



**SUN WEST**  
SCHOOL DIVISION

*Success for all*

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# Technology Handbook

## Table of Contents

Acknowledgement .....	3
Rationale.....	3
Belief Statements.....	3
Technology Department Vision .....	3
Administrative Procedures 140 Responsible Use of Technology .....	3
Primary Responsibilities of Educational Technology and Information Technology Departments .....	4
Core Function.....	4
Duties and Responsibilities of the Technology Coaches.....	4
Sun West School Division Educational Technology Plan .....	5
Informational Technology (IT) Department .....	6
Core Function.....	6
Duties and Responsibilities of Information Technology Staff .....	6
Delivery and Installation of Technology to Schools .....	6
Maintenance Windows.....	7
Staff/Student Responsibilities .....	7
Tech Requests for Individuals/Schools .....	7
Helpdesk.....	7
Minimum Hardware Requirements for Sun West School Instructional Environments .....	8
Minimum Hardware Requirements for Teachers .....	8
Minimum Hardware Requirements for Students .....	8
School-Based vs Division-Based Purchasing .....	8
Tech Software/Hardware/App Selection Process .....	8
Division-Level ET/IT Process for Making Technology Decisions .....	8
Division-Level ET/IT Process for Making Technology Decisions.....	9
Allocation of Technology.....	10
Teacher Devices .....	10
Student Devices .....	10
Replacement of Technology .....	11
Desktop Computers.....	11
Student Device Replacement.....	11
Repair of Devices .....	11
Other Important Information.....	11
App Requests .....	11
Computer Peripherals .....	12
Copiers/Printing .....	12
Division Website.....	12
School Websites.....	12
Social Media Accounts .....	12
Video Conferencing.....	12
File Storage .....	12
Internet Safety .....	12
Privacy and Confidentiality .....	12
Contact Information .....	13
Appendix A – Technology Related Administrative Procedures and Forms.....	13

## **Acknowledgement**

This handbook, as well as the Division's Administrative Procedures (AP), provides guidelines to Sun West School Division staff in relation to processes involving technology requirements, supports, and for facility-related requests that involve technology.

## **Rationale**

The use of technology in the Sun West School Division is intended to prepare our students to enter the 21st Century with the confidence, skills, and attitudes to be successful in an ever-changing technological world. Technology is considered an essential learning tool for students and staff to support the Division's mission statement "Learning Together" and its vision statement of "Success for all".

## **Belief Statements**

Sun West School Division recognizes the importance of information and communication technology as a tool directly benefiting the education of its students and staff. To this end, we believe in the following:

- that technology is central to the culture of today's and tomorrow's youth;
- that students must be prepared for an undefined future; therefore, we will foster the abilities to reason, solve problems, and use technology as significant tools in learning;
- that students are naturally curious and inquisitive, and that staff are important in enhancing this through creative and design-oriented learning;
- that technology is a tool that teachers can use to extend curiosity and inquisitiveness, and to allow students other means to create artifacts of their learning;
- that early, middle, and senior years will have differing emphasis on technology;
- that our students and staff come with a wide range of capabilities, attitudes toward technology, and background experiences, and it is our responsibility to provide access to technology to all students and staff as part of their learning; and,
- that student and staff innovation is encouraged and supported, and that access to high-quality tools is vital to this end.

## **Technology Department Vision**

Our vision is to create 21<sup>st</sup> Century learners and to promote the safe and appropriate use of technology inside and outside the classroom.

## **Administrative Procedures 140 Responsible Use of Technology**

Administrative Procedures 140 Responsible Use of Technology covers the acceptable use of technology for students and staff in the school division. Students are expected to complete Form 140-1 Student Responsible Use of Technology Acknowledgement of Understanding each school year, which includes a signature to acknowledge the responsibilities that each user has while using technology within the division network. Staff are expected to complete Form 403-1 Employee Review of Administrative Procedures which included acknowledgement of responsibilities that each user has while using technology within the division network. Failure to follow the responsibilities may result in the loss of network and hardware privileges as determined by the Superintendent of School Operations in consultation with school administration. Copies of all administrative procedures and forms can be found on the Sun West School Division website.

## **Primary Responsibilities of Educational Technology and Information Technology Departments**

### **Definitions**

**Educational Technology** refers to facilitating and enhancing the learning process using technological resources.

**Information Technology** refers to the use of hardware, software, services, and supporting infrastructure to manage and deliver information using voice, data, and video.

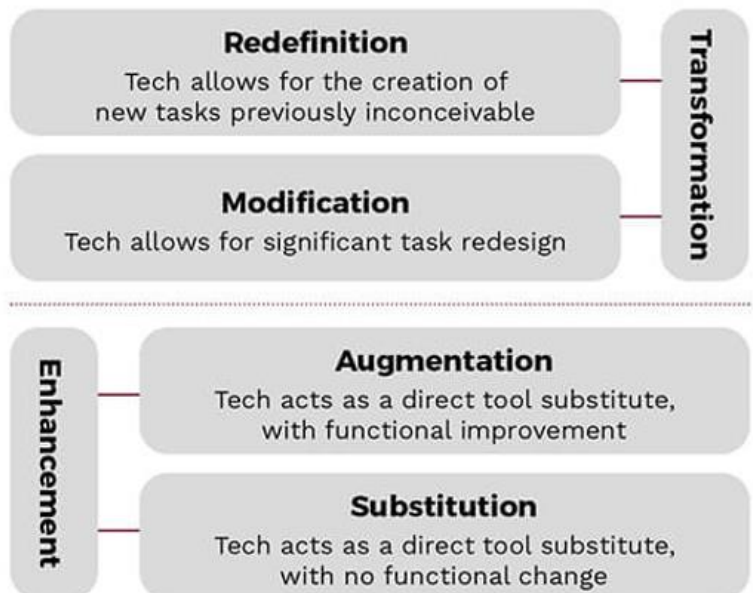
### **Educational Technology (ET) Department**

#### Core Function

The Sun West School Division employs Technology Coaches (focused on educational technology) to help the schools implement technology in the learning environment. By contacting the Technology Coaches via the helpdesk ([helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca)), they will work with all division staff to meet the educational technology needs of the schools. They will work with individual staff, with school staff for professional learning opportunities, and in classrooms with students at the request of the staff members. They will be advocates for the appropriate use of technology in schools.

#### Duties and Responsibilities of the Technology Coaches

- create and deliver workshops or webinars on topics related to the implementation of technology used to help improve student learning;
- provide staff with the opportunity to co-teach using effective technological deployment strategies;
- provide mentorship through modeled lessons, co-planning, or co-teaching that focus on ways to improve the learning environment using technology;
- attend technological training provided by various organizations and then share this training information with the respective staff members;
- keep abreast of innovative technology, and assist with the implementation of new hardware and software in classrooms;
- coordinate with the IT staff and lead the iPad device management including the setup and implementation of iPad devices in the classroom; and,
- lead the achievement of the Sun West School Division Educational Technology Plan listed on the next page.

<b>Sun West School Division Educational Technology Plan</b>	
<b>Vision</b>	“Success for all” in the transformational use of technology while embodying 21 <sup>st</sup> Century competencies.
<b>Mission</b>	To guide Sun West School Division learners in the use of technology to support life-long learning.
<b>Goal</b>	<p>Division-wide integration of SAMR to deepen learning.</p> <div style="text-align: center;"> <h2 style="margin: 0;">SAMR</h2>  <p>The diagram illustrates the SAMR model with four levels of technology use, categorized into Transformation and Enhancement. <b>Transformation</b> includes <b>Redefinition</b> (Tech allows for the creation of new tasks previously inconceivable) and <b>Modification</b> (Tech allows for significant task redesign). <b>Enhancement</b> includes <b>Augmentation</b> (Tech acts as a direct tool substitute, with functional improvement) and <b>Substitution</b> (Tech acts as a direct tool substitute, with no functional change).</p> </div>
<b>Actions</b>	<ol style="list-style-type: none"> <li>1. Develop a collection of Educational Technology Resources;</li> <li>2. Develop and implement process for purchasing hardware;</li> <li>3. Develop and implement process for choosing software;</li> <li>4. Support transformational use of technology in all Sun West schools; and,</li> <li>5. Assist in the development, implementation, and sustainability of long-term, 1:1 technology plans.</li> </ol>

## **Informational Technology (IT) Department**

### Core Function

The IT department provides technical supports, services, and infrastructure to facilitate secure use of technology in Sun West School Division.

### Duties and Responsibilities of Information Technology Staff

#### Staff Network Accounts

All staff will be provided with a network account upon the start of their employment period. Should early access be required, this may be requested through the employee's supervisor. Staff who are away on leave will have their account temporarily suspended; upon return to active employment accounts will be reinstated. Accounts that have not been accessed in 30 days or more will be disabled. These accounts can be reactivated if the employee's supervisor submits a helpdesk ticket on the employee's behalf.

#### Students Network Accounts

All students will have network accounts created upon being registered with a Sun West school and their student information entered in MySchoolSask. This will provide access to Microsoft products and the ability to use the account for associated approved services.

#### Email Accounts

All staff will be provided with an email account using the Microsoft Outlook platform. As per Administrative Procedures 140 Responsible Use of Technology, staff are encouraged to use their email accounts for employment-related purposes only. Students in Grades 4-12 are provided an email account within the Microsoft Outlook platform as well. Students are encouraged to use this email account for school-related purposes only. Staff and student email addresses can be found in the directory accessed through the Outlook app or Sun West webmail.

#### Wi-Fi Access

Sun West School Division wi-fi networks are designated for Division - supported equipment only. Personal devices are not allowed to access the Sun West specific networks. A Bring Your Own Device (BYOD) wi-fi network is available for personal devices at a regulated bandwidth speed. The regulated bandwidth speed of the BYOD network is required to ensure bandwidth use is prioritized for educational purposes on the Sun West wi-fi networks. Special wi-fi access is an option for presenters or specific instances. This requires advance notice and a helpdesk ticket.

### **Inventory**

An inventory of division owned devices is kept by the IT Department.

The IT Department will ensure that the purchasing, allocation, unboxing, and inventory of technology will be undertaken based on the ET/IT Division plan.

### **Delivery and Installation of Technology to Schools**

The following criteria will be adhered to as much as possible to ensure timely service:

- iPads will be delivered by Technology Coaches.
- All other technology will be delivered by IT Technicians. In many cases the Technology Coaches will attend a school with the IT Technician to support the educational technology use of the device.

## **Maintenance Windows**

The IT Department will notify staff regarding the expected downtime for maintenance. During any school break, network access is not guaranteed.

## **Staff/Student Responsibilities**

### **Helpdesk**

All technology requests (repair, maintenance, troubleshooting, and ET supports) require a helpdesk ticket. These tickets ensure all requests are tracked to completion and allow for the department to assign the task to the appropriate employee. Please send technology requests to [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca).

### **Cybersecurity**

In order to protect the network and student/staff data, all staff are required to complete cybersecurity training on an annual basis and may be required to complete additional training as needed. The training will include information on a wide variety of threats including malware, phishing scams, and ransomware attacks. The training platform will also conduct random tests of all staff throughout the year to help maintain staff awareness of cybersecurity threats. Administrators and supervisors are provided access to view staff compliance.

### **Passwords**

All staff and students are required to maintain the confidentiality of their passwords for all division accounts. Network accounts and passwords shall not be shared with other users – failure to follow this will result in the loss of network privileges (Administrative Procedures 140 Responsible Use of Technology).

### **Multi-Factor Authentication (MFA)**

In order to maintain the security of the network, MFA is required for all staff both internal and external of the network. The Microsoft Authenticator app is recommended for this purpose. Support for the setup and use of MFA can be provided by the division Technology Coaches or by emailing [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca).

### **Inventory**

The inventory of devices is kept by the IT department. The schools must track student laptops in their library system (LibraryWorld). If a school requires or has a surplus of 1:1 or pod devices, the School-Based Administrator is responsible to contact [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca).

## **Tech Requests for Individuals/Schools**

### **Helpdesk**

All IT-related requests are to be sent to the [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca) system. The ticket will be assigned to the appropriate staff. You will be contacted via the Helpdesk if more information is required. If you have put in a ticket but have not heard back from the IT Department, please add a note to your original ticket. If the IT Department has requested further information related to a ticket and has not heard back from the requestor within 10 business days, the ticket will be closed. If you are requesting support from the technology coaches, please request support from the Helpdesk as well. The ticket will be assigned to one of the coaches who will contact you about your query.

## **Minimum Hardware Requirements for Sun West School Instructional Environments**

- One desktop with basic peripherals including one keyboard, one mouse, and speakers; one smartboard, and one projector.

## **Minimum Hardware Requirements for Teachers**

- One laptop with webcam and microphone.

## **Minimum Hardware Requirements for Students**

- One iPad or laptop with webcam and microphone.

## **School-Based vs Division-Based Purchasing**

Required/requested technology beyond what is listed above can be requested through the hardware selection process on the next page. The school may be asked to pay for the device.

### **Tech Software/Hardware/App Selection Process**

#### **Hardware/Software Requests**

For new hardware/software requests, the initial step is to contact the Technology Coach to discuss the need and the current options available to meet the need. The flowchart below demonstrates the step-by-step sequence of discussions/decisions that will be followed for any new requests.

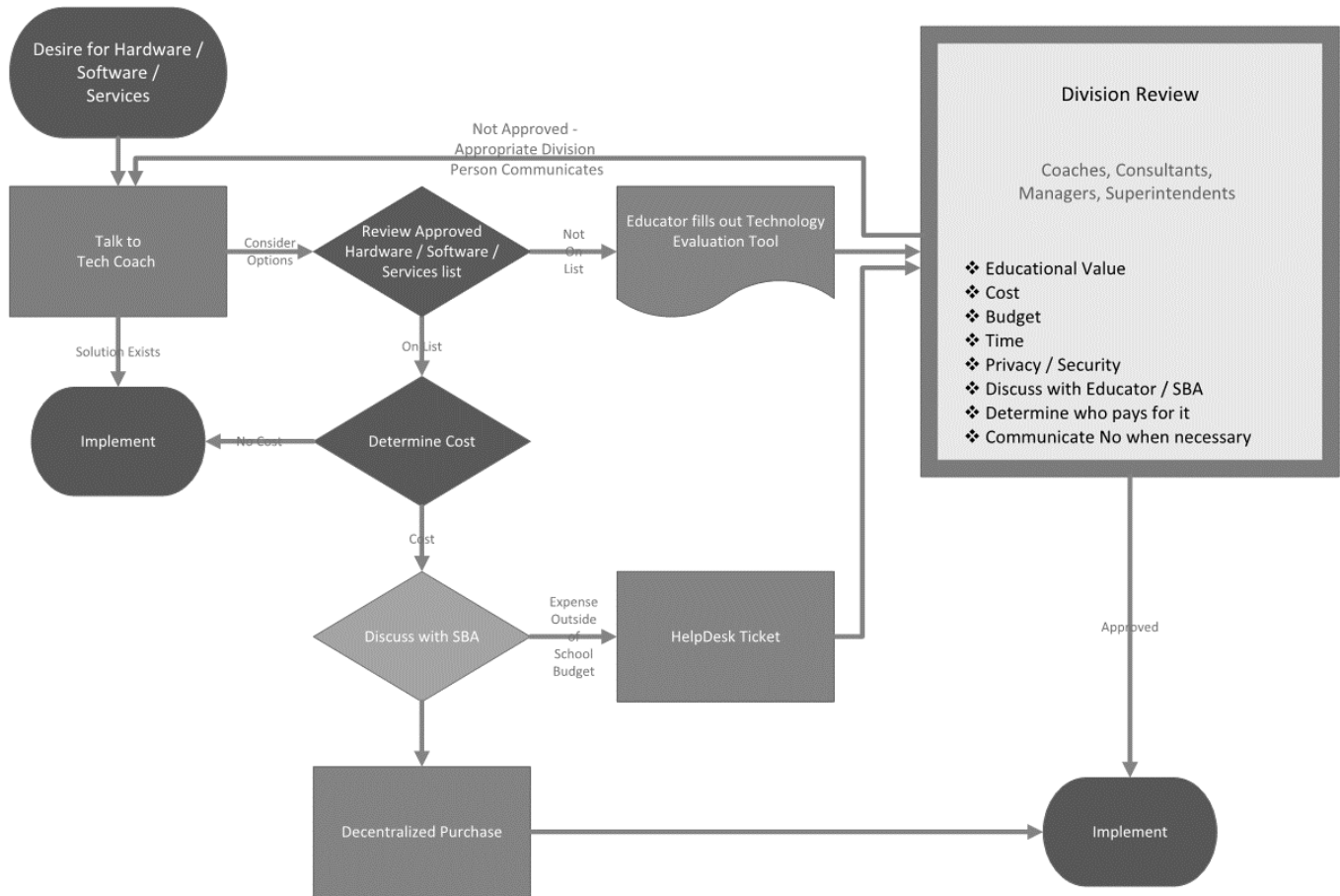
#### **Division-Level ET/IT Process for Making Technology Decisions**

- The Sun West Education Plan is the driving force behind decisions made regarding technology in learning spaces. A Division IT/ET plan will be developed and evaluated bi-annually to ensure goals are being met. ET makes recommendations to Technology Manager and Superintendent to achieve the Education Plan goals. IT supports the accommodations of the decisions.
- The decisions about technology implementation are based on the Education Plan goals and on what is best for the teachers and the students. However, this will be balanced with the security concerns of IT as well as budgetary considerations.
- The decision about whether technology is appropriate for teachers and/or students must be a joint decision between ET and IT.
- New hardware/software being considered will be vetted through the hardware/software request process on the next page.



## Division-Level ET/IT Process for Making Technology Decisions

(This flowchart is also available as Form 140-7 Software/Hardware Selection Process Flowchart)



## Allocation of Technology

Sun West is a 1:1 school division for student devices.

### Device Allocation

Each school will be provided with 1:1 iPads for kindergarten to Grade 6 and with 1:1 laptops for Grades 7 to 12. For each school, there will be a pod of laptops for Kindergarten to Grade 6 and a pod of iPads for Grades 7-12.

### Home Use of Devices

Schools will determine which grades will support 1:1 devices being sent home with the students, and which devices need to stay at the school. Schools must require all students and parents/guardians to acknowledge their responsibilities for devices that are used at home.

### Storage & Charging of Devices

All school-based devices will have an assigned charging and secure storage cabinet. Should charging and securing storage be required, a [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca) ticket is to be put in by the School-Based Administrator. Cabling will be secured within the cabinet by the IT technician upon installation. The cabling will only be removed for home use in exceptional circumstances based on a helpdesk request. Cabinet device sizes are available in the ranges of 10, 12, 18, 24, and 30 devices. Schools that require additional carts should include this request in their 5-year Facility Plan. Based on the school's decision to send home 1:1 devices, an in-school charging solution will be in place.

### Additional Technology Pods

Each school will have pods of iPads and laptops that are housed in the library and signed out as needed.

#### Pod Size

- School Enrolment of <100 = 6 devices of each
- School Enrolment of 100-250 = 8 devices of each
- School Enrolment of 250+ = 10 devices of each

### Use of Pod Devices

The intent of these pods is for school project use when needed (i.e., iPads to film video projects), to temporarily replace student laptops/iPads that are sent away for repair, to temporarily use for new students until their assigned device arrives, for Educational Assistants to use with designated students as needed, for interns to use as needed, etc.

### Teacher Devices

Sun West is moving towards laptops for all teachers to use. Teacher devices follow the same expectations as student device use as covered by Administrative Procedures 140 Responsible Use of Technology. Teachers transferring to a new school within Sun West will take their mobile device with them to their new school.

When teachers or administrators are on leave, their device(s) should be returned to their supervisor. The employee's supervisor will contact the Helpdesk to allocate the device(s) to the replacement teacher or administrator. Teachers or administrators may request a device while on leave via a helpdesk ticket from their supervisor.

### Student Devices

Students transferring to a new school within Sun West will leave their mobile device at their original school and will be provided with a new device at their new school.

## **Replacement of Technology**

### **Desktop Computers**

All instructional spaces in Sun West schools will be equipped with a designated desktop computer – gyms may be an exception when necessary. All peripherals (speakers, mouse, smartboards, etc.) will be connected to the desktop for classroom use. Once the desktop location is established, it should remain due to its wiring needs. Any changes to the location would need to be approved as part of the annual facility request process.

Older technology will be replaced by the IT department, on their replacement schedule. If you believe something you use in the school is old and in need of replacement, you can raise that concern with [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca).

### **Teacher Device Replacement**

Replacement of teacher devices will occur at a scheduled rotation approximately every 5-6 years or as determined.

### **Student Device Replacement**

Student devices will automatically be replaced on a set schedule as they reach the end of lifespan of useability. School-based administrators are not required to submit a replacement request, as the age of all devices is tracked by the technology department.

### **Repair of Devices**

Schools are assigned a repair budget in the decentralized allocation to help cover the costs of device repairs. For intentional damage of devices, schools are advised to recover those costs from the family.

To receive repair support, send in a helpdesk ticket to [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca). If, the Helpdesk requests the item to be sent in for repair by the school directly, please use the following steps.

Schools are required to provide the accounting department with a purchase order for each device being repaired. The purchase order is to include the type of device being repaired as well as the serial number.

We understand these devices are important for students, and we will have devices repaired within 5 business days. If this cannot be done, we will replace the device with a temporary device until the original is returned. The libraries at schools should have pods of iPads and laptops that can be used for this purpose.

To get repair support, send in a helpdesk ticket to [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca).

## **Other Important Information**

### **App Requests**

All Sun West iPads are managed through Securly, and support is provided by Technology Coaches. Apps can be selected and pushed out to all iPads through Securly. To purchase apps, schools should submit a helpdesk request, which will trigger the decision process referenced in Division-Level ET/IT Process for Making Technology Decisions. Schools will provide a Purchase Card on file in Apple School Manager to facilitate the process.

## **Computer Peripherals**

Computer peripherals include but are not limited to headphones, speakers, mice, and webcams.

## **Copiers/Printing**

Primary printing is provided by copiers located at each school. Any additional printers will be a school expense. Copiers have wi-fi to enable printing from mobile devices. Copier numbers to be coordinated with the division office's Business Manager.

## **Division Website**

The Sun West School Division website is managed by the Coordinator of Communication and Marketing, and any changes or updates needed can be sent to the [info@sunwestsd.ca](mailto:info@sunwestsd.ca).

## **School Websites**

Support for these websites is provided by Sun West's Coordinator of Communications and Marketing. Each school can decide who will update the website (school administrative assistants, students, etc.).

## **Social Media Accounts**

The Sun West School Division maintains division-level social media accounts through the Coordinator of Communications and Marketing. Requests for social media platform accounts will be requested through the software selection process.

## **Video Conferencing**

The supported platform for video conferencing is Microsoft Teams. Support for the use of this is provided by the Information Technology team.

## **File Storage**

All Sun West user files will be stored within OneDrive or Teams as appropriate.

## **Internet Safety**

Online resources are available to support classrooms in addressing digital citizenship and internet safety. Recommended sites include:

- Common Sense Media: <https://www.commonsensemedia.org/>
- Stay Safe Online: <https://staysafeonline.org/>

## **Privacy and Confidentiality**

Frequently, we are in possession of staff, student, and family information, which contains data that is private, confidential, or both. Concerns regarding handling of this data should be referred to the division office's the Human Resources Manager who is the Local Authority Freedom of Information and Protection of Privacy (LAFOIP) Officer.

## **Assistive Technology**

The student support services team and the Student Support Services Consultant will determine the student's needs. They will complete Form 210-17 Assistive Technology Team Meeting Template and a purchase order, and will submit these to the Superintendent of Student Support Services, as per Administrative Procedures 210 Services for Students with Diverse Needs.

## Contact Information

Staff are encouraged to utilize the Helpdesk by emailing [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca) for all requests. This process ensures that all requests are tracked for resolution and timely support.

### Technology Department Direct Contact

Email: [helpdesk@sunwestsd.ca](mailto:helpdesk@sunwestsd.ca)

Phone: 1(306) 463-4658

### LAFOIP Officer (Human Resources Manager)

Email: [michelle.leith@sunwestsd.ca](mailto:michelle.leith@sunwestsd.ca)

Phone: 1(306) 882-2677

### Other inquiries can be forwarded to the Sun West School Division Office.

Phone: 1(306) 882-2677

Toll Free: 1(866) 375-2677

Email: [info@sunwestsd.ca](mailto:info@sunwestsd.ca)

### Technology Leadership Team

The Technology Leadership Team (TLT) is responsible for the overall operation of the technology department, and for decision making regarding the use of technology and technology hardware/software requests. The TLT consists of the Superintendent with responsibilities for Technology, the IT Manager, the IT Supervisor, and the Technology Coaches.

## Appendix A – Technology Related Administrative Procedures and Forms

Technology related procedures and forms can be found on the Sun West School Division website.

- Administrative Procedures 140 Responsible Use of Technology
- Form 140-1 Student Responsible Use of Technology Acknowledgement of Understanding
- Form 140-3 Student Use of Technology Devices at Home (Student Parent Guardian Checklist)
- Form 140-4 Student Use of Technology Devices at Home (Principal's Checklist)
- Form 140-5 Principal's Technology Support Checklist
- Form 140-6 Teacher's Technology Support Checklist
- Form 403-1 Employee Review of Administrative Procedures (Frontline)
- Administrative Procedures 210 Services for Students with Diverse Needs