

Instruction & Technology Weekly Bulletin

Volume III, No. 10

September 5, 2011



“ Labor Day is a glorious holiday because your child will be going back to school the next day. It would have been called Independence Day, but that name was already taken.”

- Bill Dodds

Upcoming Events

- Mon., Sept. 5 – Labor Day (Recess)
- Sun., Sept. 11 – Patriot Day/ Grandparents Day
- Sat., Sept. 17 – Constitution Day/ Citizenship Day
- Sat., Sept. 23 – Native American Day/First Day of Autumn
- Wed., Sept. 28 – Rosh Hashanah begins at sundown
- Thurs., Sept. 29 – First day of Rosh Hashanah

A Message from Mike

We are coming up on the first week of school for most of our component districts. This is one of the many natural transitions in education, and it gives us the opportunity to reflect on where we have been and where we are going. Last week, as part of this transition, Emma and I ventured out for our annual school supply shopping trip. [That Staples commercial](#) should come to mind. As a parent I have found that these types of annual events often highlight how much my children have matured. On this particular shopping odyssey, Emma surprised me a couple of times. On previous trips, the school supply list was used as a rough outline for what would often become an array of supplies sufficient to outfit an entire elementary school classroom. Cost was not part of the equation. This year was different. Emma insisted that we not deviate from the list – nothing more, nothing less. She also traded items in and out of the cart as she found cheaper versions of scissors, glue sticks, and markers. At one point I thought about checking her for a fever. Was this really my daughter? As we ticked off the last items from the list, I complimented Emma on her responsibility and her attention to detail. I then asked her if she wanted to go out for a celebratory ice cream. Her response was quick, decisive, and delivered with a level of judgment that only pre-teen girls can pull off: “Dad, do **you** really **need** ice cream?” We went to Coldstone Creamery anyway whether I **needed** it or not.

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www.AskCarolyn.info (now a real website)

• Staff News

- ❖ Patrice Beadle, who has supported the accounting side of our Financial Team, will be leaving us on September 7th. Patrice has accepted a wonderful opportunity to fill the position of School Business Administrator for the Holland Central School District. We would like to send our congratulations and wish her the best of luck.

- **Staff Reminders**

- ❖ When printing to the main printer in 11 Linden, please try to remember to retrieve your documents as soon as possible, especially when the information is confidential.
- ❖ If you missed the time and attendance discussion with Sheila Wallenhorst on Wednesday, August 17th or Sept. 1st, you will have another opportunity to meet with her and ask questions. She will return to 11 Linden Park, CR-A10 on Monday, Sept. 12th at 10:00 AM and will answer your questions.
- ❖ Flu Shots: Here is the Monroe #1 BOCES Flu Clinic Schedule for BOCES 1 faculty and staff:
 - Friday, 9/16/11, 2:15 PM - 4:15 PM, Bird-Morgan Campus, 120 East Avenue, East Rochester
 - **Monday, 9/19/11, 12:00 PM - 4:00 PM, Foreman Center Campus, 41 O'Connor Road, Fairport**
 - Tuesday, 9/20/11, 11:00 AM - 2:00 PM, BOCES 1 Transportation Center, 79 O'Connor Road, Fairport
 - Wednesday, 9/21/11, 3:15 PM - 4:45 PM, East Irondequoit Early Childhood Center, 119 Brockley Rd., Rochester
 - **Wednesday, 9/28/11, 12:00 PM - 2:00 PM, 11 Linden Park, Rochester**

*Please bring your insurance card with you. With most insurance policies there is no cost to the employee. Check with your policy to be certain you are covered.

*If you are pregnant, you must bring in a doctor's order to receive the vaccine.

- Carolyn

Technology Tip of the Week

Thanks to Diane Smith for sharing this Tip of the Week:

Splitting Data-Excel offers you the ability to split data out into separate columns. For example, a column with Last name, First name versus two columns – one with last name, one with first name. Excel has an easy to use feature that works well when the data has something that acts as a delimiter, in this case, the comma. **Highlight** the column to be split. Go to the **Data** ribbon and click on **Text to Columns**. The wizard will walk you through the process – Select **Delimited**, click **next**, click on the **checkbox** next to Comma, click on next, if you want to format the new columns click on that, then **Finish**.

(Anyone is welcome to submit a tip.)



Jeremiah's Jottings



It's a phrase you here in the hallways and classrooms across our districts, at both 11 and 15 Linden, and in a number of rather eerie science fiction movies: "They're coming..."

No matter what we do or don't do, the teachers, and the students start school about this time of year. We know that means that all the summer work is now going to come into play, all our preparation, and planning is about to be launched. As our challenger commanders would say, "The countdown has begun." With the start, comes the need to support these new initiatives, implementations, or upgraded systems with those who will actually be utilizing them.

We know that the start of the school year always brings a huge flood of calls into our help desk. As such, I thought a quick update and some reminders would be helpful:

Update: We've reconfigured some of the workflow for our help desk. You'll see ongoing requests for information, and feedback as we continue to configure our new Help System software. We look to launch our new system once the school year is solidly underway. In the meantime, please remember a couple of things as we start the year:

1. **Use our own help desk.** We often grab people on the hallways, the break room or stop by their cubicles. We are all busy right now. Using the help system allows us to prioritize our "busy-ness", and hit the needs that need to be addressed. This will save you time too as some of the support has changed over the past three or four months. The

help desk, which is covered by Pam, Nancy, Steve, and sometimes Pete, is there to ensure your help requests are addressed.

2. Help the help desk. To quote a movie in a different genre: "Help us help you." (Say that three or four times as you dance around, and people will either give you an Oscar or call you crazy, or maybe both.) In order for us to support the districts, all the services need to support the help desk. As such, please prioritize your own support in the coming weeks as we are all under a lot of pressure. Below is the priority level list that we have now readopted at the help desk, and will be rolling out with the new system. You may want to get a feel for it as you think of your own support in the coming weeks. Also, as you read below, if you have additional feedback or thoughts, please let Pam or Jeremiah know.

Emergency

- Service or portions of service are non-functioning OR a large group of individuals cannot do their job
- *Should be fixed in no more than 4 hours, call Admin on Call, and supervising Director(s) after 30 minutes*

High

- Individual cannot do their job OR service is still functioning, but is being interrupted or has a bug impacting the whole service or a large portion of the service
- *Escalate after 1 day*

Medium

- Individual's daily work is impacted OR service is functioning, but not ideally
- *Escalate after 2 days*

Low

- Individual requesting enhancements, upgrades, or a fix which does not impact work OR service: updates, enhancements, and requests
- *Has a timeline of 1 week or more → Escalate after 1 week*

And to finish out this post a final movie quote: "If everyone is moving forward together, then success takes care of itself." Anyone know the reference? (Hint: it's actually a quote of a real person in the movie.)

-Jeremiah

JENerally Speaking... Library, Media, and Arts News



When I was younger, I loved the excitement of getting ready to go back to school. After a long summer, it was great to think of all the possibilities: new friends, new teachers, new sports teams, and clubs to join. And of course, my family always took that much anticipated trip to the store to buy new school supplies. I loved picking out folders and binders and pens, all of which were definitely going to make me a better student, or at least guarantee that I would have the best school year ever.

As I moved into my professional career I was still able to participate in the annual back-to-school shopping spree. My desk at school always had a fresh set of fine tip markers and pencils with erasers that had never been used before. It definitely crossed my mind that when I moved into this new job I would be giving that all up.

Was I wrong! The School Library System has been buying back-to-school "supplies" on behalf of all of our districts. We have new servers for Follett and Safari Montage. We've added new media content, expanding what was already available through Safari. We've begun using OverDrive to offer eBooks to our students. We now have eReaders available to loan to our districts. Our new Arts in Education CoSer is in place, as well as two new web portals to provide information about AIE, and OverDrive.



Although our list of supplies didn't include a brand new package of crayons with perfect tips, there are so many other great back-to-school tools available that really will help this be the best school year ever for our students.

-Jen

Steve's Space

From the book, *Innovate Like Edison*:

Did you know that sometime after 1888 but before 1917, Nikola Tesla proposed linking the world's telephone and telegraph services through wireless technology? Then he designed a tower in Long Island for this purpose. He proposed the following to financier J.P. Morgan stating, "When wireless is fully applied, the earth will be converted into a huge brain, capable of response in every one of its parts." Morgan withdrew his sponsorship and stated the following as his reason. "If anyone can draw on the power, where do we put the meter?" I just looked at my Verizon bill, someone figured out where to put the meter.

-Steve

Connecting with a Colleague

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 we are connecting with **Dave Dennison!**

- **Primary Responsibilities:** *"Provide project management to component, and outlying districts by assisting them in their IT projects, and IT purchasing."*
- **How long have you worked at BOCES?** *"Approximately one year, and four months!"*
- **What is your favorite part of your job?** *"Seeing projects come to a successful completion, and being able to work with everyone in the process-vendors, technical staff, and customers."*
- **What do you enjoy doing in your free time?** *"I enjoy running, going to the gym, reading, coaching baseball, my daughters gymnastics meets, and being involved in my church."*
- **What is the one thing you would like people to know about you?** *"In college, I minored in Sports Management, and was required to complete an internship in the field. My internship was with the Buffalo Bills (1989). One of my jobs was to wake the players up by pounding on their doors at 6:00 AM for their mandatory breakfast attendance. My experience as a youth playing ding dong ditch served me well, as it's never a good thing to have angry, 300 pound men who run 4.5 40's, wanting to kill you. I also traveled to some games, and held Marv's headset cord in Indianapolis at the Hoosier Dome. Shortly thereafter, some guy named John Poland, invented wireless technology and this eliminated the need for people to hold the cord, and I was out of a job. Thanks John!"*
- **Is there anything else you would like to share?** *"The last time Danica Earnhardt Jr. won a race, Doug Evans was driving around Irondequoit on his Big Wheels going...vroom, vroom! Sorry Doug, but I think it might be time to pick a new favorite driver. How about Bo or Luke Duke? With a good tune-up, the General Lee would be tough to beat."*



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.
