

Student Services Advisory Committee Meeting Minutes

Thursday, May 26, 2016

10:00 a.m. meeting begins

The following committee members were in attendance:

Jenny Gibson – Harrison Hills – Harrison County

Stephanie Rouse – Switzerland of Ohio – Monroe County

Amy Wickham – Jefferson County JVS – JVS district

Becky Fletcher – Coshocton City – Coshocton County

Tammy Weisal – St. Clairsville – Belmont County

Leslie Lucas – Carrollton – Carroll County

OME-RESA Staff: Cindy Alban, Bernie Grabits, Missy Sutherland

Topics of discussion from prior meeting:

1 -Additional EMIS staff: Emily Bickerstaff is coming up on her 1st year anniversary with OME-RESA in July. She will be utilized more in the future. Renae Lyons was hired for EMIS contracted services for specific school districts which include Bellaire Schools and Carrollton Schools.

2 -Webinars: Ruby has been working to organize the Student Services webinars on our website.

3 -More EMIS emails: Chris is working on increasing the number of emails sent out regarding EMIS information. No notes were received from ODE for the last 2 or 3 conference calls, but Chris has increased the number of emails going out to districts.

4 -DataMap and Virtual Classroom: On June 1st, presentations will be held at OME-REA for any district personnel interested in seeing DataMap and Virtual Classroom. No registration is needed. Software Answers will be presenting Virtual Classroom 16.0. If interested, districts may sign up to purchase DataMap or Virtual Classroom, then in August, the data can be loaded. Districts may come in to the OME-RESA lab and we will do the data load for you.

Topics for today's discussion:

1 -*ODDEX*: Districts expressed concerns about data in ODDEX

Jenny Gibson – She's not finding Open Enrollment students in ODDEX

Amy Wickham – Not finding some students in ODDEX who should be there

Tammy Weisal – Finding conflicts in ODDEX

2 -*SKYPE*: Districts expressed concerns with the use of SKYPE for ODE meetings

SKYPE is available as a download to everyone. The ODE SKYPE session was conducted on 5/25 at OME-RESA, but everyone agreed that ODE was somewhat unorganized.

Jodi Hillyer – Neighboring districts came to her office to sit in on the SKYPE session

Tammy Fanning – Tammy had questions for ODE, but they advised her to submit a ticket, so no guidance was immediately given.

Becky Fletcher – ODE sent out reports and then a bit later sent out another message that the report was incorrect.

3 -*New EMIS committee*: A new committee has been organized per ODE and Cindy Alban is on that committee. The purpose of the committee is for ODE to gain input for improvement from the field. The next meeting is June 16th. Email your topics to Cindy.

4 – *Auditors report of ODE*: The report from the auditor's on their review of ODE was discussed. The report was rather critical of ODE.

5 – Jim Maul – CCP questions – when will system allow for end of course data to be available on transcripts – It is currently being worked on by Software Answers and our State Support. We will let everyone know as soon as we receive additional information.

6 –Becky Fletcher – Open Tickets – Can we leave tickets open longer so that districts may go back and call up the ticket to review. OME-RESA does have a policy to adhere to in regards to opening tickets and providing a prompt resolution. Missy Sutherland checked into available options within the Helpdesk for districts to view closed tickets. She sent an email out on May 26th, 2016 providing steps districts could take to view a ticket that had been closed.

7 – Complaints regarding the training facility at MVESC. The past few meetings held at MVESC were met with equipment not working correctly, doors locked again and cleanliness of the facility has also been an issue. We will try to improve upon our communication with the ESC prior to a session to help ensure the facility is prepared for us.

Technical Issues:

1 – Maintenance – System maintenance is currently performed on Tuesdays and Thursdays. Parent/Teacher conferences sometimes conflict with these days. If an installation is scheduled and districts have a conflict with it, they can let Missy Sutherland know and she may be able to push the installation or adjust the time in some way to help accommodate the district.

2 – Installation timeframe – Installations normally take around an hour. Larger ones will be longer, but usually are not done during grading time. We're trying to give districts more flexibility.

12:00 p.m. Meeting Adjourned