

TECHNOLOGY PLAN

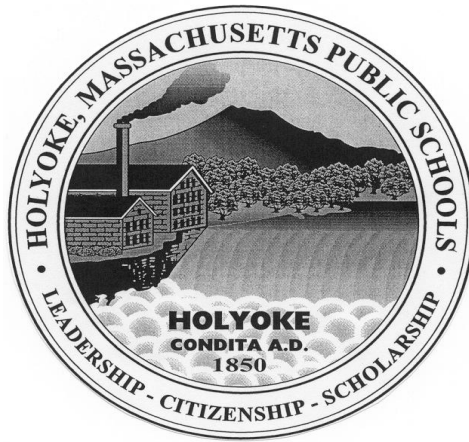


2012-2015

HOLYOKE PUBLIC SCHOOLS

Superintendent of Schools,

David L. Dupont



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Holyoke Public School's Technology Plan

Benchmark 1

Commitment to a Clear Vision and Implementation Strategies

- A. The district's technology plan contains a clearly stated and reasonable set of goals and implementation strategies that align with the district-wide school improvement plan. The district is committed to achieving its vision by the end of the school year 2014-2015.**

Vision

The vision of the Holyoke Public Schools (HPS) Educational Technology Plan is to provide our students with technology rich learning environments, helping them to achieve their fullest potential in a surrounding conducive to responsible, effective teaching and learning. Accessing and manipulating information using technology will create a learning climate where self-directed learning and collaboration become part of everyday life for the students of the HPS. Students will use the technology to work through complex and comprehensive materials developing lifelong learning and problem solving skills.

Mission

The administration, school committee, and staff of the HPS make it their mission to provide the children of Holyoke with up-to-date educational technology. It is the vision of the HPS to immerse all students, through technology, in learning as a lifelong process.

- B. The district has a technology team with representatives from a variety of stakeholder groups, including school committee members, administrators, and teachers. The technology team has the full support of the school superintendent to implement the plan.**

Holyoke Public Schools has developed an Accelerated Improvement Plan to increase student achievement. The plan focuses on three strategic objectives and the Technology Team has aligned the Technology Plan to the HPS District Accelerated Improvement Plan. The Strategic Objectives are:

Strategic Objective #1:	Improve Instruction by Building Leadership Capacity
Strategic Objective #2:	Use Data to Improve Practice
Strategic Objective #3:	85% of all Holyoke children will be proficient readers by the end of third grade by 2014
Strategic Objective #4:	Focus on literacy

In creating and maintaining a purposeful, long-range, comprehensive technology plan, the district is focused upon effectively integrating technology into the curriculum. Supporting the districts strategic objectives, the Technology Plan has attempted to link literacy strategies with technology integration to support student learning at all levels and across content areas.

To take advantage of technology’s power to improve teaching and learning, district stakeholders consider the following:

- conditions to engage and challenge students,
- opportunities to improve support for individual students,
- vehicles that increase the range of learning opportunities,
- mechanisms that ensure student and staff safety,
- formative assessment tools to assist staff ensure that students are meeting the standards,
- funding

The technology team has the full support of the superintendent to implement said plan.

<h2>Technology Team</h2>	
Team Member	Role/Affiliation
Doug Arnold	Director of Student Services
Carol Hepworth	Director of Special Education
David Valade	Director of ELL and Compliance
Carl Cameron	Holyoke Medical Center
Kim Wells	Assistant Superintendent
Leonard Gibbons	Director of Technology and Operations
Mark Silis	Massachusetts Institute of Technology
TJ Costello	Cisco Systems
Josiah Friedberg	Library Media Specialist, Donahue School
Judy Taylor	Technology Integration Support Specialist
Michael Hines	Production and Programming Manager
Kirk Donahoe	Data Coordinator
Chris Vanleeuwen	Instructional Technology Teacher
Amy Fitzgerald	Principal
Gail Shattuck	Assistant Data Coordinator
David Dupont	Superintendent and School Committee Secretary

C. Needs Assessment

1. The district assesses the technology products and services that will be needed to improve teaching and learning.

The district assesses the technology products and services that will be needed to improve teaching and learning on an ongoing basis. See below for more regarding the assessment process.

2. The technology plan includes an assessment of the services and products that are currently being used and that the district plans to acquire.

The following are services and products that have been identified as an area for improvement.

- Staffing: Additional Computer Technicians
- Internet Bandwidth: The current district internet speed is insufficient during peak hour and necessitates an increase.
- Resources:
 - Written procedures policies and standards
 - Comprehensive Technology PD Plan (use TSAT as foundation)
 - Create tutorials for staff in alignment with the TSAT and other defined technology skill sets and post the tutorials on the HPS Internet and/or Intranet sites
 - Technology Instructional Guide (for teachers to use with students)
 - Comprehensive hardware replacement/upgrade plan
 - Hardware evaluation tools
 - Data back-ups/recovery plan and procedures
 - Utilize district leadership as part of the technology planning team to maximize the effectiveness of the Technology Plan.
 - Work with the district leadership to assure proper technology funding in budget planning.
 - Use the analysis from TSAT and other data will be used as a baseline for further assessments.
 - Utilizing the districts survey system, develop a district survey that targets technology support in the implementation of the ADIP strategic objectives.

*See appendix A.

D. Budget

1. **The district recognizes that technology plays a critical role in achieving its goals. The district has a budget that will ensure the implementation of its long-range technology plan.**

The district recognizes the critical role of the budget in attaining its goals. See below for the technology budget that will be used to ensure the implementation of the long-range technology plan.

2. **The budget includes staffing, infrastructure, hardware, software applications, professional development, support, and contracted services.**

The district has a budget for the local technology plan with line items for technology in its operational budget. The district leverages the use of federal, state, and private resources.

Technology Budget				
	FY11-12	FY12-13	FY13-14	FY15-16
Staffing				
Managerial Salaries	\$81,740	\$84,192	\$86,718	\$89,320
Support Salaries	\$288,213	\$296,859	\$305,765	\$314,938
Computer Resource Teachers	590,690	\$608,411	\$626,663	\$645,463
Library Media Specialist	590,084	\$607,787	\$626,020	\$644,801
Supplies / Repair				
Contracted Services	\$455,000	\$468,650	\$482,710	\$497,191
Supplies (peripherals)	\$92,610	\$95,388	\$98,250	\$101,197
Software	\$329,736	\$339,628	\$349,817	\$360,311
Hardware	\$392,610	\$404,388	\$416,520	\$429,016
Internal Connections	\$900,000	\$900,000	\$900,000	\$900,000
Connectivity				
Firewall & Content Filter	\$11,020	\$11,351	\$11,691	\$12,042
Web Hosting	\$26,760	\$27,563	\$28,390	\$29,241
Internet and WAN Connection	\$250,000	\$257,500	\$265,225	\$273,182
Phone Service	\$159,000	\$163,770	\$168,683	\$173,744
Total	\$4,167,463	\$4,265,487	\$4,366,451	\$4,470,445

Table 1 Budget

- 3. The district seeks funding for technology programs from federal, state, and private resources, as well as from academic departments that are supported by technology. The district explores ways that technology can reduce costs and create efficiencies in other areas of the district budget.**

The district is always exploring funding, cost cutting, and efficiency solutions. Some efficiency and cost cutting solutions that have been implemented include: streamlining the technology help structure via instituting Web Help Desk, more efficiently providing communications via web application and distributed calling system like GradeQuick, Edline and Connect-Ed; increased Web and televised communications (reducing paper generation), reduced contractual services. Additionally, the district assesses, researches, and evaluates practices and resources when making purchase decisions. (See below for more regarding the district's evaluation processes).

District goals:

- Continue to seek funding for technology
 - Continue to explore ways that technology can reduce costs and create efficiencies in other areas of the district budget.
- 4. For districts that plan to apply for E-rate reimbursement, the technology plan specifies how the district will pay for the non-discounted portion of their costs for the services procured through E-rate.**

The district continues to take full advantage of the available E-rate funds that are provided through the Federal Communications Commission and are tied to the Free and Reduced Lunch program. We will continue to seek discounted services (such as telecommunication and Internet access) as allowed by the Universal Service Administration Company, the program administrator program. Funds received are specifically designated to go directly to educational services. The non-discounted portion of the costs is paid through school department operational funds.

E. Evaluation

- 1. The district routinely consults with technology staff before purchasing technologies items, to ensure that the items are appropriate, cost-effective, and sustainable.**

See below for the district's technology purchasing processes.

- 2. The district's technology plan includes an evaluation process that enables it to monitor its progress in achieving its goals and to make mid-course corrections in response to new developments and opportunities as they arise.**

The Holyoke Public School district recognizes the need for ongoing evaluation of the district and school technology plans, as well as the need for evaluation of the effectiveness of technology resources and technology practices, and evaluates these in several different ways.

The effectiveness of all academic resources, including technology resources, in support of student progress toward specific curricular goals is evaluated regularly by the academic departments; mid-course corrections in response to new developments and opportunities are standard practice.

The HPS conducts a full review of its District Technology Plan at least yearly, noting its alignment with all pertinent standards, guidelines, and requirements. Representatives work with departments to monitor and update their School Technology Plans. Data for review is collected via surveys, interviews, and discussions at meetings and training sessions. Utilizing our survey software and distributed calling system, the district will perform a survey on family accessibility to technology. The survey will be conducted in both English and Spanish and include location for free internet access.

The HPS are in the process of developing new methods for the evaluation of the district's technology. These include online surveys, discussion forums, and noninvasive demonstrations of the latest technology. The HPS realize that the end-users experience is essential for a constructive evaluation of the technology being used.

Prior to purchasing technology resources, the district will assess the products and services being recommended to ensure that they are appropriate, valid, in alignment with district, state, and federal standards, and able to be utilized in the technology environment/infrastructure for which they are proposed. Any available research on the effectiveness of the resources is taken into consideration.

District goals:

- Conduct regular online surveys in the effectiveness of the HPS technology in student attainment of the educational goals
- Schedule online demonstrations of new technology resources as needed
- Conduct a review of this plan annually as it is a living document

Benchmark 2 Technology Integration and Literacy

A. Technology Integration

The Holyoke Public Schools uses technology to deliver instruction, aide in research, assess student work, increase educator productivity and manage student information. Library teachers support educators by providing professional development on accessing subscription online databases pertaining to academic research, and providing instruction to students on using these databases and the ethical and responsible use of the internet. Instructional Technology teachers support educators by using the School Technology and Readiness (STaR) Chart as the guiding tool to provide professional development to staff and assist them in incorporating technology into student learning in core academic subject areas.

- 1. Outside Teaching Time - At least 90% of teachers use technology every day, including some of the following areas: research, lesson planning, organization, administrative tasks, communications, and collaboration. Teachers explore evolving technologies and share information about technology uses with their colleagues.**

In order to achieve the 90% outside teaching time benchmark, all teachers will incorporate appropriate technologies into lesson planning while addressing the *Curriculum Frameworks*.

District goals include:

- Continue to encourage and support teachers in the daily technology usage, including but not limited to research, lesson planning, organization, administrative, communications, and collaboration. Continue to support and encourage teachers as they explore evolving technologies
 - Teachers will be encouraged to incorporate the following websites and software and programs into their lesson planning: MASSONE, Gradequick, Email, SharePoint, Microsoft Office, using PD Express to register and monitor professional development
 - The district will support teachers as they strive to progress to Advanced Tech Level in the Teaching and Learning area of the STaR chart
 - Distribute Technology Plan to all principals in all schools.
 - Initiate district wide quarterly meetings of all Library Media Specialist (LMSs) and Instructional Technology teachers (ITs)
 - Distribute Technology Plan to all LTs and ITs.
 - Encourage LTs and ITs to present plan to staff and ask staff to become familiar with it.
 - Implement Instructional Technology Guide.
- 2. For Teaching and Learning - At least 90% of teachers use technology appropriately with students every day to improve student learning of the curriculum. Activities include some of the following: research, multimedia, simulations, data analysis, communications, and collaboration. Teachers integrate evolving technologies that enhance student interest, inquiry, analysis, collaboration, and creativity.**

District goals:

- All new II's and LMS's teachers will attend district professional development designed to introduce them to Massachusetts Science and Technology Curriculum Frameworks (MSTCF) and/or local competencies.
- All teachers will attend district professional development designed to guide implementation of MSTCF and/or local competencies into their curriculum.
- All teachers will continue to attend professional development as outlined by the district technology plan that will give them new ideas for incorporating technology into their curriculum.

B. Technology Literacy

A primary goal of technology literacy is to ensure that all HPS students and staff have a sound foundation in, and understanding of, the use of technology in their everyday lives. The first step towards this is to provide a comprehensive technology education program within the school system.

It is important that HPS students are instructed in the use of technology in a variety of ways; as a stand-alone program in the early grades to teach the fundamentals and as an integral part of the academic curriculum in the middle and high school grades to demonstrate that the proper use of technology is a necessity for success in all areas of life. It is equally important that HPS staff have a technology professional development plan that is constant, consistent, and current.

1. **At least 90% of eighth grade students show proficiency in all the *Massachusetts Technology Literacy Standards and Expectations* for grade eight.**

District goals:

- Implement the Educational Technology Learning Competencies in grades PreK-12.
- Promote knowledge of basic keyboard functions by the completion of grade 6.
- Promote understanding in the basic operation of a computer and how to print and save by the completion of elementary.
- Promote knowledge of basic word processing, database, spreadsheet, draw, presentation and paint applications by the completion of middle school.
- Promote students with the ability to create and demonstrate multimedia presentations by the completion of middle school.
- Promote student competency in the use of technology and its applications by the completion of high school.
- Students and parents must read and sign the Technology Acceptable Use Policy (TAUP) and the Acceptable Internet Use Policy (AIUP) which outline rules and procedures for proper use of all computer related technologies. (See Appendix B).
- Students will respect others' rights, ideas, and work as it pertains to integration of educational technologies.
- Students will understand and follow computer ethics.
- Students will understand and obey the copyright laws.
- Continue to offer computer based reading programs (i.e. Read 180, System 44 and Zip Zoom).
- Continue to offer computer based typing programs.
- Implement the newest research software tools in all school libraries
- Enhance the districts Library Management System to better reach families after school
- Implement teacher to student communication structure using Edline
- Implement new phone-based after school teacher help line at Holyoke High School
- Continue to use problem solving computer based programs (i.e. Larson Math).
- Increase student technology skills at the secondary level through a greater variety of courses which utilize technology (i.e. business classes, A+ certification classes, Network+, and Web design and development)
- Revive the Cisco Academy at the Vocational School

- Use technology to support curricular goals to help move all children towards high academic standards, supporting the district's improvement plan, and state/national standards as appropriate
2. **100% of teachers are working to meet the proficiency level in technology, and by the school year 2014-2015, 90% of teachers will have mastered 90% of the skills in the Massachusetts Technology Self-Assessment Tool (TSAT)**

District goals:

- All teachers will attend district professional development designed to introduce them to ISTE or local competencies
- All teachers will attend district professional development designed to guide implementation of ISTE or local competencies into their curriculum.
- All teachers will continue to attend professional development as outlined by the district technology plan that will give them new ideas for incorporating technology into their curriculum.

C. Staffing

1. **The district has a district-level technology director/coordinator.**

The district has a district-level Director of Technology and Operations.

2. **The district provides one FTE instructional technology specialist per 60-120 instructional staff to coach and model.**

The district has at least one instructional technology teacher and/or media specialist in every school.

3. **The district has staff specifically dedicated to data management and assessment.**

The district has a staff dedicated to data management and analysis for both daily data acquisition and long term data warehouse. The state-funded data warehouse is a "longitudinal data system" capable of linking student, teacher and financial information over multiple years, across multiple schools and districts. Using the warehouse, department and district decision-makers can take key metrics from multiple areas and analyze them in a single view.

The district has a district Data Team and a school based Data Team. The Data Teams meets regularly to evaluate student achievement, insure data accuracy and compliance. Each school has implemented a "Data Wall" which a visual view of achievement that is updated monthly.

Benchmark 3

Technology Professional Development

- A. At the end of five years, at least 90% of district staff will have participated in high-quality, ongoing professional development that includes emerging technology issues, technology skills, universal design, and research-based models of technology integration.**

The district acknowledges the state mandate that at the end of five years, at least 90% of district staff will have participated in high-quality, ongoing professional development that includes emerging technology issues, technology skills, universal design, and research-based models of technology integration.

The HPS staff use technology to perform a variety of tasks, including lesson planning, data analysis, research (Internet research services – Grolier and Ebsco), administrative and integrative processes (Word, Excel, PowerPoint, interactive whiteboard software, Grade Quick, Edline, Multimedia and Internet), communications (email, district website), and collaboration. The district website is also used by staff to access email, and district educational resources including Internet Safety and Acceptable Usage; Employment Opportunities; Curriculum; District Programs, Policies, and Documents; Calendars; and School Committee Information. To support these endeavors, the HPS offers a wide variety of rich technology professional development opportunities for administrators, faculty, and support staff that provide the tools, resources, and support they need to improve their technology-based knowledge and skills and provide teachers with the ability to successfully integrate technology into the classroom.

District wide goals:

Continue to offer high-quality professional development that includes technology skills and the integration of technology into instruction.

- Continue to provide in-service, after school, one-to-one course offerings including content and software specific resources, successful integration, research, problem solving, assessment, and grading – (provided by Instructional Technology Specialist and/or Library Media Specialist)
- Continue to create a culture of inquiry, sharing and knowledge-building and just in time support and anytime learning available through one-to-one training opportunities.

- B. Technology professional development is sustained and ongoing and includes coaching, modeling best practices, district-based mentoring, study groups, and online professional development.**

The HPS recognizes the importance of sustained, ongoing, relative, high quality professional development including coaching, modeling, mentoring, study groups, and online professional development, and considers the Massachusetts School Technology and Readiness (STaR) Chart in its process. Throughout the year, courses are provided to staff on use and application of new and existing software/ hardware to enhance student learning and achieve the goals of the Massachusetts Curriculum Frameworks. The focus is on how to use technology to augment: instructional strategies – sustain differentiated instruction and vigorous teaching strategies in a fluid learning environment; classroom management and communication – support classroom management, impact instruction and communication; assessment and analysis – support authentic, formative, and summative assessment to influence teaching and student learning outcomes with a focus on understanding how to collect and analyze data to inform instruction.

District goals:

- Continue to offer high quality professional development that includes technology skills and the integration of technology into instruction, considering the STaR chart in the process.
- Continue to promote technology to better engage students - visual and interactive teaching strategies and tools will be emphasized, including but not limited to interactive whiteboard and interactive website usage
- Continue to use outside training consultants/ experts for new program initiatives when appropriate
- Research e-learning opportunities and partnerships. Promote course offerings through the Western Massachusetts Regional Library System (WMRLS) and Annenberg CPB
- Continue to offer concepts of universal design, and scientifically based, researched models
- Continue to provide several models of professional development including: whole group, skill based training with minimal follow-up, technology integration modeling; whole group curriculum based training with follow-up to facilitate classroom implementation; coaching, modeling best practices, district-based mentoring, involvement in a development/improvement process, study groups
- Implement the train the trainer method (TTT) to enhance the quality and success of technology training throughout the district, where applicable. The trainers will be educated in how to lead and deliver the training. Training materials will be supplied and core messages clarified to provide consistent and continuous delivery to new participants. This method emphasizes modeling, the sharing of best practices, and peer coaching. By identifying building and or curriculum based peer experts, teachers have a knowledge base to provide support.
- Continue to provide informal and formal building-based mentoring via the Instructional Technology and Library Media Specialists
- Continue to use the district educational television channel's broadcasted professional development programs for educators from Annenberg CPB
- Continue to use the district educational television channel's programming for NASA Science Files – (a series of 60 minute instructional science program that introduces students in grades 3-5 to NASA. It integrates mathematics, science, and technology, and uses Problem-Based Learning (PBL) to introduce students to scientific inquiry and the scientific method.)
- Continue to use the district educational television channel's programming for NASA Connect (a series of 30 minute, instructional mathematics-focused programs for grades 6-8 designed to integrate mathematics science and technology. The series presents a lesson guide describing hands on activities and web activities that reinforce and extend the objectives presented.)
- Develop a prioritized list of technology focus areas

C. Professional development planning includes an assessment of district and teachers' needs. The assessment is based on the competencies listed in the Massachusetts Technology Self-Assessment Tool.

Professional development planning includes an assessment of district and teachers' needs. These results are compiled, reviewed, and suggestions are considered when course offerings are being developed and refined. The assessment is based on the competencies listed in the Massachusetts Technology Self-Assessment Tool, as well as other formal and informal assessments identified below in item D.

District goals:

- Continue to assess professional development training course evaluation forms when planning upcoming professional development
- Analyze TSAT results and use as an assessment tool for district and teachers' professional development needs
- Continue to provide professional development to support staff as they infuse new technology in the curriculum

D. Administrators and teachers consider their own needs for technology professional development.

The HPS encourages all staff to consider their own technology professional development needs via formal and informal assessments. Formal assessments include the Technology Self-Assessment Tool (TSAT) and the HPS Technology Training Evaluation Tool (TTET). After attending an education technology training course, the TTET is completed by training participants. This evaluation tool is designed to assess the effectiveness of training received and determine the future education technology needs of the participants.

Additionally, all new staff receives MassOne accounts when they attend the district's mandated Email/Acceptable Computer Usage Training. At this time, they are provided with a MassOne, an overview of MassOne's tools and resources, and encouraged to complete the Technology Self-Assessment Tool (TSAT) on at least an annual basis.

The district realizes the importance of technology self-assessment for the following:

- **Teachers:** to determine their own levels of technology proficiency and identify technology professional development needs
- **Schools/Districts:** to assess their professional development needs and to plan appropriate professional development activities that will support teachers as they strive to become proficient in technology
- **The State:** to assemble and report data on technology competencies and technology professional development

District goals:

- Continue to create MassOne accounts for district administrators and teachers
- Continue to support administrators and teachers as they register on MassOne.
- Encourage and support administrators and teachers as they complete the Massachusetts Department of Education's Technology Self-Assessment Tool (TSAT) on MassOne.
- Continue to provide and review results from training course evaluation forms in considering professional development course offerings

Benchmark 4

Accessibility of Technology

A. Hardware Access

1. **By 2014-2015, the district has an average ratio of one high-capacity, Internet-connected computer for each student. (The Department will work with stakeholders on a regular basis to review and define high-capacity computers.)**

The district provides connectivity to the Internet in all classrooms in all schools, including wireless connectivity, if possible. The district is also evaluating slate/e-reader devices with the goal of replacing all hard copy text books with an electronic version. The district is expecting to offset the cost of purchasing a slate/e-reader device with the savings experienced from the electronic texts. The newer slate/e-readers have internet browsing capabilities imbedded into the device. This would permit student access to web based material during class.

School	Student to Computer Ratio
Wm. J. Dean Technical High School	1.7
Holyoke High School	2.7
Peck Middle School	1.7
White Elementary School	1.6
Kelly Elementary School	2.1
McMahon Elementary School	2.6
Donahue Elementary School	2.4
Morgan Elementary School	1.2
Sullivan Elementary School	3.1
Center for Excellence	0.9

Table 2 Average number of students per computer by school

2. **The district provides students with emerging technologies appropriate to their grade level.**

The HPS uses a hardware and software procurement and evaluation system utilizing a committee to determine the appropriate software and hardware to be purchased. The evaluation process will include hardware demonstrations, software demonstrations, and when available, feedback from other districts using these products. The committee's recommendation will determine what technologies are presented to the full faculty for their evaluation.

District goal:

- Continue to provide students with emerging technologies appropriate to their grade level.

- Continue to evaluate slate/e-readers for student access to books and online material.
- Through the continuing acquisition of new hardware, software, and information services, state-of-the-art learning environments will be maintained to support improved achievement for all learners.
- Continue to reduce the student to computer ratio.

3. The district maximizes access to the general education curriculum for all students, including students with disabilities, using universal design principles and assistive technology devices.

The district maximizes access to the general education curriculum for all students. Students are supported with adaptive technology tools based on individual needs. Equal curriculum access is the foundation of lesson development. The Holyoke Public Schools contracts with Communicare for all Assistive Technology and Augmentative Communication evaluations. Communicare specializes in technology based communication. Their Specialists determine the most appropriate accessibility plan by exposing students to a variety of low tech options as well as the latest advances in technology equipment and/or software. These Assistive Technology and Augmentative and Alternative Communication Evaluations are reviewed at the student's Individual Education Program meeting to determine the student's technology needs. Communicare provides on-going consultation to students and teachers on implementing universal design principles within the classroom. Some of the resources available for students with disabilities include Accessibility Suite, AAC devices, touch screen technology, laptop/tablet computers, and classroom SMART boards. The district has procurement policies for information and instructional technologies that ensure usability, equivalent access, interoperability and SIF compliance.

The Special Education Department has started to implement slate computers throughout the district. The slate computers can be customized to the particular needs of any given student. With Slate computers, a non-verbal autistic child, for example, can tap on a screen to tell his or her teacher what he wants, how he is feeling or maybe to just play a guitar. The district is currently exploring better ways to manage these slate computers on a district level.

District goal:

- Continue to maximize access to the general education curriculum for all students, including students with disabilities, using universal design principles and assistive technology devices.
- Continue to pursue better management systems for mobile devices used in the classroom

4. The district provides technology-rich classrooms, with access to devices such as digital projectors, electronic whiteboards, and student response systems.

Over the past few years HPS have purchased multiple sets of computers on wheels (COWs) for classrooms and MAP testing. Each COW consists of at least, 15 wireless laptop computers, an access point and a printer. The COWs are configured so teachers can connect or disconnect from the Internet at their discretion. This allows teachers to concentrate on their lesson without the concern of the students being distracted with the internet.

Portable and wall-mounted interactive whiteboards are being used in classrooms throughout the district. These interactive technology tools are used in classrooms to enhance and extend learning, improve student engagement and motivation, encourage full student participation, address different learning styles, and encourage differentiated instruction. The district has been installing smart classrooms which consist of an interactive whiteboard, document camera, amplified sound system and remote response system. These smart classrooms are an effective use of technology in today's learning environment and this technology plan embraces and supports their use in the HPS classroom.

District goal:

- Continue to provide technology-rich classrooms, with access to devices such as digital projectors, document cameras, amplified sound systems, electronic whiteboards, and student response systems.

5. The district has established a computer replacement cycle of five years or less.

The HPS district has a five year computer replacement cycle for desktops and laptops. Servers and SAN's are generally on a six year replacement schedule. Switches and routers are replaced when the device has reached their end-of-life and can no longer be supported, or new technologies becomes available such as Cat6 cabling, PoE or VLAN's.

The district recycles the old computers through the district's Vocational Technical School. These computers will be used by the Computer Technology and Data Communications program for student training.

District goals:

- Continue computer replacement cycle of every 4 years
- Continue to :
 - purchase multiple COWs as the district moves toward attainment of an average ratio of one high-capacity, Internet-connected computer for each student
 - promote installation of interactive whiteboards, amplified sound systems, response systems, projectors and/or document cameras in every classroom
 - schedule online demonstrations of new hardware
- Improve district-wide communication via unified communication standards
- Enhance telecommunication technology via VOIP system in every building
- Explore Slate computers, iPad and E-reader technology infusion opportunities
- Continued integration of unified communications, incorporating the districts Microsoft Lync video conferencing solution.

B. Internet Access

- 1. The district provides connectivity to the Internet for all computers in all classrooms in all schools, including wireless connectivity.**

The HPS provide connectivity to nearly 100% of the classrooms throughout the district, including wireless connectivity, if possible.

District goal:

- Continue to provide connectivity to the Internet for all computers in all classrooms in all schools, including wireless connectivity, if possible.
- 2. The district provides an external Internet connection to the Internet Service Provider (ISP) of 100 Mbps per 1,000 students/staff.**

The district is working with Holyoke Gas and Electric Department (HG&E) to provide adequate bandwidth capacity.

- 3. The district provides bandwidth of at least 10/100/1 Gb to each classroom. At peak, the bandwidth at each computer is at least 100 kbps. The network card for each computer is at least 10/100/1 Gb.**

The Holyoke Gas and Electric Department (HG&E), in partnership with the HPS, has increased the amount of bandwidth to 60 MBs thus ensuring efficient delivery of the essential administrative and educational services. The HPS installed cable modems in all the schools for use as a backup connection to the main HG&E connections. The local cable company is supplying their basic internet connection free of charge to the district. These cable modems will be used with a firewall and a CIPA compliant content filtering with a limited white list of essential sites to be turned on only when an issue arises with the HPS main internet connection. i.e. Mass DOE, Grade Quick, and the HPS data warehouse sites. Backup connections are becoming a necessity with the current online testing of NWEA, MAP, MCAS, and MEPA as well as the mission critical web applications.

District goals

- Increase the HPS internet bandwidth
- Install backup internet connection to every school
- Evaluate and purchase slate devices with wireless internet access.
- Connect to the Green High Performance Computer Center, GHPCC, with the help of MIT and Cisco
- Increased accessibility through the use of a Virtual Private Network

C. Networking (LAN/WAN)

1. **The district provides internal wide area network (WAN) connections from the district to each school between schools of at least 1 Gbps per 1,000 students/staff.**

Through the HPS fiber Wan, the Holyoke Gas and Electric (HG&E) provides high-speed, high bandwidth internet access to every school within the district. Through a maintenance agreement, the HG&E is responsible for the performance and maintenance of our network backbone. To increase the district performance, the district will work to separate our WAN data from the HG&E network. This will allow all schools to connect to the fastest speeds available on our fiber backbone.

HPS will continue upgrading the network backbone to enhance our efforts to centralize, implement disaster recover, enhance communication, and distant learning. The objective is to upgrade our WAN to 10 GBs with speeds to the desktop of one gigabit. The district will work toward multipath connection to ensure communications in times of an emergency, and configure the network backbone to a multi-VLAN environment cascaded down to every switch throughout the district.

HPS will configure the WAN to optimize VoIP, public address systems, unified messaging, centralized time and security. With these initiatives, the Holyoke Public School district will save money as well as increase communication between the district and the citizens we serve. The district will procure the equipment as funding sources become available.

The district will continue to expanding the wireless backbone systems within the district. This system will allow key administrators and faculty access to the districts resources when away from the reach of an 802.11 infrastructure. Real time communication integrated into our systems unified message system will be an integral part of the HPS upgrade. The wireless backbone system will also be used as a backup connection in times of a school outage.

The district is working towards 1 Gig Ethernet connection to all workstations. This necessitates the upgrading of the schools wired infrastructure from the existing Category 5 cabling to Category 6 cabling. Through E-rate funding, HPS will continue to upgrade and enhance the structure cabling within the schools.

The Holyoke School Department has been involved with the Cisco Smart and Connected Communities program. With the help of Cisco, there has been a citywide focus on the Federal Government request that all federal, state and local communications system be interoperable. The idea being that, in times of emergency, the government can easily tie communication systems into the local police & fire department system. HPS will continue to design and upgrade the schools communication system (voice, security, data and PA systems) for integrated emergency access. For instance, in an emergency situation at either High School's, the Police & Fire could access the schools video surveillance systems, communication system, view the school layout (with room numbers), receive a current list of classroom phone numbers as well as identifying and tracking students without entering the building.

District goals:

- Upgrade backbone to 10 Gig Ethernet connections.
- Upgrade end devices to 1 Gig Ethernet connection utilizing PoE switches.
- Continue the implementation of multiple VLANs throughout the HPS infrastructure.
- Continue to integrate voice, video, and data networking capable of providing communication for varied purposes (i.e. telecommunications, multi-media production, instructional television, video production, distance education, video conferencing, and communication resources, networking).
- Enhance the districts wireless infrastructure.
- Continue involvement with the citywide partnership with Cisco Smart and Connected Communities Program. http://newsroom.cisco.com/dlls/2010/prod_101410.html
- Form educational and infrastructure links with the Green High Performance Computer Center partners.
- Upgrade all communications cabling to Cat 6.
- Upgrade all fiber between IDF's to single mode, and provide new 1 Gig PoE switches.
- Acquire maintenance contract, with advanced replacement warranty, for all network equipment and software when available.
- Utilizing the Cisco Smart and Connected Community initiative, the district will design and configure a Voice/IP to integrate with the other city departments.

2. The district provides access to servers for secure file sharing, backups, scheduling, email, and web publishing, either internally or through contracted services.

The district provides access to servers for secure file sharing, backups, scheduling, email, and web publishing. The addition of the EDLINE and Gradequick has been an enhancement in web publishing, and disseminating information. The district has implemented virtual infrastructures which enable each school to add servers without the need to purchase new hardware. The district has an SharePoint intranet for document management and collaboration.

The district will expand on the digital messaging/signage system to keep students, teachers, and visitors informed about school events. Digital Signage will also be expanded to deliver news broadcasts produced by students, reinforce school policies and display information on accolades and awards. The district will work toward centralizing the digital signage system to allow easy configuration, especially in times of an emergency.

District goals:

- Continue to provide access to servers for secure file sharing, backups, scheduling, email, and web publishing.
- Maintain and upgrade our Microsoft Exchange Server in order to increase the quality of communication across the district both internally and externally.
- Maintain and upgrade, as needed, the district email archiving solution.
- Expand and centralize the districts digital signage.

3. Access to the Internet outside the School Day

- a. **The district provides access to its computer labs before and after school to ensure that students and staff have adequate access to the Internet outside of the school day.**

Faculty access the Internet outside of the school day via school libraries, faculty rooms, and classrooms (including computer labs). Additionally, various community resources provide free Internet access. These locations have been published in Appendix D and are present on the district's website <http://www.hps.holyoke.ma.us/technology.htm> . This information is reviewed and updated regularly.

District goals:

- Continue to provide access to ensure that students and staff have adequate access to the Internet outside of the school day
- Pursue funding opportunities to allow supervised computer access for student after school

- b. **The district disseminates a list of up-to-date list of places where students and staff can access the Internet after school hours.**

As previously mentioned, there are many organizations supplying computer/internet access throughout the city. Some organizations are public entities like the Holyoke Public Library and the Holyoke Gas and Electric department. Other computer/internet access locations are association, social service and church groups serving the public interest. District staff, students, and families may obtain access at these locations that have been published in Appendix D and on the district's website <http://www.hps.holyoke.ma.us/technology.htm> . This information is reviewed and updated regularly.

The HPS recognize that technology is an integral part of daily life. School websites are often the primary and only source of information parent access when they seek information regarding school sponsored events. The HPS has ensured that all schools have a presence on the internet through a website which is updated frequently by each individual school.

It is however imperative that the existing intranet be updated and enhanced further to keep up with current technology whenever the needs arise.

District goals:

- Continue to provide a current list of public access computers on the HPS website
- Upgrade to a new multi-homed web server
- Continue to maintain and enhance the high level of information and accessibility of the HPS website
- Continue to support parent and student access to schools secure portal (currently the schools are using edline as the parent portal)

D. Staffing

1. The district provides staff or contracted services to ensure that its network is functioning at all times.

The district primarily provides staff to ensure that its network is functioning at all times with outsourcing assistance from Entre Computer Services when the needs arise. The HPS has one FTE technician to support ten schools within the district and one full time technician to support Holyoke High School. In addition to the two technicians, the HPS employs a Systems Engineer and an application manager to support the many software packages used throughout the district. There is also two technicians at the Technology Help Desk that answers calls and provides remote access help and a webmaster to maintain the web server. The Director of Technology and Operations and the Systems Engineer supports the network infrastructure.

District goals:

- Continue to provide resources to ensure that network is properly functioning
- ### 2. The district resolves technical problems within 24 hours, so that they do not cause major disruptions to curriculum delivery. The district provides clear information about how to access technical support, which can be provided in person or remotely.

To promptly resolve technical problems, streamline operations, and improve communication within the district, the HPS has established a Technology Help Desk that acts as a Single Point of Contact (SPOC) based on the ITIL best practices framework. The Help Desk is manned by two technicians who are trained in the software and hardware used within the system. The Help Desk consists of a web based real time chat/VOIP system as well as an asset management and repair tracking software.

The district provides clear information about how to access the Technology Help Desk. All district staff attend mandatory Acceptable Computer/Internet Usage Training. A component of this training is “How to Access the HPS Technology Help Desk”. Participants are provided clear instructions about access. See Appendix E for instructions (also available on the district website <http://www.hps.holyoke.ma.us/email.htm>). In addition to the instructions provided, a manual has been prepared to include screen shots and is included as an additional resource on the district’s website at <http://www.hps.holyoke.ma.us/pdf/technology/helpdeskdirs.pdf>.

In 2008, the Technology Department started a Co-Op program with the Computer Technology Department at Dean Technical High School. The program is educationally focused and is implemented to enhance the student’s educational experience. The program has proven to be beneficial to both the students and district. While the district provides hands-on job opportunities to the students, the programs funding is being offset by reducing the use of contracted services.

In 2011, the district expanded the Co-Op program to include the Media Center. The students film and edit events to be aired on the district’s and/or city’s cable channels. Students are also taping and editing classroom lessons for teachers that are anticipating being absent for an extended period of time. This enables substitute teachers to display taped lessons for students when the classroom teacher is absent. Additionally, Co-Op students are also involved in working with local agencies

such as the Holyoke Boys and Girls Club and Mount Holyoke College to film a movie about teenage pregnancy prevention.

District goals:

- Continue to resolve technical problems so that they do not cause major disruptions to curriculum delivery
- Continue to provide clear instructions about how to access technical support
- Continue to enhance the Co-Op programs.

3. The district provides at least one FTE person to support 400 computers. Technical support can be provided by dedicated staff or contracted services.

The district provides at least one FTE person to support 300 computers in house, with the residual outsourced to Entre Computer Services as needed.

District goals:

- Reconfigure the Technology Department to attain support of one FTE to support 400 computers
- Hire additional staff to accommodate the increase in technology purchased.

E. Telecommunication

The Holyoke Public Schools currently has a mix of traditional (analog), digital and Voice Over IP (VOIP), with plans to migrate to an all VOIP environment when budget permitting. In keeping with today's technological advances, all classrooms will have a both a handset and soft phone available. In addition, the district is planning to install a district voice mail system with email capabilities.

The existing hardware capabilities are currently being investigated in moving from our traditional mixed system to the VOIP based. The goal of changing to a VOIP based phone infrastructure or a hybrid (mixed VOIP and digital), would help reduce the costs which are associated with monthly phone bills, whether they be local or long distance.

District goals:

- Upgrade the analog and digital phone systems to VOIP technology
- Install a voice mail that is compatible with our unified messaging system

Benchmark 5

Virtual Learning and Communications

A. The district encourages the development and use of innovative strategies for delivering high-quality courses through the use of technology.

The Holyoke Public Schools support multimedia learning opportunities for students, staff, and the community and are regularly exploring innovative strategies for delivering high-quality courses via technology usage.

The district considers classroom applications for virtual learning when lesson planning and professional development. Included in Appendix C are many web-based tools that are infused into the curriculum.

Through the Credit Recovery Program, high school students that have failed a course are able to recover the credits via PLATO Courses. This program enables students to access rigorous, standards-based on-line courses while recovering credits and catching up to their peers.

HPS 12, the educational television channel provided by Comcast for the City of Holyoke, (established on April 25, 2005), is operated by the HPS. Channel 12 broadcasts information about the school district via "bulletin board" announcements on televisions throughout the city subscribing to Comcast. In addition, programming is created in the HPS TV studio located at Holyoke High School.

Programs broadcast on HPS 12 include, but are not limited to the following: *Connect with English* (for adult learners), *Around the Schools* (magazine format show which features special stories about activities in the school district), *Student Perspectives* (interview show hosted by Holyoke High students interviewing professionals about their career paths and experience, ex. business student interviews a stock broker) and educational programs such as *NASA Connect* and *NASA Sci Files*. Additional programming for HPS 12 includes *NASA Science Files* - a series of 60 minute instructional science program that introduces students in grades 3-5 to NASA. It integrates mathematics, science, and technology, and uses Problem-Based Learning (PBL) to introduce students to scientific inquiry and the scientific method. *NASA Connect* is a series of 30 minute, instructional mathematics-focused programs for grades 6-8 designed to integrate mathematics science and technology. The series presents a lesson guide describing hands on activities and web activities that reinforce and extend the objectives presented. *Destination Tomorrow*, a television series for adults (lifelong learners) gives the audience an inside look at NASA and demonstrates how research and technology relates to our everyday lives.

Some specific district programs that have been explained through broadcast on Channel 12 include: Math, ELL, Early Childhood, 25 Books Campaign, After School, Athletics, MCAS and AYP Data Analysis, Reading First, Early Childhood Education, Readers' and Writers' Workshop, World in Our Classroom/ Hazen Paper, Attendance Zones, Summer Kindergarten Program, Holyoke High School Accreditation, Dean Culinary Arts Program, America's Choice, Dean Technical and its Community Partners, READ180. School visits, graduations, drama productions, food services, athletic events, and school committee meetings are also broadcast. Additionally, healthy eating, drop-out prevention, anti-bullying, harassment, anti-smoking, teen age pregnancy prevention, and Internet Safety programs are televised in an effort to augment communication of the district's message of the importance of health

and safety. Both high Schools have implemented a closed captioned news viewing during lunch to further encourage students to read even during unstructured school time.

District goals:

- Further integrate Holyoke High School's Video Production Class via a co-op relationship with HPS 12 and increased involvement in the studio performing all aspects of video and studio production for broadcast
- Upgrade the technology in the Video Production Classroom to non-linear media
- Implement new digital playback system on the servers instead of videotape and dvd usage.
- Employ video on demand
- Continue to encourage the development and use of innovative strategies for delivering high-quality courses through the use of technology.

B. The district deploys IP-based connections for access to web-based and/or interactive video learning on the local, state, regional, national, and international level.

The Holyoke Public School districts data infrastructure supplies ample bandwidth for teachers to utilize video based learning within the classrooms. The school district will be installing Satellite receivers in all schools. These receivers are part of the DirectTV® schools program and are supplied free of charge. The school district will be installing a video server for storage of videos used within the curriculum. In addition the district will be evaluating video technology to deliver Satellite, broadcast, DVD and pre-taped programming through the IP based infrastructure. This is a cost effect solution for on-demand video.

District goals:

- Purchase an on demand video server for delivering high quality instructional video to the classroom
- Purchase a solution which deliver video to the classrooms on Cat 6 cable.

C. Classroom applications of virtual learning include courses, collaborative projects, field trips, and discussions.

The district considers classroom applications for virtual learning when lesson planning and professional development. Included in Appendix C are many web-based tools that are infused into the curriculum.

A Moodle base is used within the Dean Technical High Schools Intranet site. A district Moodle site deployed at Holyoke High School and is planned to be accessed via the internet. Discovery education, subscription renewal of United Streaming digital video on demand, Smithsonian Museum and on line teacher science is a few of the web-based video learning tools being used within the HPS.

Online flash videos, virtual field trips and manipulative, interactive software, and diagnostic and prescriptive web-based tools are all considered in the lesson planning process.

PLATO Learning is used in the Credit Recovery Program. Through this program high school students that have failed a course are able to recover the credits via PLATO Courses. This program enables students to access rigorous, standards-based on-line courses while recovering credits and catching up to their peers.

District goal:

- Continue to explore and infuse classroom applications of virtual learning including, but not limited to courses, collaborative projects, field trips, and discussions.
- Expand online educational access i.e. Moodle, PLATO...

D. The district maintains an up-to-date website that includes information for parents and community members.

The District website <http://www.hps.holyoke.ma.us> was established in 1998 and is designed to support student achievement by providing the community with continuous, current information about HPS and easy access to educational resources. Announcements, district reports, employment, food services, information regarding curriculum (including alignments, maps, accreditation, guides, ELL, benchmarks, professional development, assessment and accountability, standards and frameworks, and the District Accommodation Plan), schools (contact information, hours of operation, school report card, programs, and school improvement plans) district programs (athletics, ELL, math, student services, literacy, Saturday School, grants), calendars (school, assessment, and Title I), policies, and links (for parents/guardians, students, families, and the general learning community) are available and updated regularly. A Technology page includes the district's Technology Plan, Free Community Internet Access Points, Assistive Technology, Frameworks, Mass Recommended K-12 Instructional Technology Standards, National Educational Technology Standards for Teachers, Student Technology Standards, Staff log-ins, links to the Massachusetts Department of Education Technology, Mass One, TSAT, Internet Safety suggestions and resources, technology help section with links to the HPS Technology Help Desk, manuals and tutorials. A Parent Resource Page has been created <http://www.hps.holyoke.ma.us/parents.htm> to augment communications to families. Additionally, School Committee pages contain meeting dates, agendas, and minutes. The website is designed in an easy to navigate, well organized, user friendly format.

In addition to the district website, a community management solution, Edline, is being utilized. This solution, provides district, school and classroom level website support for administrators, parents and teachers. District teachers are able to create websites, use GradeQuick (online gradebook tool), and report grades that can be accessed by parents. This system provides that opportunity to improve communication throughout the district's learning community. Edline is a secure system with the needed technical support to help our community effectively access authorized student information. From attendance, homework to test score, parents are able to receive near real-time data for the teaching staff. The district has been offering Professional Development in the effective use of GradeQuick and Edline to the entire faculty.

The Holyoke Public Schools' website contains links to district media sources that have been employed as community outreach vehicles to augment communications. These vehicles – *Connections* (the district's educational newsletter), and the district's educational TV station (HPS 12) are used to inform and educate the multilingual community using print and broadcast resources. *Connections* has been an APEX award winner for publication excellence since 2003. Established in 2003, it is distributed to the schools and community on a quarterly basis to provide information about district programs, current events and activities. The superintendent's quarterly message and school briefs are also included. See Appendix F for the Summer 2011 edition. See Benchmark 5A for additional information regarding communications to staff, families, and community provided by HPS 12. As a supplement to the website, distributed calling technology is also employed as a school-to-home communication tool that has been used to improve communication and safety for students, teachers, and families.

These vehicles are all instrumental in informing and promoting family and community involvement.

District goal:

- Continue to maintain timely, current, and easy to navigate information for families and learning community members.
- Continue to develop the district web site to maximize its effectiveness both in district management, distance learning, communication, and utilization of resources, which includes hiring the appropriate personnel.
- Continue to enhance the district website for better viewing of new handheld devices.
- Investigate the development of an app for handheld devices.
- Develop a plan that ensures community involvement in the technology planning and implementation.
- Expand the use of the district community management portal (Currently using Edline)

Benchmark 6

Safety, Security, and Data Retention

- A. The district has a CIPA-compliant Acceptable Use Policy (AUP) regarding Internet and network use. The policy is updated as needed to help ensure safe and ethical use of resources by teachers and students.**

Appendix B for the district's CIPA-compliant Acceptable Use Policy (AUP). This policy is reviewed on an ongoing basis and updated when needed to ensure safe and ethical use of resources by staff and students.

District goal:

- Continue to implement the Acceptable Use Policy (AUP) regarding Internet and network use. Update AUP as needed to help ensure safe and ethical use of resources by staff and students.

B. The district educates teachers and students about appropriate online behavior. Topics include cyberbullying, potential risks related to social networking sites and chat rooms, and strategies for dealing with these issues.

The HPS has a multifaceted approach to educate staff and students about appropriate online behavior (cyberbullying, social networking sites and chat rooms, risks, strategies).

The district uses multiple devices for data security and online filtering. Websense is an easy-to-manage content filter that provides custom level of content filtering. Web sites desired for High school curriculum and deemed inappropriate and the elementary schools, can be controlled at the building level. The district uses Symantec's antivirus and anti-spam solutions on the end devices and a Barracuda appliance as an anti-Spam email filter. With these multiple functions working together, is an effective solution for proactively preventing blended threats.

Recently, all district staff attended the Holyoke Public Schools "Bullying & Cyberbullying Prevention Professional Development Program". The district has made every effort to train and inform the staff of proper Internet usage by students through workshops, provided by our district teacher trainer and information posted on the HPS website. It is crucial that students are not allowed on computers without a well-defined educational task and close monitoring.

The technology group works very closely with the Schools' Resource Officers. They have been aggressive in keeping administration informed of literature in the field such as *The Internet, Your Child and You*, published by the office of MA Attorney General, Tom Reilly.

The district's Bullying Prevention and Intervention Plan is directly accessible on the district website at <http://www.hps.holyoke.ma.us/pdf/policies/bullying.pdf>. As previously mentioned, the HPS developed an Acceptable Use Policy (AUP) for students and staff as Internet suits became a part of today's educational environment. The AUP can be found online at <http://www.hps.holyoke.ma.us/acceptableuse.htm> and is included as Appendix B.

The HPS website includes internet safety information and links that are frequently updated. It contains information for families, students, and staff including but not limited to resources from NetSmartz and iSAFE. It can be directly accessed at http://www.hps.holyoke.ma.us/internet_safety.htm.

Public service announcements for students and families are regularly aired on the district's educational television station (HPS 12) regarding appropriate online behavior and the potential risks related to social networking sites, chat rooms, and strategies for addressing these issues.

District goal:

- Continue to educate staff and students about appropriate online behavior, including but not limited to the following topics: cyberbullying, potential risks related to social networking sites and chat rooms, and strategies for dealing with these issues.

C. The district has a plan to protect the security and confidentiality of personal information of its students and staff.

The district has a plan to protect the safety and personal information of students and staff. The district has implemented the Absolute Software Company (Lojack for Laptops) Theft Protection system to recover stolen and missing laptops. This software is embedded in to the firmware of all new laptops and ensures all lost or stolen laptops are recovered.

The district is migrating data from the unreliable DocStar environment to more robust enterprise solution. The new solution is secure, reliable, more cost-effective, and easier to use than our former DocStar environment. The district will continue to enhance our document management with the continue goal towards a paperless environment.

In compliance with the Children’s Internet Protection Act (CIPA) and Regulations of the Federal Communications Commission (FCC), the Holyoke Public School District has adopted and enforces their Acceptable Use Policy (AUP) which ensures the use of technology protection measures (i.e., filtering or blocking of access to certain material on the Internet) on all District computers with Internet access. Such technology protection measures apply to Internet access by both adults and minors with regard to visual depictions that are obscene, child pornography, or, with respect to the use of computers by minors, considered harmful to such students. Further, appropriate monitoring of online activities of minors, as determined by the building/program supervisor, will also be enforced to ensure the safety of students when accessing the Internet.

District goal:

- Continue to implement AUP to protect the security and confidentiality of personal information of students and staff and update plan if needed.
- Improve and enhance our document management system
- Continue the use of laptop recover systems

D. The district complies with federal and state law, and local policies for archiving electronic communications produced by its staff and students. The district informs staff and students that any information distributed over the district or school network may be a public record.

The district complies with federal and state law, and local policies for archiving electronic communications produced by its staff and students- Chapter 93H Security Breaches, Executive Order 504, 201CMR17.00 Standards for the Protection of Personal Information of Residents of the Commonwealth. The district informs staff and students that any information distributed over the district or school network may be a public record. This notation is included in the district’s AUP (included as Appendix B or at <http://www.hps.holyoke.ma.us/acceptableuse.htm>.)

District goal:

- Continue to comply with federal and state law, and local policies for archiving electronic communications produced by its staff and students.

- Continue to inform staff and students that any information distributed over the district or school network may be a public record.

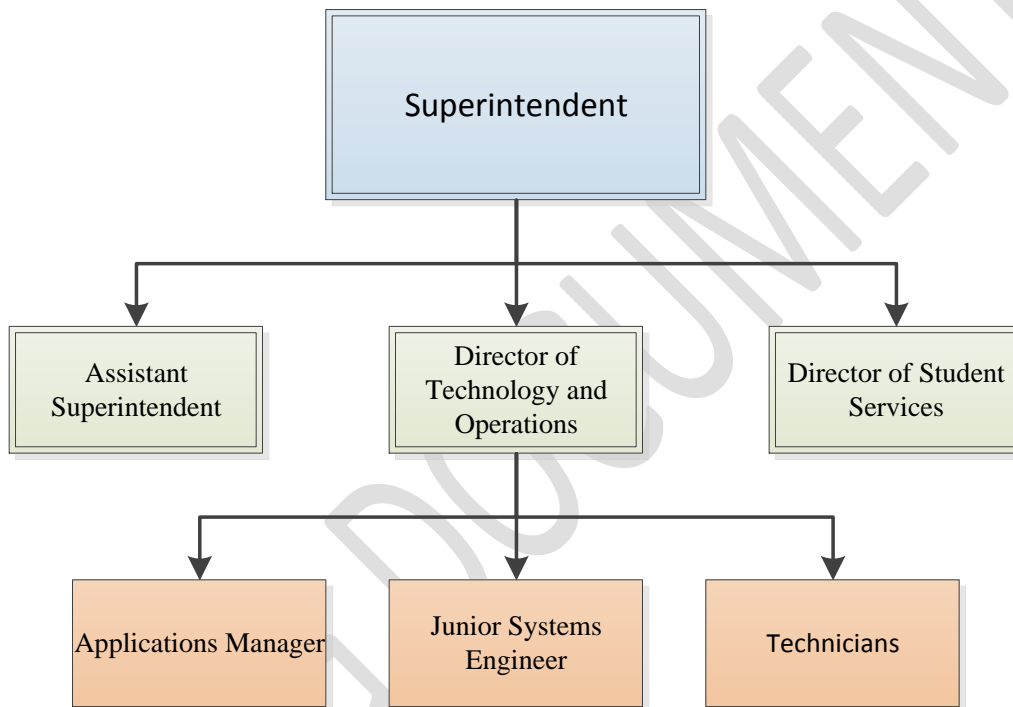
LIVING DOCUMENT

Appendices

LIVING DOCUMENT

Appendix A

The following is the Technology Committee recommendation for the updated Technology Department's layout.



Appendix B

Acceptable Computer and Internet Use Policy

LIVING DOCUMENT



HOLYOKE PUBLIC SCHOOLS ACCEPTABLE COMPUTER AND INTERNET USE POLICY

Internet and computer access through the HPS is a **PRIVILEGE** offered to enhance your learning. It is not a right. Therefore, student access may be limited or revoked by school officials if this privilege is abused or violates acceptable use. Students engaged in unacceptable use of the Internet and computers will also be subject to disciplinary action in conformity with the HPS *Code of Conduct and Discipline Policy*.

All student use of computers and the Internet is to be conducted under faculty supervision. Nevertheless, students are responsible for acceptable use of a computer network. The computer network is provided for students to conduct educational research and support educational endeavors.

The HPS believe that the benefits to students from access to information resources and opportunities for collaboration exceed any potential for abuse. The HPS maintains tools that blocks access to inappropriate sites. Ultimately, however, parent(s)/legal guardian(s) of minors are responsible for setting and conveying the standards that their children should follow when using computers and the Internet.

Student Access

All students in Pre-kindergarten through Grade 12 will take part in an annual grade-level appropriate discussion of the Holyoke Public Schools' *Acceptable Computer and Internet Use Policy* with their teachers before being authorized to use the computer and the Internet.

Access to Student Files

Students should have no expectation of privacy in the use of computers and the Internet. Pursuant to local, state, and federal laws, administrators and staff may provide access to student files and records to law enforcement authorities. All files will be subject to the Holyoke Public Schools' *Code of Conduct and Discipline Policy* and local, state, and federal laws and regulations.

Personal Safety

The Holyoke Public Schools, in its commitment to promote a safe and secure learning environment, has high-end filtering software to filter inappropriate sites. However, the filtering software cannot ensure that all inappropriate sites are blocked.

Students are expected to adhere to the Holyoke Public Schools' *Code of Conduct and Discipline Policy*. Any deliberate destruction, modification, and tampering of technology equipment will be subject to disciplinary action and/or referral to law enforcement authorities. Any activity which inhibits or interferes with the normal operation of the hardware and software which comprise the Holyoke Public Schools' computer network system is also subject to disciplinary action.

Acceptable Uses

1. Using e-mail for educational purposes is allowed through a teacher's e-mail account
2. Abiding by generally accepted rules of network etiquette including but not limited to; being polite, using appropriate language, respecting the privacy of other's work, and demonstrating courtesy toward others
3. Documenting and obeying the copyright laws
4. Reporting misuse of technology to appropriate school authorities
5. Using technology resources to ensure fair access to all students
6. Using computing and communications facilities in a manner consistent with local, state, and federal laws and policies
7. Notifying your teacher immediately if there is a problem with your computer

Unacceptable Uses

1. Providing private or personal information about yourself or others
2. Viewing or sending obscene or patently offensive material
3. Accessing another person's file or account
4. Giving out your password to other students
5. Moving or unplugging other devices
6. Eating or drinking near or around the technology equipment
7. Violating the Holyoke Public Schools' *Code of Conduct and Discipline Policy*, engaging in racial or other forms of discrimination, including sexual harassment, hazing, plagiarism, cheating, or interfering with the rights of reproduction or transmission of material that is protected

Code of Conduct and Discipline Policy



**Holyoke Public Schools
Acceptable Computer and Internet Use Policy
Authorization Form**

For Parent(s)/Legal Guardian(s) of Student

As the parent(s)/legal guardian(s), I/we have read and discussed the attached Holyoke Public School Policy on Computer and Internet Use and agree to abide by it. I grant permission for my child to access the network computer services and the Internet. I understand that individuals and families may be held liable for violations of the Computer and Internet Use Policy. I understand and agree that should my son/daughter fail to follow the rules as written, his/her privilege to use all technology may be taken away and I shall be jointly responsible for all repair and/or service cost incurred as a result of his/her intentional violation of this Acceptable Use Policy. I also understand that some materials on the Internet may be objectionable, but I accept responsibility for guidance of Internet use, settings and conveying standards for my daughter or son to follow when selection, sharing or exploring information and media.

Student Signature: _____

Parent Signature: _____

School: _____ Grade: _____

Student ID#: _____



ESCUELAS PÚBLICAS DE HOLYOKE

REGLAMENTOS PARA EL USO ACEPTABLE DE LAS COMPUTADORAS Y LA RED DE COMUNICACIÓN

El acceso a las computadoras y a la red de comunicación "Internet" a través de las Escuelas Públicas de Holyoke es un **PREVILEGIO** que se ofrece para realizar tu aprendizaje. Por lo tanto, el acceso del estudiante puede ser limitado o revocado por los oficiales escolares en cualquier momento en que se abuse de este privilegio o se viole el uso aceptable en cualquier manera. Los estudiantes que hagan uso inaceptable de la Red de Comunicación "Internet" también estarán sujetos a acción disciplinaria en conformidad con el Reglamento de Conducta y Disciplina de las Escuelas Públicas de Holyoke. El uso de la Red de Comunicación por los estudiantes se llevará a cabo bajo supervisión de la facultad. Aun así, los estudiantes son responsables por el uso aceptable de los sistemas de la computadora. Se provee el sistema para que los estudiantes lleven a cabo sus investigaciones educacionales y para darle apoyo en sus esfuerzos educativos.

Las Escuelas Públicas de Holyoke creen que el beneficio que los estudiantes obtienen del acceso a los recursos de información y las oportunidades de colaboración exceden las posibilidades de abuso. Las Escuelas Públicas de Holyoke mantienen formas para obstaculizar el acceso a páginas inapropiadas en la Red de Comunicación. Finalmente, además, los padres y encargados legales de los estudiantes menores de edad son responsables de establecer y dar a entender a sus hijos los estándares que los niños deben seguir cuando usan las computadoras y la Red de Comunicación.

Acceso de los estudiantes:

Todos los estudiantes desde pre-escolar hasta duodécimo (12) grado tomarán parte en una discusión anual en el nivel de grado apropiado con sus maestros sobre el Reglamento para el Uso Aceptable de las Computadoras y la Red de Comunicación antes de ser autorizados a usar las computadoras y la Red de Comunicación.

Acceso a los expedientes de los estudiantes:

Los estudiantes no deben esperar privacidad en el uso de las computadoras y la Red de Comunicación". De acuerdo a las leyes locales, estatales y federales, los administradores y el personal pueden proveer acceso a los archivos y expedientes a las autoridades del orden público. Todos los expedientes estarán sujetos al Reglamento de Conducta del Estudiante y Manual de Póliza Disciplinaria y las leyes y regulaciones locales, estatales y federales.

Seguridad personal-Acción disciplinaria:

Las Escuelas Públicas de Holyoke en su propósito de promover un ambiente de aprendizaje seguro, tiene programas de "software" para filtrar las páginas inapropiadas de la Red de Comunicación. Los programas "software" de filtros no pueden asegurar que todas las páginas inapropiadas de la Red de Comunicación sean obstaculizadas.

Se espera que los estudiantes se adhieran al Reglamento de Conducta y Disciplina de las Escuelas Públicas de Holyoke. Cualquier destrucción, mutilación, modificación y falsificación de los quipos tecnológicos estará sujeta a acción disciplinaria y/o referido a las autoridades del orden público. Cualquier actividad que inhiba o interfiera con la operación normal del "hardware" y el "software" que comprende la red del sistema de computadoras de las Escuelas Públicas de Holyoke también estará sujeta a acción disciplinaria.

Usos aceptables:

1. Sólo se permite el uso del correo electrónico (e-mail) con propósitos educativos a través de la cuenta de correo electrónico del maestro.
2. Acogerse a las reglas aceptadas de etiqueta de sistema, incluyendo, pero no limitado a, ser cortés, usar el lenguaje apropiado, respetar la privacidad del trabajo de otros y demostrar cortesía hacia los demás.
3. Documentar y obedecer las leyes de los derechos del autor.
4. Informar el uso inapropiado de la Red de Comunicación a las autoridades escolares.
5. Usar los recursos tecnológicos de forma que se asegure el acceso justo a todos los estudiantes.
6. Usar las computadoras y las facilidades de comunicación de manera consistente con las leyes y regulaciones locales, estatales y federales.
7. Notificar inmediatamente al maestro si hay algún problema con la computadora.

Usos inaceptables:

1. Proveer información personal y privada de sí mismo o de otros.
2. Ver o enviar material obsceno y ofensivo.
3. Tener acceso al expediente o cuenta personal de otra persona.
4. Dar su palabra clave de acceso a otros estudiantes.
5. Mudar o desconectar las computadoras u otros equipos.
6. Comer o beber cerca o alrededor de los equipos tecnológicos.
7. Violar el Reglamento de Conducta del Estudiante y Manual de Póliza de Disciplina, incluyendo, pero no limitado a, involucrarse en actos de discriminación racial o de otra manera, hostigamiento sexual, ritos de iniciación, plagio, trampas, o interferir en los derechos de reproducción o transmisión de material que está protegido por la ley.

Se espera que los estudiantes y los padres o encargados legales se familiaricen con estos reglamentos y que firmen el Formulario de Convenio de los Reglamentos del Uso Aceptable de las Computadoras y la Red de Comunicación que le proveerá el personal escolar anualmente.

Code of Conduct and Discipline Policy



**Escuelas Públicas de Holyoke
Forma de Autorización Aceptable Para el Uso de
Computadora e Internet**

Para Padres/Persona Encargada del Estudiante

Como el padre (s) / persona encargada (s) legal, he/hemos leído y hablado de la Poliza de las Escuelas Públicas de Holyoke adjunta con el Uso de Internet y Computadora y consiento en cumplir con ello. Concedo el permiso para mi niño tener acceso a los servicios de computadora de red y el Internet. Entiendo que los individuos y las familias pueden ser responsables por violaciones del Uso de Internet y Computadora. Entiendo y estoy de acuerdo si mi hijo/hija falla en seguir las reglas como está descrito, su privilegio de usar toda la tecnología puede quitado y seré conjuntamente responsable de toda la reparación y/o costo de servicio incurrido a consecuencia de su violación intencional de esta Poliza de Uso Aceptable. También entiendo que algunos materiales en el Internet pueden ser desagradables, pero acepto la responsabilidad de la dirección de uso de Internet, ajustes y transporte de estándares para mi hija/hijo seguir cuando selecciona, comparte o explora información y medios.

Firma del Estudiante: _____

Firma de padre/Madre: _____

Escuela: _____ Grado: _____

de Identificación: _____



HOLYOKE PUBLIC SCHOOLS STAFF ACCEPTABLE COMPUTER AND INTERNET USE POLICY

1. Internet and computer access through the Holyoke Public Schools is a **PRIVILEGE**.
2. Teacher access may be limited or revoked by school officials at any time if this privilege is abused or violates acceptable use.
3. Teachers engaged in unacceptable use of the Internet will also be subject to disciplinary action.
4. The network is provided for teachers to conduct educational research and support educational endeavors.
5. The Holyoke Public Schools maintains tools that block access to many inappropriate sites. The filtering software, however, cannot ensure that all inappropriate sites are blocked. Ultimately it is the responsibility of faculty members to insure that they are in compliance with the acceptable use policy.
6. Teachers should have no expectation of privacy in the use of computers and the Internet.
 - a. Pursuant to local, state, and federal laws, school officials may provide access to teacher's files and records to law enforcement authorities.
 - b. All files will be subject to the Holyoke Public Schools' *Acceptable Computer and Internet Policy* and local, state, and federal laws and regulations.
7. Teachers are expected to adhere to the Holyoke Public Schools' *Acceptable Computer and Internet Policy*. Any deliberate destruction, modification, and tampering of technology equipment will be subject to disciplinary action and/or referral to law enforcement authorities. Any activity which inhibits or interferes with the normal operation of the hardware and software which comprise the Holyoke Public Schools' computer network system is also subject to disciplinary action.
8. **ACCEPTABLE USES:**
 - a. Using e-mail for educational purposes and Holyoke Public School business
 - b. Abiding by generally accepted rules of network etiquette including but not limited to; being polite, using appropriate language, respecting the privacy of other's work, and demonstrating courtesy toward others
 - c. Documenting and obeying the copyright laws
 - d. Reporting misuse of the Internet to appropriate authorities
 - e. Using technology resources to ensure fair access to all staff and students
 - f. Using computing and communications facilities in a manner consistent with local, state, and federal laws and policies
 - g. Notifying appropriate authorities if there is a problem with your computer
9. **UNACCEPTABLE USES:**
 - a. Providing private or personal information about yourself or others
 - b. Viewing or sending obscene or patently offensive material
 - c. Accessing another person's file or account
 - d. Giving out your password to other staff or students
 - e. Moving or unplugging computers and/or other devices
 - f. Eating or drinking near or around technology
 - g. Violating the Holyoke Public Schools' *Acceptable Computer and Internet Policy*, including, but not limited to: engaging in racial or other forms of discrimination, sexual harassment, hazing, plagiarism, cheating, or interfering with the rights of reproduction or transmission of material that is protected

I have completed the Holyoke Public Schools' Internet Training, understand the Holyoke Public Schools' Computer and Internet Acceptable Use Policy and received a copy of this document.

Date: _____ Signature: _____ Print Name: _____

Appendix C

MAP – The Measures of Academic Progress (MAP) are taken district-wide by all students in Grades 2 through 10. These assessments measure a student’s progress, or growth, in reading and math. These computerized adaptive tests are taken on a computer by each student. The difficulty of a test is adjusted to the student’s performance so each student sees different questions. The difficulty level of each question is based on how well the student has answered prior questions. As the student answers correctly, the questions become more difficult. If the student answers incorrectly, the questions become easier. Teachers can access student test results online which allows them to:

- Identify the skills and concepts individual students have learned.
- Diagnose instructional needs.
- Monitor academic growth over time.
- Make data-driven decisions at the classroom level.
- Place new students into appropriate instructional programs.

Larson’s Math –Larson Math is a powerful, highly interactive software-based math solution that helps students develop mastery for today’s testing and future math achievement, and gives teachers successful tools and strategies for effectively guiding instruction.

READ 180 –READ 180 is a program for struggling readers in grades 4-12. The program evolved from ten years of research at Vanderbilt University. It addresses the four areas of deficiencies in struggling older readers by providing background knowledge, decoding skills, motivating materials, and connections to the content areas. Students in the program have shown dramatic improvement in their SRI scores.

Zip Zoom - Uses the power of technology and groundbreaking sequential Critical-Word Reader books, Zip Zoom English puts English-Language Learners on the fast path to success. Zip Zoom English has been proven effective at building English-Language Learners’ early phonemic awareness, phonics, and sight word recognition skills.

Destiny Library Manager –library automation management system that combines library circulation, cataloging, searching, reporting and management into one centrally installed school library software system.

System 44 - Scholastic’s research based comprehensive reading and phonics program designed to target the most challenged older struggling readers (grades 3-12+).

ALEKS (Assessment and Learning in Knowledge Spaces) - research-based online math program (grades K-12) that is standards based, comprehensive, and customizable.

SmartNotebook – Software used with interactive white boards

PD Express – Lucida Data Corporation’s web-based professional development management system for K-12 school districts. It is accessible by staff within the district via a web browser. Staff can register for course offerings, receive confirmations, view PDP’s, etc.

Technology Help Desk – Web Help Desk – easy to use web-based technology support management system – accessible by users within the district – features include, but aren't limited to timely automatic tracking and reporting of support requests

Eutactics – SEMS Tracker (Special Education Management System) comprehensive web-based software designed to streamline the processes of managing and tracking IEP's, Accommodation Plans, and Progress Reports, along with state-required electronic reports.

Edline – community management system that provides district, school and classroom level website support for administrators, parents, teachers (grades K-12). Teachers are able to create websites, use GradeQuick (online gradebook tool), and report grades that can be accessed by parents. This system provides that opportunity to improve communication throughout the district's learning community.

Neutrakids – food services management system; users are able to view account activity, nutrition information, and manage balances

PLATO Learning – interactive, engaging, rigorous, standards-aligned curriculum; individualized

BrainPop – (All schools in district) "BrainPOP is an educational website with hundreds of short Flash-based movies for students in grades K-12 (ages 6 to 17) covering the subjects of mathematics, technology, health, science, social studies, arts and music, and English"

BookFlix -- 9 schools (all K-8's and Metcalf) - "Scholastic BookFlix is a new online literacy resource that pairs classic video storybooks from Weston Woods with related nonfiction eBooks from Scholastic to build a love of reading and learning. The engaging way to link fact and fiction, BookFlix reinforces early reading skills and introduces children to a world of knowledge and exploration."

Trueflix -- (all K-8 schools) - "TrueFlix™ is the only online resource that leverages the award-winning True Books content to help students hone literacy skills, build knowledge of subject-area content, and cultivate 21st Century skills through the inquiry process."

TumbleReadables -- all K-8 schools - "TumbleReadables is an online collection of read-along titles for elementary, middle school, and high school students which features adjustable online text and complete audio narration. Sentences are highlighted as they are being read and the pages turn automatically. The collection features chapter books, early readers, YA/Teen Novels, classics of American and English literature, and high interest/low level books for both middle school and high school students."

Tumblebook Library -- all K-8 schools- "The TumbleBookLibrary is a collection of TumbleBooks (animated, talking picture books). TumbleBooks are created from existing picture books which we have licensed from children's book publishers and converted to the TumbleBook format."

Other Resources that the District Employs are as follows:

Microsoft Office and Adobe Creative Suite

Thinworx and Administrator's Plus (Rediker) (Faculty and Staff use), MassOne, MEPA, NWEA

Munis

Destiny Library Software, Grolier, Ebsco, Infotrak, and Gale research databases

Accessibility Suite (special education tool) and Wiat

KidPix, Inspiration and Kidspiration

Rosetta Stone - language learning software

Prentice Hall Teacher's Express – create tests

Skills Tutor

Quicktime, RealPlayer, Windows Media Player, and VLC Player

Holyoke High School - Microtype Pro, Automated Accounting, Electronic Auditor, Virtual Business Sports, Geometric Supposer/ Geometer's Sketchpad, Trigonometry Challenge, The Factory, Anatomy Atlas, Human 3D, Cybermedia Science, Finale (Music), Final Cut Express, AC Circuits Challenge (Physics), DC Circuits Challenge, Digital Challenge, Basic Circuits Challenge, Allstar Review (Health), Anatomy Atlas, Barnes and Noble EReader, CE (Cyber Ed) Dissection, Easybib (bibliography), Exploration of Physical Science, Exploration of Physics, Multimedia Science School, Newsbank Comprehensive Newspapers, Physics of Sports

Center for Excellence - How Long, How Far, Investigations Math, Making Shapes and Building Blocks, Mathematical Thinking, Oregon Trail, Patterns of Change, Picturing Polygons, PrintShop, PreAlgebra, Shapes Halves and Symmetry, Sunken Ships, Turtle Path

Kelly School - Al-jader, Animated Songs, Etools Math Manipulatives, Freezeframer

Morgan School - Enchanted Learning, Lego Mindstorms, Patterns of Change, Picturing Polygons, Quiltsquares and Blocktowns, Sunken ships and Grid Patterns, Turtlepaths, Yenka,

Peck School - Audacity, Book Adventure, Connected Math, Digital Blue QZ3 (Microscope software), Flips Turns and Area, Google Sketchup, Hyperstudio, Lexia, Logopaths Making Shapes and Building Blocks, Mathematical Thinking, Net Library, Newsbank, Oregon Trail, Paintdotnet, Patterns of Change, Picturing Polygons, Prentice Hall Quicktake, Prentice Hall Social Studies Quiz Show and Teachers Online Pack, PrintShop, Rashi, Robolab, Scratch, Shapes Halves and Symmetry, Skills Tutor, Starfall, Sunken Ships, Tinkerplots, TurtlePath

E.N. White School - Exemplars, Mavis Beacon (Typing)

In an effort to provide increased access during the school day, monitors were installed in the HHS Cafeteria so that students can view closed caption news coverage during lunch periods and computers with printers have been installed in many school faculty rooms.

LIVING DOCUMENT

Appendix D

Free Computer Access Points

Holyoke Public Library
<http://www.holyokelibrary.org>
335 Maple St., Holyoke, MA 01040
(413) 322-5636

Holyoke YMCA
<http://www.holyokeymca.org/>
171 Pine Street, Holyoke, MA 01040
(413) 534-5631

Holyoke Gas & Electric
<http://www.hged.com>
91 Walnut St., Holyoke, MA 01040
(413) 536-9300

Holyoke Community College
<http://www.hcc.edu/>
303 Homestead Ave., Holyoke, MA 01040
(413) 538-7000

Holyoke Boys & Girls Club
<http://www.hbgc.org/>
70 Nick Cosmos Way, Holyoke, MA 01040
(413) 534-7366

Homework House of Hermano Pedro
<http://homeworkhouseholyoke.org/>
54 N. Summer Street, Holyoke, MA 01040
(413) 265-1017

Holyoke Transportation Center
206 Maple Street, Holyoke, MA 01040
(413) 552-2912

Nueva Esperanza
<http://www.nuevaesperanzacdc.org>
401 Main Street, Holyoke, MA 01040
(413) 533-9442

Appendix E

How to Access the Technology Help Desk

Need Technology Help?

[Log-in to the HPS Web Help Desk](#)

Use **your staff email username and password** to log-in for service related to: computer maintenance repair, software/equipment orders, technical assistance with hardware/software/email.

Click here (<http://www.hps.holyoke.ma.us/pdf/technology/helpdeskdirs.pdf>) for a manual that contains specific directions on accessing the HPS Web Help Desk.

Call the Help Desk at 534-2175 if you: can't remember your username and password or can't log-in using your assigned username and password.