



NEWSLETTER



Come Visit Our New Home

Connect has a new home with expanded office space on the second floor of the Educational Service Center of Northeast Ohio (ESCNEO).

Our new mailing address is:
6393 Oak Tree Boulevard
Suite 200
Independence, OH 44131

Read more about our new offices on page 2

Happy Holidays!

As the year comes to a close, all of us at Connect want to express our heartfelt gratitude for your trust and partnership. Supporting your schools and students is our greatest privilege, and we look forward to continuing to serve you in the year ahead.

Wishing you a joyful, restful, and wonderful holiday season!

Warm regards,
The Connect Team

Connect's offices will be closed on:

December 24, 25, & 31
January 1



A New Home for our Growing Team!

Connect is growing! Through our valued partnership with the ESC of Northeast Ohio, we're excited to announce our move to expanded office space on the second floor of the ESCNEO Essex Building. This new space enhances our ability to collaborate and provides an even better environment to support our customers. It also features new training and conference rooms, along with hoteling spaces, designed to meet the needs of our team and partners.



Congratulations to Carolyn Luvison on her Retirement

It is with mixed emotions that we announce the retirement of Carolyn Luvison, who has been an invaluable member of our Connect team since 2017.

Carolyn has spent the past seven years supporting our Frontline/Progressbook customers and her dedication and expertise have played a significant role in the success of our team.

Throughout her tenure, Carolyn has been a trusted resource for our clients, always going above and beyond to ensure that their needs were met with exceptional service and care. Her professionalism, knowledge, and commitment to excellence have made a lasting impact on both the organization and our customers.



Carolyn Luvison
Support Specialist
Student Services

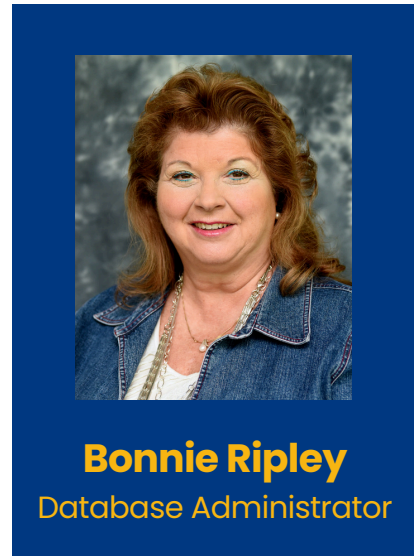
While we will certainly miss Carolyn's presence, we are excited for her as she embarks on this new chapter of life. Her last day with us will be December 31, 2024, and we wish her nothing but happiness and fulfillment in her well-earned retirement.

Please join us in congratulating Carolyn on her remarkable career and wishing her all the best in her future endeavors. She will always be a valued member of our family, and we are grateful for the time we've had working with her.

Congratulations to Bonnie Ripley on her Retirement

We are announcing the upcoming retirement of Bonnie Ripley, who will be concluding her career with Connect on January 31, 2025.

Since joining the organization in 1998, Bonnie has been a vital member of our Student Services/EMIS Team, serving as a Database Administrator (DBA) with expertise in supporting PowerSchool and facilitating third-party vendor integrations for districts. Her technical skills and dedication have helped ensure seamless operations and strong client partnerships over the years.



In addition to her professional contributions, Bonnie takes great pride in her involvement in public service, reflecting her commitment to making a positive impact both in her work and in the community.

Please join us in recognizing Bonnie for her many years of service and dedication to the organization. We wish her all the best as she transitions into retirement.



Student/EMIS Services

The Student Services/EMIS Department has made significant progress this year, focusing on initiatives designed to enhance support for our districts:



- **Transition to Salesforce Ticketing System:** Successfully replaced the Cherwell Ticketing System, improving ticket tracking and resolution efficiency while also allowing for collaboration with our SITCA (Small Information Technology Center Alliance) Partners to provide expanded resources and support for customers.
- **Customer-Centric Approach:** Actively sought and addressed customer feedback to refine the services and training opportunities we offer.
- **Collaborative Learning and Development:** Partnered with Connect staff and ESCs to enhance internal expertise while participating in SIS and EMIS training opportunities to better serve districts.
- **Comprehensive District Professional Development Opportunities:**
 - ✓ Consolidated and streamlined EMIS training across all SIS platforms.
 - ✓ Expanded PowerSchool training, including more in-depth sessions and Monday Mini Sessions to address specific knowledge gaps.
 - ✓ Introduced Weekly Checklists with monthly check-ins for Infinite Campus customers.
 - ✓ Partnered with SITCA ITCs to consolidate ProgressBook training opportunities.
- **Data Review Coordination:** Collaborated extensively with district data teams to conduct comprehensive reviews of various data elements, ensuring accuracy and alignment with district objectives.

These efforts have culminated in the delivery of just-in-time training sessions, empowering district personnel to deepen their understanding of data and system setups. This enhanced knowledge supports improved decision-making and more efficient service delivery.

Looking Ahead to 2025 - In the coming year, we will focus on several key initiatives:

- **Master Schedule Training and Support:** Building on the successful rollout of the Master Schedule Building Process for PowerSchool customers, we will train internal staff on multiple SIS platforms to streamline scheduling across districts.
- **Onboarding New Customers:** Our SIS teams will gather and organize customer feedback to refine the onboarding process. This initiative will help districts set clear priorities and incorporate tailored SIS and EMIS onboarding training plans.
- **District Visits and Meetings:** We will continue strengthening relationships with districts through individual meetings and on-site visits, fostering collaboration between district teams and Connect's Student Services/EMIS staff.

We're Here to Serve You!

Your feedback and suggestions are invaluable as we continue to build and enhance our services. Please don't hesitate to reach out to us at: student-support@ohconnect.org. Thank you for your ongoing partnership, and we look forward to a successful year ahead!

Fiscal Services

The Fiscal Services team has been hard at work migrating districts from Kiosk to the new ESS platform. We're pleased to share that as of the end of calendar year 2024, all Connect districts have successfully completed this transition!

Looking ahead to 2025, the team will focus on the following priorities:

- Ensuring a smooth calendar year-end
 - Completing inventory conversions into Redesign
 - Implementing Redesign features
- (Let us know if there are specific features you'd like activated!)

We hope you have a wonderful holiday season! As always, if you have any questions during the year-end process, don't hesitate to reach out—we're here to help. To ensure your support requests are addressed promptly, please send them to fiscal@ohconnect.org.



Library Services

Library Services is proud to celebrate the success of our department in hosting productive group meetings and professional development days this year! The dedication from the library staff at all of the schools and districts we serve has led to impactful discussions and innovative ideas. Looking ahead, we're thrilled to announce new and exciting group opportunities in the coming year, being hosted at exciting locations such as:



- The Cleveland Museum of Art
- Cuyahoga County Public Library, Innovation Center at Fairview Park

Library Services looks forward to being able to continue to offer fresh and engaging opportunities for groups to connect and thrive. Here's to a year of innovation and community!

Technical Services

The Technical Services Department has been hard at work enhancing our infrastructure, expanding capabilities, and fostering professional growth to better serve our organization.



Here are some recent highlights:

- **Cyber Reserve Workshops:** We successfully hosted three in-person Cyber Reserve workshops this year. These sessions provided hands-on learning opportunities and empowered our team to stay ahead in the ever-evolving field of cybersecurity. Looking ahead, there are two remaining Cyber Reserve sessions planned for next year, ensuring continued skill development and collaboration.
- **Professional Learning Communities (PLCs):** Our team has hosted a combination of in-person and virtual PLCs, engaging in meaningful dialogues and learning from partner demonstrations. These sessions have been invaluable in driving collaboration and knowledge-sharing within the tech community. We will continue to have them regularly throughout the school year.
- **Expanded Network Testing Capabilities:** Our partnership with WyeBot has significantly bolstered our ability to monitor and troubleshoot networks. This expansion ensures improved reliability and performance across our systems.
- **Fully Redundant and Always-Active DNS Solution:** We have transitioned to a fully redundant and always-active DNS solution, enhancing the resiliency and uptime of our network. This move minimizes disruptions and ensures seamless access to critical resources.
- **Looking Ahead:** This spring, we are excited to further strengthen our infrastructure by building out additional redundancy in our connection to OARnet. This initiative will enhance network reliability and ensure uninterrupted connectivity for our stakeholders.

Thank you for your continued support as we innovate and improve our technology landscape. Stay tuned for more updates on our progress!

