

# SET-BC Service Delivery Model

## District Planning

The goals of the three-tiered service delivery model is to be as flexible as possible to districts in terms of timelines and deadlines while still maintaining SET-BC's ability to deliver technology solutions early enough for appropriate training and implementation support. The final deadlines for the 2016-2017 school year are indicated in the following chart.

### Suggested 2016-2017 Timeline

Activity	Complete by Dates
District Tier 1 Pro D and Tier 2 Training planning District Tier 2 Classroom and Tier 3 Screening and Selection	May 1 <sup>st</sup> 2016 (recommended)
District Request for Service Meeting	May 15 <sup>th</sup> 2016 (recommended) <b>September 30<sup>th</sup> (final deadline)</b>
SET-BC Provincial Review of District Request for Service *** The SET-BC Provincial team will review submitted District Requests for Service once a week during the May 15 <sup>th</sup> – September 30 <sup>th</sup> time period	Weekly
SET-BC Collaborative Action Plan Meetings (CAPs)	Various dates as scheduled by team and SET-BC consultants following Provincial Review up to <b>October 31<sup>st</sup> 2016 (final deadline)</b>
SET-BC Tier 2 Classroom-based CAP and Tier 3 Student-based CAP Review ***The SET-BC Provincial team will review submitted loan requests on an ongoing basis as CAPs are completed and SET-BC consultants submit associated loan requests	May 25 <sup>th</sup> 2016 (beginning) <b>November 11<sup>th</sup> 2016 (final deadline)</b>
SET-BC Tier 2 and Tier 3 Loan Shipment ***The SET-BC Provincial team will ship loan requests to teams on an ongoing basis beginning in early September as CAPs/loan requests are submitted (exact shipping dates are dependent on several factors including acquisition of special orders, etc)	September 7 <sup>th</sup> 2016 (beginning for all loan requests submitted prior to June 30 <sup>th</sup> )
SET-BC Annual Service Review	<b>May 15<sup>th</sup> 2017 (final deadline)</b>

This chart lists deadlines that will enable the best coordination between SET-BC and the district team. Districts will hopefully find these dates helpful in establishing their own planning committee meeting and deadline targets.

## District Planning Considerations

### Reflections from 2015-2016

During district team planning in the past, team members suggested the following:

- Plan early, set deadlines and stick to the deadlines.
- The planning for SET-BC services will likely involve people at different levels throughout the process
  - For example, Tier 1 services being district wide has meant the IT administration is in direct contact with the district Pro-D committee and Learning Services administration who together set direction and coordinate district-wide in-service
  - For Tier 2 technology loans, district IT will need to consider what types of technologies they will support, what the implications are if software is installed on existing district laptops, how the SET-BC loaned technology fits into the existing network infrastructure and so on.
- Make sure everyone on the team understands the three-tiered service delivery model and what has to be decided and/or planned. This extends beyond what technology requests will be put forward – district team needs to decide on issues such as release time for Pro D and training, what the screening/selection criteria and procedures will be for Tier 2 and Tier 3, what overall long term plans will be for SET-BC support into the future, and how the district can build sustainability and capacity in terms of technology implementation.
- Ensure your district IT administration/department is involved from the start and throughout planning and implementation. You need a plan for coordination of the transfer of existing SET-BC technology (like laptops and iPads) – not only for the transfer but for tracking equipment and software after it is transferred to the district.
- Decide early what information about the service delivery model has to go out to school administration and school teams.
- Additional recommendations included:
  - Make your annual requests as specific as possible – this starts the planning off on a clear foundation
  - To ensure your Tier 1 Pro-D and Tier 2 training requests will meet the needs of your teachers and EAs, ensure the district Pro-D chair(s) are involved in the planning discussions
  - Reduce Tier 1 Pro-D and Tier 2 training requests to only those that teams are confident will be well received and well attended (vs the “let’s offer it and see if there is interest” approach) – this approach is much more successful and leads to far fewer cancellations. If a training need emerges during the school year, there is a process to amend the DRFS to potentially add the new service request.