Virginia Association of Counties
ACHIEVEMENT AWARDS

SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2023.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact Gage Harter.

PROGRAM INFORMATION

County: _____

Program Title: _____

Program Category: _____

CONTACT INFORMATION

Name: _____

Title: _____

Department: _____

Telephone: _____ **Website:** _____

Email: _____

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: _____

Title: _____

Signature: _____

Abstract Of The Program

The coronavirus pandemic and subsequent transition to virtual learning increased the number of "free" online learning resources and applications accessed by school divisions across the United States. Teachers signed up for many free resources to help with this abrupt change, giving those companies access to students' personally identifiable information. The Henrico Digital Resources Menu project focused on providing Henrico County Public Schools staff, students and families with access to a digital learning platform that would help them make informed decisions about selecting resources that protect student privacy while maximizing learning opportunities for our students.

Problem/Challenge/Situation Faced by Locality

In March 2020, Henrico County Public Schools had to immediately transition to virtual learning, with staff having little to no experience facilitating virtual learning experiences. To help teachers adjust to the sudden adoption of online learning, vendors sometimes offered e-learning services for free. Many of HCPS' more than 4,000 teachers signed up for products to meet the needs of our nearly 50,000 students. As teachers and students quickly embraced new online resources, they did not always consider the implications for student data privacy. The school division identified a compelling need to refine our request and vetting process, and reeducate and empower staff members to select appropriate and safe digital learning resources.

How Program Fulfilled Awards Criteria

Keeping personal information secure is more critical now more than ever. We live in a world where devices capture our daily routines and habits and sell that information to the highest bidder. The Henrico Digital Resources Menu provides comfort in the vendors that receive a student's personally identified information are school officials. By signing the digital privacy agreement, vendors give the division complete control over the shared data, ensuring the handling of students' data is safe and secure. The Henrico Digital Resources Menu website also offers a transparent way for teachers, students, parents and the community to know which resources are safe to use with their learners.

This new process and the creation of the Henrico Digital Resources Menu increased efficiency across multiple departments. Before implementing this process, there needed to be more clarity about which digital learning tools were acceptable across the division. This updated process ensures coherence within HCPS about how to find, select and request digital learning resources.

Multiple departments now have a one-stop shop that makes a once-confusing process more transparent and streamlined. Whether they work in HCPS' departments of Teaching, Learning and Innovation, Technology, General Services or Finance, the Henrico Digital Resources Menu ensures that everyone is on the same page. The menu also helps meet the division's strategic goal of achieving academic excellence by transforming teaching and learning, to provide engaging learner-centered experiences for all students.

How Program Was Carried Out

The objectives for this program were to:

- Identify current processes or systems gaps to provide consistent and equitable digital resources practices to comply with federal, state and local laws and policies.
- Implement, coordinate and track the adopted Virginia Data Privacy Agreement verification process for Henrico County Public Schools.
- Design and maintain our internal ticketing system (ChangeGear) to support the process for digital resource requests.
- Design and maintain the Henrico Digital Resources Menu site to deliver an accurate list of approved digital resources across the school division.
- Provide communication, professional learning and supporting documentation to all stakeholder groups on the updated processes and responsibilities for digital resource requests and review.

With the influx of digital learning resources brought on by virtual learning, HCPS needed to provide more oversight of student data privacy protection for our digital learning resources. The first step was implementing a more robust data privacy agreement with our digital learning resource vendors.

In January 2022, Henrico County Public Schools adopted the Virginia Data Privacy Agreement to ensure compliance with federal, state and local data privacy laws and policies. For the start of the 2022-23 school year, it was necessary to reexamine all digital learning resources to implement the newly adopted data privacy agreement, to comply with existing learning resources embedded in the curriculum.

A small group of HCPS Department of Teaching, Learning and Innovation specialists initiated this program. They conducted an audit of the existing digital learning resources approved to use in the division. They produced a comprehensive list of resources integrated within HCPS' aligned curriculum and used by students. This audit indicated an incomplete list of digital learning

resources provided as a part of the division's aligned curriculum and used by students. To rectify this and capture an accurate list of the critical digital learning resources, we set up a structure in April 2022 to conduct one-on-one meetings with each education specialist in the Teaching, Learning and Innovation, and Career and Technical Education departments. These meetings aimed to identify the digital learning resources essential to their content curriculum by June 2022 and to prioritize critical resources for "re-vetting" before the upcoming school year.

This Department of Teaching, Learning and Innovation specialists group reviewed the process for requesting and vetting digital learning resources to determine adjustments. The goal of this update was to provide a clear and easy-to-follow process for requesting resources — one that reinforced the education specialist as the content expert and took into account the other departmental processes when acquiring new digital learning resources, such as purchasing requirements. One of the essential parts of the process was the workflow with HCPS' Legal Department for reviewing and approving vendor edits to the data privacy agreement to comply with Henrico County contract regulations. The knowledge gained by both parties about data privacy and educational technologies bolstered the efficacy of the program and the confidence that the updated processes are in the best interest of our students and the division.

This collaboration spurred an updated process for renewing, requesting and vetting digital learning resources, including specified roles for each step, and the updated need to acquire a data privacy agreement for all digital learning resources. We began by providing specific steps for renewing digital learning resources in May 2022 to specialists in preparation for the end-of-the-year procurement cycles.

Once the division's leadership approved the process, we needed to collaborate with the Department of Technology to align the criteria and workflow of the resource request form within the HCPS help-ticketing system, ChangeGear. This was important to ensure it supported the vetting process of a requested resource efficiently. It was also crucial that the system improve the process, instead of creating new barriers. We began collaborating with the Department of Technology in April 2022 to identify the updates and create a plan for revamping the form. The initial updates to the ticketing system, including the data privacy agreement requirement, were rolled out in September 2022, and the final product implementation occurred in November 2022.

The next phase of the program was to create a public-facing website — the <u>Henrico Digital Resources Menu</u> — to post approved and pending digital resources. Starting in July 2022, HCPS began developing a robust, user-friendly website to assist users when choosing digital learning resources. The website aims to help inform teachers, administrators, students and families of the approved online tools vetted for data privacy, network security and instructional value. Each resource page contains approval status, guidance for use and additional information such as content and grade-level specifications, welcome videos, directions and support. The Henrico Digital Resources Menu provides visitors with the knowledge to choose appropriate resources and guides creating a "one-stop-shop" of digital learning resources.

Once the processes and infrastructure were in place, the next step was to inform and provide the support needed for stakeholders to implement the updated practices with fidelity at the beginning of the school year. Identifying all the stakeholders affected by these changes was essential to provide the transparency needed to empower ownership of the process at every level. With such a large school division, a multifaceted approach toward communication and professional learning was necessary to establish the process.

First, we identified the professional learning entry points for all staff to strategically begin changing mindsets about the importance of student data privacy. We also communicated to stakeholders their roles and responsibilities in selecting, accessing and reviewing digital learning resources for teaching and learning.

At the start of each school year, HCPS requires staff members to complete specific professional learning modules using SafeSchools. The division added a student data privacy module to support this program for the 2022-23 school year. The module focused on the responsibilities of teachers and administrators regarding student privacy when using online educational resources.

Next, we shared the updated process and workflows with division leadership, as their support was critical for successful implementation. Knowing the expectation at the school and classroom levels would enable them to advance and reinforce the new process when observing instruction in the field. The next group of stakeholders and the most integral to the program's success were the education specialists who facilitate curriculum development and are considered the experts in selecting the resources to best design, deliver and assess that curriculum at the division level. The updated process reinforced the specialist as the content expert and put the onus on them to

determine the instructional value of digital learning resources used to deliver instruction. Therefore, all education specialists must attend in-person professional learning by October 2022 to receive information and supporting materials to help their content teachers select approved digital learning resources and use the resource request process. Specialists were to provide similar training to their department chairs to begin the orientation of all staff members.

Immediately following the rollout with education specialists, we enlisted the support of the division's innovative learning coaches assigned to each school to deliver professional learning for their school's teachers and leaders. To present the necessary information, the innovative learning coaches received professional learning and "turnkey" supporting documentation to provide consistent messaging across the division and improve their ability to coach teacher's on the process when designing instruction. Once the appropriate support was in place, we communicated the change to all elementary and secondary principals through the division's communication venue, with the expectation that they facilitate professional learning for their staff by January 2023.

Although we have made significant progress this year in realigning our practices for digital learning resources, it takes time to acclimate all staff members to the process. This year, the focus was on consistently reinforcing the process until it became a standard practice. The program will continue to evolve through periodic reviews and updates to address input from stakeholders and changes to laws and policies to remain compliant.

Financing and Staffing

There was no additional funding needed to implement the program. The planning team used Google Workspace for Education, a free product offered to accredited school divisions, to create various help documents, spreadsheets, forms and slide decks.

Notion was the platform used to develop and host the online website and database. We took advantage of Notion's education version, which is free to use for accredited school divisions.
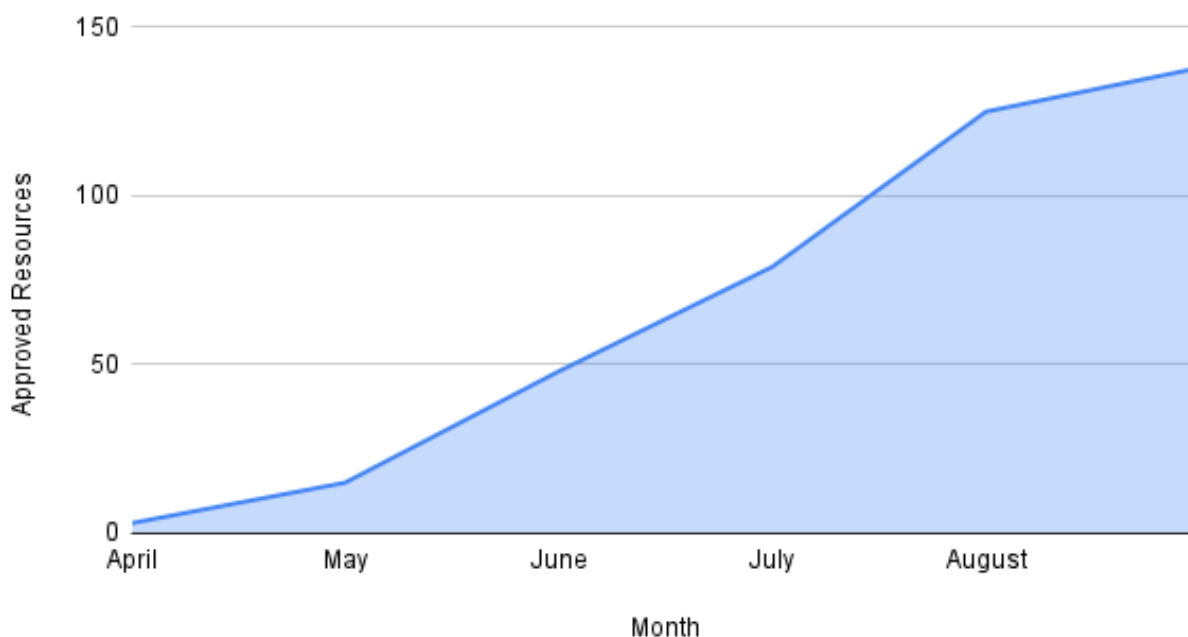
There was a significant time investment by teams from Henrico County Public Schools' Department of Technology and Department of Teaching, Learning and Innovation. These departments scoped and designed the process and structures for the division.

Program Results

Approved Digital Resources April - September

At the beginning of April 2022, we realized HCPS had to thoroughly reexamine and audit the digital resources our students were using. Many resources, including those purchased by the division, did not have data privacy agreements. Only three resources had an active data privacy agreement in April, including the Henrico Digital Resources Menu. Between April and September, the teams from the departments of Teaching, Learning and Innovation, and Technology prioritized the revetting of resources to ensure that we had the resources ready to support instruction at the start of the school year. The number of digital learning resources approved on the Henrico Digital Resources Menu increased from three to 138, a 98% increase over the six months.
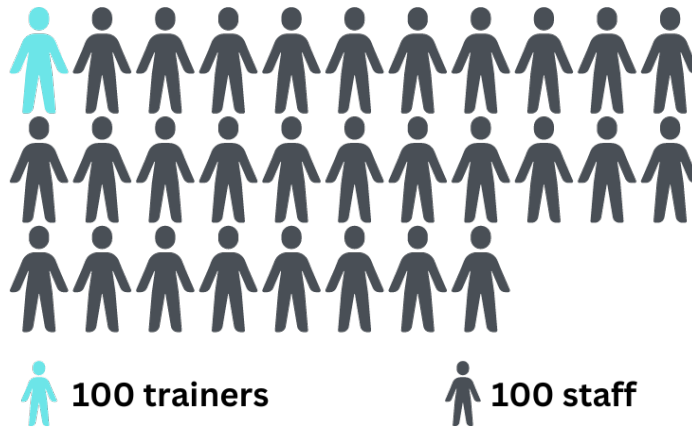

Approved Resources Month by Month

Protecting student privacy while using online educational services:

At the start of the 2022-23 school year, HCPS integrated a new SafeSchools module as part of the employee training required for all staff members. As of January 2023, the number of employees that completed the student privacy module was 7085. The total number of current (full-time equivalent) HCPS employees is 7,468, with a 95% completion rate. This data demonstrates that most staff have received a baseline knowledge of the importance of protecting student data privacy when using online educational services.

Professional learning for specialists and coaches:

We used a "train-the-trainer" model to support the success of this program by training specialists and coaches in use of the Henrico Digital Resources Menu. As a result of this model, we empowered 100 individuals who could then take what they have learned about the new process to the schools to support and implement the updated practices.
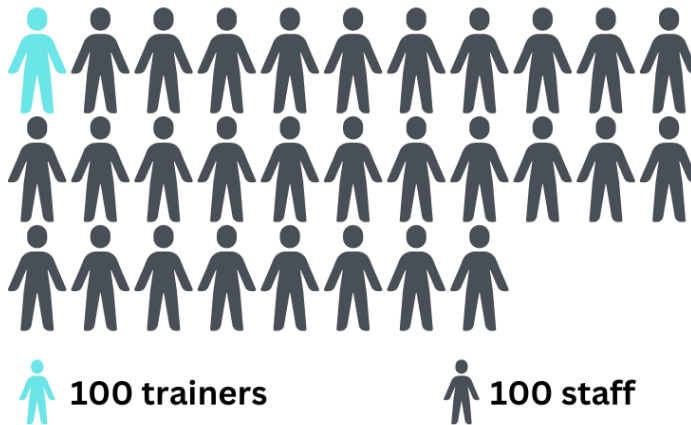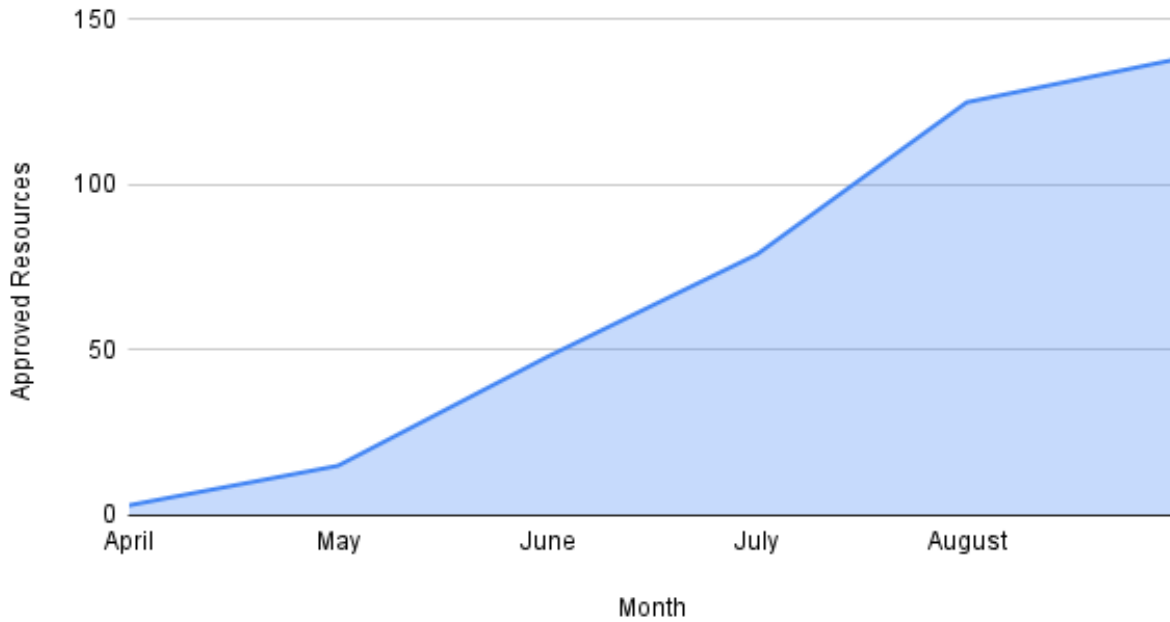

100 trainers   **100 staff**

Brief Summary

The Henrico Digital Resources Menu project has been able to dramatically improve the processes and understanding of digital and virtual learning resources within Henrico County Public Schools. In the new age of digital learning, the concept of student privacy is incredibly important, and every part of a school's staff has some responsibility in maintaining that privacy. This program has developed 100 trained experts that can help guide the thousands of teachers through the county's digital resources, and teachers have been able to properly take advantage of more resources in the classroom that positively impact their students. The professional learning modules will keep teachers and administrators familiar with the best practices and resources available to use, and the program as a whole has made online learning a significantly safer and more productive experience for students of all ages.

Protecting Student Privacy Through the Digital Resources Menu
Supplemental Material

Approved Resources Month by Month

100 trainers   **100 staff**

Processes and Supporting Materials:

- <u>What is the Henrico Digital Resources Menu?</u> - This is the Henrico Digital Resources Menu description and best practices guidance for users provided on the "Learn More" link on the site.

- [NEW Digital Learning Resource (DLR) Request Process 2022-2023](#) - posted on the division's HCPSU site's <u>Supporting Aligned Curriculum</u> page
- [Digital Learning Resources One-Pager.pdf](#)

Professional Learning Resources and Documentation:

- [Henrico SafeSchools-Data Privacy Module & Assessment Questions](#)
- [Nearpod Lesson - DLR for Specialists](#)
    - [DLR PL-Follow Up Communication-Specialists and School Leaders](#)

- [Nearpod Lesson - DLR for ILCs](#)

- [ILC Scenarios for DLR-HDRM](#)

❄️ Approved HCPS Digital Resources

| ⊞ Approved Resources - ALL | ⊞ Pending Approval | ⊞ Table View | ⊞ Elementary | ⊞ Secondary | 14 more… | Filter Sort Q |