

Instruction & Technology Weekly Bulletin

Volume III, No. 2

July 11, 2011



“To achieve, you need thought. You have to know what you are doing and that's real power.”

- Ayn Rand

Upcoming Events

- Sun., July 24 – Parents Day
- Sun., July 31 – Ramadan begins at sundown

A Message from Mike

I have written often about the need to examine processes with an eye toward continuous improvement. The recent changes to the Weekly Bulletin are an example of changes that have been made as a result of direct feedback. With that in mind, I was reflecting on a comment that I have heard over time from different people in our department: “the administrators are never around.” Many of our roles require us to be out of the building for meetings and trainings. I am living this as I stare down more than 30 nights in Albany this coming year. In any case, it is important for folks to have an administrator to go to in the event that their supervisor is not available. Borrowing a concept from a few other BOCES, we are going to start identifying an “Administrator on Call.” Each day the following message will be included at the top of the daily attendance email:

Mike Doughty (or another administrator) is the Administrator on Call.

If your supervisor is not available, and you have an urgent matter that needs attention, call the 11 Linden Park front desk (383-2241) to have the Administrator on Call reached by two-way radio.

We had a pretty good time coming up with “Administrator on Call.” Other titles considered and rejected included the following:

- Duty Officer
- Chief of the Boat
- Lifeguard
- Chief of the Watch
- Commander-in-Chief
- Sergeant Major
- Surgeon General

That was supposed to be funny. In all seriousness, I hope this new process will be helpful. If you have other suggestions on ways to improve how we work, please do not hold back. As Tom Peters so eloquently put it, “Excellent firms don't believe in excellence – only in constant improvement and constant change.”

I will be in Saratoga at the end of this week for the Data Analysis Technical Assistance Group (DATAG) meeting. I will be giving a presentation titled *Extreme Presentation Makeover—How to Unfreeze Bored Brains and Remove Data Eyeball Glaze*. Wish me luck.



- **Staff News**

- ❖ It seems that over the past few weeks we have celebrated staff wedding and engagement announcements. This Bulletin is no exception. The picture in Jeremiah's Jottings was taken on his recent honeymoon. Yes, Jeremiah and Michelle Okal were married on June 30th. Congratulations and best wishes!

- **Staff Kudos**

- ❖ At the end of June, we received the following email from Bret Apthorpe, who is now the Assistant Superintendent for Instruction in Fairport. Bret wanted to share that on June 17, 2011, Fairport honored three of our staff members who collaborated to make their technology upgrades an incredible success. ***"Please note that on Friday we handed out awards to those professionals who contributed to the enormous success of our recent technology upgrade. Mark D'Annunzio, Brian Smith, and John Poland were amongst those recognized. I value a great deal the amount of time and support these professionals provide our school district."*** To view the story, visit <http://isc.blog.fairport.org/>

-Carolyn

Technology Tip of the Week

Thanks to John Lydum for sharing this Tip of the Week: Summer is here and that means many of us will be taking vacations to remote and exotic locations. Most of us remember to change our voice mail greeting before we leave allowing callers to know how long we'll be gone. However if you're anything like me, once you return from your African photo safari all refreshed and rejuvenated, you completely forget to set it back. The Cisco system we use allows you to create an alternate greeting for absences and configure a date and time to stop the alternate greeting and revert back to your standard greeting. Check out the following link, in particular review "[Enabling or Disabling Personal Greetings](#)" or stop by to see me for a personal introduction to this handy feature.



- John Lydum

(Anyone is welcome to submit a tip.)

Steve's Space

The repair team has finished cleaning equipment at West Irondequoit. The feedback from their technology director was very positive. Thank you goes to Steve Douglas for leading the crew in doing a great job. The team is now working in Pittsford. Keep up the great work.

Challenger and BUBL Summer Camps begin Monday, July 11. We will be sharing some fun photos soon. Challenger camps will run weekly through mid-August, while BUBL camps will run weekly until the end of July. In addition to missions, students will do everything from creating their own stop motion animations, launching rockets and scuba diving.

-Steve

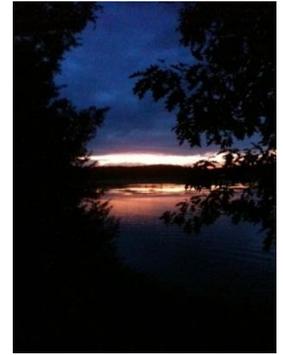
Regional Services Updates

As our organization continues to transition and roles have changed, I look forward to meeting with all of the RIC service teams. There is a collective wealth of knowledge and skills in our organization to create a shared vision for the services we offer our districts. I will be visiting all of the RIC districts over the coming weeks, and look forward to sharing with you the vision our districts have for these services as well. Based on the kind words Ray Miller shared at a meeting Mike D. and I attended at Monroe 2, we have a lot to be proud of – Ray was highly complementary of the work Cherie Nothnagle and Paulette Costanza have been doing. Way to go Student Management Team! I look forward to working with all of you in support of our districts.

-Glen

Jeremiah's Jottings

What happened to the whole picture idea? Look at this beautiful picture to the right. This was my view this past Tuesday. It was amazing! It was also extremely isolated. No real cell coverage, no Internet, and no phone. On the one side, it was wonderful yet on the other side; I started to get that itch. Many of you know it. The one when you haven't checked your email or text messages in the past five minutes. I was reminded of our reliance on connective technologies, which brings me to the recognition of one of our services: Telephone Interconnect.



Telephone Interconnect provides bill processing, troubleshooting oversight and project management for telephone systems for 13 of our districts. The day to day is covered by Rosemary Walker who is always there to ensure that everything is covered. At times, John Lydum or Poland are brought in for technical insight and support.

Telephone Interconnect, is one of our services that is not often discussed because it just works. That's how it should be. When it doesn't though, it is a service that is critical and must have immediate problem resolution. This is the one service where superintendents are directly involved at the resolution meetings more than any other service. Phones need to work at all times.

This past year, we increased our support to the districts by both completing a bid for line service and by conducting an audit of the lines. Through these two processes we found that there are varying levels of knowledge about even where some numbers ring. Next year, we are looking to be able to provide more detailed information about the lines that are being delivered to the districts and begin to provide regular updates on the delivery of these lines. This will allow money to be saved and troubleshooting to occur much more quickly.

- Jeremiah

TBD

Thank you for the warm welcome to 11 Linden Park. I have enjoyed meeting so many of you and look forward to the many projects that we will be collaborating on. This is an exciting time to begin working as the Coordinator of the School Library System, Media Services, and Arts in Education. Several projects that have been in the planning stages for months will be implemented in the next few weeks. More information will be coming in future bulletins.

Glen certainly has been challenging me as I take on his former responsibilities, so I thought I would send a challenge to you. This column needs a great title. What ideas do you have? I would love suggestions that reflect and combine the ideas of libraries, knowledge, media, arts, books, information, etc. Please send suggestions to me at Jen_McLaughlin@bores.monroe.edu. The new title will be unveiled in the next Bulletin.

-Jen

Connecting with a Colleague

As part of the Weekly Bulletin, we have added this section. Each week, a staff member will be randomly selected to complete a brief questionnaire to help us get to know him or her. This week's lucky winner is Dana Bowers (mostly because John Lydum was on vacation, and Shaun Dulen hid from us).

- **Primary Responsibilities:** *"Overseeing the infrastructure of distance learning, video streaming, Moodle, library services. He also works on audiovisual installations."*
- **How long have you worked at BOCES?** *"Dana has worked at*



Monroe #1 BOCES for 15 years and seven days."

- **What is your favorite part of your job?** *"The constant challenge of the unknown."*
- **What do you enjoy doing in your free time?** *"Working on the house, kayaking with my beautiful bride of almost twelve years, Melissa."*
- **What is the one thing you would like people to know about you?** *"If you don't know, I am not going to tell you."*
- **Is there anything else you would like to share?** *"Plato said 'Life must be lived as play.' And that's how I approach life."*

Look for a different colleague to be profiled each week. If you are interested in participating before your name is "randomly" selected, please see Carolyn or Mike.
