

ILLINOIS STATE BOARD OF EDUCATION

REPORT OF

ACCOMPLISHMENTS

JULY 1, 2003—OCTOBER 31, 2003

AND

GOALS

NOVEMBER 1, 2003—FEBRUARY 29, 2004

TABLE OF CONTENTS

<u>Planning & Performance</u>	1-11
<u>Early Childhood Education</u>	12-13
<u>Special Education</u>	14-17
<u>Certification & Professional Development</u>	18-22
<u>Information Technology</u>	23-36
<u>Operations</u>	37-45
<u>Human Resources</u>	46-51
<u>Internal Audit</u>	52-54
<u>Governmental Relations</u>	55-57
<u>Legal</u>	58-60
<u>Public Information</u>	61-68

Illinois State Board of Education
Report of
Accomplishments
(July 2003—October 2003)
and
Goals
(November 2003—February 2004)

Planning & Performance Center

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Assessment Division

Goal: Administer valid and reliable statewide assessments to gauge student performance related to the Illinois Learning Standards.

Status: Ongoing

Narrative:

- Released the Request for Sealed Proposals (RFSP) for the enhanced regular state tests (ISAT and PSAE) for administration beginning in the spring of 2006. Received 3 comprehensive proposals from major test companies; under review and expected to award contract during November 2003.
- Completed the K-8 “Illinois Assessment Frameworks,” with 9-12 slated for completion in November. The frameworks are posted on the ISBE website, and provide invaluable guidance to districts and schools regarding the content and coverage of future state tests. Statewide trainings are being developed in collaboration with IASCD and the System of Support.
- Finalized the score calculations and reporting for all 2003 state assessments and disseminated results to all districts. This involved contacting over 300 school districts regarding incomplete or incorrect test participation data, a factor crucial to calculating Adequate Yearly Progress (AYP).
- Completed 13 trainings on the FY04 Illinois Alternate Assessment process; completed the 2003-04 training manuals and portfolio materials.
- Completed sample test item banks for release on CD-ROM to all school districts for reading, mathematics, science and social studies. These replace the old “sample test” booklets,” and allow districts to use the items in local practice tests or as teaching tools, in a flexible format.

Accountability Division

Goal: Monitor compliance of districts and schools, including public, charter and private business/vocational entities, with state and federal requirements and assign recognition status as appropriate.

Status: Ongoing

Narrative:

- Notified Title I districts and schools of their preliminary federal School Improvement Status and provided technical assistance in regard to districts providing choice and Supplemental Educational Service (SES) options to parents under NCLB requirements.
- Approved applications for SES providers and posted on agency website for district use as required by NCLB; converted SES application process to a continuous, year-round cycle.
- Issued state recognition to over 3950 public schools and to 892 public school districts
- Placed 86 public schools in various levels of non-compliance notification.
- Issued state recognition to 674 non-public schools.
- Processed renewal applications for the two state-approved charter schools; subsequent to board action notified Prairie Crossing Charter School of its charter renewal and Thomas Jefferson of its charter revocation.
- Issued state recognition to 234 Private Business and Vocational Schools.
- Responded to over 1500 calls and e-mails regarding school and district compliance inquiries.

Goal: Administer, monitor and evaluate state and federal programs designed to assist specific student populations.

Status: Ongoing

Narrative: Sent FY04 SGSA applications to over 400 school districts. SGSA represents \$418,385,465 for FY04.

- Finalized charter school data collection for 2003 School Report Cards.
- Approved FY04 grant applications for the 45 Regional Safe Schools operated by the Regional Offices of Education.
- Approved FY04 grant applications for the 21 McKinney-Vento Homeless program providers.
- Completed master schedule for Truants Alternative/Optional Education Program (TAOEP) funding, monitoring and technical assistance; allocated FY04 funding of 15,753,700.

Goal: Establish an effective network of intermediate service providers to improve student, school and district performance.

Status: Ongoing

Narrative: Processed 45 Regional Services budgets for Regional Offices of Education.

Data Analysis & Progress Reporting Division

Goal: Collect, analyze and report data on indicators of student, school, district and program performance; prepare mandated annual reports to the state legislature and to the U.S. Department of Education (USDOE).

Status: Ongoing

Narrative:

- Finalized Shared Data Agreements with Northern Illinois University for the Illinois Interactive Report Card. This project will make the IIRC available to all districts, and will allow districts to search and compare across schools and data fields.
- Finalized Shared Data Agreements with the National Center for Educational Accountability for its Just for the Kids best practices national database, a project we share with the Illinois Business Roundtable. Illinois districts will be able to search and access best practices from across Illinois schools as well as those in other states.
- Provided funding and data to Northern Illinois University to identify and recognize 30 “Spotlight Schools” for 2003. These are high-poverty, high-performing schools that meet all NCLB AYP requirements.
- Completed and submitted the following performance reports to the USDOE:
 - Consolidated State Performance Report for the Elementary and Secondary Education Act (ESEA) for 2001-02;
 - Public Charter Schools Performance Report;
 - Ed-Flex final report for calendar year 2001; and
 - NCLB Baseline Data and Performance Targets.
- Migrated the following data collections to IWAS:
 - End of the Year Report;
 - Before and After School Survey;
 - School Report Card;
 - Public Fall Housing and Enrollment;
 - Immunization; and
 - Unfilled Positions.
- Calculated AYP for the first time for nearly 4000 public schools, using the new NCLB criteria. This information will be included as a new final page on the School Report Cards.
- Created and posted a “What’s AYP” section on the agency website. This includes a continuously updated “FAQ” section along with links to related state and federal web pages.

- Posted the Teacher Salary Study (2002) on the web in a searchable format and finalized the Teacher Service Record for 2003 in order to be able to generate this year's salary information.
- Prepared baseline data on Hispanic student demographics and performance for Senator Miguel Del Valle, in preparation for research that will guide Spring 2004 legislative proposals.

System of Support Division

Goal: Administer, monitor and evaluate state and federal programs designed to assist specific student populations.

Status: Ongoing

Narrative:

- Issued FY04 Title I eligibility status letters to all school districts.
- Reviewed and approved 866 consolidated applications for federal Title finds, totaling \$613,458,729 to date.
- Developed and began implementing a monitoring/resolution process in conjunction with the External Assurance division.
- Read and approved all required School Improvement Plans from schools in Academic Early Warning and Academic Watch status.
- Awarded eighteen federal competitive 21st Century Community Learning Center grants totaling more than \$5,500,000. This is the second round of awards since the program moved to state administration in FY03.
- Selected System of Support regional providers through a competitive RFP. Funding is provided through a combination of federal and state sources. They will serve schools and districts in academic difficulty outside Chicago. We are designing a parallel program for CPS.
- Completed the development, through the Regional Offices of Education, of the Full Service Community Schools training package, to be available to all districts in November. The package includes an exploratory process for communities, and a series of "how to" guides to set up school/community interactions that benefit students. System of Support school districts will be encouraged to undergo the exploration process.

Career Development & Preparation Division

Goal: Develop and provide programs that infuse comprehensive career development into the K-12 curriculum to promote successful transition to postsecondary education and careers.

Status: Ongoing

Narrative:

- Approved FY04 Perkins Basic grants (\$23,112,000) and state Career & Technical Education Improvement (CTEI-\$34,890,000) grants to 60 regional Education for Employment systems.
- Approved nine FY04 Perkins State Leadership grants totaling \$1,458,000. Grantees serve as a technical assistance “arm” for ISBE.
- Approved FY04 Education-to-Careers grants to 19 local partnerships with the final available federal School to Work dollars. A request was approved by the U.S. Department of Labor to extend grant expenditures through June 30, 2005.
- Approved FY04 grants to 11 CTE Student organizations totaling \$215,000.
- Approved FY04 Agricultural Education Incentive grants to regional systems, for the first time completely on-line.
- Developed and disseminated the Environmental Science curriculum model; 500 CD-ROMs were sent to Agriculture and Science teachers. Lessons are aligned with the Illinois Learning Standards. This agriculture core curriculum developed in Illinois is now used in 36 other states.
- Assumed responsibility for 19 Work Experience and Career Exploration Program (WECEP) grants totaling \$2,280,000 (formerly managed by the New Learning Opportunities Division).
- Joined the High Schools that Work consortium as the 30th state. Distributed an RFP in September to identify 4-6 implementation sites for a January 2004 start date.
- Conducted over 30 trainings with sample CTE academic assessments aligned with 60 of the Illinois Learning Standards. These are also available on the ISBE website.
- Partnered with the Association of Career & Technical Education (ACTE) to promote public awareness of CTE. ACTE placed full-page ads in regional editions of USA Today, including Chicago, and developed career resource kits for school use. ISBE distributed 600 of the kits in Chicago and the collar counties.

English Language Learning Division

Goal: Support programs for students acquiring knowledge and skills in English language, including dropout prevention and emergency immigrant and refugee education.

Status: Ongoing

Narrative:

- Disseminated FY04 Title III applications.
- Joined a consortium led by Wisconsin to develop English Language Proficiency standards as required by Title III. These standards will come to the Board for adoption in December 2003. An RFSP for revamped ELL assessments will be developed with the Assessment Division thereafter.
- Developed and implemented a new International Teaching Certificate.

- Developed and implemented a system of e-broadcast for communications between ISBE and field practitioners.
- Prepared baseline data along with Data Analysis Division for submission to USDOE as required by NCLB.
- Planned and conducted a workshop for International Visiting Teachers in Chicago.

Curriculum and Instruction Division

Goal: Provide funding and technical assistance to school districts to implement the Illinois Learning Standards in all subjects and at all grade levels.

Status: Ongoing

Narrative:

- Prepared and submitted Advanced Placement grant applications to the USDOE; received \$414,150 for the AP Test Fee Program and \$534,568 for the AP Incentive Program. The grant period runs from October 1, 2003 through September 30, 2006.
- Awarded \$2,000,000 in grants under Title IV Community Service to ROEs and ISCs operating Regional Safe Schools, supporting youth involvement in community service.
- Selected the Child Health Data Lab at Children's Memorial Hospital in Chicago to conduct the 2003 Illinois Youth Risk Behavior Survey, used by the federally funded HIV Prevention and Safe and Drug Free Schools programs to gauge the effectiveness of prevention efforts.
- Completed the Continuation Application for CDC funds to continue HIV prevention education.
- Selected 16 finalists for the 2003 Hearst scholarships. Interviews and final announcements are scheduled for November.
- Released RFP for federal Mathematics and Science Partnerships.
- Completed competitive application process for Learn and Serve, awarding \$600,000 in grants to 124 schools statewide.
- Processed federal Reading First budgets for FY04.
- Finalized contract for external evaluation of Reading First with the University of Illinois.
- Began working with USDOE to access technical assistance to streamline and improve Reading First district programs.
- Processed and approved nearly 900 Reading Improvement Block Grant applications totaling nearly \$75,000,000.
- Reviewed, revised and mailed the FY03 RIBG performance reports to districts as required by state statute.
- Distributed FY04 Reading Recovery application to participating sites.

- Designed CD-ROMs with all ILS Performance Descriptors, to be distributed to districts through ROEs.
- Provided \$1.3 million in funding to ROEs to continue the Standards Aligned Classroom training expanding across the state. Provided assistance to ROEs to customize the SAC training for System of Support schools.

PLANNING AND PERFORMANCE CENTER
GOALS: NOVEMBER 1, 2003-FEBRUARY 29, 2004

Accountability Division

Goal: Monitor compliance of districts and schools, including public, charter and private business/vocational entities, with state and federal requirements and assign recognition status as appropriate

Objectives:

- Create streamlined PBVS and non-public school recognition processes.
- Revise Part 1, Subpart A Rules for School Recognition Requirements based on changes from SB878.
- Complete the data collection for Choice and SES for monitoring these NCLB programs.
- Provide regional compliance training for ROEs.

Goal: Administer, monitor and evaluate state and federal programs designed to assist specific student populations.

Objectives:

- Complete the review and approval of the 400 downstate SGSA plans and 60 Chicago school SGSA plans.
- Complete RFP development for TAOEP, Regional Safe Schools, Neglected and Delinquent and Homeless Programs for FY05 funding.
- Onsite monitoring of 33% of competitive grants.
- Onsite monitoring of 33% of GED testing sites.

Goal: Establish an effective network of intermediate service providers to improve student, school and district performance.

Objectives:

- Create guidelines for a revised and expanded Regional Services plan.
- Establish regular monitoring process for ROEs in conjunction with External Assurance.

Assessment Division

Goal: Administer valid and reliable statewide assessments to gauge student performance related to the Illinois Learning Standards.

Objectives:

- Finalize and post the Assessment Frameworks for grades 9-12; launch framework training in conjunction with SoS providers and IASCD.

- Finalize contractor for enhanced regular state assessments; begin initial 2006 development work.
- Develop specifications for the assessments (language proficiency and achievement) for LEP students as required by Titles I and III.
- Develop specifications for the revamping of the Illinois Alternate Assessment (IAA).

Data Analysis & Progress Reporting Division

Goal: Collect, analyze and report data on indicators of student, school, district and program performance; prepare mandated annual reports to the state legislature and to the U.S. Department of Education (USDOE)

Objectives:

- Complete and disseminate school, district and state Report Cards and all related documents.
- Review with contractor revisions needed to the online collection of Report Card data (86-43) and make final revisions in Report Card formats and processes for FY04.
- Complete the following reports and submit to the Governor and General Assembly:
- Complete required federal performance reports and state plans.
- Using final data, identify schools in Academic Early Warning and Academic Watch status, as well as districts not making AYP for the first time, and districts being removed from AEW and AW status.
- Complete analysis of Hispanic student data for Senator Del Valle.
- Complete and post online the Public School Directory, the Before and After School Report and other report documents.
- Complete the NCLB Census Mapping project.
- Complete all analysis associated with AYP calculations.
- Begin developing AYP “mini” data warehouse.

System of Support Division

Goal: Administer, monitor and evaluate state and federal programs designed to assist specific student populations.

Objectives:

- Redeploy division staff to support rollout of regionalized System of Support plan.
- Develop procedures and protocols for monitoring SoS providers.
- Establish an SoS steering committee consisting of providers, other experts and ISBE staff.
- Prepare for full state rollout of e-grant applications for Title grants.
- Establish protocols for resolving Title grant audit findings with External Assurance.
- Develop guidelines for assisting academically challenged *districts* as required by NCLB.
- Continue staff cross-training begun in September.

Career Development & Preparation Division

Goal: Develop and provide programs that infuse comprehensive career development into the K-12 curriculum to promote successful transition to postsecondary education and careers.

Objectives:

- Collaborate with the Illinois Department of Commerce and Economic Opportunity to implement Project Lead the Way in 20 high schools throughout the state.
- Select 6 High Schools that Work sites by November 30, 2003 and conduct initial site development workshops.
- Develop and disseminate FY05 grant guidelines by February 1, 2004.
- Produce and submit the FY03 Perkins Consolidated Annual Report to the USDOE by December 31, 2003.
- Produce and submit the FY03 Annual Report to the Governor by January 14, 2004.

English Language Learning Division

Goal: Support programs for students acquiring knowledge and skills in English language, including dropout prevention and emergency immigrant and refugee education.

Objectives:

- Bring ELP standards to State Board for approval in December.
- Work with Wisconsin consortium on development of the ELP assessment, in conjunction with work on Title I LEP assessment revisions.
- Plan for the Title III recruitment of highly qualified international teachers from Spain.
- Consolidate grant applications for FY05 and migrate to e-grant system.
- Monitor Title III compliance in school districts, along with other federal grants.
- Work through an internal audit process to review Title III grant procedures.
- Prepare for Title III biennial reporting.
- Complete the semi-annual Transition to Teaching report due in February.
- Work with Illinois Migrant Council on a potential plan to contract for management of activities required under the Migrant Education Act.

Curriculum and Instruction Division

Goal: Provide funding and technical assistance to school districts to implement the Illinois Learning Standards in all subjects and at all grade levels.

Objectives:

- Continue to work with USDOE to improve Reading First implementation at the district level, in compliance with federal guidelines.
- Align C & I programs completely with the System of Support regional delivery system.
- Provide districts with AP program opportunities.

- Work with the Governor's state initiative to expand community service statewide, as appropriate.
- Complete Hearst Scholarship selection process.
- Collaborate with Career Development Division to implement High Schools That Work pilot sites.
- Select Mathematics and Science Partnership grant recipients.
- Release RFP for FY05 Learn and Serve grants.
- Assist contractor to collect baseline data for Reading First evaluation.
- Complete Reading First "Coach's Toolkits" and related training.
- Prepare for statewide middle grades reading workshops to address the decline in reading performance at those grade levels.
- Complete rubrics for district to self-assess the degree to which the Illinois Learning Standards are being implemented.
- Begin FY05 planning for Standards Aligned Classroom training statewide.

Early Childhood Division

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Goal: Select and notify new Early Childhood Block Grant programs

Status: Completed

Narrative: 130 new programs were notified of funding in mid-July.

Goal: Provide technical assistance in budget and data collection, and program requirements to administrators of new programs

Status: Completed/on going

Narrative: Orientation meetings have been held for all administrators of new programs, and for all new administrators in continuing programs. Division staff continues to provide technical assistance on an individual basis, giving priority to new child care programs funded to provide PreK services.

Goal: Provide state-wide leadership in early childhood professional development through conferences and selected trainings.

Status: completed/on-going

Narrative: Division staff have : served as co-chairs of state-wide Sharing a Vision Conference (1,250 attendees), organized a model early childhood classroom exhibit for the NAEYC Conference in November, provided training on early childhood assessment and standards project to providers from PreK, Head Start, and Child Care, provided training on Birth to Three Program Standards to program administrators, trained 35 trainers on a curriculum for including children with special needs in non-school-based early childhood programs

Goal: Collaborate with other Illinois early childhood special projects/systems development efforts.

Status: On-going

Narrative: Current efforts include the Illinois Birth to Five Project, the First Lady's Pediatric Vision Initiative, and the Birth to Three Home Visit Project, and data collection for the Illinois Early Learning Council

EARLY CHILDHOOD DIVISION
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Goal: Together with External Audits, provide and technical assistance and monitoring of fiscal for new child care PreK program

Objectives: EA monitoring visits will be started in January, 2004. Have met with External Assurance staff to create a fiscal monitoring instrument to be used by EA in site visits to these programs.

Goal: Collect PreK data necessary to draw down Federal TANF fund

Objectives: ISBE is working with other state agencies to identify areas where state funds may be used to bring a federal match into Illinois. The Prekindergarten Program seems to have potential, and we will be working with our agency partners and local programs to collect necessary data.

Goal: Release Request for Proposals (RFP) for Even Start Family Literacy Program and the Early Childhood Block grant/Identify proposal readers (January, 2004).

Objectives: RFP's will be released earlier this year, and reading and recommendations will take place before finalization of the FY05 budget. Programs will be notified of grant awards as soon as state budget is official. This would mean that programs are notified one month to 6 weeks earlier than in the past.

Special Education Center

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Goal: Address Timelines for Compliance with Corey H. Settlement Agreement

Status: Completed and In Progress

Narrative: Corey H. products and deliverables were completed including 23 monitoring reports, an analysis of the workforce available to address Corey H. activities, a required annual report to the Court Monitor, and a report verifying the quality of data regarding Least Restrictive Environment in the Chicago Public Schools. Several staff were hired, including the Division Administrator.

Goal: Ensure Due Process System is in Place

Status: Completed and In Progress

Narrative: Due Process hearing screening committee vacancies were filled. Due process hearing officer training was conducted on October 27th. Changes were made to procedures for documenting continuances in response to a review by the U.S. Department of Education. The Due process screening committee met on October 26th to discuss plans for recruiting and training new hearing officers.

Goal: Implement the Special Education State Plan and Response to OSEP

Status: In Progress

Narrative: ISBE prepared for the U.S. Department of Education's Office of Special Education Programs (OSEP) visit the week of August 17 to verify data collected by the agency on behalf of students with disabilities. Illinois received a response to that visit the week of October 27th requiring three plans 1) to address due process; 2) to address the State Advisory Council and 3) to address LRE data verification. Additionally, Illinois received notice of approval of the State Plan with the requirement of additional activities to address psychological services for students with disabilities.

Goal: Complete Illinois Special Education Data Study

Status: In Progress

Narrative: An assessment of local data quality and risk as well as a proposed data dissemination strategy were delivered by the firm hired through a federal grant to ISBE within the specified timeline. This assessment of data quality was made possible as a result of a federal grant from OSEP.

Goal: Convene Class Size Task Force for Purpose of Developing Recommendations

Status: In Progress

Narrative: At the request of the Illinois Advisory Council for the Education of Children with Disabilities, ISBE convened a class size to formulate recommendations on any changes to the present rules and definitions. This action followed passage of House Joint Resolution 359, which required ISBE and the State Advisory Council to review those state regulations which exceeded federal regulations.

Goal: Conduct Special Education Compliance Reviews to Two State Charter Schools and Four Cooperatives.

Status: Completed

Narrative: Compliance reviews were conducted at Prairie Crossing Charter School, Thomas Jefferson Charter Schools, Illinois Department of Corrections, Illinois School for the Visually Impaired, Rockford School District and Tri-County Special Education Association.

Goal: Develop and Pilot Training Sequence for Special Education Teachers with Limitation on Their Certificates

Status: Completed

Narrative: A training sequence was developed utilizing the expertise of general and special education teachers, administrators, parents, regional offices of education, special education directors and higher education representatives. The training sequence was piloted in five locations throughout the state.

Goal: Identify framework for Interagency Coordinating Council Report to General Assembly and Address Transition goals in State Plan for Special Education.

Status: In Progress

Narrative: The Illinois Interagency Coordinating Council for secondary transition conducted a joint meeting with the Illinois Advisory Committee on the Education of

Student with Disabilities on September 11, 2003. This meeting marked initial efforts for the two mandated entities to work together to improve outcomes for student with disabilities as they transition from school to adult life. Items to include in the annual report to the General Assembly were discussed in anticipation of the 2004 report.

ISBE led an Illinois leadership team comprised of representative from The Illinois Department of Human Services Division of Rehabilitation Services, Illinois State University and ISBE to the National Leadership Summit on Improving Results for Youth on September 18-19. A plan of action for interagency coordination and communication regarding issues surrounding transition planning and service delivery for students with disabilities was developed.

SPECIAL EDUCATION CENTER
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Goal: Revise LBS I Training Sequence and Make Available Statewide

Objectives: The training sequence will be revised in response to pilots and made available statewide. An evaluation instrument will be piloted and teachers will begin to have limitations lifted from their LBS I certificates as a result of the training.

Goal: Address timelines for Compliance with Corey H. Settlement Agreement

Objectives: All monitoring and compliance activities per the Settlement Agreement will be continued, including a response to the pending recommendation to extend the Settlement Agreement with the expectation that no overdue products will be pending.

Goal: Implement the Special Education State Plan and Response to OSEP

Objectives: Responses will be provided to OSEP as required with the goal of removal of all conditions for future funding.

Goal: Complete Illinois Special Education Data Study

Objectives: Final activities of the contractor will be delivered by December 31, 2003. This information will be used by ISBE to develop a statewide and district wide profile for communicating key indicators to the public – a requirement of the state plan.

Goal: Convene Class Size Task Force for Purpose of Developing Recommendations

Objectives: The Task Force will prepare recommendations for the State Advisory Council in January. Three areas will be addressed in the recommendations including the definition of a general education classroom, class size and caseload.

Goal: Begin Process for Recruitment and Hiring of Hearing Officers

Objectives: An application for hiring new hearing officers to fill vacancies will be developed and advertised. Applications will be processed and hearing officers recommended to replace vacancies and to supply the reserve pool.

Certification and Professional Development Department

Major Accomplishments: JULY 1, 2003—OCTOBER 31, 2003

Goal: Provide administrative leadership and support for the work of the Certification and Professional Development Department.

Status: Completed and Ongoing

Narrative:

- The divisions were consolidated into a single department and Acting Division Administrator was appointed. This supported better communication and planning, continuous oversight of certification functions, and greater flexibility in the use of staff and financial resources.
- Prioritization and systemization of certification functions allows staff to handle job-critical priorities and entitlements on a 2-3 day turnaround.
- After state funds for the Chicago Regional Certification Office were eliminated, an interagency agreement was brokered that kept the office open through the critical pre-school year period; this arrangement expires on December 31, 2003.
- Training for higher education institutions to do electronic entitlement notices increased participants in this process from 11 to 35. The time-saving benefits of this process are valuable to teacher candidates, the higher education institutions and the State Board of Education.
- A grant to ISU established a statewide NBPTS support and leadership center. This is operated in partnership with the State Board and is considered a model for the nation.
- The Professional Development Provider System, CERTs and IAAMS systems were significantly modified to accommodate new program responsibilities, such as the administrator certificate renewal and the Initial to Standard Certificate requirements.
- The almost 50% reduction in Department staff was accommodated by staff reassignments, restructured work plans, prioritization of responsibilities and revision of the schedule for accreditation visits.

Goal: – Identify changes to law and policy that are needed to enhance educator quality in Illinois

Status: Completed and Ongoing

Narrative:

- Rules – Significant changes to the criteria for certification and endorsement of teachers, administrators and school service personnel were developed and

disseminated for public input. These changes will support state compliance with the federal requirements for “highly qualified” teachers.

- Certificate Renewal System – At the request of the State Teacher Certification Board, staff completed an analysis of issues related to the certificate renewal system and identified potential strategies for radically streamlining the system. Most of these changes, which are still under discussion, will require legislation.
- Counselors – Draft rules were developed to define alternatives to the long-standing requirement that counselors hold a teaching certificate. This process involved representatives of the educational and counseling communities and was undertaken in response to legislation adopted in the last session of the General Assembly. The proposed rules include a new interim certificate for counselors that will allow candidates to complete an internship while working in the schools.
- Non-citizens – Prior planning with Regional Superintendents, school districts and various bilingual communities allowed immediate implementation of new legislation related to teachers who are not U.S. citizens. The new legislation allows non-citizens who are or wish to be teachers to sign a statement of intent to seek citizenship in lieu of obtaining citizenship within a designated timeframe. These actions made it possible for many teachers who would otherwise have lost their positions this year to remain in the classroom.
- Accreditation System – The Illinois accreditation cycle was aligned with NCATE’s new schedule and the program review process was clarified and streamlined.

Goal: Assure that all educators meet Illinois requirements for certification and placement.

Status: Continued and Ongoing

Narrative:

- New rules were adopted that simplified and clarified the requirements for certification, eliminated the sunset date for transcript reviews (pending a policy decision on criteria for standards-based endorsements), and established that once a teacher has received a Standard Teaching Certificate, all additional certificates will also be issued as Standard Certificates.
- A new system for administrator certificate renewal was put in place. This included clarification of the applicability of the new law, information about the roles and responsibilities of various individuals with respect to plan submission and plan review/approval, and technical support related to the use of technology.
- More than 85 Administrators’ Academy courses were approved and relevant course information was made available on the IARRS and ISBE websites.
- The new APT certification test was implemented on time and the State Board adopted passing scores for the APT and new special education tests.
- Development of content tests for implementation in July 2004 continued on schedule with completion and dissemination of the test frameworks.
- Accreditation status decisions were made for nine educator preparation programs reviewed by the Certification Board in June.

- Four accreditation review pre-visits were conducted and one accreditation visit was completed. These were the first visits using ISBE staff in their new role as consultants rather than team leaders.
- The Department website was redesigned to serve as the primary method for large-scale information dissemination, and a new email system was developed to provide responses to specific questions.

Goal Develop and implement a multi-phase plan for an on-line certification information system.

Status: – Completed and ongoing

Narrative:

- Stage 1 in the development of an online teacher information system (OTIS) was completed ahead of time and with a minimum number of implementation problems. OTIS has been very well received.
- The Stage 2 plan was completed and initial steps were taken toward full implementation in the near future.

Goal: The Certification Board will have the support and information necessary to effectively fulfill its responsibilities.

Status: Completed and Ongoing

Narrative:

- Primary responsibility for support services for the STCB was assigned to the Department Secretary; this action improved coordination and communication.
- A formal procedure was implemented to report back to the STCB regarding the State Board's actions on its recommendations. STCB members were added to key agency mailing lists to assure their access to information.

CERTIFICATION & PROFESSIONAL DEVELOPMENT
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Goal: Provide administrative leadership and support for the work of the Certification and Professional Development Department.

Objective:

Leadership and management priorities will include the following actions:

- Appoint a permanent Division Administrator;
- Eliminate structural and operational problems with key technology systems;
- Establish procedures to support certificate renewal for teachers whose Standard Certificates expire in July 2004;
- Promote the availability of opportunities for Initial Certificate holders to meet the requirements for the Standard Certificate;
- Establish procedures to deal with State Board's responsibilities as the ROE for Chicago, including the future of the Chicago Regional Certification office and the ISBE role as LPDC for certified teachers in Chicago's nonpublic schools.
- Revise the procedures for review of new and ongoing teacher/administrator preparation programs.

Goal: Identify changes to law and policy that are needed to enhance educator quality in Illinois

Objective:

Priorities for this time period will include the following actions:

- Complete work on major rulemaking related to certification;
- Make policy decisions about middle school credentials;
- Make changes to Illinois criteria for highly qualified teachers, establish data gathering system, and develop plan for meeting federal requirements;
- Make policy decisions about improvements to the teacher certificate renewal system and develop legislative proposal;
- Develop long-range plan for Administrators' Academy;
- Present recommendations from the State Action for Education Leadership Project (SAELP) for Board consideration;
- Work with newly-appointed IACTE committee to identify additional improvements to professional preparation accreditation system.

Goal: Assure that all educators meet Illinois requirements for certification and placement.

Objective:

Priorities for this time period will include the following actions:

- Identify questions for each of the content area tests and continue work on development of tests for administrators and school service personnel (to be implemented July 2005).
- Address two special issues related to certification testing:
 - the need to upgrade the special education tests to align with the enhanced content area standards recently adopted by the Board;
 - and a task force recommendation for a middle grades test or tests.
- Effectively communicate all changes (legislation, rules, policy, and procedures) that impact educator and school district compliance with state requirements.
- Make the Department website more user-friendly and accessible.

Goal: Develop and implement a multi-phase plan for an on-line certification information system.

Objective:

- Phase 2 of the online certification system will be implemented during this time period; this will include on-line application for certificates and endorsements.

Goal: The Certification Board will have the support and information necessary to effectively fulfill its responsibilities.

Objective:

The priorities for this period will include the following actions:

- Present policy proposals (see goal 2) to STCB in timely manner and with sufficient information for decision-making;
- Continue emphasis on providing STCB members with information relevant to their roles and responsibilities.

Information Technology Center

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Data Systems Division

Online Teacher Information System

Goal: Implement Phase I of the Online Teacher Information System (OTIS).

Status: Complete

Narrative: Phase one of the new system was designed to assist/replace the large numbers of telephone calls currently received in Teacher Certification. This application will help minimize the impact of budget reductions and reduction-in-force activation that took place within the Agency and fill a void in answering teacher inquiries that was created by the budget cuts and lay-offs in the teacher certification division.

MIDAS

Goal: Enhance financial reporting in MIDAS.

Status: In Progress

Narrative: Created two new reports for MIDAS. These are administrative reports that display and/or print the history of all transactions initiated against a spending request or voucher. These reports include all monetary details such as request, obligation and disbursed amounts, and also include individual IDs and date and time of the transactions. Work is under way to do the same with individual obligations and Midas activities. These reports will assist fiscal, audits, and managers in viewing the total history at any point in time of the financial document. The two new reports are: Spending Request Transaction Register and Voucher Transaction Register.

Online Teacher Information System

Goal: Enhance Phase I of the Online Teacher Information System (OTIS).

Status: Complete

Narrative: Developed an auto response email reply for email coming into certification@isbe.net due to the high volume of emails being submitted that contain general questions that can be answered by visiting the Agency web site or OTIS. We created a structure of public folders for certification renewal and professional development staff to use when answering emails received for the OTIS system. We also

conducted training on the new procedures. With the reduction in staff and the elimination of the 800 numbers, this will greatly enhance the responses the field receives.

Computer Applications

Goal: Enhance/Support ISBE Computer Applications.

Status: In Progress

Narrative: Completed more than 70 work requests for the specified time period. Most of these requests are either enhancements to existing applications or adhoc queries to answer agency or external inquiries such as FOIA requests. During this time period, completed our fiscal year roll out for all internal systems. For some of the financial applications, this can be quite extensive. In payroll, generated new documents for all COLA increases, STEP increases, and INSURANCE changes.

National School Lunch (NSL) Application Project

Goal: Provide a web-based application signup and approval process to school nutrition sponsors.

Status: Completed and Ongoing

Narrative: Completed the National School Lunch (NSL) Application project and added it to the Child Nutrition – Application and Claim Entry System (ACES). The NSL Application will allow over 1500 nutrition sponsors to apply for program reimbursement to a number of sub-programs within the NSL program. The Call Center was notified of the new system release and letters were sent to participating sponsors. Benefits of developing the new system include the elimination of paper applications, increased ability to manage the program, reduced risk of fraudulent claims, and enhanced reporting capability needed for USDA reports.

Child and Adult Care Center (CACC) Application Project

Goal: Provide a web-based application signup and approval process to day care nutrition sponsors.

Status: Completed and Ongoing

Narrative: Completed the Child and Adult Care Center (CACC) Application project and was added to the Child Nutrition – Application and Claim Entry System (ACES). The CACC Application will allow over 750 nutrition sponsors to apply for program reimbursement to a number of sub-programs within the CACC program. The Call Center was notified of the new system release and letters were sent to participating sponsors. Benefits of developing the new system include the elimination of paper applications,

increased ability to manage the program, reduced risk of fraudulent claims, and enhanced reporting capability needed for USDA reports.

eGMS

Goal: Develop and Implement the eGrant Management System (eGMS) by school year 2004 – 2005.

Status: In Progress

Narrative: A pilot project involving 14 local school districts was completed successfully in July 2003. Development of the tools necessary to build and maintain the repository of data elements, and design web-based grants has been ongoing.

Student Information System (SIS)

Goal: Develop and implement Phase I deliverables for the ISBE Student Information System (ISBE SIS) by school year 2004 – 2005.

Status: In Progress

Narrative: In early August 2003, the nineteen vendors who had submitted proposals in February to develop and implement the ISBE SIS, were asked to resubmit their proposals due to the long delay in deciding to move ahead with the project due to budget uncertainties. Eighteen vendors responded. During September 2003, a rating team made up of staff from Data Services, Data Analysis and Program Reporting, and Assessment re-rated the proposals and recommended to management five firms for further consideration. Management is in the process of finalizing the selection process.

Technology Support Division

Call Center

Goal: Expand the IT's Call Center.

Status: Completed and Ongoing

Narrative: There are now over 35 applications in IWAS. IT members are responding to more than 1,000 calls per week. With the implementation of the Child Nutrition System (CNS), Call Center staff now deal not only with teachers and administrators but also with private schools, day care centers, and day care homes. As more systems come online, the need for additional Call Center staff members will increase. The Agency's current configuration has six persons answering calls.

Storage Area Network

Goal: Implementation of a Storage Area Network (SAN).

Status: In Progress

Narrative: All of the equipment needed to implement a SAN has been specified, put out for bid, responses evaluated, orders generated, and equipment received. The configuration includes 3 terabytes of storage, 14 very fast blade servers, and a large automated tape library system for backing up data files. The blades servers have all had the operating system installed and are ready for Agency applications as soon as the tape library is configured and running correctly. The entire project through total utilization of the SAN is approximately 40% complete.

Local Area Network

Goal: Upgrade the Agency's Local Area Network.

Status: In Progress

Narrative: Replacement LAN switches and redundant central switch specified, put out for bid, and purchased.

Exchange eMail Server

Goal: Upgrade of Exchange email to Exchange 2000. This effort included a much improved Web interface.

Status: Completed and Ongoing

Narrative: Upgraded the Agency's email system from Exchange 5.5 to Exchange 2000. This was a major version upgrade. The new system will allow the email system to be spread across multiple servers thereby removing all limitations on the number of emails each individual can store on the system. The new server included an upgraded version of the Web based email system, WebExchange.

eLearning Division

School Districts Technology Plans

Goal: Support technology planning process throughout the state through revision of the technology planning process to conform to all grants and to develop improved systems for these processes.

Revision approved by September 1, 2003
Online Tech plan developed by November 1, 2003

Status: In Progress
Pilot Online Tech plan by February 28, 2004
Revised Per Review by February 28, 2004

Completed and Ongoing

Revision approved by September 1, 2003
Online Tech plan developed by November 1, 2003

Narrative: The revised technology planning process will improve school's ability to complete their technology plans both in simplification of the process and the added benefits of an online technology program. Additional benefits will include increased accountability for schools to report and disseminate their technology plans and the progress toward completing the plans. The revision process is 90% complete. The online tech plan is available for the pilot process and is 80% complete. The peer review process is to be revised so that the review process matches the revised technology plan and is 50% complete. The conversion to ISBE of the system is on hold pending completion of the pilot.

Dissemination of eLearning Information

Goal: Develop, promote, and provide dissemination programs for informing educational decision makers of the performance based decision making information that will be effective in moving the state to improve.

Learning Technology Center (LTC) will be reviewed for effectiveness by September 1, 2003.

LTC will be funded by September 1, 2003.

LTC, Illinois Virtual High School (IVHS), Illinois Computing Educators (ICE) and ISBE will build eLearning stakeholders by November 7, 2003.

Expand the use of the eLearning website and webcasts - ongoing

Support conferences (IETC, I2F, IL Student Conf., ITEC, NECC)

Status: In Progress
LTC, IVHS, ICE and ISBE will build eLearning stakeholders

Completed and Ongoing

LTC will be reviewed for effectiveness

LTC will be funded

Expand the use of the eLearning website and Webcasts

Narrative: All LTCs were visited and reviewed. Recommendations were provided and changes were implemented to meet ISBE requests. 100%

LTCs have developed a quarterly report and will complete the first report in November. 80%

LTCs were funded to a level that maintained staffing. 100%

The Invent Illinois' Future Summit is the main event for building stakeholder support. ICE is hosting the event and all plans are being completed. 80%

The web site is being maintained and improved. The Webcast on 9/5 maximized the system and we are attempting to upgrade the server. 60%

The conferences are awaiting fiscal approval. 20%

Technology Literacy Standards

Online Resources and Virtual Learning

Goals: Provide and/or facilitate the availability of high-quality electronic resources which includes electronic instructional programs, virtual learning environments, infrastructure, staff development, and technical support.

Support ILTPP for technology purchasing

Expand the IVHS program

Support the Collaboratory for virtual learning at lower grade levels – fund by October 1, 2003.

Implement Closing the Gap (CTG) and NCLB grants

Implement LTC grants

Status: Completed and Ongoing

-Support the ILTPP for technology purchasing – ongoing

-Expand the IVHS program- ongoing

-Support the Collaboratory for virtual learning at lower grade levels – completed

-Implement CTG and NCLB grants – ongoing

-Implement LTC grants – ongoing

Narrative: The ILTPP is being developed as a primary site for schools to purchase technology at state pricing and is being expanded. Catalogs have been distributed to all schools. 50%

The IVHS program has been funded and the enrollment has doubled from last fall. Efforts to continue to expand the program include the increase support for CPS and the transitioning to IMSA management. 50%

The Collaboratory at Northwestern provides a diverse virtual learning opportunity for elementary students. The program has been funded. 90%

The CTG program has received and processed 175 of the 253 grants this year. The NCLB formula grants have awarded 85% of the funds and the Competitive program has received the budgets for all 53 projects and is working on funding those grants. The NCLB program is also developing an extensive evaluation process for the competitive program. 50%

The LTC program has been funded and all LTCs are staffed and operational. Major changes in directorship at four of the 15 centers have been completed. Quarterly reporting process has been developed. 50%

The virtual umbrella program is a joint project with IVHS, Collaboratory, Starnet, and other virtual learning providers to provide a single source for Illinois schools to provide virtual learning opportunities to students. There is agreement from all of the major providers to be included in this program. There are no resources at this time to develop the site. Therefore it is on hold. 10%

Leading edge technology report is being developed. ISBE staff have reviewed the latest technology and evaluated it for educational use. Ongoing events, literature searches, and vendor presentations are continuing to collect information. 50%

INFORMATION TECHNOLOGY CENTER
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Data Systems Division

Phase II Online Teacher Information System

Goal: Implement Phase II of the Online Teacher Information System (OTIS) which is to accept certificate applications and other certificate related transactions online.

Objectives: The proposed changes to the OTIS System will greatly enhance our web presence that currently supports educators in the State of Illinois. It will provide educators with the ability to submit applications directly to the State of Illinois. By submitting their applications online, educators are placed in the evaluation queue immediately. Their file is created as soon as the batch print run is completed. The ease of access may even increase revenue for the certification department as educators come to realize the benefits of the online application process.

National School Lunch (NSL) Claim Project

Goal: Provide a web-based site level claiming process to school nutrition sponsors.

Objectives: The National School Lunch (NSL) Claim project is projected to be complete by the first of November. The NSL claim project will allow over 1500 nutrition sponsors to submit monthly claims for program reimbursement. Benefits of developing the new system include the elimination of paper claims, increased ability to manage the program, reduced risk of fraudulent claims, and enhanced reporting capability needed for USDA reports.

Child and Adult Care Centers (CACC) Claim Project

Goal: Provide a web-based site-level claiming process to day care nutrition sponsors.

Objectives: The Child and Adult Care Centers (CACC) Claim project is projected to be complete by the first of November. The CACC claim project will allow over 750 day care sponsors to submit monthly claims for program reimbursement. Benefits of developing the new system include the elimination of paper claims, increased ability to manage the program, reduced risk of fraudulent claims, and enhanced reporting capability needed for USDA reports.

eGMS

Goal: Develop and implement the eGrant Management System (eGMS) by school year 2004 – 2005.

Objectives: Testing of the repository maintenance and grant builder tools will continue through November and early December 2003. The initial version of eGMS is to be delivered to ISBE by December 15, 2003. The evaluation and enhancement phase of the project will commence forthwith and continue into 2004. Design of the consolidated NCLB application will begin during this phase. This application will be published on the web in March 2004. Other grant applications will be put in priority order by management during this quarter and work will be designed and published as quickly as possible.

SIS

Goal: Develop and implement Phase I deliverables for the ISBE Student Information System (ISBE SIS) by school year 2004 – 2005.

Objectives: The vendor will come onboard during this quarter and proceed to verify and refine the general requirements identified during the feasibility study last year. This will be accomplished by joint application development (JAD) sessions and other interview processes. The major deliverable to be completed this quarter is the Functional Specification Document.

IWAS

Goal: Improve the process of data collection, processing, and dissemination by taking manual paper-based processes and automating them through IWAS (ISBE Web Application Security) over the Internet.

Objectives: This past quarter, the following new data collections were designed, built, and deployed through IWAS over the Internet: Fall Housing Report, End of Year Report, Immunization, Driver Ed, and the Bilingual Program Delivery Report. Literally thousands of our customers can now easily submit and review their data over the Internet. The processing time of these systems has been significantly reduced because the Internet allows ISBE to collect higher quality data (all edit checks can be enforced immediately before the user is allowed to submit the data).

eGMS

Goal: Improve the grant process through eGMS (eGrants). ISBE currently administers more than 100 different state and federal grants. Data Systems has been managing the effort to interface the eGMS system with existing systems at ISBE such as FRIS, CDS and IWAS.

Objectives: This past quarter, two full-time developers have designed and written all of the external system interfaces between eGMS, FRIS, IWAS and CDS. This system is

currently being tested by ISBE staff and is scheduled to be deployed to production in December of 2003. This system will ultimately make the grant process more efficient and more consistent.

eGMS Support

Goal: eGMS support will be a major focus of the Data Systems division over this next quarter. We need to provide enough human resources to support the rollout of the NCLB Consolidated application through eGMS next Spring.

Objectives: The challenge ahead of us is to provide sufficient human resources while maintaining uninterrupted new development for other areas of our agency. Another challenge will be to have the contractor sufficiently transfer their knowledge of the system to our developers so that they can make any necessary changes to eGMS. Ultimately, Data Systems will be working in concert with Grant Designers in our agency to make sure that each new grant that is published through eGMS and IWAS rolls out smoothly to our customers and internal program and fiscal personnel.

Completion of a Data Warehouse Feasibility Study

Goal: Conduct a feasibility study and requirements analysis for the development and implementation of the ISBE Data Warehouse by February 16, 2004.

Objectives: A vendor to conduct a feasibility study and requirements analysis for the development and implementation of the ISBE Data Warehouse will be hired before the end of the year. The delivery date of a final report will be determined at a later date and will depend on when the vendor is engaged.

Technology Support Division

Storage Area Network

Goal: Move Production Applications on the SAN and Refine Back-up Process to use new IBM LTO Tape Library.

Objectives: The tape library should be running under a unified management system by the middle of November, 2003. Once this is accomplished, IT staff will begin to migrate Agency systems to the SAN. The first major system to use the SAN will be the eGrants system.

Call Center

Goal: Expand Call Center to possibly include Customer Service. Establish Lane 2 Call Center positions.

Objectives: The goal is to create a single agency unit that receives all requests from constituents via telephone, email, or web; logs them into a database system; forwards them to appropriate teams/staff for adjudication; and tracks the database to insure that all requests are answered. This expansion project is currently in the planning stage with no implementation date scheduled.

Integrate Heat System

Goal: Complete Integration of HEAT into Functional Units Within Agency.

Objectives: HEAT is the system used to track constituent requests for help in the Call Center and IT Technical Support. Many calls for help are program related and require answers from other divisions within the Agency. By installing HEAT in each of the functional units, the agency will be better able to track the number and type of calls for information and/or assistance received from constituents.

Local Area Network

Goal: Deploy New LAN Switches.

Objective: The power to each wiring closet will be completed by November 15, 2003. This wiring connects each closet back to the main Uninterruptible Power Supply (UPS) that maintains the Agency's servers during a power outage. Staff members will begin deploying the new equipment mid-November with a completion date of around mid-December. The new switches will support Voice over IP and network segmentation. Voice over IP has the potential to save the Agency money if fully deployed. Network segmentation is a way to control network bandwidth utilization.

Remote Access System

Goal: Continue Phasing Out the Remote Access System.

Objectives: To save money and improve support, the IT Center plans to stop supporting its own dial-up service for access network resources. The IT Center will begin testing seven of the Verizon Wireless network cards in November for field-based staff who depend on remote access to Agency network resources. These cards will allow a laptop computer to connect to the Internet and through the Internet to Agency network. The cards will work in approximately 70% of Illinois geographically and 90% demographically. Other Internet connections are being researched for field-based staff that will include cable modes, DSL, and private dial-up Internet Service Providers.

Public Folders

Goal: Expanded use of Public Folders.

Objectives: Public Folders under the Exchange 2000 email server is a secure and robust way to share information with co-workers for collaborative projects, maintain group scheduling, setup email accounts for special needs (eg. TeacherCertification@isbe.net), and transfer data files from the field to the Springfield office. Public folders are accessible from any computer that is connected to the Internet.

eLearning Division

Technology Support

Goal: Support technology planning process throughout the state through revision of the technology planning process to conform to all grants and to develop improved systems for these processes.

Revised Per Review by February 28, 2004
Pilot Online Tech plan by February 28, 2004

Objective: The revised technology planning process will improve a school's ability to complete their technology plans both in simplification of the process and the added benefits of an online technology program. Additional benefits will include increase accountability for schools to report and disseminate their technology plans and the progress toward completing the plans. The revision process is 100% complete. The on-line tech plan is available for the pilot process and is 100% complete. The peer review process is being revised so that the review process matches the revised technology plan and is 90% complete. The conversion to ISBE of the system is currently on hold.

Dissemination of eLearning Information

Goal: Develop, promote, and disseminate programs for informing educational decision makers of the performance-based decision making information that will be affective in moving the state to improve.

- LTC, IVHS, ICE and ISBE will build eLearning stakeholders by November 7, 2003
- Expand the use of the eLearning website and webcasts - ongoing
- Support conferences (IETC, I2F, IL Student Conf., ITEC, NECC)

Support conferences

- LTCs, IVHS, ICE and ISBE will build eLearning stakeholders
- LTCs will be reviewed for effectiveness
- LTCs will be funded
- Expand the use of the eLearning website and Webcasts

Objectives: All LTCs were visited and reviewed. Recommendations were provided and changes were implemented to meet ISBE requests. 100%

LTCs have developed a quarterly report and will complete the first report in November. 90%

LTCs were funded to a level that maintained staffing. 100%

The Invent Illinois' Future Summit is that main event for building stakeholder support. ICE is hosting the event and all plans are being completed. 100%

The web site is being maintained and improved. The Webcast on September 5 maximized the system and we are attempting to upgrade the server. The December 4 webcast will have an equal or greater viewing. 80%

The conferences will have been supported and/or funded. 90%

Technology Literacy Standards

Goals: Adopt and promote technology literacy standards for students, staff, and schools. This includes the development and implementation of tools to measure and report the achievement levels.

Establish a process for building stakeholder support of the Illinois Technology Standards (NETS) in the Digital Age Learning Plan by December 1, 2003.

- Implement a baseline assessment tool by March 1, 2004.
- Implement a baseline assessment tool by 2/1/04
- Establish a process for building stakeholder support of the Illinois Technology Standards (NETS) in the Digital Age Learning Plan by 12/1/03

Objectives: The Invent Illinois' Future Summit will be used to define a team that will establish clearly defined tasks, timeline, and projected resources needs. 100%
A recommendation to use the CTL assessment tool for students and staff has been made to the Expenditure Review committee. The effort is targeted at the IVHS program, but will cover a wide range of technology assessment issues. This assessment will also meet the NCLB guidelines. 80% The linking of the standards is on hold awaiting the formation of the team. 20%

Online Resources and Virtual Learning

Goal: Provide and/or facilitate the availability of high-quality electronic resources which includes electronic instructional programs, virtual learning environments, infrastructure, staff development, and technical support.

- Support the ILTPP for technology purchasing
- Expand the IVHS program
- Implement CTG and NCLB grants
- Implement LTC grants
- ISBE will develop a report on leading edge technology – February 1, 2004
- ISBE will develop a report on leading edge technology – February 1, 2004
- Support the ILTPP for technology purchasing – ongoing
- Expand the IVHS program- ongoing
- Implement CTG and NCLB grants – ongoing
- Implement LTC grants – ongoing

Objectives: The ILTPP is being developed as a primary site for schools to purchase technology at state pricing and is being expanded. Catalogs have been distributed to all schools.

Efforts to continue to expand the program include the increase support for CPS and the transitioning to IMSA management.

OPERATIONS CENTER

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Financial Management

Goal: Ensure the integrity of agency financial resources and processes

Status: Completed

Narrative:

Strategy 1.1 Budget

Seek sufficient appropriation authority to support the Board's goals and priorities
Agency received 96.9% of its FY04 general funds budget request.

- Budget and Financial Management Division in collaboration with Division Administrators, Directors and the Superintendent, developed a preliminary FY05 "Elementary and Secondary Education System Needs Budget."
- Budget and Financial Management Division in conjunction with other program Divisions worked with the Governors Office of Management and Budget and the Department of Human Services to identify state education programs eligible for TANF match.

Strategy 1.2 Fund Management

Ensure timely and appropriate allocation (tied to Business Plans) of available resources to support the Board's goals and priorities.

- Budget and Financial Management Division adjusted the agency Business Plan and operations costs to the Governor's FY04 vetoes.
- Budget and Financial Management Division implemented a grant component for the Expenditure Review Committee to ensure all FY04 funds are aligned with agency goals and business plan and are in compliance with all federal administrative and cost allocation limits.
- Budget and Financial Management Division finalized FY04 allocations for Title II, IV, V and VI programs to ensure districts receive payment in a timely manner and that the new System of Support grants and other priority initiatives are funded.
- Funding and Disbursements Division finalized FY04 allocations for Title I and IDEA grants to ensure districts receive payment in a timely manner.
- Funding and Disbursements Division in conjunction with Data Systems and the Illinois Secretary of State (ISOS) developed an automated Driver Education Blue Slip system to eliminate printing 127,000 blue slips annually for students who have completed classroom and behind-the-wheel training. Students can also check their approval status via the ISBE website. Also automated was the notification of school districts when a driver education teacher has a suspended or revoked license.

- Funding and Disbursements Division implemented mandated electronic transmission of the following major state approval or claim programs via IWAS:
 - General State Aid (891 Entities)
 - Regular/Vocational/Special Education Transportation (917 Entities)
 - Special Education Pupil and Personnel (935 Entities)
 - Driver Education (490 Entities)
 - Summer Food Service Program (97 Entities)

Budget and Financial Management and Funding and Disbursement Divisions in conjunction with System of Support and Information Technology Divisions completed pilot testing on general application templates with 16 school districts of the new agency E-Grant system for their FY 2004 NCLB consolidated grant.

Strategy 1.3 Accounting

Ensure timely and accurate financial processes, records, and reports which meet all statutory requirements.

- Fiscal and Administrative Division completed all FY03 reconciliations and submitted all FY03 GAAP forms to the Comptroller within deadlines.
- Fiscal and Administrative Division completed the following quarterly reports within deadlines: Federal DPM, Accounts Receivable, Indirect Cost Recovery, and Property.
- Fiscal and Administrative Division completed a new property control system including an automated depreciation schedule.
- Fiscal and Administrative Division revised and distributed the “Fiscal Procedures Manual.”
- Fiscal and Administrative Division in conjunction with Data Services Division developed and implemented a prompt payment reporting system through MIDAS.

Strategy 1.4 Disbursement

Ensure timely and efficient processing of payments to school districts which meet all statutory requirements.

- Funding and Disbursement Division processed all of the following first quarter FY04 categorical payments by the statutory dates:
 - Special Education Personnel (100% pro-ration)
 - Special Education Private Facility (88% pro-ration)
 - Special Education Transportation (100% pro-ration)
 - Regular/Vocational Transportation (96% pro-ration)

Strategy 1.5 Audit and Compliance Monitoring

Ensure fiscal and programmatic integrity of state and federal programs administered by ISBE.

- External Assurance Division completed testing and moved into production of their Database Tracking System.

- External Assurance Division developed a monitoring instrument and trained staff for the Federal Special Education IDEA and the Vocational Education Perkins IIC Programs.
- External Assurance Division revised and trained staff on in preparation of the FY 04 Audit/Monitoring Cycle.
- External Assurance Division held an orientation and office training on audit/monitoring instruments as well as fieldwork training for various state and federal programs to 15 new employees.
- External Assurance Division conducted presentations on Title I monitoring at the New Superintendent's Conference and Fall Title I Director's Conference.
- Funding and Disbursement Division in conjunction with Legal completed an analysis of public comments submitted in regards to the IPCRB administrative rule changes and developed a draft rule modification to Part 120.90 (c) of the Pupil Transportation administrative rules for presentation at the October ISBE Board meeting.

Agency Operations

Goal: Provide agency staff with the appropriate tools necessary to perform their work.

Status: Completed

Narrative:

Strategy 2.1 Employee Support

Ensure timely, efficient and appropriate facilities and services (telephones, vehicles, copy and print, and mail and messenger) to help staff perform their duties.

- Funding and Disbursement Division conducted state and federal grant management training for ISBE employees.
- Fiscal and Administrative Division relocated 112 agency staff to reduce space needs by 9,000 sq. ft. in the Springfield Office and 2,500 sq. ft. in the Chicago Office and also closed the Mt. Vernon, Carbondale, and U of I Offices.
- Fiscal and Administrative Division surplused 3 agency vehicles in compliance with the Governor's Executive Order #2 (Fleet Reduction).
- Fiscal and Administrative Division completed installation and training on a new mailing system which provides comparison shipping estimates from all vendors.

Strategy 2.1 Procurement

Ensure efficient and cost effective contracting and purchasing for ISBE and school districts (e.g. Textbooks).

- Fiscal and Administrative Division renewed all annual and multi-year contracts, including re-bidding those where it was required.
- Fiscal and Administrative Division processed 125 Purchase Requisitions and 6,743 Textbook purchase orders.

- Fiscal and Administrative Division negotiated 38 agency sponsored meetings and conferences.

School Services

Goal: Provide leadership, programs and services to schools to support their efforts to fund schools and ensure student safety and success.

Status: Completed

Narrative:

Strategy 3.1 Nutrition and Commodities

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

- Nutrition Programs Division implemented WEB based National School Lunch Program and Child and Adult Care Food Program (Centers) application systems.
- Nutrition Programs Division entered into an Interagency Agreement with the Illinois Department of Public Health and the Illinois Department of Agriculture to inspect federal commodity program warehouses and to provide food safety training for schools participating in Child Nutrition Programs.
- Nutrition Programs Division received a \$765 thousand federal breakfast start-up grant.

Strategy 3.2 School Construction and Health Life Safety

Encourage a safe learning environment for all children.

- School Business Division revised the Health/Life Safety Handbook to assist Regional Superintendents and school districts.

Strategy 3.3 School Finance Information and Assistance

Determine the financial needs and encourage the financial stability and accountability of all school districts.

- School Business Division worked with education interest groups to revise the Financial Profile.
- School Business Division revised the “ABCs of the School Budget.”
- School Business Division worked with education interest groups to draft legislation for financially distressed school districts.
- School Business Division drafted an RFSP for a state-wide Financial Administrator and legal counsel for FOP’s and SFA’s.

Strategy 3.4 Transportation Safety

Ensure appropriate Drivers Education and School Bus Driver Training programs.

- Funding and Disbursement Division developed a School Bus Master Instructor training program and certified five Master Instructors to train other school bus driver instructors at four regional meetings.

- Funding and Disbursement Division in conjunction with the Multi-Media and Web Services Division developed a school bus safety video.
- Funding and Disbursement Division and its Illinois Pupil Transportation Advisory Committee discussed transportation legislative issues including fee increases and use of mass transit.
- Funding and Disbursement Division worked with the Cook County ROE to maintain school bus driver safety training in that region despite the Governors veto of the funding.

OPERATIONS CENTER
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Financial Management

Goal: Ensure the integrity of agency financial resources and processes

Objectives:

Strategy 1.1 Budget

- Budget and Financial Management Division, in collaboration with the Superintendent and the State Board, will complete the FY05 agency budget recommendation and document by January 14, 2004.
- Budget and Financial Management Division, will complete the following required legislative and budget documents: Comptroller's "Services, Efforts and Accomplishments (SEA)" report, Illinois Commission on Intergovernmental Cooperation "Federal Expenditures Report," Governor's "Budget Development Information (BDI)" forms, and General Assembly "Illinois State Legislative" forms.
- Budget and Financial Management Division in conjunction with other program Divisions will finalize an Interagency Agreement with the Governors Office of Management and Budget and the Department of Human Services to claim state education programs for TANF match.
- Budget and Financial Management and Funding and Disbursement Divisions in conjunction with System of Support and Information Technology Divisions will continue the development and testing of the specific application form and items for the e-grant system.

Strategy 1.2 Fund Management

Ensure timely and appropriate allocation (tied to Business Plans) of available resources to support the Board's goals and priorities.

- Funding and Disbursements Division will mandate electronic submission of FY04 Parent/Guardian Transportation claims.
- Funding and Disbursements Division in collaboration with Information Technology will develop an on-line process for school district and non-public entities to submit school calendars and claim National School Lunch and Child and Adult Care Food Program-Center funds.

Strategy 1.3 Accounting

Ensure timely and accurate financial processes, records, and reports which meet all statutory requirements.

- Fiscal and Administrative Division will resolve all FY03 and FY04 reconciliations and complete the FY03 Financial Statements within deadlines.
- Fiscal and Administrative Division will submit CMIA calculations to the Governor's Office of Management and Budget.

- Fiscal and Administrative Division will review the agencies accounts receivable process to identify enhancements to ensure accurate documentation, reporting and collection activities.
- Fiscal and Administrative Division will complete a new indirect cost rate calculation process and submit and negotiate a new Indirect Cost rate to the United States Department of Education.

Strategy 1.4 Disbursement

Ensure timely and efficient processing of payments to school districts which meet all statutory requirements.

- Funding and Disbursement Division will finalize all special education, GSA and Hold Harmless calculations including the GSA poverty pro-ration.
- Funding and Disbursement Division will finalize and pay the 2002-2003 Parent / Guardian Transportation claims by January 2004.

Strategy 1.5 Audit and Compliance Monitoring

Ensure fiscal and programmatic integrity of state and federal programs administered by ISBE.

- Nutrition Programs Division will develop an RFSP for auditing of for-profit child care centers and completion of School Meals Initiative reviews.
- External Assurance Division will complete the verification of Maintenance of Fiscal Effort for NCLB Programs and of the Comparability Requirement for Title I Programs.
- External Assurance Division will implement a full peer review process and update its “Findings and Recommended Corrective Action Glossary” to improve the Audit/Monitoring Reports.
- External Assurance Division will discuss monitoring procedures at the State NCLB Conference.
- Funding and Disbursement Division will submit final IPCRB rules to JCAR for approval and will continue to test and enhance the IPCRB electronic rate setting system.

Agency Operations

Goal: Provide agency staff with the appropriate tools necessary to perform their work.

Objectives:

Strategy 2.1 Employee Support

Ensure timely, efficient and appropriate facilities and services (telephones, vehicles, copy and print, and mail and messenger) to help staff perform their duties.

- Fiscal and Administrative Division will implement a new Supply Requisition and Recording System including training to agency staff.

- Fiscal and Administrative Division will review, update, distribute, and train agency staff on the following procedures:
- Security
- Employee Safety
- AED
- Vehicles
- Records
- Copy Center/Duplicating
- Warehouse
- Mail/Labeling/Supply
- Telecommunications
- Facilities Management.

Strategy 2.2 Procurement

Ensure efficient and cost effective contracting and purchasing for ISBE and school districts (e.g. Textbooks).

- Fiscal and Administrative Division will provide an on-line system for conference registration and Web postings.
- Fiscal and Administrative Division will provide Illinois Schools with their Textbook allotment and requesting packet.

School Services

Goal: Provide leadership, programs and services to schools to support their efforts to fund schools and ensure student safety and success.

Objectives:

Strategy 3.1 Nutrition and Commodities

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

- Nutrition Programs Division will begin development of a WEB based Child and Adult Care Food Program (Homes) application system.
- Nutrition Programs Division will target schools for federal breakfast start-up grants.

Strategy 3.2 School Construction and Health Life Safety

Encourage a safe learning environment for all children.

- School Business Division will preliminarily entitle schools that have applied for School Construction Funds

Strategy 3.3 School Finance Information and Assistance

Determine the financial needs and encourage the financial stability and accountability of all school districts.

- School Business Division will finalize the fiscal year 2003 Annual Financial Reports and revisions of the Financial Profile and will run both the 2002 and 2003 fiscal year data to update the March 2003 Financial Profile.
- School Business Division will revise school budget and AFR forms to account for one-time expenditures and expenditures funded by “other sources” to enhance the Financial Profile.

Strategy 3.4 Transportation Safety

Ensure appropriate Drivers Education and School Bus Driver Training programs.

- Funding and Disbursement Division will update the school bus driver curriculum and work toward a fee increase to support continued coordination of school bus driver refresher training with appropriate regional offices.
- Funding and Disbursement Division will prepare information for districts and parents regarding PA 93-0100 “The Child Passenger Protection Act.”

Human Resources Center

Major Accomplishments: JULY 1, 2003—OCTOBER 31, 2003

Personnel Division

Goal: Develop and coordinate training for ISBE employees.

Status: Completed and on-going

Narrative: Addressing this goal is particularly critical as we work to meet the shortage in skills with the loss of personnel, as well as reassignments during the latest Reductions in Force (RIFs).

HR conducted its first round of quarterly meetings with management team of each Center to informally discuss personnel issues.

Those professionals and or support personnel who have entered a new division, either as a new hire or through the bumping process, have been assigned mentors.

Miscellaneous training provided by ISBE management staff include: Grants Management and Obtaining and Managing Federal Grants.

Orientations for new employees continue as well –involves payroll and insurance enrollment and covers union contracts, reporting/recording time, job description, and code of conduct. Management orientations additionally focus on the internal electronic systems for approvals of attendance, vouchering, telephone billing, and position descriptions.

Tuition reimbursements are available for all employees. A total of \$4,538 of the \$27,000 available is currently obligated for bargaining unit employees. In an effort to assist employees in becoming more proficient in skills and knowledge, and ultimately improve the image of ISBE, this opportunity is made available to employees who complete college credits in areas related to responsibilities assigned or in a field approved by management.

Goal: Arrange for sufficient staffing for operation of the agency.

Status: Completed and on-going

Narrative: This has been one of the more difficult goals to accomplish. Funds were decreased with the most recent vetoes, yet mandates were not. Management has had to work swiftly to analyze positions, rearrange divisions and reassign workloads to ensure that mandates are being met and all the while, adhere to

the union agreements.

HR has worked hand-in-hand with Division Administrators and Directors to assess needs amidst shortage of funds. Wherever possible, reassignments are being made to even out the proportion of support staff to professional staff across the agency. When this is not feasible and HR receives a request for additional personnel, HR works with Budget to see if someone can be recalled or a new person hired.

Goal: Maintain personnel records and provide general service to those employees including, but not limited to maintenance of personnel records, retirement, insurance, benefits, payroll.

Status: Completed and on-going

Narrative: HR handles at a minimum 250 inquiries each day via email, walk-ins, and telephone calls.

Benefits: Processed approximately 430 benefit documents including insurance, Deferred Compensation, TRS, SRS, beneficiary forms, Flexible Spending, and other employee retirement documents. Additionally processed 250 documents related to worker's compensation, including claims bill processing, TTD, new claims submitted including injury reports.

Retirement: To assist those planning for retirement and the agency in receiving necessary documents, HR recently developed a Checklist for Retirement. For feedback, this document was recently shared with 10 employees who are planning to retire in February. The Checklist will be posted on-line shortly.

Accelerated Agreements are available to allow employees to liquidate compensable time over a 24 or 36 month period prior to retirement. These agreements help the agency plan its budget in regard to headcount. The agency currently has 44 employees who are currently under an Accelerated Agreement.

Timekeeping: Approximately 130 timesheets have been audited.

Additionally, HR coordinated a successful blood drive; organized on-site flu shot vaccinations (739 administered); continues to update the Human Resource Management System (HRMS) to provide more useful reports; coordinated a successful SECA Campaign netting \$8,239.00 from the contributions of 41 employees.

Goal: Maintain and manage each union contract (IFSOE and AFSCME).

Status: On-going

Narrative: It has been said repeatedly that the language within these union contract have never before been tested to the extent it was during and after the June 30, 2003 and August 15, 2003 RIFs. HR has therefore been in constant contact with ISBE

Legal to ensure the contracts are interpreted correctly and to determine best course of action when contracts are silent in a particular issue.

Only 11 grievances on a variety of issues have been filed since July 1, 2003; 6 of these have been successfully resolved. The remaining 5 are new and/or working through the steps for resolution. There are 6 active grievances from the June 2003 RIF which are being taken to arbitration. Arbitration panels have been selected and arbitrations are expected to begin in December.

Goal: Process two Reductions in Force (RIFs) in accordance with each union contracts (IFSOE and AFSCME).

Status: Completed

Narrative: The first RIF, effective June 30, 2003, was the result of reductions to the ISBE budget passed by the General Assembly. This resulted in the layoff of 26 employees:

- 6 IFSOE (professional) employees, including 4 probationary employees
- 15 AFSCME (support) employees
- 5 Exempt (includes management) employees

The second RIF, effective August 15, 2003, was the result of further reductions to the ISBE budget via Governor's vetoes. This resulted in the layoff of 25 additional employees:

- 10 IFSOE (professional) employees
- 13 AFSCME (support) employees
- 2 Exempt (includes management) employees

By union contract, employees are afforded the right to recall, i.e. by seniority, qualified person(s) on the recall list are offered the opportunity to return to work prior to a vacancy list being posted. Exempt personnel and probationary employees are not afforded this right.

Of the 51 laid off from both RIFs, 40 were eligible by contract for recall for recall. Of these 40, two (2) AFSCME and one (1) IFSOE have been recalled, and one (1) IFSOE has rejected the offer to recall and elected to retire.

Given the January 2002 agency reorganization, February 2002 Early Retirement Incentive, June 2002 RIF, July 2003 RIF, and August 2003 RIF, the agency is down by 230 employees. Headcount has decreased by 32 % in the last 18 months.

Goal: Develop and update policies and procedures relating to personnel.

Status: In progress

Narrative: HR is working to update the agency's Human Resource Manual from 1998. Amendments to the agency's sexual harassment policy and code of conduct have been drafted as well and will become a part of the revised Personnel Policies and Procedures manual once finalized.

A binder is also being developed specifically for management on matters such as discipline, evaluation, agency structure, etc.

Goal: Update and submit EEO reports.

Status: Completed and on-going

Narrative:

IDHR QUARTERLY WORKFORCE ANALYSIS - details all EEO activity in the agency's employment transactions recording all minority hiring, discharge, layoff, promotion, demotion and suspensions. This report also measures the agency's progress in the recruitment and hire of minority or disabled employees as well as accommodations for the disabled and the status of all EEO/IDHR complaints filed against the agency. First report submitted to and accepted by IDHR.

DIVERSITY OUTREACH STRATEGY (DOS) - is a recruitment plan drafted by the Director of Human Resources and the EEO Officer to target qualified minority groups for employment by building a formidable pool of African-American, Asian, Hispanic, Native American and disabled applicants interested in employment with ISBE. The plan centers around three points of focus – IDENTIFY, CONTACT and RECRUITMENT. The plan was implemented the start of the FY04 fiscal year.

HUMAN RESOURCES CENTER
GOALS: November 1, 2003—February 28, 2004

Goal: Develop and coordinate training for ISBE employees.

Objectives: HR plans to conduct its second meeting in a series of quarterly meetings with management by Center. It will also conduct a series of management training sessions covering:

- Personnel Policies and Procedures
- Maintaining Current Position Descriptions
- Evaluation
- Discipline
- Employee Attendance

HR will develop and deliver the following training sessions for all employees:

- Timekeeping
- Ethics
- topics as needed

Goal: Sufficiently staff for operation of the agency.

Objectives: To streamline processes, decrease the opportunities for audit exceptions and save money, HR will:

- create and release procedures for screening, interviewing and approving recalls and new hires
- convert external vacancy list recipients from mail (paper) to e-mail (electronic) – savings of approximately \$ every time a vacancy list is released

Goal: Maintain personnel records and provide general service to those employees including, but not limited to retirement, insurance, benefits, payroll.

Objectives: HR will continue to work with the state's records management committee and seek the assistance in developing a schedule for purging documents and placing older personnel files on microfilm. There is no cost to the agency for this service.

Goal: Develop and update policies and procedures relating to personnel.

Objectives: HR will release the revised and comprehensive Personnel Policies and Procedures manual, as well as a Management Manual.

Goal: Maintain and manage each union contract – IFSOE and AFSCME.

Objectives: HR will work with Legal to resolve grievances relating to June 2002 RIF during arbitration.

Goal: Update and submit EEO reports.

Objectives: ISBE ANNUAL AFFIRMATIVE ACTION PLAN – reflects ISBE’s accomplishments in affirmative action hiring as well as sets forth agency’s policy of equal treatment and equality of opportunity for all employees; measures the diversity of the ISBE workforce to the National Census. It was approved by the Director of the Department of Human Rights and will be distributed to Governor’s Office, ISBE Board members, State Library, and both houses of the General Assembly on January 2, 2004.

Internal Audit Department

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Internal Audits. The Fiscal Control and Internal Auditing Act requires the Internal Auditor to prepare an annual audit plan, listing the audits that will be carried out through each Fiscal Year.

Goal: Conduct four of the internal audits planned for Fiscal Year 2004. Because of the associated risks two audits were added to the schedule in October.

Status: In Progress

Narrative:

- One audit was conducted in two phases. The first phase is complete and a report has been issued. The field work and the draft report for the second phase are completed. Currently performing quality review of the working papers and the report will be issued in November.
- One audit is complete and a draft report has been issued.
- One audit is 90% complete; once quality review has been completed the report will be issued.
- One audit is approximately 75% complete. A report is expected to be issued in November.
- The two audits that were added to the regular schedule are each about 25 % complete. Audit reports are planned to be issued in December.

EDP System Reviews.

Internal Audit is required to audit new major system developments. This requirement is met by participating in the development of the systems, and through providing management feedback as the developments progress.

Goal: Three major system reviews are currently conducted by Internal Audit which were started in Fiscal Year 2003.

Status: Ongoing

Narrative: Continue to participate in the development of all three systems. Reports on the phases that were concluded during FY 03 were issued in July. Reports on the FY 04 activities will be issued after the systems are completed, which is expected sometime this Fiscal Year.

External Audits. Coordinated three external audits during this quarter. All auditor requests have been met.

Goal: To perform a liaison function between agency management and staff and the external auditors, to ensure that they receive the requested information and that any exceptions are factually correct and to help management with their response to the exceptions.

Status:

- The ED OIG A-133 Process audit is complete, and the auditors finished their review without issuing a report.
- The FY Compliance and Financial audit and the State-wide Federal Audit are still in progress.

Narrative: The two on-going audits are about 60% complete and are expected to be closed out in the spring.

INTERNAL AUDIT DEPARTMENT
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Internal Audits.

Goal: Complete and issue final reports for the audits that were started during the previous period.

Objectives: These projects were in various stages of completion by the beginning of this quarter. Final reports will be issued.

Goal: Start and complete two additional scheduled audits.

Goal: Start and complete an on-site audit of subrecipient grant.

EDP System Reviews

Goal: Continue participation in the ongoing EDP system developments. Participation in the development of new system, scheduled to start in December.

Objectives: Plan to issue reports at the completion of major phases or when the projects are completed. Have no control over the progress of these systems.

External Audits.

Goal: Continue our coordination function of the two ongoing audits.

Objectives: Expect to receive draft reports within the next three months and then will assist management with the drafting of agency responses to the findings.

Goal: Audit finding resolution.

- Work with management to resolve audit exceptions identified by the external auditors to ensure that they are not repeated in the course of next year's audits.
- Start this process after the completion of the external auditors' field work.

Objectives: Start this process after the completion of the external auditors' field work.

Governmental Relations Center

Major Accomplishments: JULY 1, 2003—OCTOBER 31, 2003

Goal: To have a functional Appeals Advisory Council, pursuant to state law, operating in a timely manner.

Status: Completed and ongoing.

Narrative: The law was enacted in August 2003. Appointments of the nine members needed was completed shortly thereafter. The initial meeting was held on September 16, 2003, as an orientation for members and for them to determine ground rules. The initial set of appeals were heard on October 9, 2003. Committee recommendations were issued on October 30, 2003, on the three appeals heard earlier in the month. On October 30, 2003, another district's appeal was heard.

Goal: To complete all necessary paperwork for USDE for continued funding for *NCLB* purposes.

Status: Completed and ongoing.

Narrative: A baseline document due at the beginning of September 2003 was completed and submitted. Title I grant award was received

Goal: To secure additional federal funds for Illinois.

Status: Completed and ongoing.

Narrative: Contact was made in early September with all districts that had had an earmark submitted in their name in February, asking them to seek out their Congressperson and reinforce this request.

To improve our record on receiving federal competitive funds, held an agency workshop on October 24, 2003, on *Federal Funds: Manna from Heaven*. This stressed the process, quality and performance reporting needed for federal funds (entitlement, competitive and earmarks).

Goal: To improve communications with state legislators, and work with them during session.

Status: Completed and ongoing.

Goal: To represent the agency on TEAM Illinois and in other capacities as requested.

Status: Completed and ongoing.

Narrative: The team meets weekly across all state agencies to support the four designated communities -- Aurora, Cairo, Pembroke, and Savanna. Secured a donation of school desks for Savanna and had them shipped there via DHS.

GOVERNMENTAL RELATIONS CENTER
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Goal: To have a functional Appeals Advisory Council, pursuant to state law, in a timely manner.

Objectives: Later meetings scheduled are for November 24, 2003 and December 11, 2003.

Goal: To complete all necessary paperwork for USDE for continued funding for *NCLB* purposes.

Goal: To secure additional federal funds for Illinois.

Objectives: Once earmarked funds are enacted, grant applications need to be done with the districts. This agency needs to have a final indirect cost rate established.

Goal: To serve as the agency's designee on TEAM Illinois, and in other capacities as requested.

Objectives: The team meets weekly across all state agencies to support the four designated communities -- Aurora, Cairo, Pembroke, and Savanna.

General Counsel/Legal Department

Major Accomplishments: JULY 1, 2003—OCTOBER 31, 2003

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #1: Provide legal advice to agency divisions, regional superintendents, school officials and agency advisory boards.

Status: Completed and ongoing

Narrative: Provided in excess of “30” written legal opinions to internal staff, Regional Superintendents and school officials; provided in excess of “200” verbal opinions to agency staff.

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #2: Handle litigation involving the agency.

Status: Completed and ongoing

Narrative: Prepared responses to Complaints received and consulted with the Attorney General’s Office in preparation of litigation.

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #4: Monitor teacher dismissals and certification matters.

Status: Completed and ongoing

Narrative: Prepared in excess of 3 teacher dismissal records in response to received Summons and Complaints in Administrative Review for filing with the respective Circuit Courts where actions are pending.

Goal: Goal #2: Coordinate specific administrative and recognition processes.

Strategy #1: Complete the rulemaking process for each set of new rules or amendments.

Status: Completed and ongoing

Narrative: Drafted and reviewed rules and regulations for various agency divisions for filing with JCAR.

General Counsel/Legal Department
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #1: Provide legal advice to agency divisions, regional superintendents, school officials and agency advisory boards.

Objectives: Continue to provide written and verbal legal opinions to internal staff, regional superintendents and school officials so they may excel in the jobs they must do.

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #2: Handle litigation involving the agency.

Objectives: Continue to prepare responses to Complaints received and to consult with the Attorney General's Office in preparation of litigation.

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #3: Ensure that all agency obligations are met in a legally defensible and ethically sound manner.

Objectives: Focused improvement on responding to requests for RFP and contract reviews to ensure that ISBE's contract process is in compliance with the Illinois Procurement Code.

Goal: Goal #1: To provide timely and accurate legal advice so that our clients can do their work efficiently and in compliance with legal and ethical requirements.

Strategy #4: Monitor teacher dismissals and certification matters.

Objectives: Continue to prepare teacher dismissal records in response to received Summons and Complaints in Administrative Review for filing with the respective Circuit Courts where actions are pending.

Goal: Goal #2: Coordinate specific administrative and recognition processes.

Strategy #1: Complete the rulemaking process for each set of new rules or amendments.

Objectives: Continue to maintain a close working relationship with the Agency divisions requiring the drafting and reviewing of rules and regulations for filing with JCAR.

Public Information Center

MAJOR ACCOMPLISHMENTS: JULY 1, 2003—OCTOBER 31, 2003

Multi-Media and Web Services Division

Goal: Author, design, and duplicate seven Illinois Learning Standards multimedia CD- ROMs to assist teachers in understanding and using the Illinois Learning Standards descriptors and assessment tools.

Status: Completed

Narrative: The Multimedia and Web Services Division worked with the Curriculum and Instruction Division to create a subject-specific learning standard descriptors and assessment CD-ROM for math, science, social science, language arts, foreign language, physical development and health, and fine arts.

Material from the Agency Web site was repurposed to author the content on the CD-ROMs. A total of 15,000 CDs were duplicated and imprinted in-house, saving the agency \$10,174 if the service were contracted. Distribution of the CD-ROMs will be through the Regional Offices of Education to save mailing costs.

Goal: Use streaming Internet video webcasts to broadcast online conferences, thereby saving travel time and expenses for participants.

Status: Completed and Ongoing

Narrative: Produced “New High Schools That Work RFP webcast”, “Learning Technology Center webcast”, and the “Illinois Mathematics and Science Partnerships RFP Bidder’s Conference webcast.” The projects included creating graphics to support the presentations, working with presenters, and the complete studio production and video streaming of the webcast event. All webcast events are archived for later viewing from the Agency Web site.

Produced the “System of Support Grant RFP Bidder’s Conference Webcast”. Streamed the conference live over the Internet to accommodate those who could not travel to Springfield. More than 62 potential grant applicants attended in the studio and another 50 people watched the live video stream over the Internet.

Goal: Implement a Web content management system to improve Web site navigation and usefulness and reduce the complexity of creating and managing Web content for the 11,000-page Web site.

Status: In Progress

Narrative: After conducting an RFP process, a vendor was selected implement a content management solution for the agency. The contract was drafted and has been sent to the vendor for review

The Web Services staff has already converted approximately 50 percent of the existing site to use the standard templates that were designed and initiated in spring 2003. This will streamline the conversion to content management, which is a template-driven software application.

Goal: Produce audio interviews on important Agency issues for distribution to radio stations to increase media exposure

Status: Completed and Ongoing

Narrative: Working with the Public Service & Communications Division, the Multimedia and Web Services Division created a series of packaged audio stories featuring interviews and sound bites by various ISBE officials. The packages were distributed through the Illinois Information Service (IIS) -- the state's official radio news information source.

The topics produced included Teacher Certification, School Choice, and Closing the Gap. Radio stations statewide were able to download the audio packages from the IIS Web site and also access the feed by telephone.

Goal: Produce video programming to communicate agency messages and achieve objectives of agency divisions

Status: Completed and Ongoing

Narrative: Produced video segment of the Superintendent at the Aurora East Reading First grant award kick-off. Featured the video on the main page of the Web site.

Developed a spotlight video for the Irving School in Bloomington – a high-performance, high-poverty school.

Produced a Back to School Bus Safety public service announcement video to raise awareness of the increased risk for injury to children getting on or off the school bus if drivers aren't alert.

Continuing the agency's commitment to provide accessible content via the web site, the division has begun offering open-captioned versions of streaming video programming.

Goal: Provide cost-effective, professional CD-ROM authoring and duplication services for agency initiatives

Status: Completed and Ongoing

Narrative: Since July 1 the division has duplicated 17,336 CD-ROMs. The estimated cost to have these duplicated by a vendor would have been \$30,160. The cost of stock and materials to duplicate these in-house was \$13,860. -- resulting in a direct savings of \$16,300.

Some of the authoring and duplication projects undertaken by the division included: Student Assessment individual Item Pool CDs, the Special Education Resources 2002 CD-ROM, NCLB CD, TOTAL project, and Board meeting support CD-ROMs.

Goal: Improve the communication from Web site to increase agency responsiveness to enquiries from constituents.

Status: Completed

Narrative: Developed a new Web-based contact form that allows defined automatic routing of messages based on subject matter. This has shortened the amount of time required to forward an enquiry to the appropriate agency contact.

To increase accountability and tracking, all email contacts are now logged through the online service ticket application (HEAT) administered by the Technology Division.

Other improvements to the contact form have included modifications to address the handling of enquiries about teacher certification since telephone access was eliminated. The Web contact form now sorts and routes these certification messages according to five categories of questions.

Public Service and Communications Division

Goal: Schedule newspaper editorials for Superintendent

Status: Completed and ongoing

Narrative: Editorial sessions were arranged for Belleville News-Democrat, Cairo, Pekin, The Star (Tinley Park), Galesburg, Daily Herald (Arlington Heights).

Goal: Support and implement Milken Award teacher recognition program.

Status: Completed annual event.

Narrative: The recognition event follows coordination of nominations and recommendations of five nominees to Milken which selects the final two. Recipients for 2003 were Carolyn Baider, special education teacher at Walter R. Sundling Junior High School, in Palatine; and Kelly Wamsler, math teacher at O'Fallon Township High School.

Goal: Develop and implement cost- and time-efficient tracking of media clips.

Status: Ongoing

Narrative: The division responds to and tracks media calls. This quarter our division implemented a shared database to record date of queries; media and reporter as well as the agency source of information or response. The database has also allowed for almost daily reports to managers on the calls giving staff an idea of the types of queries received and who responded. The database also tracks the program for which calls were made, also making it easier to determine which program receives the most inquiries (e.g., ECE, assessment, NCLB, etc.)

Since the division began tracking media calls in September we have logged a total of 320 inquiries for the months of September and October.

Goal: Develop and maintain cost- and time-efficient tracking of FOIA requests.

Status: Completed and ongoing

Narrative: Up until this quarter, Freedom of Information Act (FOIA) requests had been manually tracked. This quarter our division created a database to track FOIAs. Requests are logged as to date received, information requests and date sent or responded to. Access to the database is shared by the Division for ease of response by anyone here.

We started a FOIA log in late August (including those received since June). Since then, 53 FOIAs have been logged

Goal: Provide timely dissemination of relevant media clips.

Status: Completed daily; ongoing

Narrative: This quarter the division expanded the news clip collection from about 20 media outlets checked to almost 40, including some national outlets (e.g., Wall Street Journal, CNN, etc.). The number of news clips has also grown to an average of 25 to 30. These are emailed to ISBE staff, the State Board and districts.

Goal: Identify potential markets/outlets for dissemination of multimedia programs and products.

Status: Ongoing

Narrative: Working in partnership with Multimedia staff, PSC staff piloted a process to gather and edit digital audio interviews with staff. The clips are accompanied by scripts for stories that are then emailed to Illinois Information Service for dissemination on their statewide audio feeds. The first topics included information about the new OTIS system and the Non- public schools recognition program and schools receiving recognition

Goal: Review and analyze Switchboard processes and procedures to develop a strong and efficient information center.

Status: Ongoing

Narrative: PSC staff is working with Technology and Support to resolve the number of calls and emails being received at ISBE related to Certification. Tech helped Cert develop a recorded message guiding callers to the ISBE website. Currently working with Tech and Support staff to assess Switchboard needs.

Goal: Identify media opportunities; write and disseminate press releases and information.

Status: Several completed; ongoing

Narrative: In addition to numerous press releases posted on website and emailed to media, the division facilitated a press conference and separate media availability on the ISAT scores. This year's information included a look at the first five years of statistics.

PUBLIC INFORMATION CENTER
GOALS: NOVEMBER 1, 2003—FEBRUARY 29, 2004

Multi-Media and Web Services Division

Goal: Produce ‘Education Matters’, a monthly or bimonthly cable television show discussing education issues and accomplishments in Illinois.

Objectives: Plan to produce a pilot segment for the show in November for December distribution to cable outlets. Pilot will be evaluated in January by soliciting input from outlets. The show format and content will be modified if necessary according to feedback.

Goal: Use streaming Internet video webcasts to broadcast online conferences, thereby saving travel time and expenses for participants.

Objectives: Produced Learning Technology Center webcast last December.

Will accommodate other webcasts as needs arise.

Goal: Implement a Web content management system

Objectives: It is expected that the new system will reduce the administrative overhead and employee time needed to input and track Web site changes. It will also improve the searchability of the Web site.

The implementation of the content management system for the agency Web site will take approximately four months after the contract is signed.

Estimated completion date is March 31, 2004.

Goal: Produce video programming to communicate agency messages and achieve objectives of agency divisions

Objectives: Will produce video segment on the Spotlight Schools in November to recognize the 26 high poverty schools where high academic performance is closing the achievement gap. The video will be featured on the agency Web site.

Goal: Produce a multimedia training/education package for the Special Education TOTAL Project (transition outreach training for adult living).

Objectives: The TOTAL Project is a federally funded special education program. The division is working with content area experts to develop a multimedia training/education package that includes DVD, CD-ROM, and Web-based streaming video components.

Anticipated project completion is January 2004

Public Service & Communication Division

Goal: Launch ISBE TV show and disseminate.

Objectives: PSC plans to work with Multimedia to develop, produce and disseminate an ISBE half-hour television program with in-depth information about education issues and Illinois education features. The aim of the program is to offer more extensive information about statewide educational issues while highlighting and promoting positive educational programs or individuals.

Goal: Continue working with Tech and Support and Operations to identify Switchboard needs.

Objectives: Goal is to eventually migrate to computerized phone answering and call transfers. Immediate actions may be to install the HEAT system on switchboard terminals to help provide a more efficient, electronic method of call tracking.

PSC also plans to review security and location of the Switchboard staff and equipment to determine best long-term location.

Goal: Assess other news clipping services as cost effective methods for gathering news items.

Objectives: This coming quarter we will determine opportunities to shift some of the news clipping duties to other staff or external service. The change would free up current employee to work on dissemination of news information rather than gathering.

Goal: Develop agency media guidelines

Objectives: A statement supported by the Superintendent's office would provide clear direction on the process of responding to media inquiries and making for a more efficient process.

Goal: Develop FOIA agency guidelines and procedures.

Objectives: Providing an administration approved process would provide clear direction to staff on where FOIAs originate and are completed, as well as how they are handled and tracked.

Goal: Develop and disseminate PSC service feedback cards to internal and external clients.

Objective: Simple feedback cards that customers can submit anonymously would provide insights on weak areas and help determine where best to strengthen current resources.