAGE as a bridge to new test contracts.

Status:

In progress.

Narrative:

Some components of the current test contracts will be extended to allow a ramp-up of the work of the new 5-year contractor(s) selected during the next round of competitive proposals (see below).

Planning & Performance Center

Department: Student & School Progress

Division: Assessment

Target Goal:

Complete and release 5-year state assessment RFSP. Target date is March 15, 2003.

Status:

In progress; expect contractor selection by June 15, 2003.

Narrative:

We are receiving assistance in writing the RFSP from Accountability Works, a non-profit organization with expertise in large-scale assessment components. Test specifications will include recently Board-approved modifications to the ISAT and IMAGE tests.

Center: Planning & Performance
Department: Student & School Progress
Division: Data Analysis and Progress Reporting

Target Goal:

Complete preparation for national NAEP administration and for international TIMSS/PISA administration in selected Illinois schools.

Status:

Ongoing; tests will be administered in April.

Narrative:

Schools selected by USDOE must (by Illinois law) participate in NAEP, which allows state-to-state comparisons and “calibration” of state test results with national test results. TIMSS and PISA are international tests of mathematics and science, with a smaller sample group of schools than NAEP. School participation is voluntary; school names are confidential. All three tests are conducted at no cost to the state and provide valuable data on student performance in addition to state and local tests. Participating schools have been selected and notified.

Center: Planning & Performance
Department: Student & School Progress
Division: Accountability

Target Goal:

Review recognition status based on school code compliance for all Illinois public schools.

Status:

In progress; preliminary report to Superintendent by March 2003 Board meeting

Narrative:

The Division is in the process of compiling “district profiles” of compliance issues, with assistance from Regional Offices of Education.

Center: Planning & Performance
Department: Student & School Progress
Division: Accountability

Target Goal:

Accredit and maintain records for Private Business and Vocational Schools (PBVS).

Status:

In progress; ongoing throughout the year.

Narrative:

The number of PBVS entities continues to proliferate, with a significant number of them going out of business every year. When this happens, ISBE becomes responsible for all student transcripts and other school records. This is a growing responsibility that is not part of ISBE's core mission. PBVS schools include a range of training institutions mainly for adults, from computer and welding schools to massage therapy and cosmetology.

Center: Planning & Performance

Department: Student & School Progress

Division: Accountability

Target Goal:

Provide recognition for non-public schools.

Status:

In progress; ongoing throughout the year.

Narrative:

This is an activity that is not mandated; ISBE recognition is very important to private school operators and their respective supporters.

Center: Planning & Performance

Department: Student & School Progress

Division: System of Support

Target Goal:

Select and award 21st Century Community Learning Center Grants.

Status:

Round 1 completed February 14, 2003, with grant period through August 31, 2003.

Round 2 RFP will be released by March 31, 2003. Grant period for Round 2 will be through June 30, 2004.

Narrative:

This is the first year states have managed this federal grant program. Delays in reviewing grants internally have set this program back by several months. Our plan is to get the program back on track with Round 2.

Center: Planning & Performance
Department: Student & School Progress
Division: System of Support

Target Goal:

Select and award Comprehensive School Reform Grants.

Status:

RFP under preparation, with release date scheduled for March 2003.

Narrative:

New NCLB guidelines require that these grants go to Title I schools on the state's AEWL or AWL lists, to complement other federal grant initiatives (Title I, Reading First, 21st Century CLC, etc.). Previously, non-Title I schools were also eligible.

Center: Planning & Performance
Department: Student & School Progress
Division: System of Support

Target Goal:

Approve all AEWL revised school improvement plans and establish district performance agreements.

Status:

95% of SI plans are approved.
90% of district performance agreements are completed.

Narrative:

The ISBE approval of all AEWL plans is labor-intensive and not required by state law. This process is under revision for next year. District performance agreements are overly customized, as they are basically pledges to support the SIPs of the AEWL school(s) in their district. This process is also under revision. The Regional Offices of Education will take on a much more intense role with these schools and districts beginning in fall 2003 (see below).

Center: Planning & Performance
Department: Student & School Progress
Division: System of Support

Target Goal:

Support AWL schools and districts in meeting state accountability requirements.

Status:

In progress. School improvement panel selections should be completed by March 2003. Revised school improvement plans for ISBE approval due May 31, 2003.

Narrative:

This is the first year ISBE has named an Academic Watch List. Five districts, including CPS #299, are included. We have an Administrator in Residence managing the process for the 48 Chicago public schools. Individual staff in the SOS Division is assigned to the remaining districts. Activity is slightly behind schedule due to confusion about past and present Title I status and sanctions related to the AWL. This is being ironed out at this writing.

Center: Planning & Performance
Department: Student & School Progress
Division: Regional Office Services

Target Goal:

Conduct joint school improvement projects with Regional Superintendents.

Status:

Standards Aligned Classroom training has expanded to all 102 counties.
Mentoring and Induction is being piloted in multiple ROE sites.
Full Service Schools is under development; next meeting of design team February 21 in Champaign.
System of Support project is in the process of team selection, with a fast track timeline of June 30 for completion.

Narrative:

Part of the Deloitte and Touche response plan is to expand the ISBE partnership with school services of the Regional Offices of Education. Many projects to do so are underway, with the highest statewide impact being those listed above.

Center: Planning & Performance
Department: Student & School Progress
Division: Regional Office Services

Target Goal:

Strengthen and standardize ROE compliance activities related to school recognition.

Status:

In progress; in collaboration with ROE Compliance Committee. Target date is fall 2003.

Narrative:

ROEs conduct on-site compliance verification visits to schools on a multi-year schedule (average time between visits is 3-5 years). This is largely a voluntary activity on the part of ROEs, with only minimal statutory authority and little funding support. In the intervening years, ROEs and ISBE rely on school assurances. Record keeping is varied across ROE offices. The ROE compliance committee will change leadership this spring. The offices have shown a strong interest in improving their consistency and frequency in order to better verify recognition status.

Center: Planning & Performance
Department: Student & School Progress
Division: Regional Office Services

Target Goal:

Reach agreement with Regional Offices to house ISBE staff as necessary; close Mt. Vernon Office.

Status:

In progress. Target date is April 2003.

Narrative:

A previous proposal to close the Mt. Vernon Office has led to a month-to-month lease. Mt. Vernon-based staff actually travels from their homes throughout Southern Illinois and bill travel accordingly. A Mt. Vernon presence for basic activities (information pick up and dropping off grant proposals, etc.) can be maintained in the office of P.E. Cross, at his invitation. All other staff should be reassigned to the closest ROE or to their homes for their headquarters.

Center: Planning & Performance
Department: Student & School Progress
Division: Governmental Relations

Target Goal:

Support the State Board of Education's spring 2003 legislative agenda

Status:

In progress. Session will continue at least through May 31, 2003.

Narrative:

The State Board has several legislative items in addition to the passage of the FY04 budget, which the Governmental Relations Division is instrumental in supporting. Legislative items include statutory changes required by the federal NCLB Act. Loss of Don Payton will seriously affect the time and effort this division can put forth in this endeavor.

Center: Planning & Performance
Department: Student & School Progress
Division: Governmental Relations

Target Goal:

Provide constituent assistance for legislative inquiries.

Status:

In progress. Ongoing throughout the year.

Narrative:

Staff provides rapid turn around for legislative inquiries on behalf of constituents. These include a range of education-related questions and requests for information. Loss of Don Payton as of February 28th will affect turn around time if no replacement can be hired.

Center: Planning & Performance
Department: Student & School Progress
Division: Governmental Relations

Target Goal:

Determine and support ISBE positions on introduced legislation.

Status:

In progress. Bills will continue to be introduced and amended throughout the session, requiring ongoing analysis and testimony.

Narrative:

This activity involves a cross-section of ISBE staff. With many experienced staff leaving as of February 28, 2003, we will be hard-pressed to keep up with this activity. In addition, Don Payton did much of the “triage” of these bills and is leaving February 28.

Center: Planning & Performance

Department: Student & School Progress

Division: Governmental Relations

Target Goal:

Track Congressional activity and support the acquisition of earmark funding for Illinois education, with the assistance of BGR contractors.

Status:

In progress. Congress will take action on various legislative and budget proposals through spring 2003.

Narrative:

This activity is assigned to Randy Burge who is retiring as of February 28, 2003. Without replacement staff, it will be nearly impossible to continue this activity while the state legislature is in session.

Center: Planning & Performance

Target Goal:

Revise SOS processes in collaboration with the Regional Offices of Education.

Status:

In progress. An ROE committee is being formed. Internal processes are being revised. Target date is June 2003.

Narrative:

This project will involve staff from the SOS division as well as ROE staff. It is essential to the continuation of the SOS that the ROEs take on a more active role. Their proximity to and knowledge of their school districts make them well suited to this work. This will require a careful review of resource allocation to

the ROEs. It will, however, prevent ISBE from having to replace SOS staff, a large number of who are retiring.

Center: Planning & Performance

Target Goal:

Hire replacements for critical Planning & Performance Center positions.

Status:

On hold due to the Governor's hiring freeze.

Narrative:

The Center will see 5 of 8 management positions vacant as of February 28. In addition, a large number of staff, especially in the System of Support Division, will be leaving.

Center: Planning & Performance

Target Goal:

Process legislative scholarships.

Status:

In progress. This process continues throughout the year.

Narrative:

The Director's assistant picked up this function from Governmental Relations when that unit was downsized last year. A bill has been introduced in the legislature, and is supported by the Governor, to eliminate these scholarships and save public universities \$6M annually. This is an extremely labor-intensive activity with no measurable "good will" return for ISBE.

TEACHING AND LEARNING CENTER

Center: Teaching and Learning

Department: Teaching and Leadership

Division: Certificate Renewal and Leadership

Target Goal:

By February 28, 2003, develop a prototype electronic system to accommodate administrative certification renewal.

Status:

The prototype of the Administrators CeRTS is well under way and will be completed on February 20.

Narrative:

We will then beta test the Professional Development Plan with practitioners. The prototype and database design will be finished by February 28. (Because the Board has not adopted the final Administrative rules, some changes may have to be made after February 28.)

Target Goal:

By June 30, 2003, develop an electronic system for renewing administrative certificates.

Status:

The CeRTS system for Administrators is on schedule.

Narrative:

It will be released to the public before June 30, 2003.

Target Goal:

By June 30, 2003, develop an electronic customer satisfaction survey to assess improvement needs in the administrator certification system.

Status:

In progress.

Narrative:

Staff members are developing questions to ensure meaningful feedback from CeRTS users. This survey will be released with the new Administrators' CeRTS System and data will be collected and analyzed to measure division success.

Target Goal:

By June 30, 2003, increase from 85% of certification system users to 87.5% of certification system users that are satisfied with the CeRTS system.

Status:

In progress.

Narrative:

The current CeRTS System for teachers allows for satisfaction feedback. The current 85% satisfaction rate is expected to climb as the number of users increase and the benefits of the electronic (and paperless) system are identified. We receive testimonials weekly

indicating that users find CeRTS an excellent tracking tool with data storage capabilities.

Target Goal:

By June 30, 2003, increase the average rating of staff development evaluation items 'quality of delivery' and 'content' to 4 or above (out of a scale of 5).

Status:

In progress.

Narrative:

At each professional development activity provided by this division, standard evaluation forms are provided and collected. The evaluations are analyzed to help presenters improve their delivery techniques and/or content. While division members are currently averaging a 4, team members are working to identify areas that can be improved and then are implementing these changes.

Target Goal:

By February 28, 2003, reduce the average cycle time for review of professional development provider applications from 10 working days to 7 or fewer working days.

Status:

In progress.

Narrative:

While the numbers of Professional Development Provider applications has increased recently, all staff has been directed to deal with the approval process. Staff members have already shortened the review to 8 or 9 days and should meet our goal without problems.

Target Goal:

By February 28, 2003, reduce the average cycle time for review and response to notices of professional development opportunities from 15 working days to 10 working days.

Status:

Completed and ongoing.

Narrative:

The division has reduced the cycle time for review of Notices of Professional Development to 10 days now. There are some

exceptions in which staff members have requested additional information from providers who did not respond to the requests. The approval time for these is out of our control and lies with the provider.

Target Goal:

By February 28 reduce the average cycle time from receipt to approval of administrator academy courses from 30 to 20 calendar days.

Status:

Completed and ongoing.

Narrative:

The Division is now reviewing and approving Administrators' Academy courses in 20 or fewer calendar days. However, with the new legislation that is going to require that all existing courses be resubmitted, the approval time may temporarily be extended.

Center: Teaching and Learning

Department: Teaching and Leadership

Division: Professional Preparation and Recruitment

Target Goal:

By June 30, 2003, review and submit for approval to the State Teacher Certification Board three new program proposals, with at least one in alternative certification for teachers.

Status:

Completed.

Narrative:

Since the time this goal was originally submitted, we have reviewed and recommended about 15 programs, including 8 this month alone. Not included in this total are alternative certification programs we have supported for Illinois State, Eastern Illinois University, and National-Louis University.

Target Goal:

By June 30, 2003, complete nine reviews of conceptual frameworks submitted by institutions scheduled for review in the spring 2004.

Status:

In progress. and on schedule for completion as targeted.

Narrative:

The conceptual framework review panels are scheduled to meet in the first week of March. It should be noted that seven conceptual frameworks were examined last fall. These were for institutions scheduled for site reviews in the fall 2003.

Target Goal:

By June 30 2003, complete training plans for state visitation team chairs and develop criteria for their selection.

Status:

This is In progress. and is approximately 75% complete.

Narrative:

We have established team chair training dates for June 2003 and have entered into a non-financial agreement with NCATE to assist us in this training. We are still trying to narrow down the list of qualifications for team chairs and selection criteria. We intend to complete this process and translate the criteria into rules for the March meetings of the Certification Board and State Board.

Target Goal:

Finalize rules for induction and mentoring under P. A. 92-796 and establish procedures for reviewing/approving district plans.

Status:

The rules have completed the public comment period – January 27, 2003. This process is 95% complete.

Narrative:

They are being adjusted in accordance with the comments and will be made available to the Boards in March.

Future—

Target Goal:

Revise customer/institution feedback instrument for institutions just reviewed – expand focus to develop a mechanism for customer satisfaction assessment.
(This should get at quality issues associated with program reviews.)

Status:

This is on hold because of insufficient staff.

Narrative: N/A

Center: Teaching and Learning

Department: Teaching and Leadership

Division: Professional Certification and Testing

Target Goal:

By June 30, 2003, complete electronic entitlement agreements with at least 12 higher education teacher preparation institutions from among those (approximately 15) that prepare the highest number of new teachers annually.

Future Impact Measure: These agreements will result in at least a 10 fold increase in the number of new teachers who receive their first teaching certificates within 5 working days of this agency receiving the information from the IHEs.

Status:

We are ahead of schedule and ongoing.

Narrative:

Many of the institutions that received training have already begun entitling their graduates using the electronic notification system. We have trained personnel from 12 institutions and have received requests from three additional institutions for the training and are requesting to join the agreement. Northern Illinois University, Western Illinois University, Bradley University, Southern Illinois University at Edwardsville, St. Xavier University, University of Illinois at Urbana/Champaign, Eastern Illinois University, Illinois State University, McKendree College, University of Illinois Chicago, Northeastern Illinois University and University of St. Francis are currently using the system and entitle electronically. We will probably exceed our goal before June 2003.

Target Goal:

By June 30, 2003, complete training of at least one representative in all 45 regional offices of education, a select group of 10-12 Chicago administration staff, and assist with the training of school district personnel from each of the ROE areas on determining highly qualified teachers.

Future Impact Measure: This training will result in teams of school personnel who will be able to accurately report the percentage of highly qualified teachers to ISBE annually.

Status:

Ahead of schedule, but on hold.

Narrative:

We completed training of Chicago Public School administrative personnel; however, the plan to train educational regional office personnel in 5 areas of the state and representatives of their school districts was stopped by Chris Koch and Lou Ann Reichle in order to review the documentation and “rules” of the procedures that we were prompting district and regional personnel to use in judging whether teachers were highly qualified for purposes of the NCLB law. At this time it is unknown whether this goal will be met until we receive approval to do so from Chris Koch.

Target Goal:

By June 30, 2003, collaborate with the Data Systems staff to design software enhancements to the Teacher Certification Information System that will automatically indicate the deadline for Initial certificate holders to apply for their Standard certificates.

Status:

Ahead of schedule, but on hold.

Narrative:

Several enhancements have been completed in the TCIS system that allows for more efficient use of the data and that increase the ease of data entry. The merger of TSR data and TCIS data has been completed. Coding for the use of credit cards and online application using the Internet was completed; however, it is on hold until the agency determines how to establish an appropriation and the process for paying for the user fees incurred by those using the Internet capability. Hopefully, this will be approved by the June target date.

Target Goal:

By June 30, 2003, the Division will collaborate with the Data Systems staff to enhance the Teacher Certification Information System to allow approved users to complete queries related to teacher quality data needed to fulfill state and national reports and FOIAs from external sources.

Status:

Ahead of schedule and ongoing.

Narrative:

The first program has been completed; however, testing of the system identified several issues that need further attention. This enhancement should be available prior to the target date.

Target Goal:

By June 30, 2003, develop an organization plan for the Chicago regional office that will address the staffing, space and equipment needs in order to reduce the number of complaints concerning processing time for certificate applications, inconsistent information regarding certification, and the office's inability to respond quickly to telephone calls.

Status:

This plan will be influenced by agency leadership decisions. At this time, we may lose the final two senior employees in that office. This will result in an office that has no experience, a new supervisor and insufficient staff members to handle the demand for service. Currently, two recently added staff members are reluctant to work effectively in that facility under the current conditions.

Narrative:

N/A

Target Goal:

By June 30, 2003, design an organizational plan for implementation during the summer that will reduce the processing time for certificate applications from 5 weeks to 3 weeks.

Status:

Although preliminary discussions have been conducted, a plan has not been formalized. The plan is in part, contingent upon the approval of the use of online applications.

Narrative:

N/A

Target Goal:

By June 30, 2003, develop and prepare to implement 14 new special education certification tests.

Status:

On schedule and ongoing.

Narrative:

The Bias Review Committee and content committees have met to review the frameworks of the tests and the preliminary item banks for each. Field tests are scheduled at several universities in the next several weeks. The results of these field tests will allow us to establish recommendations for passing scores to the State Teacher Certification Board and subsequently to the State Board of Education.

Center: Teaching & Learning

Department: Standards-Aligned Learning

Division: Career Development and Preparation

Target Goal:

By February 28, 2003, consolidate six state career & technical education fund sources to form a single grant to be administered by the Education for Employment regional systems.

Status:

In progress.

Narrative:

Beginning in FY03, formula reimbursement funds were transferred to a grant application process. The expanded consolidated grant application for FY04 will be distributed to EFEs by 2/15/03. This grant will allow for greater flexibility and reduced paperwork while increasing accountability for how career and technical education funds are used. Objective is 90% completed.

Target Goal:

By February 28, 2003, seek State Board approval of an updated Education for Employment Policy to become a Policy for Career and Technical Education to better align with the agency's vision, mission and goals.

Status:

In progress.

Narrative:

Request for Board action on updated Policy on Career and Technical Education submitted. Objective is 80% completed.

Target Goal:

By January 2, 2003, develop an implementation plan to transition Tech Prep program administration to the Illinois Community College Board beginning in FY04.

Status:

In progress.

Narrative:

Staff of both agencies meets on a monthly basis to coordinate transition issues. An updated Memo of Understanding will be discussed and finalized by February 28, 2003. Objective is 75% completed.

Target Goal:

By June 30, 2003, determine customer satisfaction with two statewide Connections Conferences based on evaluations rating content and delivery.

Status:

In progress.

Narrative:

Current year conferences scheduled for April and June, 2003. Analysis will be completed following conduct of conferences. Objective is 0% completed.

Center: Teaching & Learning

Department: Standards-Aligned Learning

Division: Curriculum & Instruction

Target Goal:

By June 30, 2003, review & process a minimum of 45 Reading First grants. A minimum of 45 districts will have Reading First funds to improve reading instruction

Status:

In progress.

Narrative:

Six districts were funded from twelve applicants in October 2002. Thirty-five districts applied in January. Twelve are recommended for funding, and six more are recommended pending approval of necessary refinements to meet criteria. If all of these are funded, progress toward target competition will reach 50% in February 2003. The next competition is May 21, 2003. That competition will be for FY04 funds.

Target Goal:

By June 30, 2003, develop and deliver the content for the Reading First Academies to the Regional Offices of Education, Intermediate Service Centers, Chicago Public Schools and Reading First Super-regions. All forty-eight ROEs and ISCs, as well as the eight Super-regions and Chicago Public Schools will be prepared to deliver statewide staff development in early reading instruction.

Status:

In progress.

Narrative:

A committee of practitioners, university professors, and ROE/ISC consultants are working on five professional development modules for teachers in each of three grades. This goal is 25% completed. When complete, each ROE/ISC, CPS and Super-region will have the needed tools to provide regional professional development in early reading instruction.

Target Goal:

By June 30, 2003, develop and deliver early childhood mathematics. At least 10 ROE/ISCs will have materials and expertise to deliver mathematics professional development to primary teachers.

Status:

In progress.

Narrative:

The contract for this delivery will be offered in February 2003 with delivery to ROE/ISC offices to occur in the spring. This target is about 10% completed. When completed, at least 10 ROE/ISCs will have materials and expertise to deliver mathematics professional development to primary teachers.

Target Goal:

By June 30, 2003, identify and develop a method for tracking the turn around time from grant/correspondence receipt to approval notification/response. Curriculum & Instruction grants will be tracked and turn around time can be held within the preferred thirty days.

Status:

In progress.

Narrative:

This target is about 25% complete. Record keeping measures are being piloted to track progress of these grants within the division. When completed, the turn around time will be held to the preferred thirty days.

Target Goal:

By June 30, 2003, design professional development relating to standards performance descriptors and classroom assessments to accompany CD. All ROE/ISCs will have professional development materials to use with districts in 2003-2004.

Status:

In progress.

Narrative:

Completion on this target is about 10% completed. ROE/ISC representatives will meet in March and April to design materials. Each participating ROE/ISC will pilot by June 30, 2003. When completed, ROE/ISCs will have professional development materials to assist districts with standards implementation.

Center: Teaching and Learning

Department: Standards-Aligned Learning

Division: Early Childhood

Target Goal:

By June 30, 2003, establish state-wide ECBG program awareness of draft Birth to Three Program Standards.

- Conduct 10 awareness sessions. Participants will rate sessions at an average of 3 or higher on a 5-point scale in content and delivery.
- Enroll a minimum of 50 pilot sites for evaluation of Birth to 3 Standards and recommendations for improvement.

Status:

In progress.

Narrative:

Nine awareness sessions have been conducted. Evaluations show an average rating of 4+ out of 5 points. Additional sessions are being scheduled due to heavy demand. Fifty-three programs have been enrolled as pilot sites. All sites have received training and resources for use of the program standards.

Target Goal:

By June 30, 2003, establish state-wide Illinois Early Learning Standards resources.

- Make standards available on web site.
- Incorporate Early Learning Standards into DHS Child Care and development Block Grant application.
- Develop Early Learning Standards training for childcare providers.

Status:

Completed

Narrative:

The Early Learning Standards are available on the Illinois Early Learning website. ISBE, DHS, and Head Start early childhood administrators have agreed to include the Early Learning Standards and training for child care providers in the DHS federal application due in July. ISBE Early Childhood staff and program representatives have completed the development of the ELS training for childcare providers.

Center: Teaching and Learning

Department: Standards-Aligned Learning

Division: eLearning

Target Goal:

By November 2002, seek Board adoption of new Educational Technology Plan.

Status:

Completed and Ongoing.

Narrative:

Plan was adopted. Local awareness is being accomplished through related meetings, Superintendent's Bulletin, etc. This portion of the tech plan activity is 100% complete.

Target Goal:

By February 28, 2003, develop task force, along with work plan, to design and implement student assessment system for technological literacy.

Status:

In progress.

Narrative:

An Educational Technology Advisory Committee is in place to address assessment of student literacy as one of many issues. This has not been brought to their attention yet because of many issues; one being the USDE is still working on guidelines on this area. Because of varied circumstances I would estimate that we are at perhaps 50%, or less, of meeting this goal.

Target Goal:

By March 30, 2003, review and analyze the evaluation of LTCs to determine LTC impact and organizational direction.

Status:

In progress.

Narrative:

The outside committee has completed its work with recommendations. The committee's work is 100% accomplished. Implementation is at 75%. Budget considerations will be a factor for final completion and the extent of implementation.

Target Goal:

By March 31, 2003, provide opportunities and resources to schools to assist in integration of technology within the curriculum.

Status:

In progress.

Narrative:

Formula award amounts have been announced with budgets being submitted. Competitive are on track. Programs in total, we are at 70% of completion.

Target Goal:

By March 1, 2003, add new IVHS courses as well as expand opportunities with Chicago 299.

Status:

In progress.

Narrative:

Chicago had 182 enrollments last fall. They have 341 requests in for the spring, of which 250 have been approved. Course development is advancing. 75% completed.

Center: Teaching and Learning

Department: Standards-Aligned Learning

Division: English Language Learning

Target Goal:

By March 15, 2003, develop a set of published guidelines to assist bilingual/ESL programs in implementing instructional approaches that generate from scientifically based research.

Status:

In progress.

Narrative:

A panel of experts has been convened and a draft version of the guidelines is currently available on the division's website. District program directors were informed of its availability and that a final version of the document will be produced after individuals have an opportunity to review for comments.

Target Goal:

By April 30, 2003 review 100% (approximately 300 eligible districts) Language Instruction Program (LIPLEPS) and Immigrant Education Program (IEP) applications and approve 80% (approximately 240) of all LIPLEPS and IEP applications.

Status:

In progress.

Narrative:

Both the LIPLEPS and IEP applications were recently due in our office (January 24th). These have been logged and consultants are

now reviewing each program application as part of the application approval process.

Target Goal:

By February 15, 2003, develop an equitable system for reassigning 130 of approximately 400 districts that have state and/or federal bilingual/ESL programs to the six staff members remaining in the division after February 28, 2003.

Status:

In progress.

Narrative:

A listing of districts, assigned to the four individual consultants taking the Early Retirement Incentive (ERI) at the end of February, has been developed and generated. The data indicates that approximately 320 state and federal program applications will need to be redistributed. Discussions are now taking place to determine how to redistribute these programs equitably among the six staff remaining.

Target Goal:

By April 30, 2003, update and distribute the FY04 TBE/TPI application guidelines for distribution.

Status:

On hold.

Narrative:

Approval of both federal Title III applications, LIPLEPS and IEP, is a priority. During this initial year of Title III programs, it is important that the funds be distributed to districts on a timely manner. In previous years, TBE/TPI applications were made available between early March and late April. This timetable will be consistent with past practice.

Target Goal:

By July 15, 2003 review and recommend for approval a minimum of 50% of the TPI/TBE applications received in May.

Status:

On hold.

Narrative:

The review of applications will begin as soon as district TBE/TPI applications have been received.

Center: Teaching & Learning
Department: Specialized Support Programs
Division: Special Education Services

Target Goal:

By December 16, 2002, the Special Education Services/Compliance Divisions will be realigned.

Status:

Completed and ongoing.

Narrative:

The realignment included a significant expansion of special education staff. Additionally, 7 new positions are currently advertised to address the Center's current staffing shortage. The positions address staffing shortages documented in federal monitoring visits conducted by OSEP review of ISBE's capacity to fulfill compliance monitoring responsibilities under IDEA 97.

Target Goal:

By December, 2002, the Illinois State Advisory Council on the Education of Children with Disabilities (ISAC) Annual Report will be completed.

Status:

Completed.

Narrative:

Submitted the ISAC Annual Report 2001-2002 to the State Board in December 2002 for approval.

Target Goal:

By January 15, 2003, an informational update to directors of special education on the DHS/ISBE interagency agreement for residential placement.

Status:

Completed and ongoing.

Narrative:

A copy of the DHS/ISBE interagency agreement for residential placement, a list of the screening agencies, and a territorial map for each agency was provided in follow-up to correspondence by Superintendent Schiller with Senator Brady.

Target Goal:

By January 2003, select the Professional Development Academies under the State Improvement Grant.

Status:

Completed and ongoing.

Narrative:

Finalized the selection of grantees for the new Professional Development Academies under the State Improvement Grant Supplement and issued funding notification letters to applicants.

Target Goal:

By January 2003, will increase interagency collaboration on the Interagency Coordinating Council on Transition.

Status:

Completed and ongoing.

Narrative:

Facilitated the reconstitution of the Interagency Coordinating Council on Transition, which is co-chaired by Dr. Schiller of ISBE and the Secretary of DHS. The council includes representatives of the Governor's office, IL Council on Developmental Disabilities, DCFS, IDES, IDOC, IBHE, ICCB, IDHS, IDPA and UIC Division of Specialized Care for Children. Subcommittees were formed to begin drafting the annual report to the Governor.

Target Goal:

By February 2003, the *Recommended Practices for Occupational and Physical Therapy in Illinois Schools* will be available.

Status:

Completed and ongoing.

Narrative:

Upon legal review, the manual will be disseminated statewide to school districts and interested parties in a multiple formats, i.e., Web page, CD, and hard copy.

Target Goal:

By February 2003, select contractor for the General Supervision Enhancement Grant.

Status:
In progress.

Narrative:
Review proposals and select contractor to Develop and Implement a Data Analysis System to Support the Illinois Continuous Improvement Plan.

Target Goal:
By February 2003, reconvene the Continuous Improvement Plan Work Group.

Status:
In progress.

Narrative:
Review meeting with federal liaisons to discuss state monitoring findings identified in the 12/31/02 report. Initiated planning to reconvene Continuous Improvement Plan Work Group that will help us revise the CIP in accordance with the OSEP monitoring report. The Committee convened on February 10-11, 2003.

Target Goal:
By February 2003, the Room & Board Application Process will be transferred to the Special Education Services Division.

Status:
In progress.

Narrative:
The responsibilities of the program will be removed from the Funding and Disbursements Division and assigned to the Special Education Services Division.

Target Goal:
By March 2003, Special Education Compliance Activities will be completed by required timelines.

Status:
In progress.

Narrative:

Completion of on-site comprehensive, compliance visits and on-site focused visits; including public forums and reports of findings drafted or completed in accordance with approved procedures and timelines. All complaint investigations, due process hearing administrative procedures, and mediations completed or current in accordance with approved timelines. Review and process speech assistant applications within 30 days of receipt. Respond to 90% of requests for information and technical assistance within 7 days of receipt. Process surrogate parent appointment and withdrawal requests within 48 hours of receipt.

Corey H

Target Goal:

Professional Development Policy Review

Status:

In progress.

Narrative:

By February 28, 2003, conduct data collection.

By March 14, 2003, identify key ISBE and CPS Reviewers.

Target Goal:

Charter School Policy Review

Status:

In progress.

Narrative:

By February 28, 2003, will collect data.

By March 14, 2003, will identify key ISBE and CPS reviewers.

Target Goal:

Assignment of students to Schools Policy Review.

Status:

In progress.

Narrative:

By spring 2003, will formulate questions, determine data collection needs, conduct data collection, identify key ISBE and CPS reviewers, convene meeting, prepare written report, and review by ISBE and CPS legal departments.

Target Goal:

By February 2003, conduct and prepare report of District-Wide Findings.

Status:

In progress.

Narrative:

On-site Corey H visits to 18 Chicago schools completed; reports of findings drafted or completed in accordance with court approved procedures and timelines.

Target Goal:

By February 2003, LRE Self-Evaluations for Non-Monitored Schools.

Status:

Completed and ongoing.

Narrative:

CPS and ISBE have agreed on a self-evaluation form submitted in the LRE Procedures.

Target Goal:

Bilingual Education Policy Review.

Status:

In progress.

Narrative:

By February 28, 2003, conduct data collection.
By March 14, 2003, identify key ISBE and CPS reviewers.

OPERATIONS CENTER

**Department of Agency Administration
Division of Fiscal and Administrative Services**

Target Goal:

Financial Management (1.3).
Ensure timely and accurate financial processes, records and reports that meet all statutory requirements.
Finalized the FY02 state and federal financial audit work with the external auditor and Comptroller.

**Department of Agency Administration
Division of Budget and Fund Management**

Target Goal:

Financial Management (1.1).
Seek sufficient appropriation authority to support the Board's goals and priorities.
Produced and distributed the 2002 Condition of Public Education and 2002 Annual Report / 2004 Budget documents, the FY04 Appropriation Bill, and budget forms for the Bureau of the Budget and legislature.

**Department of Agency Administration
Division of Funding and Disbursements**

Target Goal:

Financial Management (1.4).
Ensure timely and efficient processing of payments to school districts, which meet all statutory requirements.
As part of the effort to process transactions electronically, mandated electronic filing of all expenditure reports and Parent Guardian claims and electronic fund transfers (EFT) for all state and federal grants.

**Department of School Finance
Division of External Assurance**

Target Goal:

Financial Management (1.5).
Ensure fiscal and programmatic integrity of state and federal programs administered by ISBE.
Transferred monitoring of nutrition programs back to the Nutrition and Support Services Division effective 1/16/03. Completed 25.9% of the regular school district financial audits and program monitoring reviews for FY 03. Developed, implemented and trained staff in the state and federal program instruments and procedures for fieldwork and reporting. Developed a regional structure for fieldwork and began the process of advertising and filling these regional positions.

**Department of School Finance
Division of Nutrition Programs**

Target Goal:

School Services (3.1).

Encourage efficient and appropriate nutrition and commodities services to as many children as possible, which meet all statutory requirements.

Implemented a \$2 M fresh fruit and vegetable program.

**Department of School Finance
Division of School Business and Support Services**

Target Goal:

School Finance Information and Assistance (3.3).
Determine the financial needs and encourage the financial stability and accountability of all school districts.
Established the Hazel Crest School Finance Authority and Financial Oversight Panels for Cairo and Livingston. Finalized the new School District Financial Profile. Regional Finance Consultants (RFC) has been working with districts in financial difficulty to determine their actual cash flow and financial position.

PUBLIC INFORMATION CENTER

Target Goal:

To support the State Superintendent in his role as communicator of information that builds understanding of ISBE programs and priorities with the public, media, and staff.

Status:

Completed and ongoing.

Narrative:

In the 13 weeks of the reporting period, the Center planned, coordinated, and executed a schedule of strategic appearances aimed at helping the State Superintendent fulfill his role as major spokesman for elementary and secondary education throughout Illinois. Using the components established during the introduction of the State Superintendent around the state last summer and fall, the Center's staff helped create a schedule that included:

- 21 schools visited in 15 school districts: Pleasant Plains, Moewequa, Jacksonville, Springfield, Naperville, Virginia, Bloomington, Oblong, Robinson, Lawrenceville, Olney, Aurora, Kankakee, Rock Island, and Galesburg. The State Superintendent visited 37 schools in his first 25 weeks on the job.

- Eight newspaper editorial boards: Macomb, Bloomington, Jacksonville, Rock Island, Moline, Galesburg, Aurora, and Kankakee.
- News releases and letters to the editor: The Center produced a total of 29 news releases and a series of six letters to the editor from the state Superintendent and board chairman addressing critical issues facing public Education. These appeared in numerous Illinois newspapers during the months of December and January.
- The Center also produced budget testimony submitted by the Superintendent and chairman to legislative committees.

Target Goal:

Establish organizational structure to maximize efficiency of Center.

Status:

Ongoing.

Narrative:

As part of agency-wide effort, the Center re-wrote job descriptions for the Director and Division Administrator positions. Positions below the D.A. level will be addressed in the current quarter. The Center completed the hiring of a Division Administrator for Multi-Media/Web Services. This position was newly created in last year's reorganization, but remained vacant until late 2002. The hire fulfills a critical need for both supervision and long-range planning in this important area.

Target Goal:

To carry out internal and external communications programs that effectively describes the programs and priorities of ISBE to the public and staff.

Status:

Ongoing.

Narrative:

Working with its consultants, the Center has embarked on development and execution of an internal communications program whose goal is to assist the agency and its employees in dealing with the impact of the state's Early Retirement Initiative. Also working with the consultants, the Center is engaged in planning for the rollout of a statewide pilot project undertaken in

conjunction with Regional Offices of Education to promote the concept of “full service schools/community support.”

Target Goal:

Support the ISBE Board’s efforts to communicate the agency’s priorities, vision, and success stories to various stakeholder groups.

Status:

Completed and ongoing.

Narrative:

Monthly Board CDs: Rapid response and turn-around are the hallmarks of this project. Following the publishing of the monthly meeting agenda, it and the Board Archives of all previous meetings, as well as all Education in the News articles are authored to a navigable CD-ROM, printed and duplicated in very short order and with little post production scheduled.

School Showcase Videos: As a direct response to the Board Chairman’s request, we have produced the first two in an unlimited series, highlighting a specific school that has made a positive change and has been a featured guest at one of the monthly board meetings. The two videos (so far), “The Irving School Story” and “The East St. Louis Story” were produced quickly and the high quality features are posted on our streaming video server.

Superintendent Schiller Tapings: Assisted WTVP-Peoria in the taping of a 30 minute interview program with Supt. Schiller. In addition the superintendent – along with Dan LaVista and Joe Cipfl – taped welcome messages for a February online technology event.

Parental Involvement PSA: This pair of 30 second Public Service Announcements was released for general play on all TV stations in Illinois and surrounding major markets in neighboring states (St. Louis, Terre Haut, Davenport, Hannibal, Cape Girardeau) – as well as all major CATV systems with local satellite network commercial drop-in capability (Insight, Chicago Metro, etc). One spot is humorous and one is serious. Both highlight the necessity of parental involvement in children’s education. The production involved the whole crew, 25 extras, and Riverton Elementary School for the location. To my knowledge, the spot may still be running.

Monthly Board Meetings Audio-on-Demand: Digital recordings made at the monthly board meetings are modified with digital signal processing (DSP) to make the material more understandable,

edited to sequences matching the agenda, converted to RealAudio and MP3, and burned with a selection / navigation menu to a color-printed CD-ROM.

Monthly Board Meeting Audio support: Provide support services to the Illinois State Board of Education meeting including analog and digital recording services, two-way audio PA and telecommunication.

Target Goal:

Communicate innovative applications of technology in schools throughout Illinois.

Status:

Completed and ongoing.

Narrative:

IVHS Spanish spoken-word modules: This project involved recording several hours of spoken Spanish from various people of different accents and dialects. The resulting mass of raw recording was edited down to nearly 800 discrete audio clips, converted to both RealAudio and MP3, hosted on our web server and distributed to the IVHS program authors in Colorado on CD-ROM(s). The final project represented nearly 2400 discrete audio clips.

Illinois Technology Journal: Illinois Technology Journal is a series of web casts and an informational web page. The web cast programs are a compilation of Illinois technology news, eLearning calendar events and highlights of key state programs. Features will highlight specific innovative technology resource programs for instructors and educational technology coordinators. The web casts will also feature a hands-on style technology segment where new tools will be shown and demonstrated. The web page currently being developed will not only be a place to view the video, but a material resource for feature programs, technology web logs, and ISBE eLearning initiatives and news.

INFORMATION TECHNOLOGY CENTER

Data Systems Division

Target Goal:

We provided NCLB training for Area IV ROEs. Training consists of teaching management how to read teacher assessment

information and transcript data to assist schools in learning how to make their teachers "highly qualified" under the new NCLB requirements.

Status:

Completed.

Data Systems Division

Target Goal:

Saved the agency \$80,000 for a needless RFSP. As stated by Connie Wise: "As we discussed this afternoon, after being informed of activities that Data Systems has engaged in regarding NCLB requirements and the Teacher Service Records (TSR) and the TCIS and being provided with examples of the analysis, it is evident that the RFSP on teachers teaching out of field should be withdrawn. The internal systems that have been developed will allow the agency to respond to the questions in the RFSP. Please take whatever steps are necessary to inform potential bidders.

Status:

Completed.

Data Systems Division

Target Goal:

Save the agency over 1 million dollars by using internal staff to develop a group of web applications to collect site level data from Child Nutrition Sponsors. The original cost proposal estimate to have the project developed externally was 1.5 M.

Status:

In progress.

Narrative:

The projects began in January 2003 and final production release is scheduled for this November. The information collected will greatly improve the management of funding child nutrition programs in the state of Illinois.

Data Systems Division

Target Goal:

Assisted the Special Education Compliance and Services Divisions by serving on the General Supervision Enhancement Grant Advisory Committee.

Status:

In progress.

Narrative:

The Committee will identify, enhance, and align special education student and school data with the Illinois Continuous Improvement Plan, which will eventually flow into the Student Information System. The committee has unofficially selected MSF&W as the consultant group to assist in the data analysis.

Data Systems Division

Target Goal:

Provide adequate technical support to the eGrant system design and development.

Status:

In progress.

Narrative:

The eGrant system will dramatically change the way ISBE functions with its customers. It will provide a higher level of quality service and timelier processing and reporting of programmatic and financial data. Since December of 2002, the web team has dedicated 2.5 FTE's (over 50% of the staff) to this effort to ensure that the technical solution follows agency standards and is a sound, efficient and maintainable solution for ISBE and its customers. A significant amount of time and resources were dedicated to collaboration with the contractors on the eGrant project to help define system requirements and explore technical solutions to these requirements. The implementation date for the eGrant system is September 2003. The level of dedication and commitment to this effort will be maintained through the implementation date.

Data Systems Division

Target Goal:

Continue to serve the needs of the agency by transitioning paper-based systems to Internet-based systems.

Status:

In progress.

Narrative:

Each time we take a former paper-based system and decide to deploy it electronically, we not only save on the postage costs of

all related mailings and communications, but we also improve the system itself. Each time we look at converting a paper-based system to the web, we thoroughly analyze and evaluate the current process or system. We consistently look at how we can improve the process and how the data collection and dissemination ties into existing systems at ISBE. Each time we re-engineer a system for the web, we try to avoid new silos and constantly have the goal of a data warehouse in our sights. IWAS (ISBE Web Application Security) is an excellent foundation for our re-engineered web-based systems that allows our developers to use a common framework to deploy these systems. IWAS allows us to produce consistent web-based systems in a shorter period of time. Our division output will continue to improve as time goes by.

Since November, we have deployed the following web-based systems to production through IWAS:

- Major IWAS enhancements (improvement of services)
- General State Aid
- Special Education Authorization (Harrisburg Project)
- Early Childhood Parent Evaluations
- School Facilities Inventory System
- Parent/Guardian Transportation Reimbursement
- College Preparatory Core Curriculum Survey
- IWAS Survey

Technology Support Division

Target Goal:

Simplify Regional Office of Education access to Teacher Certification and Administrator's Academy systems.

Status:

Completed.

Narrative:

Secure access to the Teacher Certification Information System (TCIS) and the Illinois Administrators' Academy Management System (IAAMS) for ROE offices used to be enabled using a hardware solution that encrypted the data prior to transmission. This system prevented ROE offices from setting up new county offices or expanding services in existing offices.

ISBE moved both systems to a Citrix farm. This is currently a set of 10 high-speed servers running in ISBE's

computer room. ROE offices can now securely access both systems using any standard web browser connected to the Internet. Besides greater flexibility in how ROE offices access TCIS and IAAMS, the circuit needed to support access does not have to be a full T1 thus lowering the overall cost.

Technology Support Division

Target Goal:

Provide teachers and administrators technical support for agency online systems.

Status:

Completed.

Narrative:

A Call Center was created using the current Voice over IP telephone system that provided constituents with a way to submit requests for technical support for any of the agency online systems. Depending on the number of calls being received, there are between 1 and 6 full time employees who receive requests and provide solutions. In the 8 weeks the Call Center has been in operation, 876 requests have been resolved. As the number of online applications increase, the number of calls for support will increase. A Call Center system is on order that will allow calls to be queued, monitored, and logged. This is the same system many businesses use to provide customer support. It will include a voice recognition component.

Technology Support Division

Target Goal:

Provide an alternate way for agency staff, teachers, administrators, and the public to request support from ISBE.

Status:

In progress.

Narrative:

The agency uses a HelpDesk system called HEAT. This system logs requests for help, assigns a ticket number to the request, and allows the request to be assigned, escalated, and monitored. Adjudication of the ticket is insured. Today a trouble ticket can only be created by internal staff using email or by external staff when leaving a voice message with the Call Center system. In the last 3 months, 1,393 internal and 876 external requests have been

logged and closed. A web interface is in development that will allow both agency staff and constituents with another method of submitting a request for assistance. The system has been purchased called HEAT Self Service (HSS). The submitter will complete a form describing their contact information and the nature of the request. After submitting the form, the system displays the ticket number for future reference. The submitter can log back in at a later date and, using the ticket number, view the current status of the request. Again, the HEAT system insures that all requests are completed. HSS will be accessed using a link on the agency's web site, <http://www.isbe.net>.

Target Goal:

Increase amount of funds coming into the state from the Federal Universal Service Program (E-rate)

Status:

In progress.

Narrative:

Seminars were held through out the state in the last three months that explained to district technical staff the program rules and assisted them with the actual applications, requests for reimbursements, and appeals on disputed applications. Over 340 districts and non-public schools attended these meetings. Year five funding of this program could realize as much as \$92 million dollars to districts and private schools for telecommunication and Internet access charges. The agency also assisted the Illinois Century Network with its E-rate application and this should result in over \$5 million for the network backbone. The agency is active in working with the Federal Communications Commission (Schools and Library Division) and other states with proposed changes to the program. We participate in bi-weekly conference calls that program developments and any proposed rule changes.