

# PARAEDUCATOR RECOGNITION FORM



**Use this form to tell us about your campus/department recognized para-educator. Six para-educators will be selected from among non-classroom and classroom paras and two final annual districtwide spotlight winners will be chosen from among them.**

OFFICE USE ONLY

Consider the following criteria when telling us about this para:

- What is the main function this nominee performs for the district?
- How does this nominee exceed the normal duties, responsibilities, and expectations of his/her employment position?
- How does this nominee support the district or assist other employees in doing their job?
- Nominee's evaluations should have a rating of "meets expectations" or higher.
- Be specific about what the nominee has done.
- Please do **NOT** use the nominee's name or campus/department in your criteria text.

Nominee's Name: <b>Katie Hernandez</b>	Position Title: <b>Administrative Secretary</b> <small>(i.e. Resource, Special Ed, Life Skills, Admin. Secretary, Campus Secretary, Technology, etc.)</small>
Campus/Department: <b>Technology Services</b>	Campus/Dept. Phone: <b>281-897-3810</b>
Name of Principal/Supervisor: <b>Frankie Jackson</b>	
I feel this para-educator meets the criteria for the district Spotlight recognition because: <span style="float: right;"><small>(Maximum 3270 characters)</small></span>	
<p>The nominee is the administrative secretary to the Chief Technology Officer (CTO) in the Technology Services department. I feel this para-educator meets the criteria for the district Spotlight recognition because she has performed at superior levels since she started serving in this role beginning in September 2013. <b>Her evaluations have consistently been rated as "clearly outstanding" in all performance areas!</b></p> <p>Her <b>normal duties</b> and <b>responsibilities</b> include supporting the CTO in managing six organizational units with thirteen total teams, as show in the following. Click <a href="#">here</a> to view the complete layout of the Technology Services department. In all of these organizational units and teams, she serves as the lead administrative assistant in budget preparation, coordination, and overall department performance.</p> <ul style="list-style-type: none"> <li>• Customer Care Center,</li> <li>• Acquisitions Assets and Sustainability,</li> <li>• Information Services and Applications,</li> <li>• Device Imaging and Integration, and</li> <li>• Network Infrastructure and Communications including Enterprise Communication and Networks, and Network Management Operations.</li> </ul> <p>The nominee has <b>exceeded ALL normal duties, responsibilities, and expectations in her position. Additional duties and responsibilities over and above the administrative secretary expectations</b> (Please see the next page for the full nomination).</p>	

Please return this form no later than **February 1, 2016**.

It may be sent electronically, through interoffice mail, or faxed.

**Electronically:** Return to [morgen.kent@cfisd.net](mailto:morgen.kent@cfisd.net)

**Interoffice mail to:** Morgen Kent, Keith Elementary

**Fax number:** 281-213-1749      **Attention:** Morgen Kent

\*Signature of principal/supervisor: Frankie Jackson

Date: February 1, 2016

**\*Signature of principal/supervisor is required and signifies that the candidate meets all criteria.**  
Only the first recognition form received will be used for a para-educator; additional forms will be discarded.  
 Please fill out the ONE (1) form as completely as possible..

The nominee is the administrative secretary to the Chief Technology Officer (CTO) in the Technology Services department. I feel this para-educator meets the criteria for the district Spotlight recognition because she has performed at superior levels since she started serving in this role beginning in September 2013. **Her evaluations have consistently been rated as “clearly outstanding” in all performance areas!**

Her **normal duties** and **responsibilities** include supporting the CTO in managing six organizational units with thirteen total teams, as show in the following. Click [here](#) to view the complete layout of the Technology Services department. In all of these organizational units and teams, she serves as the lead administrative assistant in budget preparation, coordination, and overall department performance.

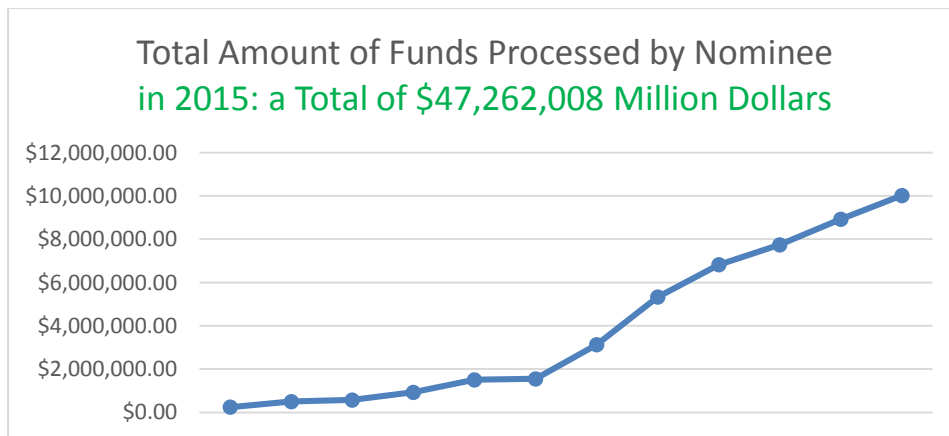
- Customer Care Center,
- Acquisitions Assets and Sustainability,
- Information Services and Applications,
- Device Imaging and Integration, and
- Network Infrastructure and Communications including Enterprise Communication and Networks, and Network Management Operations.

The nominee has **exceeded ALL normal duties, responsibilities, and expectations in her position. Additional duties and responsibilities over and above the administrative secretary expectations** include the following:

1. Serve as the primary purchasing agent and coordinator for more than 23 vendors to support the 2014 Bond Technology Referendum for \$217+ million dollars. This alone is a full time position. These new technologies will increase accessibility and student learning in the following areas.

Technology Services Recommendation	Estimated Cost
Install High Speed Wireless Access Infrastructure	\$12,934,270
Install Network Electronics Infrastructure	\$28,689,853
Upgrade Connectivity, Power, and Air Conditioning	\$9,640,013
Upgrade the Data Center and Infrastructure	\$10,148,660
Upgrade Staff 's Technology and Telephone Systems	\$19,749,725
Install Technology Infrastructure in New Schools	\$3,315,248
Design Contingency	\$5,913,444
<b>Total for Technology Services</b>	<b>\$90,391,214</b>
<b>Total for Technology</b>	<b>\$217,256,055</b>

In one year in 2015, the nominee has processed over 200 purchase orders and has purchased \$47,262,008 million dollars of new technology. **She has done this with NO errors. This is an amazing accomplishment!**



All vendors working with the nominee have commented on her proficiency, willingness to go over and above to help them process purchase orders, and most of all her positive attitude and genuine kindness!

2. On top of her normal job, and serving as the purchasing agent for the Bond, she took on even more additional responsibilities by stepping up to serve as the primary coordinator and contact person for a government program called [e-rate](#), which provides schools and libraries funding reimbursements for technology. During 2015, she facilitated getting the bid solicitations, paperwork, and funding reimbursement requests in to the e-rate program, requesting \$11,453,520 million dollars. The technology department is in the process of going through an e-rate program integrity assurance review and there is a great opportunity that the district will receive over \$11 million dollars of funds that can be supplanted back into the district's budget. Regardless of whether the district gets the funding or not, the nominee did everything in her power to assure the funding requests were submitted on-time and in the right format. Many district's hire staff to serve as their e-rate coordinator. The nominee took this responsibility on her own and performance at superior levels. The following is a summary of the e-rate funding requests facilitated by the nominee.



## Performance Excellence Program

### Category 2

# Strategic Planning



Frankie Jackson and Katie Hernandez worked all week with [Education Partners Solution \(EPS\)](#) and [ESC12 E-Rate Works](#), the district's E-Rate consulting firms, to complete all outstanding items needed for the 2015-2016 E-Rate filing. The filing deadline, set forth by the [Universal Service Administrative Company \(USAC\) Schools and Library Division \(SLD\)](#), was [April 16, 2015](#). All filings were completed on time!

The total funding requests (reimbursements hoped for) is **\$11,453,520**. If approved by the SLD, the reimbursements will hopefully be used to supplant the 2014 Bond Technology Infrastructure projects.

VENDOR	E-Rate Funding Category	E-Rate Funding Request
Cogent - Internet	Category 1	\$40,363
ICTX - Internet	Category 1	\$75,600
AT&T VoIP Migration	Category 1	\$686,707
AT&T Voice	Category 1	\$395,382
Phonoscope - Dark Fiber	Category 1	\$159,826
Phonoscope - Wavelength	Category 1	\$117,000
Layer3 - Wireless	Category 2	\$3,327,519
Presidio - Cabling	Category 2	\$624,600
Presidio - Network Electronics	Category 2	\$6,026,523
<b>TOTALS of ALL E-Rate 2015-2016 FILINGS</b>		<b>\$11,453,520</b>




Estimated E-Rate requests for 2015-2016

The district's [e-rate consulting partner](#), depends on the nominee, before the CTO, to assure all paperwork is prepared with the utmost of accuracy. Comments have been made by the district's e-rate partner that the nominee is one of the most highly qualified administrative staff personnel in the state, out of 12 counties, 76 school districts and 15 charter schools. This is only a testament to the nominee!

To summarize the nominee's accomplishment in exceeding her normal duties, responsibilities and expectations as administrative secretary to the CTO in her assigned position, the following substantiates that she serves in three distinct capacities, and is a superior achievement:

- Performance rated as clearly outstanding as administrative secretary to the CTO.
- Processed over 200 purchase orders and purchased \$47,262,008 million dollars of new technology at a 100% accuracy rate.
- Served as the primary coordinator for [e-rate](#), which resulted in requesting \$11,453,520 million dollars of funding refunds in 2015.

The nominee **supports the district and assists other employees in doing their job** by serving as a leader not only inside the Technology Services department but at the district's central office. The following are some specific examples of the work the nominee has done and substantiates why she is more than deserving of the Spotlight recognition award.

- Supports and assists the Technology Services department in building a framework for managing a technology service system based on national standards (Baldrige for Education), which sets a foundation in place to provide world-class K-12 technology service. This framework *resulted in achieving an average of 92% customer satisfaction rating, a reduction of 91% in the overall average service request cycle time, and a decrease of 76% in the backlog (old) open service requests*. Actual results that the nominee assists in the coordinating and generated can be observed [here](#).
- Leads the Technology Services department in their Performance Excellence recognition program. The nominee facilitates all staff by preparing weekly thank yous and employee recognitions. Click [here](#) to see an example of an automated method she uses to streamline the process. The following shows examples of the care she puts in to these recognitions.
  - [Thank yous](#)
  - [Employee spotlight](#)
  - [Organizational value highlight](#)
- Supports the technology acquisition team in the process of issuing fifteen technology Request for Proposals (RFPs) and selecting the most innovative technology partners in the nation, to help CFISD build a network architecture, designed to increase opportunities and accessibility for students not only for today, but to evolve with new technology demands through the year 2020. The Technology Services technology plan can be viewed [here](#). The nominee's support in helping others prepare this plan was key in gaining approval by the Texas Education Agency.
- Works with the department's 13 teams using a stringent project management and communication strategy for completing major projects, which *resulted in successfully implementing twelve (12) mission critical systems and stabilizing the technology infrastructure*. The following shows the systems that have been implemented.
  - Replaced the technology service request management system with iSupport.
  - Replaced the district's technology asset tracking system with Hayes.
  - Migrated the district's network to Microsoft Active Directory.
  - Replaced all Business Services software with Sungard's latest software.
  - Standardized and replaced the Microsoft Office suite with Microsoft Office 365.
  - Replaced Novell Groupwise E-mail with Microsoft Office 365 Outlook.
  - Replaced Sungard's eSchoolPlus Student Information Systems servers and processors.
  - Upgraded the Sungard eSchoolPlus Teacher Access Center (TAC).
  - Replaced the district's Internet content filter system.
  - Upgraded the library automation software and hardware with the latest technology.
  - Updated the district Technology Plan and received certification from the Texas Education Agency through the year 2017.
  - Replaced the district Internet Service Provider (ISP) services from Phonoscope to ICTX, which increased Internet bandwidth capacity by 1200%.
- Works with the CTO and districts across the nation to facilitate the design of next-level network architecture, using CoSN's Smart Education Network Design (SEND) II initiative guidelines that includes the most innovative aspects of technology designs with capacity, reliability, ubiquity, security, redundancy, resiliency, and mobility. This work impacts learning within the district because it is the most innovative and largest of its kind across the nation in Public K-12 Education.
- Works with Enterprise Communication Network staff to support the telephone replacement initiative. The nominee is instrumental in all phases of the conversion process, including coordinating the telephone selection committee activities, including developing a survey to collect their inputs about which phones would help them best in their jobs. Click [here](#) to see an example of the nominee's work.
- Supports the district's Financial and Business Services department by coordinating all 2014 Bond Technology purchases. Click [here](#) to see the level of accuracy and reporting the nominee facilitates. At the end of every month, the nominee assures accountability, purchase order, and expenditures by each Bond goal is being balanced with the Finance department's records. Expenditures are current and accurate!

- Supports the district-wide communication of reporting all Technology Services leadership and communication by serving as the website administrator for the department's website. Click [here](#) to go to the technology homepage. The nominee is an integral contributor to the website which is known around the state as being one of the very best tools for communicating technology state.
- Supports other departments in the district's central office with technology expertise. The district has undergone major technology upgrades, swapping out systems and software. Because the nominee serves in the Technology Services department, it is common that many other central office administrative staff depend on the nominee for technology expertise. She regularly supports them in Google Docs, Microsoft E-mail, Microsoft Sharepoint, Microsoft 365, just to name a few. She does this with a willingness to serve and help all others that need additional levels of support.

In closing, the nominee performance is at superior levels, not only in her normal job duties and responsibilities but over and above in additional capacities. She is able to accomplish this because she has put forth the effort to receive personal training, plus she has the enthusiasm to learn new technology skills. The nominee signs up for all professional development opportunities that are offered, examples include Google training, Office 365 training, E-mail training, SchoolMessenger training – basically any training that will help her be more proficient. This is admirable! Additionally, she performs her work with care, grace, kindness, and persistence. She is a multi-tasker that uses her innovative technology skills to get her job done. This results in her performing at outstanding levels of performance excellence. It is for these reasons that she is deserving of the 2015 District Paraeducator Spotlight award. She is a model for all others to follow!