

FY25 NEOnet Continuous Improvement Plan

1. What is the status and progress of your continuous improvement plan for this past year? Briefly describe your goals, current status, and an overview of your ITC's efforts towards completion of your plan and activities.

The attached Continuous Improvement Plan (CIP) grid, which is reviewed by the NEOnet operating committees and approved by the Board of Directors, provides the current status and progress towards completing the CIP goals. The administrators from each service area review and update the CIP quarterly.

2. What are the key areas of improvement you plan to address this coming year? Why were these key areas included? Were any needs identified in your ITC's results from the common customer satisfaction survey or your local survey? Provide an overview of the activities and professional development planned to address these key areas and describe what you hope to accomplish this year with those activities.

The attached CIP grid provides each CIP goal's current status and progress. The key areas of improvement are listed below:

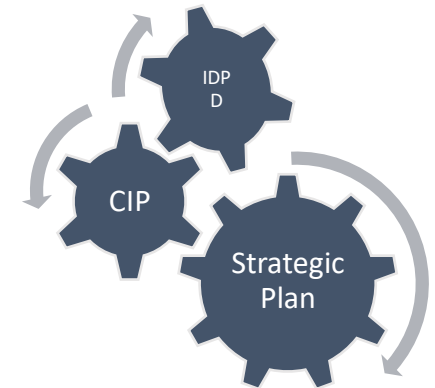
- Compromising service levels by being overaccommodating
- Dedicated marketing
- Managing growth
- Change management & Internal communications

These key areas of improvement were included because our stakeholders and the administrative team identified them as organizational weaknesses during our strategic planning process. These weaknesses were also highlighted in the customer satisfaction survey results. These key areas of improvement are addressed in the strategic planning process by developing Initiatives (1-year goals) and Thrusts (3-year goals). The Initiatives are listed below:

- Enhance and expand existing shared services to optimize resource utilization and enhance service delivery
- Strategically plan, develop, and launch the marketplace to capture market share and drive revenue growth
- Strengthen internal operations by updating policies and procedures, assessing facilities, improving communication, and implementing a CRM tool
- Initiate and implement custom development solutions to enhance operational efficiency and meet specific business needs of our owners

FY25 NEOnet Continuous Improvement Plan

The NEOnet Strategic Plan defines who we are, where we want to go, and who is going to take us there. The strategic plan creates the roadmap to achieving our vision, establishes organizational clarity, and builds and maintains an aligned and cohesive team. The strategic plan drives the CIP goals and is reviewed and updated quarterly. The NEOnet staff aligns their Individual Professional Development Plans to the CIP goals. This illustrates our planning process as it relates to staff professional development.



3. How do you obtain input from customers, governing board, and staff in identifying the key areas identified in question #2? Did you do anything new or different in developing your new plan?

The process NEOnet uses to develop the CIP involves a variety of steps. NEOnet has Operating Committees, user forums, and on-site visits that are the primary measure of obtaining feedback on the quality of services offered and determine if we met our goals. Surveys are conducted to measure customer satisfaction with the completed goals. The Finance Committee, Assembly, and Board of Directors provide input and feedback on the goals, objectives, and finances of NEOnet projects. Detailed project plans are then developed and entered into the project management software (SCORO). We use the software to monitor the completion timelines and benchmarks of each project. These project plans are reviewed by the Operating Committees and the Board of Directors. In an effort to further two way communications with all participating educational entities, committee minutes and agendas are available on the NEOnet website. Evaluation forms and sign-in logs are used in the project and goals evaluation process.

In addition, we take the input from the customer satisfaction surveys and our operating committees, and then the administration team meets four times a year to develop specific quarterly, annual, and three-year goals. Once the goals have been identified, the manager of each department from the administration team works with the support staff to develop the CIP for that area of services.

FY25 NEOnet Continuous Improvement Plan

4. Highlight examples of new or recent collaboration with other entities, or new products or services where collaboration could be valuable. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so, explain.

NEOnet collaborates with several entities in regards to collaborative shared services. These organizations include: Educational Service Centers, Universities, ITCs, Municipalities, Public, Private and Charter School Districts, Not-for-Profit Groups and For-Profit Companies. These collaborative partnerships enhance our ability to be successful in meeting the goals that are identified in this CIP.

Specific examples of the collaborations are:

- Participation in state and local meetings
- Members of the Ohio Distance Learning Consortium
- Members of the Broadband Access Ohio
- Work with Summit Education Initiative to improve student achievement
- Representation on various statewide committees
- Utilize the state disaster recovery site for alpha backups
- Participate in the centralized INFOhio, Fiscal and SIS server hosting
- Collaborated with the Ohio Jobs and Family Services on P-EBT project
- Host Ohio Department of Education EMIS informational sessions
- Assisted the Governor's office with Broadband Ohio Connectivity Project
- Co-Branding of Services with Summit County and Medina County Educational Service Center

The continued success of NEOnet is dependent on the partnerships with other public and private entities. These partnerships allow us to focus on our core competences and maintain superior customer service. This is done by reducing cost, providing a higher than normal level of operational performance, and expanding our service offerings. These efforts of collaboration, especially with Educational Services Centers, allow us to offer a comprehensive line of services at extremely competitive prices.

FY25 NEOnet Continuous Improvement Plan

Fiscal Services Goal Matrix

# 1	Goals *	Status
2025.1.01	Conduct eFinancePLUS bi-weekly Office Hours, monthly Cognos Open Lab, and year-end meetings.	The eRP Team has scheduled semi-monthly Coffee Collab Meetings for Account and Payroll/HR Users. Year End Meetings are scheduled. Monthly Cognos Open Labs.
2025.1.02	Resolve all support requests within 8 hours, 80% of the time.	Team has strived to resolve tickets within an 8 hour window.
2025.1.03	Stay current on the State Software developments and participate in all information sessions, professional development offerings and testing of software releases in order to become proficient on the software.	The team attends Friday with Fiscal offered by SSDT.
2025.1.04	Stay current on the eRP Software and participate in all information sessions, professional development offerings.	The team attends weekly round tables, bi-weekly office hours, Customer Connect, and eRP Ohio Regulatory Call with PowerSchools.
2025.1.05	Develop 5 new district document/videos for Support	Developed 5 Video/Documentation: Advanced Report How-To Enroll into Self-Service Portal eRP User Views eRP Future Pay Rates ESS Administrator Instructional Documentation
2025.1.06	Conduct State Software bi-weekly Tips & Tricks, quarterly payroll trainings, and Year End, meetings	The State Software Team has scheduled semi-monthly Tips and Tricks Meetings for Account and Payroll/HR Users. Year End Meetings are scheduled. Quarterly Payroll Trainings.
2025.1.07	Develop 6 new courses/trainings for either State Software or eFinancePLUS	eRP Team: EMIS Collaboration Payroll Quarterly Balancing Onsite Cognos Trainings State Team: Beginner and Intermediate Payroll Trainings Quarterly 941 Training Reporting EMIS Collaboration
2025.1.08	Stay current on all staff and financial EMIS-related topics, procedures and deadline.	The team attended EMIS session offered at OECN Unite and OEDSA.

FY25 NEOnet Continuous Improvement Plan

2025.1.09	Stay current on all cybersecurity related topics for central office employees.	Completed the UDEMY training.
2025.1.10	Attend annual eFinancePLUS or Support Con conference.	The team attended SupportCon and Ohio eRP User Group.
2025.1.11	Attend all committee meetings for State Software or eFinancePLUS.	Team members have attended eFAC Meetings, Treasurer Op, OEDSA Committee

Student Records Management Goal Matrix

# 2	Goals *	Status
2025.2.01	Implement and train 2 new districts to support on NEOnet' s ProgressBook Suite.	Steel City HS, Roman Avery
2025.2.02	Implement NEOnet ProgressBook support to one district.	CVCC from CONNECT to NEOnet
2025.2.03	Train new Master/Admins on services provided but Student Support Team	Agenda's and registrations are stored in the training folder.
2025.2.04	Implement MiniOrange SSO for ProgressBook Suite for ten districts.	Northmor, Pioneer
2025.2.05	Implement SameGoal software to 28 school districts.	Orange, Medina, Maplewood, Buckeye, EEG (19)
2025.2.06	Provide three roundtables/user group meetings per each suite of ProgressBook products.	
2025.2.07	Develop two LMS ProgressBook Suite courses inside NEOnet LMS and post them to the website.	GradeBook, SameGoal, SpecialServices
2025.2.08	Implement two district to DataMap product	Ontario abd ClearFork
2025.2.09	Add two districts to DataLoad Service	Ontario and ClearFork

FY25 NEOnet Continuous Improvement Plan

2025.2.10	Implement one district to School Health Management	
2025.2.11	Implement Loop software into all team meetings	
2025.2.12	Convert 12 Infinite Campus districts to MiniOrange SSO	
2025.2.13	Produce 10 LMS Infinite Campus courses inside NEOnet LMS and post them to the website.	
2025.2.14	Implement SameGoal integration with 3 Infinite Campus Districts	Kirtland, Mayfield, Painesville City
2025.2.15	Create Virtual Classroom experiences for Infinite Campus districts utilizing both virtual training series and corresponding documentation	
2025.2.16	Volunteer two NEOnet Team Members to serve on the Infinite Campus OHUG Planning Committee	

FY25 NEOnet Continuous Improvement Plan

State-Mandated Data Reporting Goal Matrix (EMIS)

# 3	Goals *	Status
2025.3.01	Provide EMIS support services to two new districts.	CVCC and Steel City High
2025.3.02	Provide four checklist trainings throughout FY25 via Webinar.	
2025.3.03	Be the coordinator of student EMIS responsibilities for four new districts.	Clear Fork, iStem, Madison (Concord) and Richmond Heights
2025.3.04	Maintain and publicize the Every Month Is Something News communique to the new Concord districts each of the twelve months	
2025.3.05	Provide eight EMIS Alliance trainings to our districts	
2025.5.06	Implement Loop software into all team meetings	
2025.5.07	Update and train districts on various FY25 EMIS changes. - Hold meetings, trainings and webinars,	Agenda's and evaluation forms are stored in the training folder
2025.5.08	Develop and implement one EMIS Staff session.	
2025.5.09	Develop two courses in NEOnet LMS relating to EMIS reporting	
2025.5.10	Convert all districts to MiniOrange SSO for DataCollector	

FY25 NEOnet Continuous Improvement Plan

2025.5.11	Provide 24 open labs across all locations	
2025.5.12	Develop and implement one EMIS Special Education session.	

Educational Technology Service Goal Matrix

# 4	Goals *	Status
2025.4.01	Attend all INFOhio committee meetings and share content with owners at quarterly roundtables	
2025.4.02	Hold a one-day conference of professional development content geared towards all library staff	
2025.4.03	Update 5 pieces of library/makerspace documentation and post 2 new videos to the NEOnet website	
2025.4.04	Visit 5 underserved library customer districts and complete a needs assessment for them	
2025.4.05	Cross-train Ryan and Chris on library server maintenance, including the patron update process	
2025.4.06	Provide in-district PD trainings at 2 new districts	
2025.4.07	Conduct the annual NEOtech conference both virtually and in person	
2025.4.08	Record and post weekly webinars to the technology integration website/Twitter	

FY25 NEOnet Continuous Improvement Plan

2025.4.09	Maintain/obtain new certification in 4 technology integration products (i.e. Google, Microsoft, etc)	
2025.4.10	Present at 2 local, state or national conferences	

Internet Access and Networking Services Goal Matrix

2025.5.1	Eliminate Virtual Cluster in Heartland	Started – Handful of active VMs to deprecate
2025.5.2	Eliminate Virtual Cluster in Concord	Started – Handful of active VMs to deprecate
2025.5.3	Replace core network in Heartland	
2025.5.4	Access control in Heartland	
2025.5.5	Replace core network in Concord	
2025.5.6	Migrate Concord customers to new Everstream circuits	
2025.5.7	Replace Edge router at Concord	
2025.5.8	Replace Edge router at Heartland	
2025.5.9	ARIN ownership to NEOnet	
2025.5.10	Move Heartland virtual server routing to VDOMs	
2025.5.11	Move Fortianalyzer to virtual hosting	
2025.5.12	Eliminate Concord Active Directory	
2025.5.13	User audit process improvements	
2025.5.14	Firewall audit improvements	
2025.5.15	Contact role survey - Vivantio	
2025.5.16	Chromebook and parts purchasing in marketplace	