

NWRDC EXECUTIVE COMMITTEE MEETING
Meeting Minutes
10-11-23

1. Roll Call/Call to Order

The October 11, 2023 meeting of the Northwest Regional Data Center (NWRDC) Executive Committee was called to order, by Mike Sullivan, at 10:30 AM, with roll call and personal introductions.

Members Present

Mike Sullivan - Chair	Anacortes School District, Director of Finance
Dr. Damien Pattenaude-Vice Chair	Renton School District, Superintendent
Kurt Gazow	Bellingham School District, Executive Director Educational Technology
Steve King	Coupeville School District, Superintendent

Guests and Staff Present

Larry Francois	NWESD, Superintendent
Lisa Matthews	NWESD, Assist Superintendent of Finance and Compliance
Lynn Lynch	NWRDC, Director
Kathy Bisig	NWRDC, Student Team Manager
Mandy Bladek	NWRDC, Business Team Manager
Rachel Wright	NWRDC, Administrative Assistant
Dana Anderson	WSIPC, Chief Executive Office

2. Approval of the May 17, 2023 and August 3, 2023 Minutes

Presented for approval were the minutes of the May 17, 2023 and August 3, 2023 Executive Committee meeting. Kurt Gazow moved, Dr. Damien Pattenaude seconded, to approve the minutes as presented. Motion carried, unanimously, among those in attendance at the October 11, 2023 Executive Committee Meeting.

3. Report from the Director

A. Introduction of New Staff

Mandy Bladek welcomed Yuliana Torres and Amanda Fisher to the Business Team. Kathy Bisig welcomed Alex Sanchez to the Student Team. They are all wonderful additions to NWRDC.

B. Executive Committee

1. New Members

Steve King, Superintendent of Coupeville School District was welcomed to the committee. Coupeville has been working in Qmlativ for one year now and he can offer perspective from a district that has completed migration.

Though he's not new to the committee, welcomed Kurt Gazow to his first three-year term. As the first Executive Director of Technology on the committee, he brings a new perspective as someone who serves technology and students.

Introduced Dana Anderson, WSIPC Chief Executive Officer as a guest.

2. Terms of Service

Lynn Lynch thanked Kari Harris for her commitment to the current position, which will open in the Spring and encouraged her to run again when nominations are sent out.

3. Election of Executive Committee Chair and Vice Chair for 2023-2024

Mike Sullivan nominated, Steve King seconded, to elect Dr. Damien Pattenaude as the Chair of the Executive Committee for 2023-2024. Motion carried, unanimously.

Steve King nominated, Dr. Damien Pattenaude seconded, to elect Mike Sullivan as the Vice-Chair for 2023-2024. Motion carried, unanimously.

C. Organizational Updates

1. Statewide Cooperative Updates

Dana Anderson of WSIPC shared the goals for a statewide plan for collaborative efforts to complete district migrations to the Qmlativ software. He also announced a couple advisory committees with openings and requested for those who would like to participate please contact him.

2. Staff Acknowledgements

Included in the Executive Committee Packet were emails and letters of appreciation for NWRDC staff.

3. NWRDC Goals and Client Satisfaction Survey

Reviewed results from the survey for 2022-2023 year. NWRDC exceeded the goal to keep satisfaction numbers at 85% or higher while navigating current migrations.

All categories tracked for this goal were 89% or above. Average client satisfaction was 96.7%, which was 3.5% higher than the previous year. This is an exceptional level of client satisfaction during a time when support teams are stretched with migrations, internal turnover, and district turnover. Each year support teams review all survey feedback and identify areas that can be addressed. It is also recognized that software migration work may have a temporary negative impact on client satisfaction based on prior experience.

D. Qmlativ Update

Lynn Lynch shared a graph of the statewide migration status. NWRDC is currently working with the 11 districts with 2023-2024 confirmed migration dates. Dana Anderson congratulated the NWRDC team for being the model for migration planning.

4. Reports from NWRDC Staff

A. Student Services

Student Services didn't have anything additional to the enclosed report.

B. Business Services

Mandy Bladdek commended the Business Team for their support to one district that experienced turnover with almost their entire business office. Also noted that training sessions are crucial for the districts successful migration. There is a need for district leadership to make time to learn about migrations as it helps the district succeed. The Business Team is creating videos that reference specific business practices that affect Washington state.

C. Print Operations Services

Print Operations Services didn't have anything additional to the enclosed report.

5. New and Pending Business

A. Service Requests

Ticket Totals by FTE are reported in order by district size. This report was for 2022-2023 school year.

B. Financial Reports

Lynn Lynch shared the preliminary results for 2022-2023 along with a preview of how 2023-2024 is starting out, closing with a few scenarios for future FTE rates.

6. Executive Committee Open Forum

Executive Committee members shared about current events within their districts.

7. 2023-2024 Meeting Dates

Date	Location	Time	Primary Agenda Topic
October 11, 2023	On-site with Lunch	10:30am – 12:30pm	Year End
January 31, 2024	Zoom	12:30pm – 2:00pm	Next Year Fee Schedule
April 17, 2024	Zoom	12:30pm – 2:00pm	Adopting Budget
May 22, 2024	Zoom	12:30pm – 2:00pm	Elections/Migrations

Lynn Lynch thanked the NWRDC Executive Committee for continued support of the Data Center.

9. Adjournment

Dr. Damien Pattenaude adjourned the meeting at 12:11 PM.

OFFICIAL APPROVAL OF THE MINUTES

DocuSigned by:

Mike Sullivan

2/13/2024

NWRDC Executive Committee Chair

Date

DocuSigned by:

Larry Francois

2/13/2024

NWESD Superintendent, NWRDC Executive Committee Secretary

Date