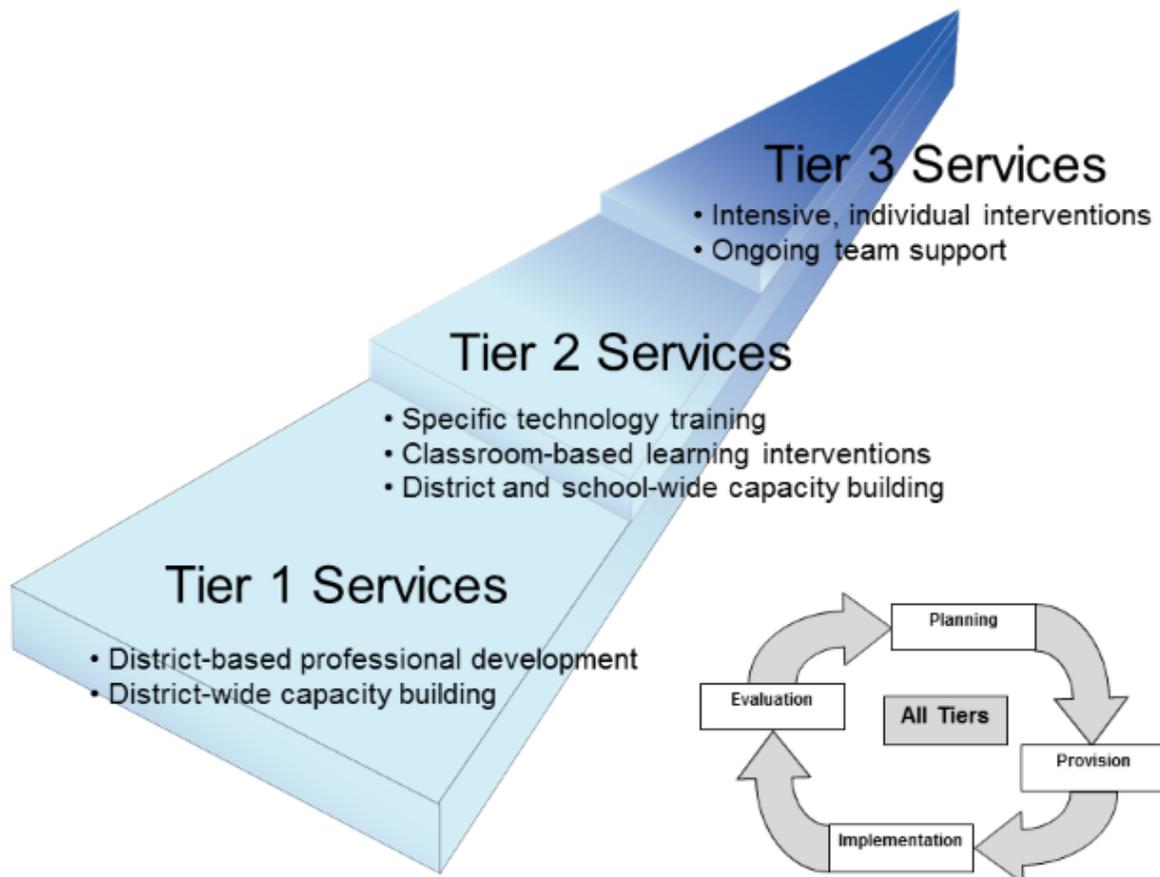


SET-BC Service Delivery Model

Overview

Paralleling many of the three-tiered student support services and Response to Intervention (RTI) initiatives currently happening across the province, the SET-BC service delivery model provides services across three tiers.



This graphic represents the three tiers of SET-BC services BC school districts can request on an annual basis. The common thread tying all three tiers together is “capacity building”. Regardless of which tier of service is being delivered to district or school teams, SET-BC consultants will focus on how that service can help build the individual and team capacity to support technology with diverse students in the classroom setting.

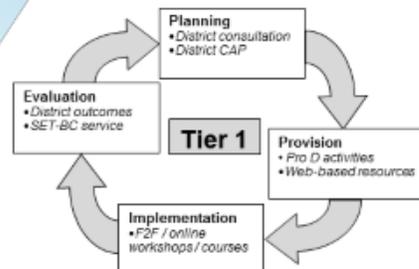
The entire service delivery model also contains an annual planning – provision – implementation – evaluation cycle to ensure our services are meeting the identified district team goals in all three tiers.

Tier 1 – District-based Services

Tier 1 services are designed to provide broad support for building school districts' capacity to acquire and implement a wide variety of technologies to support diverse learners in their classrooms. To simplify, Tier 1 services are those that support **professional development or learning activities** at the district level. Services in this tier could include consultation during a district planning process, face-to-face or online workshops and courses, and/or support for district learning communities.

Tier 1 services will be identified and requested on an annual basis during the District Request for Service meeting. Specific workshops and courses the district is requesting for the coming school year would be identified on the District Request for Service form. Topics to be presented at the various professional development activities could be selected from existing SET-BC workshops and courses or could be co-developed with district staff to address unique professional development needs. Topics presented in Tier 1 activities might include: Universal Design for Learning (UDL), Technologies to Support Struggling Readers and Writers, Effective Student File Management, Alternative Formats for Print Materials, Considerations When Selecting iApps for Your Students, Digital Citizenship, and so on. Services in Tier 1 are focused on answering the question **“What would districts like all teachers to know about how technology can be used to support diverse students in the classroom?”**

- Designed to build capacity of **all** educators to support diverse learners in the classroom (UDL / RTI / BYOD / Digital Citizenship)
 - *What do districts wish ALL their educators knew about how technology can support students in the classroom?*
- District planning process identifies annual Pro D activities – regional and provincial
- Development and delivery of workshops / courses / other activities
- Web-based Pro D resources



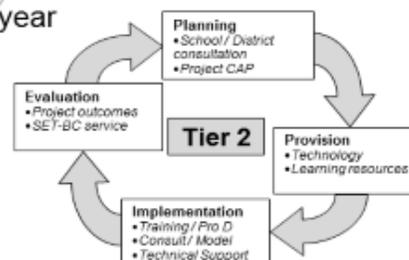
Tier 2 – Classroom-based Solutions

Tier 2 services provide opportunities for districts to develop teachers' capacity to implement specific technologies in the classroom setting. There are two components to Tier 2 services. The first focuses on **training activities** to help teachers learn and use technologies, regardless of source, that are in the district or school but may be underutilized. For example, school districts that have purchased district licenses for a particular software program may identify a need for “train the trainer” or group hands-on workshops focused on developing the specific skills needed to implement the software with students. The training events may focus on not only “typical” SET-BC loaned technologies, but also others that the district may have purchased on their own. Training topics that could be presented in Tier 2 activities include: Using Kurzweil 3000 to Support Content Reading, How SOLO Can Support the Reading and Writing Process, Using SMART Board Interactivity to Engage Students in Learning, Clicker Book Camp for Students, and so on.

The second component of Tier 2 services is based on the success SET-BC has had in recent years providing classroom-based technology solutions. Tier 2 **classroom-based solutions** include bundles of learning technologies, training and implementation support for an allocated number of classrooms each year that have a variety of student needs. Students in classroom settings that require reading or writing support and the ability to access alternate format materials would be supported with annual classroom based technology solutions. Service in this tier could include classroom consultations, technology solution identification and loan, class and school staff training, and implementation and technical support during the service year. At the end of each school year, the technologies may be transferred to the district so teams can continue to support students who need help accessing the curriculum in the classroom setting.

During the annual District Request for Service meeting, district planning teams identify which classrooms are being prioritized for SET-BC Tier 2 classroom-based support and what Tier 2 training activities the district is prioritizing for SET-BC facilitation during the coming school year.

- Designed to build capacity of most teachers to support diverse learners in the classroom
- Two areas of Tier 2 services...
 - Technology specific group training
 - Classroom-based technology solutions (annual allocation)
 - Technical support during project
 - Technology transfer at end of year
- Web-based implementation training and resources

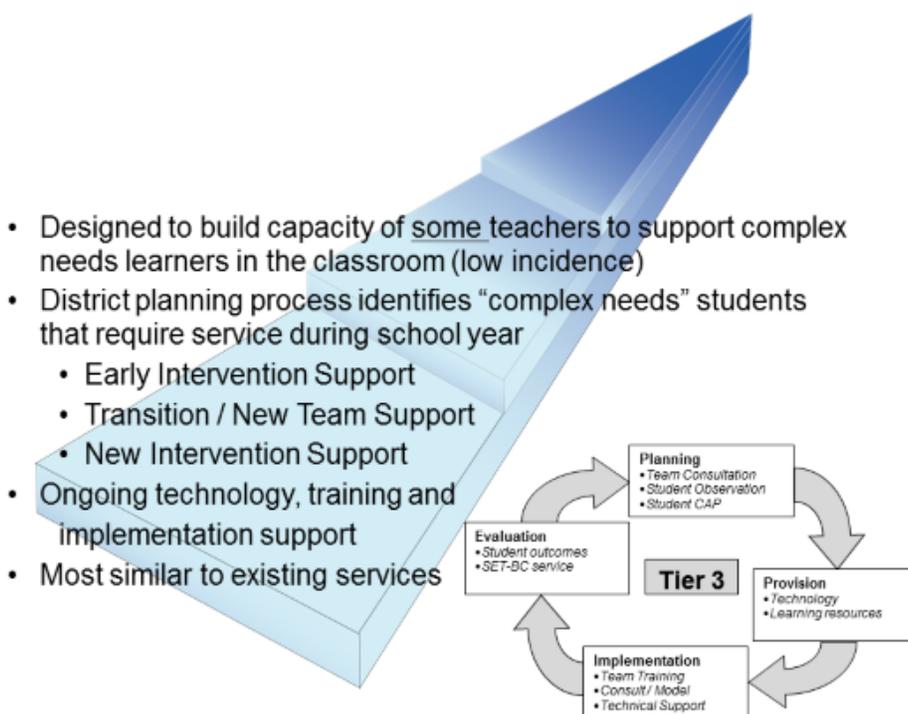


Tier 3 – Individual Student Solutions

SET-BC's service delivery model also provides intense, targeted support for those students identified by the school districts as "high" or "complex" needs. These students include those who use alternate or augmentative communication devices, complex braille devices, or those who have complex or challenging physical needs. There are two components to Tier 3 services. The first focuses on **training activities** to help build the capacity of district specialist staff such as Speech Language Pathologists (SLPs) and Teachers of the Visually Impaired (TVIs). Training topics that could be presented in Tier 3 activities include: Using iPads to Support Oral Language and Digital Story Telling, Support for District TVI and SLP, Boardmaker Online for SLPs, Switch Access for the iPad, Dynavox Training, and so on.

The second component of Tier 3 services are **student-based solutions** and include consultation, technology identification and loan, school team training, and ongoing implementation and technical support for those students identified in the District Request for Service for the coming school year. SET-BC consultants who are experienced in implementing complex technology solutions have smaller caseloads allowing for the provision of more intense and ongoing support during the service year.

The services provided in Tier 3 resemble those that SET-BC has provided for many years and follow similar but expanded protocols. One significant change from the previous one-tiered service model is the type of student eligible to receive Tier 3 services. In the past, SET-BC's mandate was focused on helping districts support students in specific funding categories. School districts are now able to select whichever students the district team considers "high" or "complex" needs whether they are low or high incidence. Due to the types of technology solutions SET-BC is experienced in providing, it is expected, however, that districts will continue to prioritize those students who have complex needs requiring complex technology solutions that the district is not able to provide or support on its own.



School District Annual Allocations

Each year, SET-BC calculates each school district's annual service allocation based on a formula that takes into account several factors. The formula allows for an equitable calculation for all districts and results in allocation numbers that represented a percentage of low and high incidence students reported in each district. Each year, all school districts receive two allocations – one for the maximum number of Tier 3 students whose teams can receive SET-BC services that year and one for the maximum number of Tier 2 classrooms that can be supported that year.

The calculation of Tier 2 and Tier 3 allocations for the 2016-2017 school year takes into account the following factors – the school district's total allocation from the past school year in keeping with the average provincial percentage of “high” or “complex” needs students previously supported by SET-BC, the average cost of a “complex” student technology solution and classroom-based technology solutions, and the total annual SET-BC technology budget.

It is important to note that both the Tier 2 classroom-based allocations and Tier 3 student-based allocations are calculated annually. District Planning Committees can identify new students and classrooms each year, some new students or classrooms or, if needed, prioritize the same students or classrooms for the next school year. It is up to the school district to manage which students and classrooms will be prioritized each year for SET-BC services.

Tier 2 technology on loan from SET-BC is supported throughout the service year by the SET-BC technical support staff. This includes repairs and replacements as necessary due to defect or normal ‘wear and tear’ in the school environment. Following the Tier 2 service year, any Tier 2 technology that is loaned to the district will be available for transfer to district management. Technical support and maintenance of any transferred equipment becomes the responsibility of the District IT. District teams are encouraged to discuss transition plans for the end of the Tier 2 service year whether or not they will request equipment transfer or return the equipment to SET-BC by the end of June.

Following the Tier 3 service year, any specialized Tier 3 equipment that is loaned that year but is not brought forward for Tier 3 services the next, will be moved to an Equipment Only Status (EOS). This will allow SET-BC technicians to continue to provide repair or replacement services for the specialized equipment. EOS support continues for the standard five-year window of technical support (assuming the district did not bring that student forward for Tier 3 services at some point within that five year window thus returning the equipment). Because the services are allocated annually, districts can put the same students forward for Tier 3 service as new technology solutions are required or if intense training and implementation support is needed for the team.

School districts do not receive allocations for Tier 1 professional development services, Tier 2 training services, or Tier 3 training services. Districts are asked to prioritize their requests for these services during the District Request for Service planning meeting. Every effort will be made to support them at some point during the school year taking into account the nature of the request and the availability of SET-BC staff to deliver the requested services.

The chart below shows allocation numbers for a random list of BC school districts.

2015-16			2016-17		
T2 Allocations	T3 Allocations	Projected "units"	T2 Allocations	T3 Allocations	Projected "units"
0	0.5	0.5	1	0.5	6.5
2	1	13	2	1	13
4	3	27	4	3	27
1	1	7	1	1	7
0	1	1	1	1	7
3	3	21	3	3	21
4	3	27	4	3	27
3	4	22	3	4	22

The chart shows allocations for the districts for the 2015-2016 school year and the corresponding allocations for 2016-2017.

————▶ This is to show that some small districts may not have a Tier 2 allocation for a classroom-based solution each year. Those small districts may only have a Tier 2 classroom-based allocation every second year.

.....▶ Additionally, the smaller districts may only have one Tier 3 student based allocation every second year. This is represented on the chart as a 0.5 allocation, allowing the district to choose the year in which they want to request Tier 3 service for one student.

The column labeled 'Projected "units"' shows the projected numbers of computing devices that might be loaned to districts each year when Tier 2 and Tier 3 are combined.

It is important for districts to understand that the number of allocations for Tier 2 classroom-based solutions and Tier 3 student-based solutions is dependent on SET-BC's approved annual budget which has remained stable (not increased) for many years. The increase in total computing units being available to districts compared with the past one-tiered service delivery model is possible based on the achievement of overall loan bank efficiencies and the recycling of functioning units that are returned to the loan bank on an annual basis. SET-BC, as a provincial loan bank, will continue to pursue opportunities to reuse existing computing devices like laptops and iPads whenever possible.

It is also important for districts to consider SET-BC as a partner in providing technology solutions for classrooms and individual students. Due to budgetary limitations, SET-BC is unlikely to be able to provide all the hardware and software that a classroom or student requires as a technology solutions – district teams are encouraged to consider requesting solutions they can support and augment as part of their overall district technology plan.

Annual District Planning Process

To ensure that SET-BC services support district initiatives and help build the capacity of all teachers to implement technology to support student access to the curriculum, the annual SET-BC District Planning process is critical. Each district is asked to form a SET-BC District Planning Committee or team that consists of district Learning Services staff and administration as well as district IT staff and administration. Suggested District Planning Committee members include:

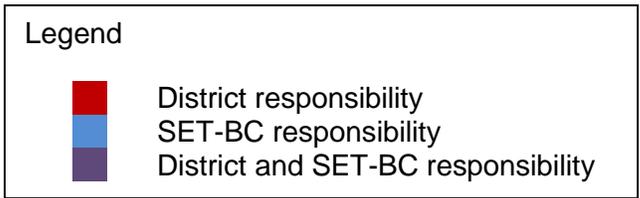
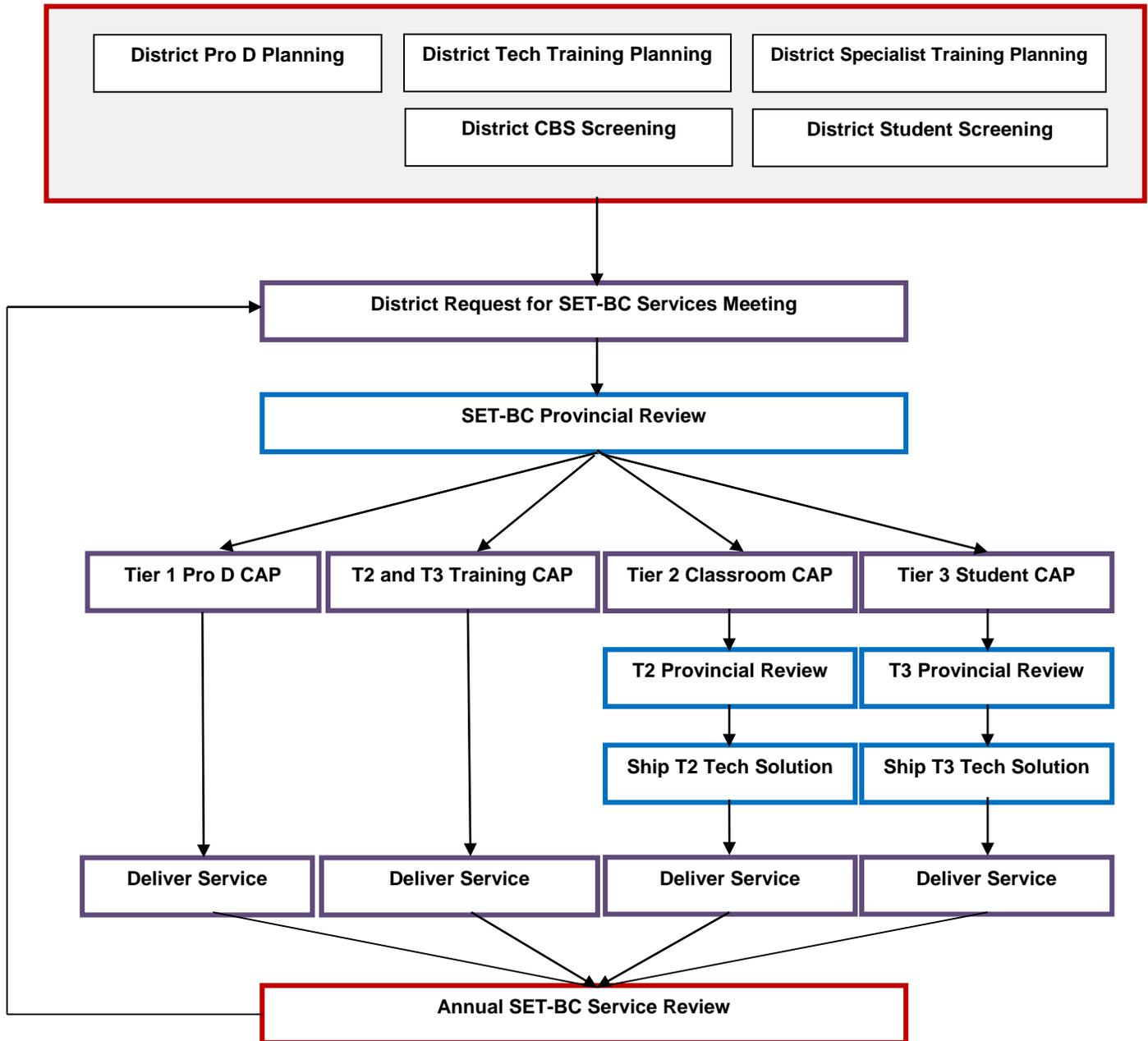
- SET-BC District Partner
- District Specialist Staff (e.g. OT/PT, TVI, SLP, Inclusion Support)
- District Administrator of Learning and/or Student Support Services
- District Administrator of Information Technology
- District Administrator or Staff responsible for professional development (e.g. Pro-D chair)
- Any other administration or support staff helpful in supporting or planning for technologies in the classrooms (e.g. Assistive Technology Coordinators)

Members of the District Planning Committee are responsible for completing and submitting the annual SET-BC District Request for Service. The Request for Service identifies the district's priorities for Tier 1, 2, and 3 services as well as the key contacts for each request. The Planning Committee will require a screening and selection process to identify classrooms that will be receiving Tier 2 services as well as teams supporting students who will be receiving Tier 3 support. School districts may want to refer to their previous student screening forms for Tier 3 and the SET-BC Classroom-based Project application process for potential ideas on how to screen for Tier 2 classroom-based solutions.

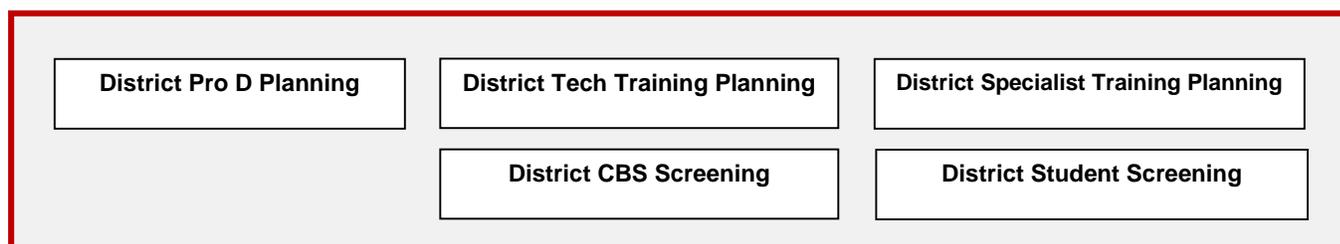
Annually, (recommended in early May), District Planning Committees meet to complete the District Request for Service. A SET-BC Service Coordinator will join the meeting to offer information and help in completing the Request for Service form. Services being requested in all three tiers are listed on the form. Once complete, it is submitted to the SET-BC Provincial Program for provincial review and identification of consultant support for the coming year. The approved Request for Service is returned to the District Planning Committee for their records.

As part of the annual planning process, the District Planning Committee or team will be asked to evaluate the effectiveness of the services delivered that school year. This is an important part of our service delivery model as it helps our program understand how our services have supported individual students, classrooms and the overall district initiatives for that year. The SET-BC Service Review also informs the district and SET-BC planning process for the coming school year and fulfills the Ministry of Education requirement for reporting the effectiveness of SET-BC services.

SET-BC Service Delivery Model 2016-2017 – Detailed Protocol



School District Planning and Screening



When: **BEFORE** the annual District Request for SET-BC Services Meeting in May

What: **District Pro D Planning** (Tier 1)

- District team identifies what types of Professional Development/Learning activities (e.g. workshops, courses, user network support, presentations, etc) would support overall district initiatives for the coming year. District team prioritizes which activities SET-BC could help present or facilitate.

District Technology Training Planning (Tier 2)

- District team identifies what specific technology training activities are needed to support teacher and EA use of existing technologies in the district (e.g. Kurzweil student activity days, Clicker training, SMART Board training). District team prioritizes which training activities SET-BC could facilitate.

District Classroom-based Solution (CBS) Screening (Tier 2)

- District team screens to identify the classrooms being put forward for classroom-based technology solutions. Screening process to be determined by district team – number of classrooms determined by annual Tier 2 allocations.

District Specialist Support Planning (Tier 3)

- District team identifies what specific training activities are needed to support district specialists in the district (e.g. Dynavox, TouchChat, Accent training). District team prioritizes which training activities SET-BC could facilitate.

District Student Screening (Tier 3)

- District team screens to identify the students being put forward for individual technology solutions. Screening process to be determined by district team – number of students determined by annual Tier 3 allocations.

Who: Depending on the planning and decision making task, various district staff are involved in discussions – Director of Student Services, Director of Instruction/Learning Services, IT Manager, SET-BC District Partner, District specialist staff, District Pro D representative, school administrators, etc.

Document Support: District teams determine what documentation to support planning/screening process. Teams may want to consider use of these available forms:

- SET-BC Classroom Based Technology Solution Application
- SET-BC Screening Checklist or Student Profile (student)

District Request for SET-BC Services Meeting

District Request for SET-BC Services Meeting

When: Ideally by early May for the coming school year (for delivery of technology solutions in early September). Absolute deadline for completed and signed District Request for SET-BC Services is **September 30th**.

What: Annual meeting to complete the District Request for SET-BC Services. The request contains key information on the services being requested in Tier 1, Tier 2 and Tier 3. Tier 1, Tier 2, and Tier 3 training services are listed in order of priority. Tier 2 classrooms and Tier 3 students are pre-screened **with screening documents to be attached to the Request for Service**. In the event that screening documents are not available, a Student Profile form will need to be submitted.

Who: District SET-BC Planning Team – Director of Student Services, Director of Learning Services, IT Manager, SET-BC District Partner, SET-BC Service Coordinator.

Document Support: District Request for SET-BC Services

- Tier 1, 2, and 3 requests
- Consent for SET-BC services and Release of Information
- Student Profile Form/Screening Documents

SET-BC Provincial Review

SET-BC Provincial Review

When: Ongoing from May 15th to October 1st

What: SET-BC meets to review the District's Request for SET-BC Services to approve and determine the following:

- Which services can be supported given the nature of the request, the resources available and the time commitment required

Once the Provincial Review is complete, a final copy of the District Request for SET-BC Services is returned to the district team for their records.

Who: SET-BC Administrative Team

Document Support: Completed and signed District Request for SET-BC Services

Collaborative Action Planning (CAP)

Tier 1 Pro D CAP	T2 and T3 Training CAP	Tier 2 Classroom CAP	Tier 3 Student CAP
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When: Upon completion of the Provincial Review of the District Request for SET-BC Services – schedule to be arranged between SET-BC and district/school staff. Absolute deadline for completion of CAPs in all three tiers is October 31st.

What: Collaborative Action Plans (CAPs) document the detailed information needed to ensure effective delivery of services in all three tiers. All plans include the services or technologies both the district and SET-BC will be providing.

Tier 1 Pro D CAP

- This document outlines the goals for the Pro D activity, the format, the date(s), the logistics (venue, audio/visual, room arrangement, etc), the expected participants, the content of the presentation/workshop, plans for follow up, and plans for evaluation of the effectiveness of the Pro D activity.

Tier 2 (teacher/EA) and Tier 3 (specialist) Training CAP

- This document outlines the goals for the training, the format, the date(s), the logistics of the event(s), the expected participants, the specific training skills to be developed, plans for follow up, and plans for evaluation of the effectiveness of the training activity.

Tier 2 Classroom (CBS) CAP

- This document outlines the classroom-based curricular goals the technology solution will support, the specific classroom activities that will be supported initially, the classroom profile (student needs), the existing classroom technology profile (including district support for the technologies being requested), the specific technology solution request, the plan for training and implementation of the solution, plans for follow up support, and plans for evaluation of the effectiveness of the solution.

Tier 3 Student CAP

- This document outlines the student profile (strengths and needs) the curricular goals the technology will support, the classroom tasks the technology will support, the specific technology solution request, the plan for training and implementation of the solution, plans for follow up support, and plans for evaluation of the effectiveness of the solutions.

Who: All CAPs will be arranged and conducted between a SET-BC consultant and the key contact identified for each service on the District Request for SET-BC Services.

Document Support: Tier 1 Pro D CAP, Tier 2 Training CAP, Tier 2 Classroom (CBS) CAP, Tier 3 Specialist Training CAP and Tier 3 Student CAP

Tier 2 and Tier 3 Provincial Review

T2 Provincial Review

T3 Provincial Review

When: Once Tier 2 Classroom-Based Solution (CBS) CAPs and Tier 3 Student Solution CAPs are completed and submitted to the SET-BC Provincial Team. These will be reviewed on an ongoing basis as received throughout May, June, September and October.

What: All loan requests generated from the Tier 2 CBS and Tier 3 student CAPs will be reviewed to ensure the SET-BC loan bank can support the request. While each district will receive a specific number of allocations in Tier 2 and Tier 3, each loan request will need to be reviewed in terms of compliance with program mandate, availability of technology in the SET-BC loan bank, and program budgetary limitations. These factors will be discussed by SET-BC consultants during the CAP process to ensure, as much as possible, that loan requests can be supported when reviewed.

Who: SET-BC Provincial Team (including SET-BC Program Manager and Provincial Coordinator)

Document Support: Completed CAPs

- Tier 2 Classroom-Based Solution (CBS) CAP
- Tier 3 Student Solution CAP

Delivery of Technology Solutions

Ship T2 Tech Solution	Ship T3 Tech Solution
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When: Once Tier 2 and Tier 3 Provincial Review is complete. For CAPs completed and reviewed prior to June 30th, technology solutions should ship in early September or October. For CAPs completed and reviewed by October 30th, technology solutions will be shipped as soon as possible (vendor timelines when purchasing specialized items may result in delays).

What: The technologies required are prepared (if currently in stock in the Loan Bank) or purchased if necessary. Whenever possible and appropriate, gently used equipment which meets the loan request needs will be utilized. Items listed on the specific loan request are collected, configured, and shipped to the shipping address identified on the loan request. This may be the key contact who completed the CAP or the district IT department depending on district instructions.

Who: SET-BC Provincial Team (purchasing and inventory), SET-BC Technical Support Team (collecting, processing, and shipping) loan request items.

District IT team members would also be involved – perhaps receiving the technologies for district imaging – to ensure the solutions, once received by the district, are set up for necessary access to printers, internet etc. (these tasks are identified on the CAP)

- Document Support:** Completed CAPs
- Tier 2 Classroom-Based Solution (CBS) CAP
 - Tier 3 Student Solution CAP

Delivery of SET-BC Services

Deliver Service	Deliver Service	Deliver Service	Deliver Service
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When: Service delivery date(s) for all three tiers of service are identified in the District Request for SET-BC Services and confirmed once the Tier 1, Tier 2 Training, Tier 2 CBS, Tier 3 Training and Tier 3 Student CAPs are completed. Service Delivery in all areas occurs between the start of school in September and June 15th.

What: Services as described and approved on District Request for SET-BC Services and CAPs.

Who: SET-BC consultants in partnership with district/school staff as identified.

Documentation Support: Implementation Plans outlined in CAPs

Annual SET-BC Service Review

Annual SET-BC Service Review

When: PRIOR to the SET-BC Request for SET-BC Services meeting ideally by early May

What: The Annual SET-BC Service Review is a survey designed to determine how effectively SET-BC services were delivered in each district. By the beginning of April, each district will receive a summary of the SET-BC services that already were delivered during that school year as well as a list of those services planned for April, May and June. This summary will be accompanied by a link to an online survey which will ask specific questions about the district team's satisfaction with the service planning process, the delivery of services, and the staff and student outcomes for each service. The intent of the Service Review is to not only provide SET-BC with valuable information on which aspects of service delivery are working well, but to also assist the district in planning for SET-BC services in the coming school year.

Who: The SET-BC Services Summary and link to the online SET-BC Service Review will be sent to the Director of Student Services. It is likely that the entire District Planning Team would be involved in assisting in the summary review and completion of the survey.

Documentation Support: SET-BC will provide these to District Administration

- SET-BC District Services Summary Report
- Link to Annual SET-BC Service Review