

NWRDC EXECUTIVE COMMITTEE MEETING

Meeting Minutes

11-15-21

1. Roll Call/Call to Order

The November 15, 2021 meeting of the Northwest Regional Data Center (NWRDC) Executive Committee was called to order, by Mike Sullivan, at 10:35 AM, with roll call and personal introductions.

Members Present

| | |
|---------------------|---|
| Jacob Kuper, Chair | Issaquah School District, Chief Financial Officer |
| Dr. Damien Pattenau | Renton School District, Superintendent |
| Jeff Cravy | Conway School District, Superintendent |
| Mike Sullivan | Anacortes School District, Director of Finance |
| Dr. Simone Sangster | Bellingham School District, Assist Sup of Finance |

Guests and Staff Present

| | |
|----------------|--|
| Larry Francois | NWESD, Superintendent |
| Lisa Matthews | NWESD, Assist Superintendent of Finance and Compliance |
| Lynn Lynch | NWRDC, Director |
| Kathy Bisig | NWRDC, Student Team Manager |
| Mandy Bladek | NWRDC, Business Team Manager |
| Rachel Wright | NWRDC, Administrative Assistant |

2. Approval of the May 12, 2021 Minutes

Presented for approval were the minutes of the May 12, 2021 Executive Committee meeting. Dr. Simone Sangster moved, Mike Sullivan seconded, to approve the minutes as presented. Motion carried, unanimously, among those in attendance at the November 15, 2021 Executive Committee Meeting.

3. Executive Committee

A. New Executive Committee Members

Dr. Damien Pattenau, Superintendent of Renton School District and Jeff Cravy, Superintendent of Conway School District were welcomed to the committee.

B. Executive Committee Terms of Service

The positions of Dr. Damien Pattenaude and Jeff Cravy will open in June 2022. Lynn Lynch thanked both of them for their commitment to fill in for their current positions and encouraged them to run for full terms when nominations open in February 2022.

C. Election of Executive Committee Chair and Vice Chair for 2021-2022

Mike Sullivan nominated, Dr. Simone Sangster seconded, to re-elect Jacob Kuper as the Chair of the Executive Committee for 2021-2022. Motion carried, unanimously.

Mike Sullivan nominated, Jacob Kuper seconded, to elect Dr. Simone Sangster as the Vice-Chair for 2021-2022. Motion carried, unanimously.

4. Report from the Director**A. Staffing Updates and Introduction of New Staff**

Mandy Bladek introduced three new employees all with prior experience to add to the Team, they are Maia Berg, Doug Hoover and Doug Helmer.

B. Staff Acknowledgements

Included in the Executive Committee Packet were emails and letters of appreciation for NWRDC staff.

Lynn Lynch recognized an additional page of acknowledgments thanking Mandy Bladek for her work in collaborating with ESD analysts throughout the state. Through this ongoing collaboration, the development effort to create documentation and videos can be shared between regions.

C. NWRDC Membership Update

Changes to membership for the current year are the loss of Mukilteo Student and the gain of Whatcom Intergenerational High School.

The 2021-2022 column is based on our contract language which is to bill for the first 10 months of the year based upon the prior year, then adjusting to actuals for July and August. Grand total FTE per OSPI as of October was very close to what the prior year had been.

D. 2021-2022 Goals and Client Satisfaction Survey

Lynn Lynch shared a review of Smart Goals, and results from the client satisfaction survey. NWRDC continues with the goal of 85% satisfaction during migration period based on experience with previous migrations, with the expectation of a drop in client satisfaction as resources stretch thin. Though we have not gotten into the full swing of migrating multiple districts in a year, Teams have stretched thin with learning, training, streamlining internal and external practices to create more capacity, as well as providing clients with more self-service options. Survey results have been consistently in the 90-100 percentile for client satisfaction with few exceptions. The results from the Client Satisfaction Annual Survey are thoroughly reviewed by Teams to make adjustments where necessary. NWRDC will not be continuing this item as a future goal because expectations have been exceeded on a consistent basis. However, this information will continue to be collected and practices adjusted as needed.

Jacob Kuper commented about a return to in person meetings and classes with clients. Sharing that there is some level of confidence of having support in person, especially when considering migrations. Simone Sangster concurred adding that meetings via Zoom can make it difficult to see presentations on a small screen and often have people speaking at the same time. Lynn Lynch thanked them for their feedback.

Client satisfaction with NWRDC's services with the migration process is determined by survey sent to targeted district staff at key points in the migration cycle. This information is utilized to improve future migration experiences. Also provided is a comprehensive debrief with districts on their full experience once they are a little further into using the new system.

E. Strategic Plan and 2021-2022 Goals

NWRDC developed a strategic plan with strategic targets in 2020-2021. Organizational goals for 2021-22 are being tied to the strategic targets in the areas of Service, Financial, People and Operational.

5. Reports from NWRDC Staff**A. Student Services**

Kathy Bisig shared that a new Analyst will be joining the Team in December. The Team also hosts a monthly meeting with other ESD's on CRDC reporting and will be hosting trainings in December. All ESD's will have representatives attend this training. Will likely expand cross-ESD collaboration in the future.

B. Business Services

Mandy Bladek shared about a collaboration project with other regions for annual trainings. The streamlining of processes, knowledge sharing, and documentation creation is beneficial to staff and clients alike, throughout the state.

C. Operations

Lynn Monrad was absent from this Executive Committee meeting.

6. New and Pending Business**A. Footprints**

Spikes in tickets are for districts that experienced recent turnover.

Regarding the spike in Student Qmlativ tickets: upon a completed migration the Student Team has requests for assistance go through the ticketing process, whereas the Business Team assigns staff as consultants, which don't go through the ticketing system. While there is a spike in August for Student, the numbers go up for Business in September.

B. Financial Reports

The 2020-2021 financial reports are preliminary until the year is closed. Affected by COVID are a rebound for Print Shop with school buildings open and reductions in Student FTE across existing membership. Lynn Lynch will share more detailed financial information at the January meeting.

C. Qmlativ Update**1. Statewide Migration Status**

Statewide there was a decision to slow down migrations to allow collaborative project work with statewide stakeholders to develop improved migration processes and address areas of improvement identified during the earliest migration experiences. Goals during this collaboration were to improve the Data Migration Tool (DMT), improve and standardize the validation process and improve support resources and materials. Work is ongoing as new tools and processes are tested.

During the 2020-2021 school year, migrations were limited to those involved in the project and kept at a minimum. NWRDC planned to migrate three districts plus one database build, one district was paused to enable additional

development. Statewide NWRDC is a leader for the number of databases migrated or built new in Qmlativ.

2. NWRDC Migration Status

NWRDC is now supporting 10 organizations using Qmlativ. Statewide the plan is to continue at a slow pace for 2021-2022 as new processes are tested. NWRDC is planning to migrate three districts in the summer of 2022.

Lynn Lynch proposed to meet in person for the January 19, 2022 meeting. An invite will be sent in early January to confirm if attendance in person is possible.

7. Executive Committee Open Forum

Executive Committee members shared about current events within their districts.

8. Meeting Schedule 2021-2022

| Date | Time | Primary Agenda Topic |
|-------------------|----------------------------------|------------------------|
| November 17, 2021 | 10:30am-12:00pm Onsite (w/lunch) | Year End |
| January 19, 2022 | 12:30pm-2:00pm Zoom | Next Year Fee Schedule |
| April 20, 2022 | 12:30pm-2:00pm Zoom | Adopting Budget |
| May 18, 2022 | 12:30pm-2:00pm Zoom | Elections |

Lynn Lynch thanked the NWRDC Executive Committee for continued support of the Data Center.

9. Adjournment

Jacob Kuper adjourned the meeting at 12:10 PM.

OFFICIAL APPROVAL OF THE MINUTES

DocuSigned by:

Jacob Kuper

2/9/2022

NWRDC Executive Committee Chair

Date

DocuSigned by:

Larry Francois

2/9/2022

NWESD Superintendent, NWRDC Executive Committee Secretary

Date