

## Guidelines for Educational Support Funds Regional Telecommunications Councils FY2004--RTC 7

### Background Information

HF 662 provides for funding of various activities at the regional level to support ALL educational users of the Iowa Communications Network (ICN). Funds are allocated to the public broadcasting division of the department of education (Iowa Public Television). Regional Telecommunications Councils (RTCs) are to plan for and expend these funds based upon the activities outlined in legislation.

Quoting from HF 662, “The regional telecommunications councils shall use the funds to provide technical assistance for network classrooms, planning and troubleshooting for local area networks, scheduling of video sites, and other related support activities.”

The intent of the RTC Educational Support appropriation is to enhance and extend the collaboration among regional entities to develop a strong, long-term regional support system for ICN use. Each RTC is to establish a plan and budget based upon the “Regional Support Services” template enclosed in this mailing. Regional plans should seek to pool resources to the greatest extent possible.

The RTC FY04 plan and budget should be submitted no later than September 10, 2003. Plans may be submitted earlier. Electronic submission of the RTC plan is encouraged. Once submitted, the plan and budget will be reviewed by an ETC sub-committee to ensure that all components are complete. After this review, which may take up to two weeks, the plan is presented to the Iowa Public Broadcasting Board for approval. Board meetings are scheduled for August 13 (RTC plans needed at IPTV by July 16 to allow time for approval by the ETC sub-committee) and October 8 (RTC plans needed at IPTV by September 10 to allow time for approval by the ETC sub-committee). A board conference call may be scheduled for September but at this time no date has been selected.

The total RTC Educational Support appropriation for FY04 is \$1,272,285.

Region	FY04 Amount	Region	FY04 Amount
1	\$89,583	10	\$112,496
2	\$81,496	11	\$127,322
3	\$66,670	Des Moines Public Schools	\$6,714
4	\$63,974	12	\$84,192
5	\$89,583	13	\$96,322
6	\$69,366	14	\$72,061
7	\$84,192	15	\$78,800
9	\$80,148	16	\$69,366

## **Guidelines for FY04 RTC Plan / Budget Development and Submission**

1. Funds must be expended between July 1, 2003 and June 30, 2004. All goods and services must be received during this time period. **FUNDS NOT SPENT REVERT TO THE STATE OF IOWA GENERAL FUND.**
2. A fiscal agent must be selected to receive the funds. No administrative fees may be charged for acting as fiscal agent. The RTC should determine that the agency/institution designated as fiscal agent is prepared to accept responsibility for seeing that funds are properly audited.
3. A description of support services from the "customer" perspective is described in the enclosed "Regional Support Services" template. The "Regional Support Services" template will serve as the format for the regional plan application. It will also serve as the template for the evaluation document to be submitted by each RTC at the end of the fiscal year. The RTC is responsible for assigning responsibility for each support services item and developing a budget to complete such services. The budget should be clearly tied to each of the four areas and the activities described in the plan. As is often the case, needs listed may exceed the funds appropriated. In-kind matches by the regional partners are encouraged. Please note in-kind contributions on the budget page.
4. Expenditures for sections A through C of the "Regional Support Services" template should be between 15-40%. If the RTC wishes to budget an amount outside the 15-40% range in any of these categories unanimous approval by a quorum of RTC members is required. Anything short of a unanimous vote requires that each area of the budget be within the prescribed range. Section D contains required coordination duties. **No RTC funds may be expended for Section D coordination activities.** Sections E and F are optional. RTC funds may be expended for these duties, but they are not required.
5. Funds may only be allocated for equipment/software purchases that support long-term region-wide needs. For example: scheduling hardware, Internet software necessary for web-based scheduling platforms, software for video classroom computers so that a consistent "regional package" is in place for students and instructors, regional loaner parts depot for ICN video classroom and/or Internet service, diagnostic hardware/software used for troubleshooting ICN video classrooms and/or local area networks. Expenditures for these items may not exceed 15% of the total regional allocation. Funds spent for this purpose are optional and are NOT considered when calculating the percentage ranges for Sections A through C.
6. Ineligible expenditures include:
  - Purchase of equipment other than as described in item 5. Funds may not be allocated directly to local sites for the purchase of equipment.
  - Monthly or annual Internet access fees.
  - Subsidizing or funding hourly ICN video fees for semester-long classes except as they are part of RTC mini-grant programs that would provide seed money or pay start-up costs to encourage development of video or Web-based classes.
  - Costs related to relocating an ICN video classroom (such as building remodeling).
  - Basic coordination of RTC meetings.

A copy of the guidelines and template will also be sent electronically as an attachment to an email message. If you are unable to access the file, contact Kathy Borlin at (515) 242-4173. **Electronic submission of the RTC plan is encouraged.** In the unlikely event that an RTC reaches impasse in developing a regional plan and/or budget, the ETC will develop a "default" plan and/or budget for the RTC. The Iowa Public Broadcasting Board must approve the FY04 plan before funds may be released to the RTC fiscal agent.

### **DEADLINE FOR FY04 RTC PLAN/BUDGET SUBMISSION:**

- **September 10, 2003**

Note to RTCs that want to apply and be approved as soon as possible: The first opportunity for approval of plans is at the August 13<sup>th</sup> board meeting. If an RTC would like their plan/budget to be considered at this meeting, the plan/budget should be submitted to IPTV by **July 16**. October 8<sup>th</sup> is the date of the next scheduled board meeting. To be included on the October board meeting agenda, the plan/budget should be submitted to IPTV by **September 10**.

### **SUBMIT RTC PLAN/BUDGET TO:**

Kathy Borlin, Iowa Public Television, 6450 Corporate Drive, Johnston, IA 50131-6450, kathy@iptv.org

For the listed RTC support services in the area of Technical Assistance for Network Classrooms, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

**A. Technical Assistance for Network Classrooms:**

1. Work with new and prospective ICN video sites as requested for design and selection of video equipment.
2. Train local site personnel in simple troubleshooting techniques for video classrooms.
3. Provide first-line technical support for troubleshooting video classroom problems at **ALL** educational sites. Contact IPTV engineers as needed for more complex video and audio troubleshooting.
4. Work with IPTV engineers to install newly upgraded equipment and components into existing ICN educational classrooms.
5. Work with IPTV engineers to ensure skills are current with changes in technology, both for first line technical support personnel as well as local site personnel for simple trouble-shooting techniques and skills.

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**WHO-HOW-WHEN ---**

1. Work with new and prospective ICN video sites as requested for design and selection of video equipment.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

HCC engineer (John Humpal) and distance learning technician (Toby Orcutt) will make site visits and trouble shooting diagnostics to determine problem. They will take corrective action as needed.

**WHEN** -- When will the service be provided?

Throughout the year as requested and as problems are reported by IPTV and the ICN.

2. Train local site personnel in simple troubleshooting techniques for video classrooms.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

HCC engineer (John Humpal) and distance learning technician (Toby Orcutt) will make site visits work with local staff to train them as needed, throughout the year.

**WHEN** -- When will the service be provided?

Throughout the year as requested by local schools.

3. Provide first-line technical support for troubleshooting video classroom problems at **ALL** educational sites. Contact IPTV engineers as needed for more complex video and audio troubleshooting.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

HCC engineer (John Humpal) and distance learning technician (Toby Orcutt) will make site visits and trouble shooting diagnostics to determine problem. They will take corrective action as needed.

**WHEN** -- When will the service be provided?

Throughout the year as requested and as problems are reported by IPTV and the ICN.

4. Work with IPTV engineers to install newly upgraded equipment and components into existing ICN educational classrooms.

**WHO** -- Which institution/agency will be responsible for this support service?  
Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?  
HCC engineer (John Humpal) and distance learning technician (Toby Orcutt) will make site visits and install newly upgraded equipment as needed.

**WHEN** -- When will the service be provided?  
Throughout the year as requested and needed.

5. Work with IPTV engineers to ensure skills are current with changes in technology, both for first line technical support personnel as well as local site personnel for simple trouble-shooting techniques and skills.

**WHO** -- Which institution/agency will be responsible for this support service?  
Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?  
HCC engineer (John Humpal) and distance learning technician (Toby Orcutt) will participate in TIE meetings, and will make site visits to train local staff.

**WHEN** -- When will the service be provided?  
Four time per year and as requested by IPTV or the ICN.

For the listed RTC support services in the area of Planning and Troubleshooting for Internet and Data Local Area Networks, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

**B. Planning and Troubleshooting for Internet and Data Local Area Networks:**

1. Work with educational institutions to design and implement local and wide area computer/data networks.
2. Assist educational institutions in reviewing vendor proposals to install and/or maintain local and wide area networks.
3. Train educational institution personnel in simple troubleshooting techniques for computer networks and provide troubleshooting assistance for more complex problems.
4. Work with educational institutions to design and review vendor proposals for individual purchase of management software, programming software, telecommunication software for implementing and using local and wide area networks (inter and intra).
5. Work with IPTV engineers and others to ensure skills are current with changes in technology.

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**WHO-HOW-WHEN ---**

1. Work with educational institutions to design and implement local and wide area computer/data networks.

**WHO** -- Which institution/agency will be responsible for this support service?

Area Education Agency 7, Cedar Falls, Iowa

**HOW** -- How will the support be provided?

AEA technician (Greg Ehrig) and AEA media staff (Bryan Knecht) will make site visits and provide local consultation to schools to help design, build, and maintain local and wide area networks. Efforts to support and coordinate area-wide E-rate discounts, with support from IPTV, will be made.

**WHEN** -- When will the service be provided?

At scheduled times throughout the year, and by appointment as needed.

2. Assist educational institutions in reviewing vendor proposals to install and/or maintain local and wide area networks.

**WHO** -- Which institution/agency will be responsible for this support service?

Area Education Agency 7, Cedar Falls, Iowa

**HOW** -- How will the support be provided?

AEA technician (Greg Ehrig) and AEA media staff (Bryan Knecht) will make site visits and review submitted materials.

**WHEN** -- When will the service be provided?

As requested.

3. Train educational institution personnel in simple troubleshooting techniques for computer networks and provide troubleshooting assistance for more complex problems.

**WHO** -- Which institution/agency will be responsible for this support service?

Area Education Agency 7, Cedar Falls, Iowa

**HOW** -- How will the support be provided?

AEA technicians (Greg Ehrig and Gene York) and AEA media staff (Bryan Knecht) will make site visits and one-on-one training at the time of installation. They will conduct advertised workshops at the AEA and work directly with the Area 7 LEA Technology Coordinators group.

**WHEN** -- When will the service be provided?

At scheduled times and as requested.

4. Work with educational institutions to design and review vendor proposals for individual purchase of management software, programming software, telecommunication software for implementing and using local and wide area networks (inter and intra).

**WHO** -- Which institution/agency will be responsible for this support service?

Area Education Agency 7, Cedar Falls, Iowa

**HOW** -- How will the support be provided?

AEA media staff (Bryan Knecht) will conduct research to stay up-to-date in their field. And will work with superintendents, principals, and curriculum directors.

**WHEN** -- When will the service be provided?

As needed and as requested.

5. Work with IPTV engineers and others to ensure skills are current with changes in technology.

**WHO** -- Which institution/agency will be responsible for this support service?

Area Education Agency 7, Cedar Falls, Iowa

**HOW** -- How will the support be provided?

AEA technician (Greg Ehrig) and AEA media staff (Bryan Knecht) will attend meetings with IPTV staff as invited, and will attend Internet Advisory Committee meetings when scheduled by the ICN.

**WHEN** -- When will the service be provided?

As scheduled.

For the listed RTC support services in the area of Scheduling of Video Sites, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

**C. Scheduling of Video Sites:**

1. Provide information to educational institution personnel concerning video classroom scheduling procedures. Provide scheduling forms and video classroom scheduling deadlines to local educational sites.
2. Process video scheduling requests from educational institutions in the region. Communicate confirmations and conflicts to the requester in the region.
3. Work with fellow schedulers across the state as well as statewide scheduler at the ICN to ensure scheduling deadlines are met.
4. Train local site contacts on how to check a site's daily schedule. If needed, provide daily/weekly/semester schedules to local video classroom site coordinators.
5. Work with personnel at the ICN in regular meetings concerning scheduling procedures and implementation of new scheduling software.
6. Work with members of the RTC to implement regional scheduling priorities, facilitate communication links and coordinate with other RTC responsibilities.

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**WHO-HOW-WHEN ---**

1. Provide information to educational institution personnel concerning video classroom scheduling procedures. Provide scheduling forms and video classroom scheduling deadlines to local educational sites.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The regional scheduler (Dawn Fratzke) will disseminate scheduling deadline information to schools, provide training to local schedulers on ICN scheduling software, provide daily or weekly schedules, if needed, to the local school, resolve conflicts during advanced scheduling to the extent possible, and provide support to local schedulers as needed by phone and personal site visits.

**WHEN** -- When will the service be provided?

Throughout the year and as needed.

2. Process video scheduling requests from educational institutions in the region. Communicate confirmations and conflicts to the requester in the region.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The regional scheduler (Dawn Fratzke) will process video scheduling requests that are submitted by local schedulers and schools; confirmations and conflicts will be communicated by phone or email.

**WHEN** -- When will the service be provided?

Throughout the year and as needed.

3. Work with fellow schedulers across the state as well as statewide scheduler at the ICN to ensure scheduling deadlines are met.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The regional scheduler (Dawn Fratzke) will disseminate scheduling deadline information to schools and process requests in a timely manner. Schedulers will resolve conflicts in advanced scheduling process in a timely manner, within the limits of the software.

**WHEN** -- When will the service be provided?

In advance of each semester and throughout the year as needed.

4. Train local site contacts on how to check a site's daily schedule. If needed, provide daily/weekly/semester schedules to local video classroom site coordinators.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The regional scheduler (Dawn Fratzke) will provide training to local schedulers on ICN scheduling software, provide daily or weekly schedules if needed to the local school, and provide support to local schedulers as needed by phone or site visit.

**WHEN** -- When will the service be provided?

Throughout the year and as needed.

5. Work with personnel at the ICN in regular meetings concerning scheduling procedures and implementation of new scheduling software.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The regional scheduler (Dawn Fratzke) will meet with other regional schedulers and with ICN staff to discuss the ICN scheduling software and related issues over the ICN or face to face if needed

**WHEN** -- When will the service be provided?

On a monthly basis or more frequently if needed.

6. Work with members of the RTC to implement regional scheduling priorities, facilitate communication links and coordinate with other RTC responsibilities.

**WHO** -- Which institution/agency will be responsible for this support service?

Hawkeye Community College, Waterloo, Iowa

**HOW** -- How will the support be provided?

The scheduling priorities, as established by the RTC, will be reviewed by members of the RTC and revised if necessary

**WHEN** -- When will the service be provided?

At least once per year.

## FY2004 REGIONAL SUPPORT SERVICES PLAN    Region   7

For the listed RTC support services in the area of Other Related Support Activities, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

### **D. RTC Coordination:**

**The following duties are required. No RTC funds may be expended on these requirements.**

1. RTC Coordination --- Per Chapter 8D of the Code of Iowa, "the community college located in the merged area of a regional telecommunications council shall staff and facilitate the activities of the council."
  - a. Develop a budget, assign a fiscal agent and manage distribution of appropriated funds.
  - b. Schedule a minimum of four (4) meetings per fiscal year.
  - c. Elect chairperson, vice-chairperson and secretary at least bi-annually.
  - d. Establish a procedure concerning substitute representatives with voting rights.
  - e. Take attendance at meetings and include in minutes. Non-attendance to be reported to the ETC representative who will inform the appointing agency. Members who wish to resign report to appointing agency.
  - f. Follow open meeting laws requiring at least minimum posting at site of chairperson.
  - g. Appoint a representative from RTC to communicate between the RTC and the ETC.
  - h. Set up communication systems between the following groups: 1). RTC members, 2). RTC and regional customers (sites) and 3). RTC and ETC.
  - i. Give full consideration to utilizing ex-officio members as valuable resources; for example, telemedicine, library, and National Guard reps.
  - j. Use ad-hoc committees for issues of short-term importance.
  - k. Work with the educational institutions to ensure they are provided necessary information about the network and to promote regional programming.
  - l. Relay needs/concerns of local educational "users" to the RTC and to appropriate ETC members and/or ICN staff.
  - m. Work with RTC coordinators/chairs, with ETC and with ICN staff to provide input on various policies established by the RTC, ETC, ITTC concerning educational telecommunications.
  - n. Develop a regional long-range strategic plan that addresses system support, marketing, stakeholder collaboration, user needs and communication.

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### **WHO-HOW-WHEN ---**

- 1). **WHO** -- Which institution/agency will be responsible for this support service?  
Hawkeye Community College and the RTC Coordinator (Dr. Roger Rezabek) will provide overall support and leadership.
- 2). **HOW** -- How will the support be provided?  
The RTC in region 7 will meet bimonthly and will conduct the business and governance of the RTC at those and any special meetings which might be called. Officers will be elected annually at the May meeting for the coming fiscal year. The two committees that have been established, the Marketing and Public Relations Committee, and the Training and Workshop Committee, will go on inactive status. The RTC Coordinator will act as representative to the ETC.
- 3). **WHEN** -- When will the service be provided?  
The RTC will meet during the months of January, March, May, July, September, and November to conduct its business and to direct the activities of the RTC.

**Specifics:**

a. Develop a budget, assign a fiscal agent and manage distribution of appropriated funds.  
Fiscal agent for RTC funds: Hawkeye Community College, 1501 E. Orange Rd., Waterloo, IA 50704

b. Schedule a minimum of four (4) meetings per fiscal year.  
Meetings will be scheduled during the following months: July, September, November, January, March, and May of each year

c. Elect chairperson, vice-chairperson and secretary at least bi-annually.  
Provide names of officers for FY04: Chair: Kelli Diemer, Vice Chair/Chair Elect: Bob Chittenden, Secretary: Kent Johnson

d. Establish a procedure concerning substitute representatives with voting rights.  
Members of RTC 7 may assign a proxy to attend meetings in their absence with voting privileges.

e. Take attendance at meetings and include in minutes. Non-attendance to be reported to the ETC representative who will inform the appointing agency. Members who wish to resign report to appointing agency.  
Minutes will be recorded by the Secretary or his/her designee at each RTC meeting.

f. Follow open meeting laws requiring at least minimum posting at site of chairperson.  
Meeting announcements and other RTC information will be posted in advance on the RTC 7 Web site at the following URL: <http://www.hawkeyecollege.edu/distance/icn-rtc.htm>

g. Appoint a representative from RTC to communicate between the RTC and the ETC.  
The RTC Coordinator (Dr. Roger Rezabek) will attend ETC meetings and act as liaison to the ETC.

h. Set up communication systems between the following groups: 1). RTC members, 2). RTC and regional customers (sites) and 3). RTC and ETC.  
The RTC Coordinator will establish and utilize an email-based system to communicate with all Region 7 RTC members, another email system with local site contacts, provide a monthly report to Superintendents in the region, and attend quarterly ETC meetings.

i. Give full consideration to utilizing ex-officio members as valuable resources; for example, telemedicine, library, and National Guard reps.  
Ex-officio members will be considered on an ongoing basis.

j. Use ad-hoc committees for issues of short-term importance.  
Ad-hoc committees will be established by the RTC as needed for short-term activities.

k. Work with the educational institutions to ensure they are provided necessary information about the network and to promote regional programming.  
Regular communications will be made with local users to provide information about the network and programming

l. Relay needs/concerns of local educational "users" to the RTC and to appropriate ETC members and/or ICN staff.  
Local needs and issues will be conveyed to RTC members through email and RTC meeting process, and to ETC and ICN as needed.

m. Work with RTC coordinators/chairs, with ETC and with ICN staff to provide input on various policies established by the RTC, ETC, ITTC concerning educational telecommunications.  
Periodic communication as needed will be made with ETC and ICN staff.

n. Develop a regional long-range strategic plan that addresses system support, marketing, stakeholder collaboration, user needs and communication.

Long range planning will be established by the RTC within the standing committee structure and as part of their ongoing roles within the limits of state funding.

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**FY2004 REGIONAL SUPPORT SERVICES PLAN    Region \_\_\_7\_\_\_**

For the listed RTC support services in the area of Other Related Support Activities, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

**E. Other Related Support Activities (Optional):**

**These activities are NOT required. RTCs may include some or all of the activities if desired.**

1. Facilitate regional staff development opportunities related to use of the Internet or video classrooms.
2. Design and implement educational distance learning opportunities for students and/or teachers (example: interactive video field trips).
3. Actively recruit schools to share courses and programs via ICN resources (example: meet on a regular basis with high school administrators and/or superintendents to coordinate and facilitate sharing of courses via the ICN).

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**WHO-HOW-WHEN ---**

1. Facilitate regional staff development opportunities related to use of the Internet or video classrooms.  
No regional staff development activities are planned, unless provided on an individual basis

2. Design and implement educational distance learning opportunities for students and/or teachers (example: interactive video field trips).  
The RTC Coordinator will compile lists and provide links to educational opportunities periodically, throughout the year for educators.

3. Actively recruit schools to share courses and programs via ICN resources (example: meet on a regular basis with high school administrators and/or superintendents to coordinate and facilitate sharing of courses via the ICN).  
The RTC Coordinator will provide a report monthly to the superintendents of Area 7 schools and will include information about ICN activities, technical issues, scheduling issues, upcoming classes and other opportunities for educators.
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**FY2004 REGIONAL SUPPORT SERVICES PLAN    Region \_\_\_7\_\_\_**

For the listed RTC support services in the area of Equipment, use this page to respond to the following three questions:

- 1). **WHO** -- Which institution/agency will be responsible for the support service?
- 2). **HOW** -- How will the support be provided?
- 3). **WHEN** -- When will the service be provided?

**F. Equipment (Optional):**

**This activity is NOT required. RTCs may include it if desired.**

1. Support long-term region-wide needs of ALL educational users through the purchase of equipment and/or software that facilitates duties A-C.

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**WHO-HOW-WHEN ---**

No major equipment or significant software purchases are planned.

