



Educational Technology Master Plan

Latest Review: July 2023

Review cycle: 1 year

Next Review: July 2024



Wellspring Learning Community

Educational Technology Master Plan

Contributors to the 2023 review:

Head of School – Kathleen Battah

Director of Learning and Teaching – Rita Zgheib

Director of Administration and Operations – Abir Makki

Registrar – Nemr Abboud

Head of IT - Layal Abou Chacra

Academic Information System & Data Analyst - Oussama Mahfouz

Educational Technologist – Salam Zahran

Senior Executive Assistant – Sereen Ajami

Related Policies:

Data Safeguarding Policy

BYOD Policy

Approvals - names and signatures:

Chairperson of the Board

Head of School

Wellspring Learning Community

Educational Technology Master Plan

Wellspring Learning Community's Mission Statement

Wellspring Learning Community aims to establish an inquiry-based learning environment in which students from diverse backgrounds are given every opportunity to optimize their social, emotional, and academic capacities and talents. Our students will become confident, resourceful, creative, caring, responsible global and local citizens prepared to use their education to contribute in meaningful ways towards improving society, both locally and internationally.

Rationale

Wellspring aspires to provide staff and students access to a variety of technologies that will enable them to cultivate an environment where staff and students learn, collaborate, create, and innovate together.

Technology is an essential component of the learning and teaching process and of the day-to-day school operations. Wellspring's efficiency therefore requires not only a one-time investment in technology but consistent updating of all associated equipment. Educational technology plans must consider the evolving technology options, equipment lifecycles, and availability of human and physical resources to support the school's various needs.

The educational technology master plan defines how Wellspring uses information technology (hardware and software) to support learning and teaching, which, in turn, increases student engagement and improves their performance. The educational technology master plan also tackles processing of information at the administrative level of the school to ensure data safeguarding as per the schools Dart Safeguarding Policy and Procedures.

This technology master plan supports the school's strategic plan and maps technology goals and objectives to the strategic plan goals. It also provides a framework for technology direction, strategy, and implementation plan. It identifies the one-year plan for sustaining and advancing the use of technology for the period from 2023 till 2024.

Information Technology at Wellspring

IT Facilities and IT Infrastructure

Wellspring occupies two campuses, Mathaf campus and the City Centre Campus (CCC). The Mathaf Campus serves Early Years and Elementary School, while the CC Campus serves Middle School and High School. Both campuses are equipped with multiple technology tools that engage our students and provide them with new learning experiences.

Classrooms

All Early Years and Elementary classrooms are equipped with:

- Two computers, one for the teacher and one for the students.
- A web cam and wireless microphone, used to stream live video and audio of the class in real time over the internet allowing students, off campus, to participate in the class.
- Speakers, allowing all students to be more engaged and less distracted.

All Elementary Classrooms are also equipped with:

- A projector and an interactive board, allowing students to interact with the learning material.
- A docucam giving teachers the ability to display printed materials like textbooks, handouts, etc., making demonstrations more interesting.

All MYP and DP Classrooms are equipped with:

- One computer for the teacher.
- A projector and an interactive board, allowing students to interact with the learning material.
- A web cam and wireless microphone, used to stream live video and audio of the class in real time over the internet allowing students, off campus, to participate in the class.
- Speakers, allowing all students to be more engaged and less distracted.

Hardware Tools

- All students in Grades 6-12 bring their own devices. The school has a Bring Your Own Device Procedure (BYOD) for both campuses.
- All staff members are provided with laptop/desktop for easier access and productivity.
- Elementary school is outfitted with an iPad cart. The iPad cart is a mobile lab available for classroom usage. The cart has 80 iPads and is being shared among all the teachers. The school provides a sign out system and the teachers use it to schedule the iPads. The use of these devices facilitates children's learning skills.
- Wellspring provides students with an on-campus computer lab. Each of Mathaf and CCC campus labs is equipped with 26 iMacs which students can use for coursework, research, and other learning activities.
- More computers are also available in the Elementary school library for student usage. Students can also use these computers for their studies.

Communication and Storage:

- Up-to-date infrastructure with virtualized servers running Microsoft Server software. Four local physical servers, hosting 10 virtual servers and four cloud virtual servers.
- High speed Internet access available on all computing devices.
- High speed microwave connections between campuses and to the internet.
- Internet content filter with customized filtering dependent on grade level.
- High-speed wireless access is available in all buildings. Access points are located in every classroom and learning space.
- VoIP (Voice over IP) phone system. An Avaya IP based phone system networked throughout each campus and across the two campuses.
- NAS and SAN Storages: used to store backed up data.
- Network switches and routers.

Software Tools

All software and tools used by Wellspring are licensed.

General Tools:

- **Web browsers** Firefox, Microsoft Edge, and Chrome are available for staff and students.
- **Microsoft Office** including Word, PowerPoint, Excel, Outlook, OneNote, Skype for Business
- **Microsoft 365 plan A1:** this online service includes Exchange Online, SharePoint Online, OneDrive, Microsoft Office Web Apps (Outlook, Word, Excel, PowerPoint...), Teams, Forms, Flip, Sway, Planner, etc.
- **Follett** library check-out system. It is a web-based software used to manage and record the library's available inventory. it includes access to a variety of databases as well access to library eBooks.

- **ManageBac:** learning management platform. This system allows to take attendance, post study plans, receive tasks and assessments, generate report cards, and house our curriculum, in addition to adding notes on the behavior of every student.
- **OpenApply:** admissions management system. Used by new families to apply to the school
- **Parents Evening System:** online appointment booking system. Used by parents to book their appointments with teachers.
- **Veeam** backup software: used to backup local and cloud servers
- **ASC timetable:** school scheduling timetabling software

Accounting Applications:

- **eSchool:** Accounting software used to manage tuition billing. The software is hosted on a cloud server and can be accessed through a web browser.
- **PIMS:** Accounting ERP software (Enterprise resource planning) used day to day business activity, for payroll and invoicing. The software is hosted on a cloud server and can be accessed through a web browser.

K-12 Tools/Apps

#	App Name	Description	Mathaf	CC C
1	Kamkalima	Arabic educational platform for learning and teaching		✓
2	Turnitin	Internet-based plagiarism detection service		✓
3	Britannica School	Citable, online learning resource		✓
4	Kognity	A curriculum-aligned teaching and learning platform with interactive content, analytics & assessment support		✓
5	InThinking	A comprehensive range of resources for new & experienced IB teachers		✓
6	Philpot	Supports IB teachers and students with online resources & workshop		✓
7	BrainPOP	Offers curriculum based animated movies, learning games, interactive quizzes, and a breadth of activities and resources	✓	
8	Destiny (by Follet)	Library management system for K-12 schools worldwide		✓
9	Kutubee	An interactive reading platform that offers illustrated stories in Arabic for students to develop their reading skills	✓	
10	Mathletics	An online math program that transforms the way students learn math to build confidence through personalized learning, exciting games, and mastery challenges	✓	
11	Learning A-Z	An online guided English reading program with interactive eBooks, downloadable books, and reading quizzes	✓	
12.1	Raz-Plus	A blended platform that combines teacher-led whole-class and small-group instruction with technology-enabled resources for personalized reading practice.	✓	
12-2	Science A-Z	Thousands of resources in Life Science, Earth and Space Science, Physical Science, Engineering, and Process Science.	✓	
13	StoryboardThat	An online storyboarding tool that makes it easy to create a digital story in minutes using images, text, and templates.	✓	
14	Padlet	An online post-it-wall. It allows individuals to post their comments, questions, and resources in one place.	✓	
15	Twinkl	Provides instant access to teacher-created resources including worksheets, display materials, entire schemes of work, lesson planning and assessment materials	✓	
16	Scratch	A programming language and an online community where children can program and share interactive media such as stories, games, and animation with people all over the world	✓	

IT Department

The school IT Department is responsible for the management and oversight of all hardware and network infrastructure and technology systems in the school. It is also responsible for the support of school technology in school buildings.

Since 2007, technology at Wellspring has progressed from an infrastructure that supported few computers to now supporting over 300 computers. Technology tools, both hardware and software, will continue to rapidly change and are dependent on local access services and the Internet and cloud-based services. To this end, the IT Department will continue to:

- Develop and maintain an infrastructure that supports the various devices that best serve learning and job goals while providing a reliable, flexible experience for students and staff.
- Establish and maintain a network infrastructure that is secure, reliable, scalable, and responsive while providing the necessary capacity and flexibility for students and staff to access the information and tools necessary to meet learning and job goals.

IT Staff

The IT Department staff include a Head and, for each campus, an Educational Technology Specialist and an IT Help Desk Technician.

IT Head

The IT Head oversees the planning, design, implementation and maintenance of all technology and telecommunications throughout all departments and directs all required modifications to these systems. In addition, the IT Head manages the purchase, placement, and repair of all technology equipment, hardware and software upgrade, as well as all technology and telecommunications vendors, providers, contracts and contractors.

Educational Technology Specialists

In addition to maintaining and upgrading databases, Educational Technology Specialists coordinate, verify and submit data reports as well as maintain and upgrade databases. They also manage all school educational platforms, train staff, and troubleshoot system issues as needed.

The Educational Technology Specialists act as liaison between Academic and Technology departments. They also provide support, training, and instruction for staff and for students and parents on the school educational platforms.

IT Help Desk Technicians

IT Help Desk technicians provide day-to-day support for classroom and administrative technology operations. They also provide network support and offer solutions for hardware and software issues. Support to computer users is always carried out through question/problem diagnosis and guiding them through step-by-step solutions. They clearly communicate technical solutions in a user-friendly, professional manner. They provide one-on-one end-user training as needed, troubleshoot network problems; resolve more complex end-user problems and conduct hardware and software inventory database maintenance and reporting.

Wellspring's Current Status

In the classroom, great progress has continued to be made in the use of technology as an educational tool to support student learning needs through a variety of tools and platforms. Every year, there are increased examples of students creating and sharing their technology-assisted learning. Opportunities for using technology for real world tasks and for project-based learning have also increased over time.

The school is also focused on professional development through one-on-one coaching and group training of teachers in making use of the resources available with students.

Procedures

IT Problem Solving

The IT Help Desk provides a single point of contact for students, parents and staff who, when facing a technology or platform problem, can send assistance requests to mathafitsupport@wellspring.edu.lb and cccitsupport@wellspring.edu.lb. When sending an assistance request through email, the sender must provide a detailed description of the problem with screenshots. The Help Desk Technician assigned to work on the problem will then contact the sender to further discuss the request.

Data Storage

Teachers and staff use two cloud platforms to store their data;

- **Sharepoint:** to store Weekly plans, Newsletters, Lesson plans with resources, Unit timelines
- **ManageBac:** to store Attendance, Reports, Unit planners, Homework, Gradebook

Faculty and Staff (Wellspring Users) – Do's and Don'ts

What to Do - All users:

1. Laptop Checkout Agreement: must sign a laptop agreement that details their responsibilities and repair or replacement costs.
2. Are required to log on to their school's computer only using the school user account provided them by the IT.
3. Must lock their screen or logout before walking away from their computer.
4. Are urged to always log out from their accounts on the websites, rather than just closing the browser.
5. Save Academic data only on the school's Sharepoint and ManageBac.
6. Always use Office 365 OneDrive to create, store and back up files and data.
7. Are responsible for shutting down the computer every day before leaving their offices.
8. Are responsible for turning OFF the projector in the class when it is not in use and before leaving the classroom.
9. Store their laptop in a safe place: a locked cabinet or drawer.

What NOT to Do - All users:

1. Never unplug the PC and the Projector power cables from UPS. Should report to the IT when not plugged into the UPS sockets (red socket).
2. Never force shutdown a computer.
3. Never unplug network cables from the computers or the routers or the wall sockets.
4. Never download Apps or software from the web browser and install without IT permission.
5. Never share their log in credentials with others.
6. Never change back to a password they had before and should not use the same password on different websites.
7. Never save their password /credentials on their browser. Saved passwords can allow unauthorized access.
8. Never delete files or any type of data from the school's SharePoint.
9. Never open emails with attachments from unknown or suspicious sources as they can be viruses or malware.

10. Never click on any links in emails or text messages if they are not completely sure who the sender is and where the link goes.
11. Never give out their email address or username or password or any other sensitive or personal information to unknown web sites.
12. Never Install apps or software via email or text messages.
13. Never accept any download to their computer unless they know what it is and who the sender is.
14. Never share a student's log-in credentials with another student.
15. Never eat or drink near computers.

Wellspring's Goals and Action Plan for 2023-2024

Our main goal is to ensure that all stakeholders have easy access to appropriate technology that is functioning at a high level.

Action Plan 2023-2024

Goal – IT needs	Action	Items needed
Upgrade and maintain network switches to enable faster network speeds	Purchase new switches	7
Develop a device refreshment plan	Update OS	
	Update Apps	
	Update Drivers	
Replace all end-of-life equipment	Replace old desktops	4
	Replace old laptops	15
	Replace old interactive boards	5
	Replace old projectors	5
Extend the wireless coverage on the network	Add more access points	8
Implement a network redundancy plan to protect from network failure	Replace old core switches in each site with 2 redundant core switches	4
Equip all offices with IP phones	Upgrade existing IP telephony and add 10 more phone extensions	1
Upgrade the computers in ICT lab	Replace old iMacs	2
Provide a secure computing environment to ensure safe access and information integrity	Renew Firewall license for Mathaf site	1
	Renew Firewall license for CCC site	1
Cloud hosting	Renew Cloud servers hosting subscriptions: PIMS, Eschool, Follet and Wellspring Website	1
Provide new employees the appropriate devices	Purchase new laptops	9
Enhance campus safety	Add additional surveillance cameras	
Power outage backup	Install two power inverters (8KW + 3 KW) with 16 backup batteries (16x200Ah)	1
Increase UPS autonomy	Install 100ah deep cycle lead acid batteries	38

Goal – Training & PD needs	Action	Items needed
Support: returning staff members	Help teachers implement the best technology practices in the classroom.	
	Support technology integration through trainings and on-site assistance	
Support: new staff members	Helping new teachers become confident and capable by holding a new teacher orientation session	
Enhance workstation security	Antivirus with client agent for unlimited users - License renewal – Mathaf + CCC	2