

PROFESSIONAL DEVELOPMENT AND DELIVERY PLAN

Clark County School District

May 2013

Objectives:

Review data conversion process for the implementation

Identify key dates and milestones to be accomplished

Summarize data elements that will be converted

Set proper expectations on the common approach used for the conversion

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Document Change Control

The following is the control for revisions to this document.

Version	Date of Issue	Author(s)	Brief Description of Change
1.0	4/15/2013	Kelvin Beck	Original document template
1.1	5/15/2013	Kelvin Beck	Updated staff preparation language on page 5
1.2	5/16/2013	Kelvin Beck	Incorporated Infinite Campus training manager feedback.
1.3	5/16/2013	Kelvin Beck	Incorporated feedback from other Infinite Campus resources.
1.4	5/28/2013	Kelvin Beck	Incorporated training matrix and tollgate training dates.
1.5	5/29/2013	Wes Lockhart	Incorporated feedback from EBT and EC; made general document edits
Final	5/30/2013	Kelvin Beck	Made final tweaks for tollgate review
Revision 1	6/03/2013	Kelvin Beck	Added changes based on feedback from the tollgate review

Definition

The following are definitions of terms, abbreviations and acronyms used in this document.

Term	Definition
ICDE	Infinite Campus District Edition
SIS	Student Information System
CCSD	Clark County School District
SME	Subject Matter Experts
EBT	Employee Business Training

CCSD SIS PROJECT PDD PLAN

Description

This Professional Development and Delivery Plan summarizes the approaches and strategies that will be employed to effectively train all levels of CCSD staff (district administrative offices, technical staff, school administration, teachers, etc.) how to use the Infinite Campus District Edition (ICDE) student information system to perform daily data management activities. The plan contains training sessions that will be offered to the CCSD Employee Business Training (EBT) Team to assist in their preparation and delivery of Infinite Campus learning content to end users. Additionally, the plan describes the tools that will be used to deliver content to trainees, how trainee attendance will be tracked, and curriculum development.

CCSD Training and Support Preparation

To prepare CCSD training and help desk staff to deliver training and support of Infinite Campus content to end users, the staff members will undergo a series of trainings offered by Infinite Campus training resources. The trainings offered include *Mastering the Fundamentals of Campus*, a Train the Trainer Boot Camp, and various coaching and mentoring sessions. The CCSD Executive Committee will also attend these trainings in order to assist with decision-making related to practices and processes.

Mastering the Fundamentals of Campus

Mastering the Fundamentals of Campus is designed to give attendees a complete front to back view of the Infinite Campus user interface functionality. Attendees are exposed to all areas of the product in order to form a clear understanding of the functional capabilities built within the standard core system. Mastering the Fundamentals of Campus is presented at a high level to core team members, as well as several users at an administrative level, to serve as an introduction to the standard core system. This overview exposure helps define different end user groups which will in turn assist with defining User Security groups as well as functionality groups for further end user specific training.

Train the Trainer Boot Camp

This training helps attendees learn the “ins and outs” of delivering Infinite Campus content to end users. The boot camp will help CCSD training and help desk staff understand the functional dependencies of Infinite Campus, as well as allow CCSD trainers to perform mock training while receiving feedback from an Infinite Campus Trainer. Mock trainings will help reinforce the knowledge transfer from Infinite Campus to CCSD. The Boot Camp sessions are designed to transfer product knowledge about Infinite Campus following the most direct path while utilizing different opportunities for learning (i.e., direct transfer, face-to-face training, Hands-on Virtual Labs (HOVL) within the Campus Community, and assigned reading from articles also within the Campus Community). The Campus Community is an online forum which contains technical information, training documentation and videos, FAQs, community blogs, etc.

By using the Campus Community as a part of the Boot Camp method, the resources that are a part of Infinite Campus for every end user are emphasized. This ensures that attendees are both introduced to and become familiar with ways to access resources (“self-help” tools) which will be necessary as the district moves forward with the implementation. Users will be able to “fish” for their own answers, freeing up the time of both Help Desk employees as well as the EBT staff.

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Professional Development and Delivery Plan CCSD EBT and Help Desk Staff Boot Camp Training			
Session	Start Date	End Date	Comments
Boot Camp Training Session 1	07/22/13	07/24/13	This training is designed to prepare CCSD EBT and Help Desk staff to deliver Infinite Campus specific content. Infinite Campus lead session.
Boot Camp Training Session 2	07/29/13	07/31/13	CCSD & Infinite Campus lead session.

Trainer Coaching and Mentoring

Additional training Q&A sessions can and will be coordinated to continue building product expertise for both the CCSD EBT team and Help Desk staff. Infinite Campus staff will be utilized as needed throughout the implementation process to facilitate and serve as a resource for these sessions. An Infinite Campus staff trainer will be present the first time an EBT staff trains a piece of Infinite Campus functionality, to include the Schedule Wizard and the Training Boot Camp.

Training Threads

Training is delivered to all levels of users who manage and access student data. A variety of tools are used to deliver Infinite Campus Learning content. CCSD requires that all users who perform critical tasks and manage sensitive data will be assessed on their knowledge prior to gaining access to their Infinite Campus user account. The Census module is a good example of required mastery prior to system access. For each thread described below, general timelines for training delivery are provided. A comprehensive list of training timelines in chronological order can be found in Appendix-B.

System Administration

This training is for district staff which manages the setup and configuration responsibilities for running Infinite Campus. The major district level system administration trainings will be delivered by Infinite Campus training staff. The CCSD EBT team may co-lead these trainings in partnership with an Infinite Campus trainer. The school level system administration trainings will be trained by the CCSD EBT training staff. The first initial sessions may be co-lead in partnership with an Infinite Campus trainer as well.

Professional Development and Delivery Plan District level system administration training			
Session	Start Date	End Date	Comments
User Security Workshop/Training Session 1	06/27/13	06/28/13	EC, SIS Team, Help Desk, User Support Services

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Professional Development and Delivery Plan District level system administration training			
Session	Start Date	End Date	Comments
User Security Workshop/Training Session 2	07/02/13	07/03/13	EC, SIS Team, Help Desk, User Support Services
User Security Workshop/Training Session 3	09/24/13	09/24/13	EC, EBT, SIS Team, Help Desk, User Support Services
Census (Staff entry – license staff entered by HR)	05/2014	08/2014	1 Session with refresher training in August (EC, EBT, SIS Team, Help Desk, User Support Services)
District and School Setup	09/23/13	09/23/13	Morning (EC, EBT, SIS Team, Help Desk, User Support Services)
Calendar creation, setup and editing	09/23/13	09/23/13	Morning (EC, EBT, SIS Team, Help Desk, User Support Services)
Grading setup	09/23/13	09/23/13	Afternoon (EC, EBT, SIS Team, Help Desk, User Support Services)
District Course Catalog Management	09/23/13	09/23/13	Afternoon (EC, EBT, SIS Team, Help Desk, User Support Services)
Custom Tabs & Elements	09/25/13	09/25/13	Morning (EC, EBT, SIS Team, Help Desk, User Support Services)
Address management	09/25/13	09/25/13	Morning (EC, EBT, SIS Team, Help Desk, User Support Services)
Assessment Data Import	09/25/13	09/25/13	Morning (EC, EBT, SIS Team, Help Desk, User Support Services)
District Level Office Staff (read only, reports, etc.)	09/25/13	09/25/13	Afternoon (EC, EBT, SIS Team, Help Desk, User Support Services)
Ad Hoc Query Creation & Management	09/25/13	09/25/13	Afternoon (EC, EBT, SIS Team, Help Desk, User Support Services)
Master Scheduling Training (EC, CPD, EBT, Help Desk)	10/14/13	10/17/13	This training is to prepare CCSD staff that will help support school staff with scheduling activities

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Office Staff Training

This training includes a variety of roles both at the district level and school level. All end user training will be delivered by CCSD EBT training staff (with the assistance of Infinite Campus training staff if needed). The bulk of these sessions will be offered using videos, tutorials, and interactive eLearning simulations. These online methods allow users to learn how to use Infinite Campus to perform their specific duties at the time and pace of their choosing.

Professional Development and Delivery Plan			
District level system administration training			
Session	Start Date	End Date	Comments
Census (Student entry with Household Creation & Management)	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Counseling Module and Academic Planning Training	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Attendance Training	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Behavior Incident Management Training	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Health Module Training (Immunizations and Conditions Only)	02/03/14	Ongoing	Initial online training followed by refresher and open labs
User Communication	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Ad Hoc Query Reporting	02/03/14	Ongoing	Initial online training followed by refresher and open labs
District Level Office Staff (read only, reports, etc.)	02/03/14	Ongoing	Initial online training followed by refresher and open labs
Lockers	08/04/14	Ongoing	Initial online training followed by refresher and open labs
Portal Setup & Management	09/15/14	Ongoing	Initial online training followed by refresher and open labs

Scheduling Training

All CCSD schools and partner schools will be trained how to schedule using Infinite Campus beginning early 2014. Initial training will begin in February and will continue through June. During this time, designated school staff will attend several workshops to build and actually schedule students for the 2014-2015 school year. Support will be provided to users during this process.

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Professional Development and Delivery Plan Scheduling Training			
Session	Start Date	End Date	Comments
Secondary Scheduling Prep Training	02/03/14	03/28/14	Course setup and request management, periods, etc. Multiple sessions every week and open labs.
Secondary Scheduling Wizard Training	03/31/14	06/27/14	Multiple sessions every week and open labs.
Elementary Scheduling with Tracks	03/31/14	06/27/14	Multiple sessions every week and open labs.
Elementary Scheduling without Tracks	03/31/14	06/27/14	Multiple sessions every week and open labs.
Elementary Non-Scheduling Wizard Training with Tracks	03/31/14	06/27/14	Multiple sessions every week and open labs.
Elementary & Alternative Non-Scheduling Wizard Training without Tracks	03/31/14	06/27/14	Multiple sessions every week and open labs.
Walk-in Scheduling Training	03/31/14	06/27/14	On-line training and open labs

Coaches Training

Teacher Coaches (identified as a member of each school’s Technology Team) will be trained in face-to-face sessions beginning mid-March 2014 and continuing through May 2014. Teacher Coaches support their school’s faculty in the use of Grade book and Attendance.

Building/Ad Hoc Coaches (one or possibly two people per school) will receive training in the use of the Ad Hoc report tool beginning April 2014.

Professional Development and Delivery Plan Teacher and Building/Ad Hoc Coach Training			
Session	Start Date	End Date	Comments
Teacher Coach Training	03/10/14	05/09/14	Additional sessions and refreshers will be offered in August 2014 for new and returning coaches.
Building/Ad Hoc Coach Training	04/10/14	05/09/14	Additional sessions and refreshers will be offered in August 2014 for new and returning coaches.

Teacher Training

Teacher training will be offered in May 2014. This training will be online, with support available from school-

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designated Teacher Coaches. Once teachers have completed this training, they will be granted access to a sandbox where they will have the ability to create mock scenarios and become more familiar with using Infinite Campus. In August 2014, refresher training, in addition to new user training, will be offered for those needing further assistance.

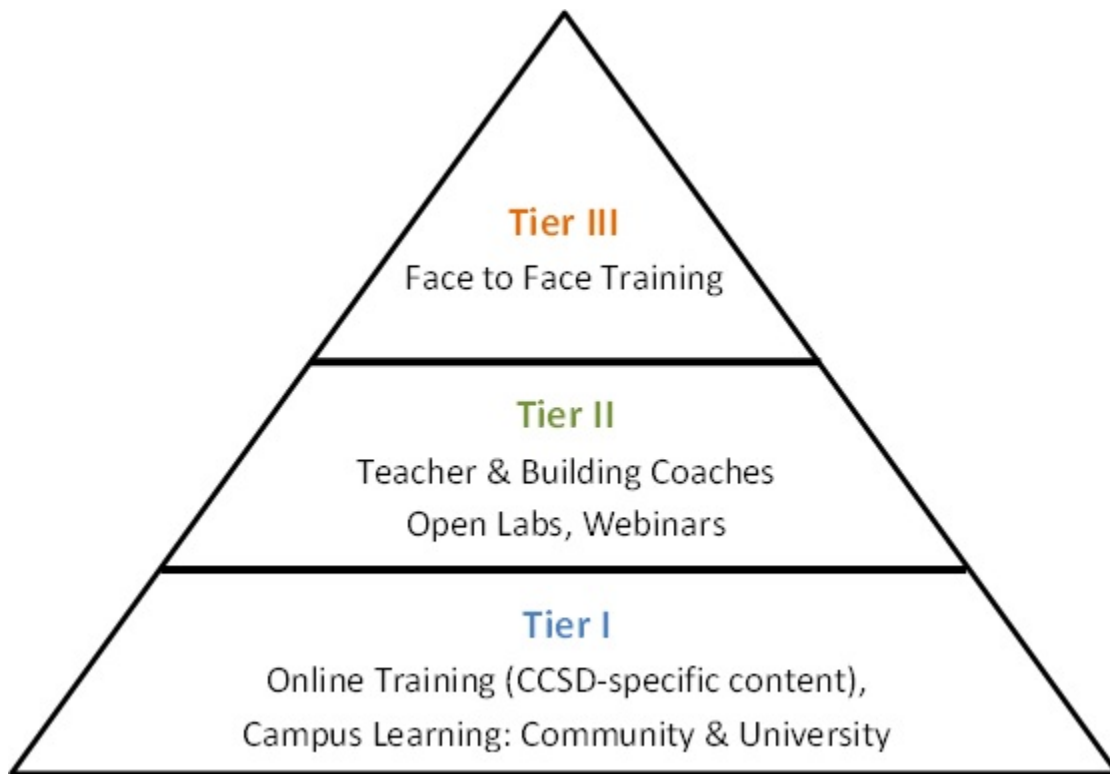
Professional Development and Delivery Plan			
Teacher Training			
Session	Start Date	End Date	Comments
Instruction Module (Teacher Training)	05/19/14	05/19/14	Additional sessions and refreshers will be offered in August 2014 for new and returning teachers.
Instruction Module (Teacher Training)	08/21/14	08/21/14	On-line training and open labs

Post Go Live

All users will have the ability to reinforce their learning through additional follow-up webinar courses and face-to-face (if needed) Q/A sessions. These sessions will be offered throughout the project and post-go live. Users will also have access to the Campus Community and Campus Learning (See Campus Learning section below).

Ongoing follow-up training sessions, refresher training and open labs will be available for all users. For more details on specific training activities, see the training matrix in Appendix-A of this document.

Response to Instruction Framework for Infinite Campus Training



The RTI framework above uses three levels of support provided to all users of the Infinite Campus application.

Tier I – the majority of instruction will be delivered via online training sessions. Additional online training is available to all users through the Campus Learning resources (community and university).

Tier II – Teacher and Building Coaches act as a resource to supplement and clarify initial training. Regular open labs and webinars will also be offered for users to ask specific questions or receive additional assistance.

Tier III – Users struggling with the daily use of the system will be identified and provided with group or individual instruction using face-to-face delivery.

Training Delivery

Considering the size of the district, a variety of creative ways to deliver content to users is required. Both CCSD and Infinite Campus understand that traditional face-to-face training for all users is neither a probable or efficient method for delivering mass Infinite Campus trainings. Although some topics (i.e., Scheduling) are appropriate as a face-to-face workshop, CCSD and Infinite Campus agree that a blended learning approach offers greater opportunities for mass deployment. Existing CCSD learning resources combined with existing Infinite Campus tools and content will greatly aid in the effectiveness of training delivery.

Strategic Objectives

Strategic objectives to effectively train District staff through all threads are as follows:

- Train, train, and retrain.
- Provide multiple modalities of training including Face-to-Face, eLearning, open-labs, webinars, just-in-time, synchronous, and asynchronous.
- Use school-based teacher coaches to provide direct support to teachers on instructional module topics.
- Use Building/Ad Hoc coaches to provide direct support to school-based office staff on functional topics.
- Encourage an environment of self-help for District staff through the use of Campus Community, Campus University, and Campus Learning, Centra, Pathlore, Canvas, and other just-in-time delivery systems.
- Use District Professional Development Days to avoid loss of instructional time, to reach all teachers concurrently, and save cost to CCSD.
- Provide a means for District and community stakeholders to ask questions and provide feedback to the project team.

The SIS Project Executive Committee will adhere to established District protocol for communicating professional development strategies, and for gaining acceptance and approval for implementing plan objectives.

CCSD

The CCSD EBT training team is made up of highly skilled individuals, each with more than 10 years of training and online instructional design experience. As described in the CCSD Training and Support Preparation section of this document, Infinite Campus will provide staff and resources to CCSD EBT to assist in their preparation for delivery of Infinite Campus specific content.

eLearning Tools

The CCSD EBT has a variety of tools that enable the district to build curriculum and deliver content in different ways.

eLearning and Video Capture Applications

CCSD EBT uses a variety of professional instructional design software for creating quality video, audio, and interactive lesson tutorials.

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Pathlore, Canvas, and Centra

By using Learning Management and Tracking Systems such as Pathlore and Canvas, end users will have the ability to receive just-in-time (JIT) training through the use of videos or online tutorials. Webinar tools, such as Centra, allow users to attend synchronous (or asynchronous) trainings or Q&A sessions without leaving their buildings. Attendance for all training sessions will be tracked in Pathlore.

Open Labs

The EBT team will offer regularly scheduled “open labs” where users may drop in to ask questions, receive instructions on functional-related topics, or to get assistance with work-related tasks.

Infinite Campus

Infinite Campus trainers come from a background of corporate professionals, former school administration and teachers and more. Infinite Campus will assign a primary training resource that will be tasked to work with CCSD EBT to train, coach and mentor them as they prepare to deliver Infinite Campus training.

Campus Learning

Campus Learning is a comprehensive approach to learning delivery for the successful use of Infinite Campus products. It includes individualized learning targeted at multiple learning styles and considers the nature of the environment the learner is working in. Campus Learning is comprised of a variety of tools that can be used individually or be combined to have an effective impact in initially learning and/or reinforcing Campus knowledge including learning about new features of the product as they’re released. These powerful tools are described below:

Infinite Campus University (ICU)

Infinite Campus University trains users from across the United States on Core Functionality through WebEx by highly qualified Infinite Campus Trainers. Training in ICU is not specific to any districts’ Practice or Procedures – it provides the “how to” training on specific areas of the product. There are a variety of courses taught from beginner classes to advanced functionality.

Hands-on Virtual Labs

Hands-On Virtual Labs (HOVL) are role based wiki pages found in the Campus Community Knowledge Base. The HOVL guides a user through the general tasks that a person in that role would be responsible for on a regular basis. The content is sequenced in the most logical order for learning and is generally available in many formats including documentation, curriculum, simulation and video. The HOVLs are reviewed with each release to ensure they are up to date with the latest functionality available in the product.

Knowledge Base

The Campus Knowledge Base contains extensive information for end users to successfully perform job duties when using Infinite Campus. All district and school users can access the Knowledge Base through the Campus Community site or by accessing the Help Articles viewable from within Infinite Campus.

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Self-paced Learning

The most recent offering is the individual learner plan driven Self-paced Learning. Each Infinite Campus user is assigned tool rights based on the functionality they will be required to use. The ILP for the user is automatically generated based on their tool rights. The user can access their ILP by clicking the Campus Learning link in the upper right hand corner of their district edition home page. The user is presented with Learning Objects aligned to the functionality they need to know how to use. The learner can then access the content type(s) that they prefer or work well for them, and have their knowledge assessed to complete the learning object. As with all learning content the material is kept up to date with the release of new or changed functionality and is available at no charge to the district.

Curriculum Creation

The majority of the training curriculum is provided by Infinite Campus. These materials will cover the general usage of Infinite Campus. In some cases, CCSD specific training material may be needed or supplemented to assist users in understanding how certain tools are required to be used to support things such as NV state reporting. CCSD and Infinite Campus will partner to work through and identify these areas that warrant customized training collateral.

Infinite Campus provides content standards which are aligned to end-user roles. These content standards are grouped by business process clusters and then translated into specific trainings. The comprehensive list of Infinite Campus Content Standards (ICCS) can be found in Appendix-C. These standards were used as a guide to develop the course matrix in Appendix-A.

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Signature Page

It is agreed that language in this document represents the work to be completed by both the Clark County School District and Infinite Campus. Any changes to the scope of the project may require a change request depending on the nature of the change.

Reviewed and Accepted

Project Steering Committee Signature/Date

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