Pacifica School District

Instructional Technology Plan 2.0

September 2025- August 2028

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Introduction

On March 29, 2023, the Board of the Pacifica School District adopted Regulation 0440, which establishes the framework and requirements for a comprehensive three-year District Technology Plan. This regulation supports the district's broader educational mission by recognizing that thoughtful and strategic use of technology can significantly enhance student learning, support teacher effectiveness, and improve operational efficiency throughout the district.

In accordance with Regulation 0440, this Technology Plan provides a forward-looking guide that is grounded in a clear assessment of the district's current technology use and an identification of future needs. It outlines specific goals and strategies for integrating telecommunications and digital tools into curriculum and instruction in ways that align with broader district priorities. It also emphasizes equitable access to technology for all students, the development of digital literacy and information skills essential for college and career readiness, and the importance of ensuring student safety and ethical use in digital environments.

To support effective implementation, the plan includes a professional development component designed to build staff capacity and technological proficiency, ensuring that educators are well-equipped to use new tools in meaningful and instructional ways. The plan further establishes a structure for ongoing monitoring and evaluation, allowing for regular review of progress and timely adjustments in response to new challenges and opportunities.

This document reflects the district's commitment to making technology an integral and effective part of the educational experience and serves as a strategic foundation for guiding technology-related decisions and initiatives over the next three years.

Development History of This Technology Plan

The initial draft of this document was written by the Coordinator of Instructional Technology after joining the Pacifica School District, drawing from best practices in educational technology across California. During the drafting process, members of the IT Department, including the SIS Specialist, Network Analyst, and Technology Support Technician, contributed essential information by answering job-specific questions, identifying missing elements, and highlighting areas for improvement.

The 2.0 version, labeled Draft 1.3, was developed in response to the needs and insights reported by the IT team. Following its completion, the draft was shared internally with the IT Department for review. Based on their feedback, Draft 1.5 was created to reflect suggested revisions and clarifications.

This revised version was then shared with the Library Media Technician (LMT) for broader input. After gathering their feedback, a subsequent version, Draft 1.7, was presented to the district's first-ever Technology Community Meeting on April 14, 2025. Nearly 20 staff members, primarily teachers, attended the meeting, which focused on collecting input about the IT Department's current support and identifying opportunities for better alignment with instructional needs.

The final version of this Technology Plan incorporates valuable feedback from all contributors, including the IT team, LMT, and teaching staff. It reflects a collaborative effort to build a responsive and forward-looking framework for technology use in the district.

This plan will be reviewed annually and updated as needed to reflect evolving district priorities, emerging technologies, and the ongoing needs of students, staff, and the broader school community.

Table of contents

Mission Statement

“Pacifica School District, the community it serves, and the children they cherish, together prepare each child to meet the challenges of the future by providing an equitable, rigorous academic program which nurtures curiosity and inspires joy, confidence, and achievement in learning.”

Pacifica School District's Vision

“*We envision a community that supports students in their curiosity- driven use of library, media, and technology resources in order that students acquire, evaluate, demonstrate, and communicate knowledge and 21st Century capacities. In the process, our students develop into successful, adaptive, global citizens.*“

Pacifica School District's Vision for Libraries/Media/Technology
(Created in 2011)

The Pacifica School District is committed to ensuring that all students, regardless of background, have access to high-quality technology that enhances learning. We believe that every student has the potential to learn and achieve success when provided with the right tools and opportunities.

2025-2028 Vision

The Pacifica School District (PSD) is committed to cultivating a culture of innovation, equity, collaboration, and integrity, leveraging technology to empower our students, staff, and community. Our vision is to serve as a model for technology-driven education, where every learner is equipped with the skills, knowledge, and ethical foundation to thrive in an increasingly digital and globally connected society.

By 2028, Pacifica School District will be a district where:

- **Students thrive** in dynamic, engaging learning environments that promote creativity, critical thinking, collaboration, and digital citizenship.
- **Teachers are empowered** with effective tools and ongoing professional development to maximize student success and innovate in their practice.
- **The community takes pride** in a transparent and forward-thinking school system that prepares future-ready, responsible citizens.
- **Technology supports our core educational priorities**: improved Attendance, Academics, Community Engagement, and Equity & Inclusion.

Curriculum and Instructional Technology

To realize this vision, PSD will implement a clear, strategic, and sustainable plan that aligns with our district curricular goals and the Local Control and Accountability Plan (LCAP). This plan includes:

Equitable Access

All students and educators will have equitable access to high-quality devices, digital curriculum, and reliable internet connectivity. We will maintain district-wide policies to eliminate barriers, close opportunity gaps, and ensure fair access for all learners, including those from underserved communities.

Improving Teaching and Learning

Technology will be used to enhance instruction, differentiate learning, and increase student engagement through project-based learning, multimedia exploration, and real-time collaboration. These goals are deeply aligned with PSD's instructional priorities and LCAP strategies.

Skills for College, Career, and Life

Students will engage in structured, grade-level-appropriate opportunities to build technology and information literacy skills essential for college and career readiness. Clear milestones will be established across grade spans to track digital fluency, responsible use, and effective research and productivity skills.

Digital Citizenship and Safety

PSD will provide comprehensive instruction in digital citizenship, including online safety, data privacy, ethical technology use, and media literacy. All practices will adhere to legal requirements, including CIPA and FERPA, ensuring that students learn in safe, secure, and responsible digital environments.

Sustainability and Partnerships

The district will allocate resources strategically to support implementation through the general budget, LCAP, grants, and partnerships. Where necessary, we will pursue future funding opportunities to sustain and scale innovation.

Professional Development

We are committed to empowering educators and staff through strategic, ongoing professional learning that enhances their ability to integrate technology meaningfully.

Current Readiness

An annual technology needs assessment will be conducted to identify strengths, gaps, and goals related to teacher and administrator proficiency. This data will inform all professional learning strategies.

Targeted Professional Learning

PSD will offer high-impact, role-specific professional development aligned with instructional goals. Support will include:

- Hands-on training
- Coaching and modeling
- Collaborative learning communities
- On-demand and personalized PD opportunities

These programs will ensure staff are confident, competent, and innovative technology users, ready to meet the needs of diverse learners.

Our Commitment to Core Values

The successful integration of technology in PSD is guided by the following foundational values:

- **Integrity**: We commit to high standards of ethics, transparency, and responsibility in all decisions and actions related to technology.
- **Collaboration**: We foster a districtwide culture of teamwork among staff, students, families, and community partners to drive innovation and address challenges collectively.
- **Compliance**: We adhere to all state and federal laws, accessibility guidelines, and privacy regulations, ensuring a safe and legally sound digital learning environment.
- **Innovation**: We continuously seek, evaluate, and responsibly adopt emerging technologies that support student achievement and future readiness.
- **Service Orientation**: We place student and community needs at the center of all technology initiatives, delivering responsive, equitable, and high-quality services.
- **Maximum Long-Term Value**: We make forward-thinking investments that ensure the sustainability, scalability, and impact of technology across all PSD schools.

This comprehensive vision outlines PSD's commitment to preparing every student for success in a rapidly changing world. By aligning our practices with clear goals, community values, and strategic planning, we will create learning environments where technology serves as a powerful, inclusive, and inspiring tool for lifelong learning and success.

PACIFICA SCHOOL DISTRICT

AACE

Attendance


Academics


Community Engagement

Equity & Inclusion

21st Century Skills

What Are 21st Century Skills?

In today's fast-paced, technology-driven world, education must go beyond traditional academics to prepare students for the realities of the modern workforce and global society. The skills needed to thrive in the 21st century extend beyond memorizing facts—they focus on thinking critically, working collaboratively, and using technology effectively. These essential skills are often referred to as 21st-century skills, and they are the foundation for lifelong learning, innovation, and responsible citizenship.

Why 21st Century Skills Matter:

21st-century skills empower students to become adaptable, innovative, and globally aware individuals. Skills like critical thinking, communication, collaboration, and creativity, often called the 4 C's, are crucial in helping students navigate complex challenges, both in and out of the classroom. In addition, digital literacy, media fluency, and technological proficiency are necessary to thrive in a world where information is abundant and constantly evolving. These competencies also support personal growth, social responsibility, and career readiness. By integrating these skills into daily teaching and learning, schools can ensure that students are not only academically strong but also equipped to lead, problem-solve, and succeed in the future.

21st Century Education

What is 21st-Century Education? 21st-century education is a modern, student-centered approach to teaching and learning that prepares students for success in a rapidly changing, interconnected, and technology-driven world. It goes beyond traditional classroom methods by emphasizing real-world skills, personalized learning, digital integration, and global awareness.

To bring 21st-century education to life in the Pacifica School District, we must create learning environments that are flexible, engaging, and technology-rich. This includes integrating tools like interactive displays, student devices, and online platforms into everyday instruction. Teachers must be supported with professional development focused on digital learning strategies, project-based learning, and collaboration across subjects. Classrooms should encourage critical thinking, creativity, and problem-solving, while promoting equity and access to technology for all students. By aligning curriculum with 21st-century goals and investing in tools and training, we can ensure that our students are not only academically prepared but also ready to lead, innovate, and thrive in the future.

21st Century to Future of Technology: The Next Evolution of Education

The Impact of Future Technologies on Education and Material

The rapid evolution of technology is not just changing the tools we use in the classroom; it is fundamentally altering the nature of learning itself. Future technologies are poised to create more dynamic and personalized educational experiences.

- **Artificial Intelligence (AI)**: AI-powered systems can offer personalized learning paths, adapting content and pace to each student's needs. This frees up teachers to focus on mentorship and higher-order thinking, while AI handles tasks like automated grading and identifying learning gaps.

- **Virtual and Augmented Reality (VR/AR)**: VR and AR will transform how students interact with course material. Instead of reading about ancient Rome, students can virtually walk through the city. Complex scientific concepts can be visualized and manipulated in 3D, making them easier to understand and engage with.

- **Ubiquitous Connectivity and Cloud Computing**: The learning environment is no longer limited to the physical classroom. With seamless access to cloud-based resources, students and teachers can collaborate on projects in real-time, access vast digital libraries, and continue learning from any location.

Breaking with the Past and Embracing Digital Transformation in Education

To leverage these advancements, educators must actively break from traditional, one-size-fits-all models and embrace a new pedagogical approach. This means moving beyond passive learning and embracing digital transformation.

- **Shifting Roles**: The educator's role is evolving from a knowledge dispenser to a facilitator and coach, guiding students through a world of abundant information. The focus shifts to helping students develop critical thinking and problem-solving skills to navigate this digital landscape.
- **Dynamic Curriculum**: The curriculum must become more agile, incorporating digital literacy, data analysis, and the ethical use of technology. The district has demonstrated this commitment through initiatives like the adoption of a new TK-8 science curriculum and the disposal of outdated materials. Learning materials will transition from static textbooks to interactive, multimedia platforms that are constantly updated.
- **Investment in People**: For this transformation to succeed, the Pacifica School District must invest in continuous, high-quality professional development for teachers. This training should not just focus on how to use new tools, but on how to integrate them into innovative, student-centered learning strategies.

By embracing digital transformation, the Pacifica School District can ensure that the next generation is not only prepared for the workforce but is also equipped to be creators and innovators in a technologically advanced world.

Overview

The Pacifica School District is at a critical juncture in its technological journey. Building upon a foundation laid by the Libraries/Media/Technology Plan (2011-2016), which established the district's 21st Century Education Framework, our recent efforts have been focused on a comprehensive digital transformation. This section outlines our past achievements, current challenges, and strategic priorities for leveraging technology to enhance student achievement and prepare our students for the future. Our commitment to equitable access, robust infrastructure, and professional development is unwavering, but a clear and sustainable funding plan is essential to realizing our full vision.

Past Achievements and Infrastructure Upgrades

The period of 2020-2021, spurred by the onset of the COVID-19 pandemic, served as a pivotal moment for our district. The shift to virtual learning necessitated a rapid and substantial investment in our technology infrastructure. Thanks to the overwhelming support of the Pacifica community and the strategic use of Measure O, we successfully implemented a major district-wide upgrade. This included replacing old cabling at all school sites, enhancing network capabilities, and establishing a new, secure data center.
Beyond the core network, our efforts expanded to support modern learning environments. We introduced outdoor wireless access to facilitate instruction beyond the traditional classroom, and installed a comprehensive district-wide security camera system to enhance campus safety. A cornerstone of this achievement was the district-wide investment in Chromebooks for all students, which was vital for ensuring equitable access to digital learning tools and preventing educational disruption. These upgrades have placed our network in excellent condition, guaranteeing reliable connectivity for all students and staff.

Current Funding and Operational Challenges

The IT department’s ability to drive innovation is directly tied to its funding. Our technology improvements and maintenance are primarily supported by a combination of bond measures and the department's annual operating budget. While Measure O was instrumental in our recent network upgrades, a series of reductions in the IT department's annual budget have severely limited our capacity for making new classroom improvements. This has forced the

department to prioritize the maintenance of existing technology over the strategic implementation of new tools.

The recent passage of Measure G is a positive step forward, allocating a significant $2 million to the technology department. However, this is a bittersweet victory. This funding is not sufficient to upgrade all classrooms across the district's six school sites, particularly given the ongoing cuts to our annual budget. To truly meet the growing technology needs and ensure every classroom is fully equipped for 21st-century learning, a more substantial and sustained increase in our funding allocation is necessary.

Strategic Priorities and Future Vision

Moving forward, our strategic priorities are designed to build upon our existing foundation and address the evolving needs of our students and educators. We are committed to:

- **Delivering Rigorous and Well-Structured Instruction**: Using technology to support high-quality, engaging curriculum across all subjects.
- **Supporting Students' Academic and Emotional Development**: Leveraging digital tools for personalized learning, academic support, and fostering a positive and safe online environment.
- **Maintaining Consistent and Effective Operational Systems**: Ensuring our technological infrastructure remains reliable and secure to support all district functions.
- **Implementing Culturally Responsive Practices**: Using technology to create inclusive and diverse learning experiences that reflect and respect our community.
- **Fostering Inclusive Engagement**: Utilizing digital platforms to connect with and involve all members of our school community, from students and parents to teachers and administrators.

Our focus for the immediate future will be on expanding classroom technology and enhancing our existing infrastructure. We believe that by strategically leveraging technology, we can significantly increase student achievement and enrich the learning experience. We will prioritize student engagement by integrating cutting-edge technology that empowers both students and staff in the learning process, ensuring they are well-prepared for the challenges and opportunities of the future.

To achieve these goals, we will:

- Expand the 1:1 Device Program to provide dedicated devices for all students and staff.
- Upgrade classroom sound systems with receivers, microphones, and speakers for better audibility.

- Replace Apple TVs with a universal wireless display solution compatible with Chromebooks.
- Add interactive displays to enhance student engagement and participation through dynamic classroom learning.
- Maintain and improve the district's Wi-Fi system, network backbone, and directory structure.
- Implement CIPA-compliant filtering on Chromebooks for school and home use, with policy levels based on grade level.
- Offer parent and community engagement opportunities focused on digital citizenship and supporting children in the digital age.
- Communicate digital citizenship topics and academic technology expectations with families.
- Implement and follow through on LCAP goals to ensure technology aligns with district objectives.
- Introduce safe AI tools and functionality to staff and students.
- Provide assistive technology such as speech-to-text software and screen readers.
- Replace the outdated phone system to improve district-wide communication.
- Enhance emergency communication systems by ensuring announcements automatically override classroom audio and video.
- Strengthen staff confidence in technology through training and professional development.
- Implementing a new IT ticketing system and help desk at middle school sites to improve response times and resolve IT tickets more efficiently.
- Implementing a centralized printer management system.
- Implement Destiny as the primary inventory system to streamline asset tracking and management.
- Develop a clear and efficient budgeting plan to ensure transparency, optimize spending, and build public trust in financial management.
- Create a technology lab to provide students with hands-on experience using multiple operating systems and cutting-edge tools like 3D printers, preparing them for college and future careers.
- Add an additional classified staff member to support over 4,000 district-owned mobile devices and classroom technology.

Resulting in

- Stronger Digital Citizenship – Technology use helps students develop online responsibility, enables staff to reinforce proper usage, and supports district-wide digital citizenship efforts.

- Aligned Educational Goals – Implementing LCAP goals ensures students benefit from strategic technology integration, helps staff align instruction with educational priorities, and keeps the district's vision on track.
- Safe & Responsible AI Use – Training on AI tools prepares students for future careers, helps staff integrate AI into lessons responsibly, and ensures the district leverages AI ethically and effectively.
- Enhanced Accessibility – Assistive technology provides students with disabilities the tools they need to succeed, enables staff to support diverse learning needs, and aligns with the district's commitment to inclusion.
- Enhanced Classroom Engagement – Interactive displays create dynamic, participatory learning experiences that improve student engagement, collaboration, and comprehension.
- Efficient Communication – A modern phone system improves student safety, enhances coordination in emergencies, enables staff to communicate seamlessly, and strengthens district-wide operations.
- Faster Emergency Alerts – Automatic overrides ensure students receive immediate safety instructions, allow staff to respond quickly, and enhance the district's emergency preparedness.
- Technology-Confident Staff – Professional development empowers teachers to integrate technology effectively, boosts student engagement in digital lessons, and helps the district maintain a skilled workforce.
- Centralized Printer Management – Ensures students have reliable access to printing, simplifies processes for staff, reduces technical issues, and optimizes district-wide resource management and cost efficiency.
- Quicker IT Resolutions – A new IT ticketing system reduces downtime for students, allows staff to receive faster tech support, and improves district-wide efficiency.
- Improved Inventory Management – A dedicated inventory system enhances device tracking, optimizes resource allocation, and improves district-wide technology oversight.
- Stronger Device Management – Additional IT staff ensures student devices are properly maintained, supports staff in troubleshooting tech issues, and improves the district's ability to manage thousands of devices efficiently.

Increased access to and use of technology has afforded increased student access to curriculum and increased learning opportunities.

LCAP Goal

LCAP Goal 1:

- All students will have access to rigorous and engaging instruction provided by highly qualified teachers and supported by highly effective leadership with appropriate resources.

LCAP Goal 2:

- We will increase achievement for all our students while decreasing performance gaps and educational inequities.

LCAP Goal 3:

- We will significantly increase family and community engagement to inspire and support them to be actively involved in preparing their students to be college and career ready and to reduce chronic absenteeism.

Areas for Future Development

Our current technology plan builds on the foundation of the Library/Media/Technology Plan written in 2016. While progress has been made, several key goals from that plan remain unmet, even after more than eight years—for example, the addition of 4.20 FTE for technical support staff and the development of a comprehensive cost-of-implementation plan for hardware and infrastructure.

Looking ahead, our goal over the next three years is to strengthen and expand upon that original plan, while addressing its gaps and adapting it to meet the current and future needs of the Pacifica School District.

In 2021, the district underwent an unplanned but significant technology infrastructure upgrade. This included new cabling at all school sites, comprehensive network upgrades, and the establishment of a new data center. Additionally, outdoor wireless access was added to support outdoor learning opportunities and events, and a district-wide security camera system was installed to enhance campus safety.

We now have a responsibility to maintain and make the most of this significant infrastructure investment. As technology continues to evolve, our commitment is to stay ahead of the curve, ensuring our systems not only keep up with advancements but also support equitable access, high-quality teaching, and efficient operations across every school in the district.

Key Focus Areas for 2025–2028

- **Budgeting & Cost Management**
- **Digital Equity & Accessibility Initiatives**
- **Enhancing Digital Learning & Classroom Technology**
- **Infrastructure & Operation**
- **Asset, Safety and Security**
- **Technology Support & Customer Service**
- **Professional Development & Training**
- **Implementation Timeline & Roadmap**
- **Evaluation & Metrics for Success**

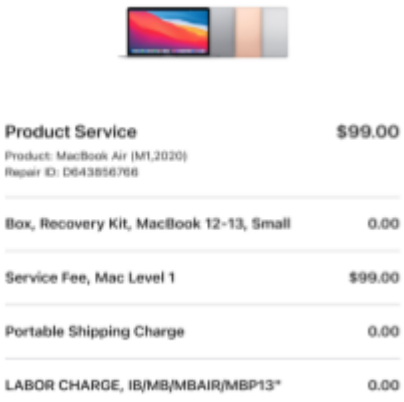
These focus areas will guide our efforts to build a modern, sustainable, and future-ready technology environment—one that supports student success, empowers staff, and strengthens the Pacifica School District’s digital infrastructure for years to come.

Budgeting & Cost Management

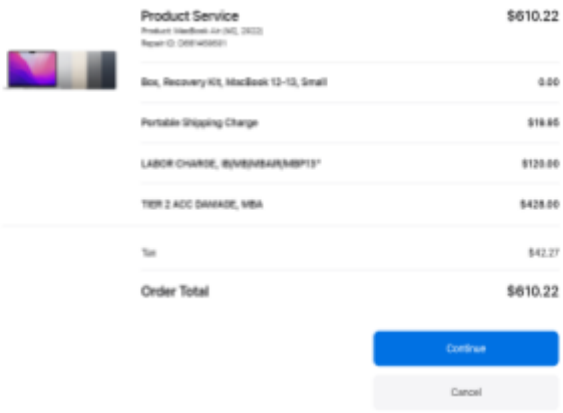
Effective budgeting begins with thoughtful planning and research before any technology purchase. It is essential to evaluate the intended use, model specifications, and long-term value of each device. A review of recent purchases made by the PSD IT Department indicates that this area requires improvement.

For example, Pacifica School District currently provides MacBook Air laptops to all teachers and staff as their primary work devices. While these laptops offer sufficient performance for daily instructional tasks, the growing cost of maintenance and repairs has become a significant concern. Many of the devices in circulation are nearing the end of Apple's support lifecycle, which makes future repairs and software updates increasingly difficult and expensive. Additionally, several newer MacBooks require screen replacements, and due to expired AppleCare coverage, repair costs have risen sharply. For reference, a screen repair under AppleCare costs $99, while out-of-warranty repairs cost $610.22 per device. Furthermore, the district currently lacks a structured replacement cycle, making it challenging to proactively phase out aging devices and plan for sustainable upgrades.

Repair Cost Example: MacBook Air Screen Replacement (Early 2025)



Product Service	$99.00
Product: MacBook Air (M1,2020) Repair ID: D643856766	
Box, Recovery Kit, MacBook 12-13, Small	0.00
Service Fee, Mac Level 1	$99.00
Portable Shipping Charge	0.00
LABOR CHARGE, IB/MB/MBAIR/MBP13*	0.00



Product Service	$610.22
Box, Recovery Kit, MacBook 12-13, Small	0.00
Portable Shipping Charge	$16.95
LABOR CHARGE, IB/MB/MBAIR/MBP13*	$120.00
TIER 2 ACC DAMAGE, MBA	$428.00
Tax	$42.27
Order Total	$610.22

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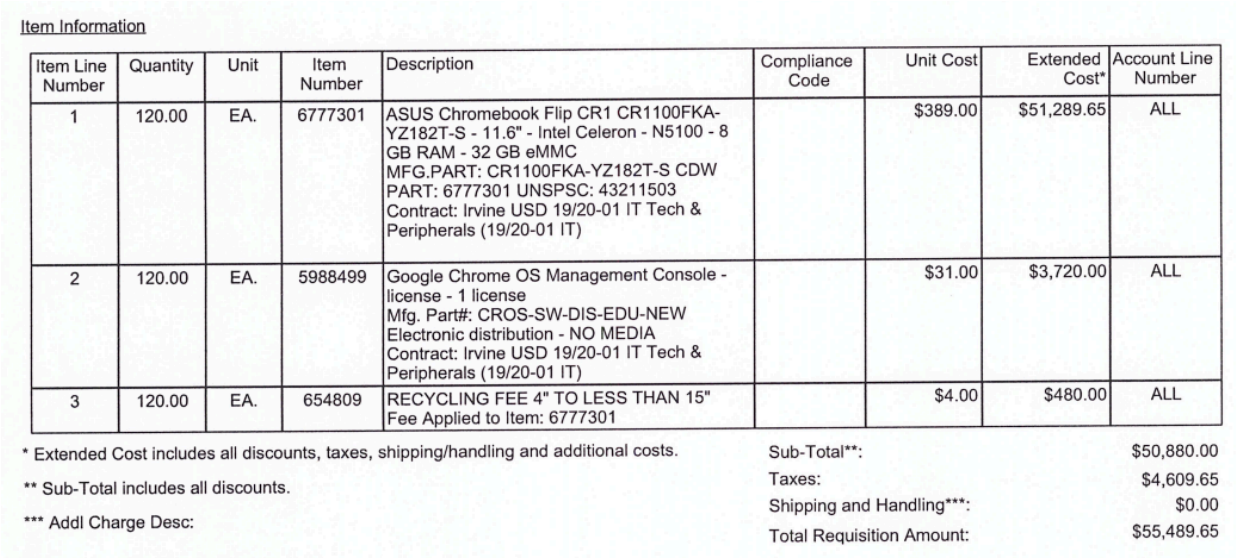
Another area of concern involves student Chromebooks. All student devices are touchscreen models, which significantly increases expenses—particularly in middle schools. Currently, over 100 Chromebooks have touchscreen or screen-related issues, and screen replacements alone would cost the district over $10,000.

At present, PSD has over 4,000 Chromebooks listed as "Provisioned" in Google Admin, while the district serves approximately 2,500 students. This indicates there is no urgent need to purchase additional student Chromebooks within the next couple of years.

In the most recent procurement, the district purchased Asus CR1100FK Chromebooks at a unit price of $389 (before tax) per device. The total cost for 120 student Chromebooks exceeded $55,000, highlighting the need for careful budgeting and long-term planning in future device acquisitions.

Sample Chromebook Receipt from 2024 Purchase:



Item Information

Item Line Number	Quantity	Unit	Item Number	Description	Compliance Code	Unit Cost	Extended Cost*	Account Line Number
1	120.00	EA.	6777301	ASUS Chromebook Flip CR1 CR1100FKA-YZ182T-S - 11.6" - Intel Celeron - N5100 - 8 GB RAM - 32 GB eMMC MFG.PART: CR1100FKA-YZ182T-S CDW PART: 6777301 UNSPSC: 43211503 Contract: Irvine USD 19/20-01 IT Tech & Peripherals (19/20-01 IT)		$389.00	$51,289.65	ALL
2	120.00	EA.	5988499	Google Chrome OS Management Console - license - 1 license Mfg. Part#: CROS-SW-DIS-EDU-NEW Electronic distribution - NO MEDIA Contract: Irvine USD 19/20-01 IT Tech & Peripherals (19/20-01 IT)		$31.00	$3,720.00	ALL
3	120.00	EA.	654809	RECYCLING FEE 4" TO LESS THAN 15" Fee Applied to Item: 6777301		$4.00	$480.00	ALL

* Extended Cost includes all discounts, taxes, shipping/handling and additional costs.

** Sub-Total includes all discounts.

*** Addl Charge Desc:

Sub-Total**:	$50,880.00
Taxes:	$4,609.65
Shipping and Handling***:	$0.00
Total Requisition Amount:	$55,489.65

Moving forward, PSD will adopt a more strategic approach to budgeting for technology by prioritizing planning, research, and long-term cost analysis before purchases. The district will evaluate device specifications based on actual classroom needs, consider total cost of ownership, including maintenance and repair, and avoid over-purchasing by closely monitoring inventory. Future budgeting will also focus on selecting cost-effective models, considering the need for high-cost features like touch screens at all grade levels, and allocating dedicated funds for repairs and replacements. These changes will ensure smarter spending and better alignment with district goals.

Principles for the Device Purchase Plan

- Right-sizing: The primary focus is on strategic replacement rather than new bulk purchases. With approximately 4,000 Chromebooks for 2,500 students, the existing inventory is sufficient, but a phased replacement is critical to avoid a large, single-year expense.
- Lifecycle Planning: Establish and adhere to defined replacement cycles to ensure device reliability and prevent a large-scale hardware failure.
    - Chromebooks: 4-5 years
    - MacBooks: 5-6 years

- Cost-Awareness: Proactively budget for replacement costs and evaluate the financial viability of repairs versus full device replacement. A MacBook screen repair at $610.22 (out-of-warranty) versus a new device purchase should be a key consideration.

2. Estimated Three-Year Replacement Plan

Based on the fact that many student devices were purchased between 2020-2023 and many teacher devices are from 2017, a phased replacement plan is necessary. This will prevent a major one-time expenditure and ensure a smooth transition to newer technology that can support current software (e.g., Windows 11 upgrades for desktops or updated apps for iPads).

This plan includes both teacher and student devices, as well as stationary equipment like desktops and iPads. The costs are based on the need to replace aging hardware and are spread out over three years to be financially sustainable.

- Year 1: Foundational Replacement
    - Target: Focus on replacing the oldest and most critical devices, including teacher laptops and stationary devices that are no longer upgradable.
    - Estimated Cost: ~$40,000. This includes replacing a limited number of teacher devices, older iPads, and Desktops.
- Year 2: Increased Device Refresh
    - Target: Increase the replacement volume as more devices reach the end of their lifecycle. This year begins to address the larger volume of student Chromebooks purchased in earlier years.
    - Estimated Cost: ~$80,000. The cost doubles to accommodate a more significant number of device replacements.
- Year 3: Major Student Device Refresh
    - Target: This year marks the beginning of the major phased replacement of student Chromebooks, which will be reaching the end of their 4-5 year lifecycle.
    - Estimated Cost: >$120,000. The significant increase reflects the need to replace a large portion of the student Chromebook fleet to avoid a massive, one-time purchase.

This phased approach prevents a sudden and unmanageable financial burden on the district while ensuring that all students and staff have access to reliable and up-to-date technology.

Digital Equity & Accessibility Initiatives

Every student, regardless of their background or circumstances, must have equitable access to technology, digital resources, and support services to succeed academically and engage fully in the learning experience. The Pacifica School District is committed to closing the digital divide by implementing targeted initiatives that ensure all students and staff have access to the tools they need to thrive.

Current Challenges & Needs

- **Variability in Home Internet Access:** While many students have access to devices, not all have reliable internet at home, limiting their ability to complete assignments or participate in hybrid and remote learning.
- **Inconsistent Access to Assistive Technology:** Students with disabilities may lack consistent access to required assistive tools, such as screen readers, speech-to-text software, or adaptive hardware.
- **Uneven Classroom Technology:** Classrooms across the district vary in available technology. Some lack interactive displays, sound systems, or updated presentation tools, creating an unequal learning experience.
- **Gaps in Digital Literacy:** Some students, families, and staff are unfamiliar with digital platforms like Google Workspace, Synergy, Clever, or ParentSquare.
- **Language & Accessibility Barriers:** Families with limited English proficiency may struggle to access digital tools or communications that lack multilingual and accessible formats.

Key Initiatives and Action Steps

To support equitable access to technology and ensure all students can engage fully at home, in school, and in the classroom, Pacifica School District will implement the following initiatives:

Expand Internet Access Support:

- Provide mobile hotspots or work with community partners to offer low-cost home internet options for families in need.
- Identify and track students with limited connectivity to offer targeted support.

Ensure Device Equity:

- Maintain a robust 1:1 device program that ensures all students and staff have access to up-to-date, functional devices.
- Monitor and manage devices using centralized inventory systems to prevent gaps in availability.

Improve Access to Assistive Technologies:

- Provide assistive software (e.g., speech-to-text, screen magnification, text-to-speech tools) to students who need them.
- Train educators on how to effectively integrate these tools into the classroom.

Equitable Access to Classroom Technology:

- Standardize classroom technology across all schools to ensure each learning space includes interactive displays, audio systems, and functional document cameras.
- Prioritize upgrades in classrooms with outdated or inconsistent technology to ensure all students benefit from engaging and accessible instruction.

Increase Digital Literacy & Family Engagement:

- Offer workshops and resources for families and staff on using digital tools, navigating district platforms, and promoting digital responsibility.
- Develop multilingual guides and tutorials to ensure inclusive communication.

Implement Accessibility Standards:

- Ensure all digital content, communications, and platforms follow accessibility best practices, including compatibility with screen readers, alt text for images, and appropriate font and color contrast.
- Work toward WCAG (Web Content Accessibility Guidelines) compliance for district and school websites.

By focusing on digital equity and accessibility, Pacifica School District aims to:

- Ensure every student has equal access to digital learning, both at home and in the classroom.
- Close opportunity gaps caused by inconsistent or unavailable technology.
- Empower students with disabilities and multilingual learners to fully participate in instruction.
- Provide consistent, inclusive learning experiences district-wide.
- Support staff and families in becoming confident users of technology and digital tools.

Enhancing Digital Learning & Classroom Technology

Over the past six to seven years, especially during and after the COVID-19 pandemic, the Pacifica School District has made significant strides in improving its network infrastructure and ensuring device access for both staff and students. However, during this time, classroom-based instructional technology has received minimal upgrades, resulting in growing disparities in digital learning environments across schools.

Current Classroom Setup & Challenges

- Most classrooms are equipped with older short-throw projectors paired with Apple TVs, limiting teachers to screen sharing from MacBooks only.
- Document cameras are outdated or inconsistent, with many not functioning properly.
- There are no classroom sound systems, which limits audio support for instruction and accessibility.
- Technology setup varies from classroom to classroom, resulting in an inconsistent teaching experience and lack of standardization.

Why Enhancing Digital Learning & Classroom Technology is Important

Enhancing classroom technology is essential for delivering engaging, accessible, and equitable learning experiences. When instructional tools are modern, reliable, and consistent, teachers are better equipped to integrate multimedia content, facilitate collaboration, and support diverse learning needs. Inconsistent or outdated technology can hinder lesson delivery, create accessibility barriers, and reduce student engagement. By investing in standardized, interactive, and user-friendly classroom technology, the district can improve instructional quality, increase student participation, and ensure that all learners have equal access to digital learning opportunities. These enhancements are critical to preparing students for the demands of a technology-driven world and supporting teachers in delivering effective 21st-century instruction.

Three-Year Classroom Technology Improvement Plan

To modernize classroom technology and create a more interactive learning environment, our focus for the next three years will include:

1. Replacing outdated short-throw projectors with modern display solutions to improve visibility and reliability.
2. Enhancing wireless connectivity to allow both students and teachers to seamlessly share their screens.

3. Standardizing and upgrading document cameras to ensure functionality and consistency across classrooms.
4. Implementing a classroom sound system to improve audio clarity for both in-person and hybrid learning environments.

By prioritizing these upgrades, we aim to create a more engaging, efficient, and technologically advanced learning environment for both students and educators.

Estimated Cost and Scope of Classroom Technology Upgrades

Through research and budget evaluation, the estimated cost for upgrading each classroom is approximately $17,500. It is important to note that many classrooms will require additional re-cabling, including HDMI and USB-C connections, which must be accounted for before proceeding with implementation.

The proposed classroom technology upgrade will include:

- Ceiling or wall-mounted speakers for clear audio throughout the room
- A receiver unit to manage audio input and output
- Microphones for both teachers and students to enhance classroom interaction
- A touchscreen control panel for simple management of all connected devices
- Interactive display, capable of wireless screen sharing and compatible with a variety of mobile device types

This investment will create standardized, interactive, and modern learning environments that support engagement, accessibility, and effective instruction in every classroom.

Infrastructure & Operation

Between 2021 and 2023, Pacifica School District completed a major district-wide technology infrastructure upgrade funded by Measure O. This upgrade included new cabling across all school sites, comprehensive network enhancements, the establishment of a new data center, installation of outdoor wireless access, and implementation of a district-wide security camera system. These investments have created a strong foundation to support the district's expanding technology needs. We are deeply grateful to the Pacifica community—this work would not have been possible without your support.

While our current network now delivers high-speed internet access across all campuses, this is only the beginning. Continued investment, strategic planning, and proactive maintenance are essential to preserve and enhance the infrastructure. This includes regular servicing of MDFs, IDFs, servers, and other core systems. Looking ahead, several key areas require focused attention to maintain network performance, reliability, and safety.

Power Infrastructure Challenges

Recent power outages, particularly at Sunset Ridge, have exposed weaknesses in our Uninterruptible Power Supply (UPS) systems. These issues emphasize the need for both immediate battery replacements and a long-term backup power solution.

- UPS Replacement:
  Many of our current UPS units are outdated and no longer reliable. A quote dated March 5, 2025, estimates the cost to replace all necessary UPS components at $39,483.58.

- Standby Generator at Sunset Ridge:
  The existing UPS at Sunset Ridge provides only 1.5 hours of backup power. Installing a natural gas-powered generator would maintain uninterrupted network access during extended outages, supporting all five connected school sites.
    - Estimated generator cost: $8,000
    - Installation cost: $10,000
    - Total: $18,000

Outdated Phone System & Communication Upgrade Needs

Pacifica School District is currently operating on an outdated phone system that is approaching end-of-life status, posing increasing risks to communication reliability and campus safety. Each

site is currently limited to approximately 50 extensions, which no longer meets the needs of growing school populations, especially at Sunset Ridge (SSR) and Ingrid B. Lacy (IBL), and expanded staffing across the district.

In addition to limited capacity, the system faces a number of urgent technical and security challenges:

- End-of-Life Announcements:
  The current system, Vertical Wave, has begun announcing end-of-life and end-of-purchase dates for its products. Full end of support is scheduled for January 31, 2028. Continued reliance on this platform poses significant future risks.

- Outdated Server Infrastructure:
  The district's PBX phone servers are running on Windows Server 2003, which has not been supported by Microsoft for security updates since 2015. This presents serious cybersecurity vulnerabilities that must be addressed immediately.

- Hardware and Call Quality Issues:
  Physical phone handsets are prone to breakage when dropped, often damaging the back port. At Ortega Elementary, staff have reported frequent static during calls, whether dialing out or receiving calls from external lines, impacting communication effectiveness.

To address these issues, the IT Department must prioritize the development and implementation of a modern, scalable communication system that:

- Supports district-wide growth and future staffing expansion
- Ensures reliable internal and external communication
- Meets emergency preparedness and response standards
- Includes modern features such as voicemail-to-email, remote access, call routing, and system redundancy

The most recent district-wide upgrade quote, dated May 7, 2024, estimated:

- Total service fees: $133,027.20
  Note: This estimate does not include hardware costs, which will incur additional Given expenses for equipment purchases and installation.

The essential role communication systems play in daily operations, safety, and emergency response, this project must be considered a high-priority infrastructure and safety upgrade. Continuing to operate with unsupported servers, limited capacity, and unreliable equipment

puts both students and staff at risk and hampers the district's ability to respond effectively during emergencies.

Network Structure & SSID Management

Currently, multiple SSIDs (Wi-Fi network names) are being used throughout the district without a clear naming convention, documentation, or guidelines for their use, performance, or access levels. This lack of clarity can lead to inefficient performance, user confusion, and security vulnerabilities.

This issue is not limited to wireless networks. Many servers, virtual machines (VMs), and network-connected devices are also operating without proper documentation. There is often no record of device purpose, configuration, ownership, or maintenance responsibility.

To address these issues, the IT department must implement a comprehensive documentation and governance plan, which includes:

- A standard SSID naming convention and usage guide
- Detailed documentation of server and VM roles, configuration, and ownership
- A regularly updated network inventory and topology map

These steps will improve network transparency, enhance security, streamline troubleshooting, and increase operational efficiency.

Additional Considerations

- **Backup & Disaster Recovery**: Currently, the district lacks routine testing of server backups. Establishing a regular backup testing schedule is essential to ensure data integrity and disaster recovery readiness.
- **Operating System Updates**: Many systems are still running outdated operating systems. The IT department must implement a structured upgrade policy, including regular updates to current platforms such as Windows 11.
- **Device Access & Setup Policies**: There is a need for a formalized policy governing device configuration, access controls, and user permissions, ensuring consistency, accountability, and security across the district's IT ecosystem.

Asset, Safety and Security

Documentation & Asset Management

Effective documentation and asset management are essential to operational efficiency, cost savings, and technology sustainability. A recent internal audit revealed critical gaps in device tracking and accountability. At several school sites, teachers have been assigned multiple devices, while new staff have experienced delays receiving theirs. Additionally, devices assigned to departing staff are frequently left behind or never returned, often going unaccounted for months or years due to inconsistent documentation and follow-up.

To address this, the IT Department will implement a standardized, centralized asset management system that documents every district-owned device assigned to students, staff, administrators, and contractors. This system will track:

- Assignment history
- Inventory status
- Device lifecycle updates
- Integration with the district's network and mobile device management (MDM) systems

Currently, student Chromebooks are tracked through the Destiny platform, but staff devices, including Chromebooks, desktops, and MacBooks, are inconsistently monitored. For example, teacher MacBooks are identified only through Jamf naming conventions, leading to inventory discrepancies and challenges in replacement planning.

The district will begin with a comprehensive physical inventory of all devices. Once verified, all hardware will be recorded in Destiny to support accurate, real-time tracking and accountability. A robust system will:

- Keep devices in active circulation
- Reduce unnecessary purchases
- Support better replacement planning
- Improve security and compliance
- Increase fiscal responsibility

By fully integrating devices into the MDM system, the IT Department will be able to monitor configuration, enforce policy compliance, and deliver timely support.

Safety & Security

Knowing who has access to our devices and who is connected to our network is a foundational component of school safety. The district uses a RADIUS server to ensure that only verified staff and students can connect to designated Wi-Fi SSIDs. This allows the IT Department to monitor usage, enforce content filtering, and implement cybersecurity measures.

However, there are several additional areas that require urgent attention:

Emergency Communications

The district currently lacks a unified emergency communication system. Paging and bell systems are not integrated with classroom or VoIP phone systems, and staff at multiple school sites have reported challenges with the current setup. To ensure timely and effective communication during emergencies, PSD must invest in an all-in-one integrated system that connects:

- Intercom paging
- Bell schedules
- Classroom speakers
- Phone systems

Such integration is critical for school safety and daily operational efficiency.

Security Cameras

The existing camera infrastructure has blind spots across multiple campuses, posing significant safety risks. In some locations, cameras were installed improperly, leading to exposure to water damage and lens fogging. The district will conduct a full site evaluation and correct installation issues to:

- Eliminate blind spots
- Prevent water intrusion
- Ensure high-quality video monitoring
- Expand coverage as needed

System Integrity & Disaster Recovery

System integrity is paramount. The district must develop and maintain a comprehensive disaster recovery plan, including:

- Scheduled, tested system backups
- Emergency recovery procedures
- Redundancy planning for critical systems

Technology Disposal & Reuse

To maximize sustainability and maintain compliance with environmental and data privacy regulations, the district will also formalize a technology disposal and reuse policy. This includes secure data wiping, ethical e-waste handling, and potential device repurposing where appropriate.

By investing in clear documentation practices, modern security infrastructure, and integrated emergency systems, Pacifica School District can ensure a safe, accountable, and efficient technology environment. These foundational improvements will strengthen daily operations and support the broader vision of technology-enhanced learning for all.

Website & Communication

Current Status

The district's website and communication platforms are the primary channels through which families, staff, and the community access information. While functional, they lack consistency, accessibility, and integration across platforms, limiting their effectiveness as a central hub for engagement.

At present, the PSD website is not optimized for mobile devices, making navigation difficult on phones and tablets. There is also no dedicated iOS or Android app to provide families and staff with convenient, on-the-go access to important resources.

Additionally, departmental information is updated inconsistently, which often leads to outdated or incomplete content. To address this, the Technology Department will train one or two staff members from each department to maintain and update their respective pages. This distributed model will promote timely, accurate, and relevant communication across the district.

Future Development Goals

- Unified Digital Presence – Redesign and modernize district and school websites to establish a consistent, professional, and user-friendly experience across all platforms.
- Mobile Optimization & Apps – Ensure the website is fully responsive for phones and tablets, and develop a companion mobile app for iOS and Android that provides easy access to calendars, announcements, and student resources.
- Accessibility & Inclusion – Achieve ADA compliance and expand multilingual support so that all families can access information in their preferred language.
- Streamlined Communication Tools – Integrate multiple communication channels (email, text, phone, push notifications) into a single, customizable platform that allows families to select their preferred method of contact.
- Departmental Ownership – Empower department representatives with training and access to update their own content, reducing delays and ensuring information remains current.
- Community Engagement Features – Enhance the website with interactive tools such as event calendars, newsletters, social media integration, and feedback forms to strengthen two-way communication.
- Emergency Communication – Improve systems to deliver rapid, reliable alerts during emergencies or urgent district updates.
- Translation & Accessibility – Provide built-in translation options on district and school websites, ensuring families can easily view information in their preferred language. This

will advance equity, expand access, and support multilingual communication across the community.

- AI-Powered Support – Integrate AI-driven tools into the website and mobile app to help families quickly find answers to common questions, navigate resources, and receive personalized assistance in their preferred language.

By modernizing its website and communication systems, Pacifica School District will establish a trusted, inclusive, and dynamic hub for families, staff, and the broader community. A mobile-friendly website and dedicated app will make resources more accessible, while departmental ownership will ensure content remains accurate and timely. Together, these improvements will enhance transparency, build trust, and foster stronger engagement between the district and the communities it serves.

Technology Support & Customer Service

As outlined in the Library/Media/Technology Plan Update on January 13, 2016, full implementation of district technology services was projected to require an additional 4.20 full-time equivalent (FTE) technical support staff. As of today, the Pacifica School District manages over 4,000 devices across multiple campuses, and staffing has not kept pace with this significant growth. To meet current demands and support system-wide improvements, the IT Department recommends the addition of at least one technical support specialist in the upcoming year. This would help ensure timely support, improved maintenance, and more consistent implementation of district technology initiatives.

Over the last several years, the district has relied on a free, limited-functionality ticketing system as the primary tool for IT support requests. While cost-effective, this system lacks key features needed for efficient support workflows. In practice, more than 60% of IT requests are submitted informally via direct email to IT staff, rather than through a centralized platform. These informal communications—typically related to connectivity, device issues, or student systems—have led to delays in response, difficulty in tracking recurring issues, and a lack of transparency in how requests are managed and resolved. Additionally, without a centralized platform, updates or changes to systems are not always clearly communicated across departments.

Despite efforts by the IT Department to encourage use of the current ticketing platform, usability challenges have resulted in limited adoption by staff. Many users report that the system is difficult to access or navigate, leading them to bypass it entirely. To address this, the IT Department is committed to implementing a modern, user-friendly ticketing system that allows users, including students and staff, to easily submit support requests via email, with all follow-up communication managed within the system. The new platform will not require users to log in traditionally, lowering the barrier to entry and increasing participation.

In addition to a new help desk system, the IT Department will launch a weekly on-site support program, offering scheduled help desk hours at school sites. This will allow IT staff to provide timely, in-person support, reduce response times, and improve user satisfaction across the district.

These improvements are part of a broader effort to ensure that all staff and students have reliable, accessible, and timely technical support. By streamlining support systems and enhancing service availability, the Pacifica School District will empower educators and learners to focus on teaching and learning, ensuring that technology serves as a reliable tool, not a barrier, in the educational process.

Professional Development & Training

Investing in technology without providing the necessary training and support for users can render even the best tools ineffective. Professional development and training are essential components of any successful technology plan. Educators, staff, and administrators must not only be aware of what systems and devices are available to them, but also be confident in how to use them effectively to enhance teaching, learning, and communication.

One of the ongoing challenges in the Pacifica School District is the lack of consistent, in-depth training on both hardware and software platforms. Many staff members have not received formal instruction on using key educational tools such as Clever, Synergy, ParentSquare, and other instructional systems. As a result, the full potential of these tools remains untapped in many classrooms. Similarly, classroom devices, such as Apple TVs, document cameras, and interactive displays, are often underused or completely overlooked because staff are unaware of their presence or unsure how to operate them. There have been several instances where new teachers only discover available technology in their classrooms after several months on the job.

To address this gap, the IT Department will develop a structured training plan that includes:

- Onboarding technology training for all new staff
- Role-specific workshops (e.g., teachers, office staff, administrators)
- Step-by-step documentation and video tutorials for all major platforms and devices
- A centralized training portal where staff can access support materials on demand
- Regularly scheduled live and virtual sessions for system updates, new tools, or refresher topics

In addition to foundational technology training, it is imperative that the district addresses the rapid rise of artificial intelligence (AI) in education. As AI tools become more widely adopted, the IT Department will take the lead in introducing safe, ethical, and effective use of AI technologies to staff. This includes helping educators understand AI's role in classroom instruction, grading, content generation, and student engagement—while ensuring that its use aligns with district policies and values.

Comprehensive professional development not only supports better use of existing tools—it also empowers educators to confidently integrate technology into their instruction, innovate in the classroom, and better meet the needs of diverse learners. When teachers are trained and supported, they become more efficient, more confident, and more impactful.

Ultimately, investing in professional development and training will foster a culture of lifelong learning, collaboration, and innovation throughout the district—ensuring that all staff are equipped to support student success in a 21st-century learning environment.

Implementation Timeline & Roadmap (2025–2028)

To achieve the goals outlined in this technology plan, the Pacifica School District will implement a phased, multi-year roadmap focused on equity, sustainability, and instructional impact. Each year will build on prior efforts to ensure steady progress, with continuous evaluation and flexibility to adapt to new needs, technologies, and district priorities.

Year 1: Foundation & Planning (2025–2026)

The initial year will concentrate on establishing critical foundational elements, conducting essential assessments, and initiating key deployments to set the stage for future advancements.

- **Comprehensive Technology Inventory & Asset Management**
    - Conduct a full technology inventory audit of all district-owned devices, including staff MacBooks/Chromebooks, student Chromebooks, classroom technology, and infrastructure assets.
    - Begin deployment of a centralized asset management system using Destiny and Jamf to accurately track all devices, especially staff equipment.
    - Add an additional classified staff member to the IT Department to support over 4,000 district-owned mobile devices and classroom technology.

- IT Support System Enhancement & Pilot
    - Finalize and implement a new, user-friendly ticketing system that allows email-based support requests without logins.
    - Pilot the system at middle school sites to improve response times and resolution efficiency.

- Classroom Technology Assessment & Pilot Programs
    - Evaluate and prioritize technology upgrade needs across all six school sites.
    - Launch pilot classrooms to test modern display solutions, enhanced Wi-Fi, standardized document cameras, and sound systems.

- Professional Development & Digital Literacy Foundations
    - Deliver baseline training on key district platforms: Synergy, Clever, ParentSquare.
    - Initiate stakeholder discussions on ethical AI integration in classrooms to prepare for future professional development.

- Digital Equity & Accessibility Assessment
    - Launch a Digital Equity Assessment to identify student and family access gaps regarding home internet, assistive technology, and digital literacy.

- Infrastructure & Funding Planning
    - Secure funding and finalize cost planning for infrastructure upgrades (phone system, UPS/generators).
    - Begin addressing security vulnerabilities in outdated phone and server systems (Vertical Wave, Windows Server 2003 PBX).

Year 2: Implementation & Expansion (2026–2027)

Building on Year 1, this phase focuses on broad implementation and scaling of initiatives.

- District-Wide Classroom Technology Rollout
    - Implement interactive display upgrades and standardized equipment at priority sites.
    - Replace outdated projectors and enhance Wi-Fi connectivity for seamless screen sharing.

- Expanded IT Support & Help Desk Services
    - Rotate in-person IT support across campuses weekly.
    - Implement centralized printer management for reliability and efficiency.

- Targeted Professional Development & Training
    - Train staff on:
        - New classroom tools
        - Assistive technologies (e.g., text-to-speech, magnifiers)
        - Digital accessibility and WCAG compliance
        - Ethical, instructional use of AI
    - Create multilingual guides for family tech support.

- Device Lifecycle Management Initiation
    - Launch structured replacement planning for aging Chromebooks and MacBooks.

- Critical Infrastructure & Communication Upgrades
    - Begin districtwide phone system replacement.
    - Install backup power solutions at key sites.
    - Integrate emergency announcements with classroom AV and paging systems.

- Digital Equity Expansion
    - Expand home internet support (e.g., hotspots, low-cost service partnerships)

Year 3: Refinement & Sustainability (2027–2028)

This year focuses on completion, evaluation, policy finalization, and preparation for the next phase.

- Completion of District-Wide Technology Upgrades
    - Ensure all classrooms have standardized tech setups.
    - Finalize phone system modernization.
    - Address security camera blind spots and installation flaws.

- Evaluation & Program Refinement
    - Assess effectiveness of assistive tech programs.
    - Analyze digital equity and usage data.
    - Review and refine AI integration practices.

- Ongoing Professional Development & Policy Formalization
    - Launch a continuous PD calendar tied to tech and instructional needs.
    - Formalize districtwide policies for:
        - Device access, assignment, and return
        - Onboarding/offboarding protocols
        - AI usage guidelines
        - Network SSID conventions
        - Server backup and OS upgrade standards
        - Secure disposal and reuse of tech assets

- Future Planning & Innovation
    - Present impact reports and plan for the next strategic phase.
    - Launch a technology lab for student hands-on experience with:
        - Multiple OS environments
        - 3D printing
        - Other emerging tools for college and career readiness

This roadmap ensures that Pacifica School District's technology strategy remains student-centered, inclusive, and future-ready, providing the infrastructure, tools, and training necessary to empower educators and learners for success in a 21st-century digital world.

Evaluation & Metrics for Success

To ensure accountability and demonstrate progress toward the goals of this three-year technology plan, the Pacifica School District will implement a set of clear, measurable metrics and regular evaluation practices. These will help assess the impact, efficiency, and equity of technology initiatives across all campuses and stakeholder groups.

Success will be evaluated through both quantitative data and qualitative feedback, with metrics aligned to key focus areas of the plan.

1. Device & Infrastructure Readiness

- 📊 Device-to-student/staff ratio maintained at 1:1
- ✅ Percentage of devices enrolled in MDM and tracked in the centralized asset system
- 🔁 Lifecycle planning implemented for device replacement (Chromebooks, MacBooks)
- 📡 Network uptime and reliability monitored across all school sites
- ⚠️ Reduction in power-related disruptions after UPS and generator upgrades

2. Classroom Technology Integration

- 🖥️ Number of classrooms equipped with standardized tech (interactive displays, sound systems, etc.)
- 👩‍🏫 Teacher utilization rate of classroom technology tools
- 👩‍🎓 Student engagement and accessibility data from platforms and teacher feedback
- 📦 Completion of classroom tech upgrade plan across all sites by 2028

3. Technical Support & Customer Service

- ⏱️ Average IT ticket response and resolution time
- 📈 Increase in tickets submitted through centralized help desk system
- 💁 User satisfaction surveys on IT support (admin, teachers, staff, students)
- 📅 Number of on-site help desk sessions completed per month

4. Professional Development & Training

- 🎓 Participation rates in tech training sessions (staff and students)
- 📄 Access to updated documentation and self-service resources
- 🧠 Pre-/post-training confidence surveys for major tools and platforms
- 🤖 Number of staff trained on AI integration and digital accessibility tools

5. Digital Equity & Accessibility

- 🌐 % of students with reliable internet access at home (via surveys or device check-ins)
- ♿ Number of students receiving assistive technology accommodations
- 🌍 Availability of multilingual tech resources for families
- ✅ Progress toward WCAG accessibility compliance for digital content and websites

6. Communication Systems & Safety

- ☎️ Completion status of phone system upgrades by site
- 📊 Number of extensions added to meet growing staff needs
- 🔒 Monitoring of emergency communications uptime and functionality

Ongoing Evaluation Practices

- Annual Technology Report shared with leadership and stakeholders
- Mid-year reviews to assess progress and make data-driven adjustments
- Stakeholder feedback loops via surveys, site visits, and focus groups
- Progress dashboards for internal use to monitor implementation metrics

By setting clear metrics and regularly reviewing outcomes, Pacifica School District will ensure that all technology investments support its mission to provide equitable, modern, and effective learning environments for every student and staff member.