

Agency Operations Plan 2015-17

Agency:

ND School for the Deaf/Resource Center for Deaf and Hard of Hearing (NDSR/RCDHH)
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Line of Business: (optional)

The North Dakota School for the Deaf/Resource Center for Deaf and Hard of Hearing (NDSR/RCDHH) purpose is to develop, coordinate, and maintain a comprehensive continuum of services for all citizens who are deaf or hard of hearing (infants through senior citizens). Our mission is to provide an environment in which individuals who are deaf or hard of hearing can access the services and support that they need to become and remain integrated, productive citizens of the state.
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Contact:

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Technology Strategy:

NDSR/RCDHH strategies:

- 1) develop innovative approaches and access technologies to promote deaf education, both on and off campus;
- 2) track services provided throughout the state;
- 3) maintain an up-to-date web site as a means to provide information to the public;
- 4) pursue research for effective strategies;
- 5) provide needs-based programs and services for adult clients
- 6) keep technology up-to-date with technical advances including coursework and software, hardware and infrastructure, video conferencing, professional development, and technical support in order to serve as a resource center in support of NDSR/RCDHH's mission: to serve deaf and hard of hearing individuals throughout North Dakota.

Technology Infrastructure:

Servers

- One stand-alone server running Windows Server 2008 R2 Standard
- Applications: VIPRE (antivirus) and Pink Notes (internal messaging software)
- Network data is backed up on external hard-drives; complete backup stored off campus
- Replacement scheduled every 6 years (scheduled replacement during 2015-17 biennium)

Desktops / Laptops

- 46 desktops running Windows 7 Pro 64-bit with 4-6 running 32-bit (45-on campus; 1- off campus Bsk Outreach office)
- 31 laptops running Windows 7 Pro 65-bit with 5 running 32-bit (27-on campus ; 8- off campus Outreach offices located in GF, Fargo, Bsk, Minot, Rolla)
- 4 laptops running Windows XP for 'OLD' software programs for deaf/hh (2 on campus; 2 off campus)
- One MacBook Pro running latest iOS; 2 netbooks; 1 Surface Pro 2 all running Windows 7 Pro 64-bit
- Off-campus machines are managed remotely, if needed; external hard-drives provided for backups
- Replacement of 12-15 desktop/laptop machines on a 3-4 year replacement cycle

Mobile Devices (tablets, smartphones, etc.)

- 8 Smartphones provided to pertinent and Outreach staff; 2 iPhones
- One Captel phone (specialized for deaf/hh)(off campus- Fargo Outreach office)
- 3 videophones (specialized for deaf/hh) on campus
- 17 iPads (11-classrooms; 6-for staff checkout); 5 iPods (4-classrooms; 1-on campus- Outreach)

Printers/Copiers (Upgraded as needed)

- 27 printers (17- on campus; 10- off campus Outreach offices in GF, Fargo, Bsk, Minot, Rolla)
- 4 copiers (2- on campus; 2- off campus Outreach offices in Bsk, Fargo)

Video Conferencing Equipment / Smartboards / Peripheral Equipment (Upgraded as needed)

- 2 Video Conferencing Codecs on campus (Updated one system in 2014)
- 10 Smartboards (9- on campus; 1 off-campus between Fargo/Bsk Outreach offices)
- FM PA System (1- on campus); Portable FM Systems (1- on campus; 1- off campus GF Outreach office) includes an induction hearing loop system for hearing aids
- Captioning Equipment (off campus- Bsk Outreach office)
- sComm UbiDuo System (specialized communication device for deaf/hh)
- Peripheral equipment: video/digital cameras, camcorders, TVs, DVD/VHS players, webcams, scanners, LCD projectors, doc cameras available in classrooms, off campus and for staff to checkout

Client Applications/Software (Upgraded as needed)

- VIPRE (antivirus software)
- MS Office 2010
- Pink Notes (internal messaging software)
- Speech Apps for iPads (classroom usage)
- Specialized software that utilizes the Otoacoustic Emissions (OAE) unit
- Metasys (Energy Mgmt System) Honeywell Systems monitors/controls heating & cooling systems
- WinPak (security camera software) from Honeywell Systems manages 24 cameras on campus
- PayClock Pro (time mgmt software) from Lathem for recordkeeping of staff hours
- SchoolWay (Instant Messaging App) for communicating with parents and staff
- CPC-700 CaptionMaker-DV software (captioning software) (off campus- Bsk Outreach office)
- Office 365 as agency's new email via Edutech (in process of transitioning over starting in fall, 2014)
- Speechviewer (older software for deaf/hh)

Data

- FileMaker Pro (data compiled of services provided statewide)

Planned Activities:

1. Replace stand-alone server.
2. Upgrade MS Office to 2013 and/or educational software, as needed.
3. Update and maintain NDSD/RCDHH and Dual Sensory websites.
4. Replace 12-15 computers/notebooks on a 3-4 year replacement cycle.
5. Replace printers and other peripheral equipment as needed.
6. Setup Video Conferencing room in Fargo Outreach office using the 'old' equipment replace on campus in 2014.
7. Provide technology training as needed
8. Create and make public NDSD/RCDHH Facebook page.

Technologies being considered or investigated:

- WebEx or another software program to assist with delivering services into the homes of the families being served by our Outreach Program
- Mobile Device Management solutions with increased use of iPads/mobile devices and BYOD devices on campus
- Considering more use of Google Applications and social media options as an educational, informational, and contact tool