

Instructional Technology Staff

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| Roger Saffle x5500 | Supervisor of Technology | saffle@highlandschools.org |
| Scott Brubaker x5501 | Systems Engineer | sbrubaker@highlandschools.org |
| Chris Maher x5555 | Technology Technician | cmaher@highlandschools.org |
| Ann Marie Platten x5109 | IT Administrative Assistant | aplatten@highlandschools.org |

Requesting Assistance

All request for repair or training need to go thru the service desk. A ticket or request to book time for training must be submitted to the Highland Local Schools Service Desk which can be found on Highland's support server. (<http://support.highlandschools.org>) All requests for IT support/training will then be assigned to the appropriate IT staff member. All service desk tickets will be completed according to priority. Tech Department responses to service tickets will be done via email. Responses from you should be done via the link in the email received from the service desk.

In order for us to serve you better and prioritize the Technology Department workload, please do not make direct requests (either verbal or by email) to the IT staff.

Network Security Overview

Staff members and students are issued a unique username and password for the Highland Local Schools District network. You will be asked to change your password once every 365 days. All staff must complete the technology orientation and sign the Staff Computer and Internet Acceptable Use and Data Governance Agreement. The Technology Manual and The Highland Local Schools Data Governance Guidelines can be found on the technology page of the Highland Local Schools website. <http://www.highlandschools.org/Content/202>

Basic Guidelines

- Never share passwords with anyone. (e.i staff, family members, students)
- Never leave passwords written down in an accessible location.
- Never use your Highland username/password for other accounts.
- Never allow another person to use your login and never use anyone else's login.
- Always logout or lock your computer when leaving for any amount of time.

- Laptops/flash drives should be locked and/or out of sight when leaving your classroom.
- Never allow volunteers, parents, students or non employees to access teacher computers.
- Report any changes, missing items, or abnormalities in your room or on your computer to the Technology Department immediately.
- Only IT can install approved hardware and software on a teachers' or classroom computer.
- Do not share your copier code with anyone.
- Please refrain from using school computers for personal use.
- If working from home, please have current anti-virus/anti-spam on your home computer.
- Do not use your personal email or social sites to discuss or conduct school business.
- Personal Google drives/Dropbox/or any other cloud storage will not be used to store school documents or information.

All users must ensure that they are securely storing their data whether through their mapped folders or on remote server storage provided with their Google Drive accounts. Remote access into the Highland Schools' network from outside is allowed through the staff/student portals located on the staff/student page of Highland's website. The following are just a few of the mapped drives that are provided;

P:\ a personal password protected drive

O:\ a common drive shared among the staff and students of a building

T:\ a common drive shared among all staff members in the district.

Student Access

Students are also given their own username and password for the Highland Local Schools network. The student or Parent/Legal guardian are required to sign the Student Acceptable Use Form before the student will be allowed to login.

Disaster Recovery

Highland's network systems are housed in an access-controlled area with controlled temperature and humidity levels. All servers containing PII (Personal Identifiable Information), confidential and internal information are in a secured area preventing theft, destruction or unauthorized access. Network systems and equipment are secured at all times. An off-site backup system is in place for the district at Hinckley Elementary. The backup system is tested over the Christmas, spring and summer breaks.

Personal Devices

Highland Local Schools allows personal devices to be on the school's guest wifi network. You will need to install our certificate in order to access HTTPS websites from your personal device. The certificate is located on the Highland Support Server page along with download and installation instructions.

Wireless Password

For security reasons the HLS wireless password is not distributed to any staff or students. If the password needs to be installed on a school issued device, please contact the IT department.

Any inappropriate use of the network will result in the loss of network privileges and possible disciplinary action. Please make sure to report any instance of misuse or security vulnerabilities.

Logging On and Off

You will be given a username (first initial of your first name and your last name) as well as a generic password when your account is created. A student's username will be the first initial of their first name, their last name and the last two digits of their student ID number, ie jsmith45. QR badges are used by the lower elementary grades for easier login. When a user logs in for the first time, they will be prompted to change their password. All users will be asked to change their password 365 days after their first login or after changing their password.

When a Highland computer has been powered on an acceptable use policy notice appears. Clicking ok acknowledges your agreement to the acceptable use policy. A login screen will appear after accepting the AUP. Type in your username and password. This username and password is also your username and password for Google Chrome, HLS Gmail account, Powerschool, and HLS/Moodle Online Classroom. When logging into Chrome or Gmail remember to use @highlandschool.org after your username. If a student is logging into Chrome or Gmail they use @hlnd.org.

If you have to be away from a logged in computer you can lock your computer by holding down the windows key on your keyboard and pressing the 'L' key.

If you have finished working on a computer please log off. You can logoff the computer by turning it off or by clicking on the windows flag key, located on the lower left hand side of the monitor, and then your name at the top. You will be given the option of locking the computer or signing out.

It should be noted that it is possible to login to the Chrome browser along with and/or independently of the windows user login. Logging out of the Chrome browser on a shared desktop login, such as HLS_GUEST, or on a machine not using your specific windows user login is necessary to protect your data.

Never leave a computer logged in and unattended.

Email Policies and Procedures

Gmail is Highland Local School District's email client. You simply sign into Gmail using your Highland username with Highland's URL (FirstInitialLast Name@highlandschools.org) and password. All email members are put into groups - the building(s) they work in and Staffall. Emails can be sent to groups by using staffX@hlnd.org. Such as staffSE@hlnd.org, StaffGE@hlnd.org or StaffAll@hlnd.org.

All Highland Local Schools email is archived per Ohio's Public Records law. This means that all emails are subject to public disclosure. Highland's email system should only be used for correspondence related directly to education. This includes emails to other staff and staff groups. Please refrain from sending emails containing personal matters. Do not email anything that you do not want someone to print out and hang in the hallway.

Computer Overview

Computer Maintenance

PCs shall be maintained by all school stakeholders. Teachers, students, support staff and administration shall work together to ensure the longest lifecycle of the equipment. The Technology Department shall repair, to the best of their ability, technology equipment after it has been properly reported. If it is determined that the cost of the repair outweighs the value of the equipment, disposal/surplus procedures will be followed. If the equipment is still under warranty, the IT staff will troubleshoot, contact and facilitate the repair with the company providing the warranty service.

The IT department will, on a case by case basis, evaluate incidents pertaining to employee/student misuse or misconduct. Options include, but are not limited to, repairing the equipment or disposing of the equipment if the repair cost exceeds the value. The IT department and school administration will work together as each case arises. The equipment may be repaired/replaced via school funds, department funds, technology funds or personal funds which will be determined at the time.

Teacher Computers/Laptops

Every teacher is provided access to either a PC or a laptop. They are setup with Windows and have Microsoft Office and Google Chrome. Upon request and once approved, class specific software can also be installed by the IT Department. If a laptop is being used it is only to be used by the teacher it is assigned to. Computers and laptops are to be secured against unauthorized use. Users should never leave a device logged in or unattended as this leaves it open to unauthorized use.

Classrooms

Elementary grade classrooms are set up with student computers or chromebooks and have access to student chromebooks. Highland Middle School classrooms have student computers in the classroom and access to student chromebooks. The High School has student computers and access to student chromebooks. Chromebooks are managed through each building's Media Center.

Student Labs

All buildings have a student computer lab with the exception of Hinckley Elementary. If specific software is needed by teachers for use in the lab, it will be installed, after approval, by the IT staff. Each building's media center is responsible for lab scheduling.

Beginning of the School Year

The Technology Manual will be re-introduced to all staff and any new and/or updated procedures will be explained. The Data Governance Guidelines and Acceptable Use Policy will also be reviewed at this time.

New staff members will participate in a technology orientation where the Technology Manual, the Data Governance Guidelines and the Acceptable Use Policy will be gone over in detail. Instructions on how to utilize current equipment and programs will also be given.

End of the School Year

At the end of the school year staff will be asked to clear files off of their PC desktops so that they are not lost when PC summer maintenance is performed. Certain network drives, such as the building O drive, the common drive, and the staff T drive will be deleted each summer. Staff is responsible for making backups of any files they need from these drives. The Technology Department sends out a year end reminder.

Those employees that are issued department specific iPads and chromebooks will turn them in at this time so that their condition can be checked and required updates can be installed. All peripheral equipment such as, Interwrite pads, document cameras, headphones, microphones and speakers are to be left out so that they can be installed for next school year.

School Website

Highland Local Schools' website is maintained by the Technology Department. If you would like something posted on Highland's website send the request to your Administrator/Supervisor. If you have any questions, concerns or would like training on using the Highland website, please contact the Technology Department.

Software

Highland Local Schools has general software loaded onto their computers: Microsoft Office, Google Chrome. If there is other software you would like installed on your computer, please submit a service desk ticket. Software must be approved by the Data Governance Committee and has to be installed by a member of the IT staff. The installation of personal software is not allowed.

Certain textbooks contain software that is stored by the Curriculum Department. Software for textbooks not currently being utilized by a teacher cannot be installed on any computer. This would be a licensing violation.

Printers

Printers are located in the hallways outside of the classrooms in every building except for the high school. In the high school they are located in the staff rooms. These printers are already installed on every computer. Each computer also has access to a colored copier in the building. These copiers are in different locations depending on which building you are in. Every computer has the ability to secure print to one of the copiers. Individual classroom printers are in the building art rooms and media centers only. The printers are maintained by the Technology Department. The copiers and their maintenance are outsourced. Personal printers are not allowed.

Substitute Teacher Network Access

Substitute teachers are given access to Highland Local Schools' network for classroom instruction. The building secretary is responsible for giving any substitutes in their building a username and password. These are changed periodically during the school year.

Long-term subs are given their own username/password and access to the Highland Local School District network. They are given their own highland email address. Powerschool must be accessed as the teacher of record. In those instances the username/password has to be shared. The Technology Department can unlink a teacher's Powerschool password/account from their email and Google Drive password before they share it with a long term sub.

Guest Account Access

Highland offers a generic guest account for visitor and presenter use only. It is a limited account that only provides temporary access to the internet and the use of a P drive. Your building secretary has the login credentials for this account if needed.