# ICN Insider

Iowa Communications Network
September/October 2014 Newsletter

A few months ago ICN leadership created eight climate values that are the cornerstone of the organization. For more information visit http://icn.iowa.gov/about-icn.

ICN Classy Carrier Climate Values

- Vision & Clarity
- Management & Staff Development
- Departmental Interaction
- Staff Interaction
- Progress, Change, & Improvements
- When Things Don't Go As Expected
- Clear, Open, & Honest
- Expectation of Employees

## PBS LearningMedia, a FREE Digital Learning Resource for Iowa Teachers

IPTV and ICN are partnering to bring PBS LearningMedia, a FREE, interactive digital resource to Iowa educators and students. To sign up for a FREE account visit http://iptv.pbslearningmedia.org/.

PBS LearningMedia has over 87,000 digital resources available in its online database. This on-demand service for educators provides easy access to classroom-ready learning resources based on educational media developed by IPTV and other PBS stations. PBS LearningMedia encompasses short video and audio segments and interactive learning experiences, while teachable lesson plans provide highly effective learning exercises, and help position educators on the leading edge of technology. This IPTV and ICN collaboration supports enhanced educational opportunities for educators and students in Iowa.

Educators have explained that they are looking for more online content to integrate into their classrooms to engage their students. IPTV already has an expansive library of local resources; with the support of the ICN, IPTV will be able to upload content to PBS LearningMedia, making it readily available to educators and students inside and outside of the classroom. In addition, IPTV is now able to offer increased educational outreach at school sites and in classrooms to help educators learn about, explore, and effectively use PBS LearningMedia.


PBS LearningMedia — Bring Your Classroom to Life With PBS

This effort builds on the ICN's dedication to education by providing high-speed Internet and data to schools where the Network is connected. Recent Network enhancements increased bandwidth to all 99 counties with a 10 GB capable backbone. There are numerous school districts in Iowa with 1 GB of high speed Internet access available, if they choose to subscribe at that level. Likewise the online effort builds on IPTV's reputation as a producer and distributor of highly trusted and high quality educational content. Check out the new website at iptv.pbslearningmedia.org/

Find us on Facebook

Iowa Communications Network | Grimes State Office Building
400 East 14th Street | Des Moines, IA 50319
Phone: 515-725-4692 | Toll Free: 877-426-4692

Visit us on the web at www.icn.iowa.gov

## USAC: Schools and Libraries Program (E-rate) Makes Changes

### Highlights of the E-Rate Modernization Order

The Federal Communications Commission (FCC) adopted the E-rate Modernization Order on July 11, 2014. It takes major steps to modernize and streamline the E-rate program and focuses on expanding funding for Wi-Fi networks in eligible elementary and secondary schools, along with libraries across America.

There is a target of providing $1 billion in annual support for eligible internal connections, which will be referred to as "category two" services. Services needed to support connectivity to schools and libraries will be referred to as "category one" services. Support for the E-rate program remains capped at $2.25 billion, adjusted for inflation annually since 2010. However, to help meet the target of $1 billion for eligible internal connections in the short term, the Order identifies that the additional funding announced by the Wireline Competition Bureau (WCB) earlier in 2014 will allow the FCC to make an additional $1 billion available annually in FY 2015 and 2016.

The highest discount level for category one services remains 90 percent, except that the highest discount rate for voice services will be 70 percent in funding year 2015, and will decrease by an additional 20 percentage points each subsequent funding year. The highest discount level for category two services is set at 85 percent.

Support for the following services will be available only to those applicants that receive category two support in funding years 2015 and/or 2016.

*...modernize and streamline the E-rate program and focus on expanding funding for Wi-Fi networks in eligible elementary and secondary schools, along with libraries across America.*

- Funding for internal connections is available for routers, switches, wireless access points, internal cabling, racks, wireless controller systems, firewall services, uninterruptable power supply, caching, and the software supporting each of these components used to distribute high-speed broadband throughout schools and libraries.

- Basic maintenance services, managed Wi-Fi, and caching are eligible for category two support.

### Eliminated E-rate Support or Services

Support is eliminated for circuit cards/components; interfaces, gateways, antennas; servers (except those WCB may find necessary for caching); software; storage devices; telephone components, video components, as well as voice over IP or video over IP components, and the components, such as virtual private networks, that are listed under Data Protection other than firewalls and uninterruptible power supply/battery backup.

The following services are no longer eligible for any E-rate support: paging; telephone service components, including directory assistance charges, text messaging, custom calling services, direct inward dialing, 900/976 call blocking, and inside wire maintenance plans; e-mail; web hosting; and voicemail.

Data plans and air cards for mobile devices will remain eligible for support only if a school or library can demonstrate that individual data plans are the most cost-effective options for providing internal broadband access for portable mobile devices at its facility.

### Voice Services Reduction

The discount rate applicants receive for voice services will be reduced by 20 percentage points beginning in funding year 2015, and reduced by 20 additional percentage points in each subsequent funding year. This will apply to all costs incurred for the provision of telephone services and circuit capacity dedicated to providing voice services, including: local phone service, long distance service, plain old telephone services, radio loop, 800 service, satellite telephone, shared telephone service, Centrex, wireless telephone service such as cellular, and interconnected VoIP. If the FCC takes no further action on this phase down by the opening of the funding year window for funding year 2018, the phase down will continue.

For additional E-rate information visit www.usac.org/sl/ or contact ICN's USAC Administrator Angela Schneider at angela.schneider@iowa.gov.

---

## ICN Customer Survey Results

The 2014 ICN Customer Survey indicated satisfaction rankings in the high 80 and 90 percent ranges for telecommunications services and customer service provided by the ICN. The agency set a target of 85 percent satisfaction, which provides a performance goal for the State of Iowa's Accountable Government Act (AGA). A total of 551 surveys were completed, which represents a 14% response rate. Due to changes in the survey question structure, ICN was unable to relate the majority of the findings to historic data.

Findings:

- Almost 92 percent of those responding to the Overall satisfaction question were either somewhat satisfied or very satisfied with the overall satisfaction of services received from the ICN, which is similar to last year's score.  The overall satisfaction score is a 2.77 percent increase from FY 13 overall satisfaction rating.

- Over 83 percent of those responding would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers. This rate is one percent lower than the 2013 response.

- Just over 81 percent indicated that the value of ICN services was either an excellent or good value, as compared with 81.9 percent satisfaction score last year. Just over 16 percent of the respondents indicated that ICN services were either a fair or poor value.

- In rating the satisfaction of services, seven of the ten options calculated a satisfaction score to be over 90 percent. Response counts higher than 100 in the 'Very Satisfied' category included: Internet, Desktop Telephone Sets, Long Distance, and Ethernet.

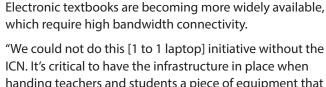- When evaluating agency attributes, all percentages were in the 80 percent or higher range, with the exception of one area of 'proactively provide assistance' which received a 79.21 percent.  Overall Agency Performance was 91.12 percent.  Attributes with a 90 percent or higher include: quality of responses to questions and concerns, knowledge level of ICN personnel, professionalism, responsiveness, and service met your objectives.

## Back to the Basics: What do iPads/Laptops Have To Do With the ICN?

With many Iowa schools implementing the 1:1 laptop or tablet program and the continuous focus on STEM, ICN provides many schools with Internet and data services necessary for a successful program. Interest in one-to-one computing is on the rise because of its potential to improve access to online curricula, collaboration on school projects, and communication between teachers and students.

Placing computers, mobile or otherwise, in the hands of every student and teacher is more than buying the devices.  It requires a significant amount of bandwidth/capacity to assure usable connectivity to all.  Traditional educational content has been limited to "hard copy" sources such as textbooks, encyclopedias and newspapers. This is rapidly changing because of the availability of real time network connectivity everywhere, not just in the classroom. Electronic textbooks are becoming more widely available, which require high bandwidth connectivity.

"We could not do this [1 to 1 laptop] initiative without the ICN. It's critical to have the infrastructure in place when handing teachers and students a piece of equipment that completely relies on the technology," said Waverly-Shell Rock's Director of Educational Services.

It is estimated that around 120 school districts participate in the 1 to 1 program and many of those use ICN for mobile connectivity. Schools have various policies in regards to students taking home the devices, however not all students have reliable Internet access outside of school.

## Employee Spotlight
## Mike Cruise

Mike Cruise has been with the ICN for 19 years, and has held various finance positions.  He was recently promoted to the Finance Manager where he manages the functional areas of accounts payable, billing, and the warehouse.  Mike reviews and gives approval of payments to vendors, examines the general ledger (GL) and approves GL entries both to ensure compliance with ICN, state accounting policies, and GAAP (Generally Accepted Accounting Principles) financial statements and budgeting.  In addition he oversees warehouse functions, completes tracking of custody, reporting of assets and inventory; and will soon be overseeing all billing functions.  Mike says the best part of his job is working with all of the different personalities of the ICN employees.

Prior to ICN, Mike's experience was in the retail industry most notably Target, Payless Cashways, and Casey's General Stores. He received his Bachelor's degree in Accounting from the University of Iowa in 1990.  His favorite colors have been consistent since 1979, no other than black and gold.  A memorable life experience for Mike was going to college in Iowa City and getting out of the small town.  "I'm proud to have grown up in a small town, but as an adult it is nice to get out and experience the world."

In his leisure time he enjoys being with his wife Jana, two step-children (Ashley and Austin), and his step-grandson Gage who is almost 3.  Mike's hobbies include: 1) following most sports (most notably Hawkeyes, St. Louis Cardinals and Minnesota Vikings), 2) golfing when time allows, 3) travelling when budget allows, 4) listening to live music, and 5) reading. When asked what his favorite food was Mike said, "If you've seen me you know there is not enough room for this question but if you need one then any place with good thin-crust pizza and for dessert the monster cookie at Cookies & More."  If there was one person in history Mike would like to meet it would be Jesus, to ask him how he did it all.

# PBS LearningMedia Online Curriculum
# through Iowa Public Television

ICN is partnering with IPTV to bring you PBS LearningMedia (http://iptv.pbslearningmedia.org/), offering enhanced educational opportunities for educators and students in Iowa.  Sign up for a FREE account and start using PBS LearningMedia today!

## Down to the Core Challenge

Audience: **Grades 3-8**

Analyzing samples from a planet, moon, or asteroid helps scientists learn about its chemistry, geologic history, and potential to support past or present life. The kids use the engineering design process, apply a variety of science concepts, and learn about NASA's exploration of the solar system.

Learn More...

## Devonian Fish Fossils

Audience: **Grades 6-12**

Learn about fish fossils that provide clues to the origins of reproduction methods using internal fertilization and live birth in this video excerpt from NOVA.

Learn More...

**PBS LearningMedia Contacts:**
Angela Hiatt - angela.hiatt@iptv.org - (515) 725-9722
Abby Brown - abby@iptv.org - (515) 725-9721
(800) 532-1290 - iptv.pbslearningmedia.org

To be added or removed to ICN's newsletter distribution list please submit the Newsletter Request form on ICN's website.

Visit us on the web at www.icn.iowa.gov