



ALASKA'S FIRST CHOICE FOR EDUCATIONAL SOLUTIONS



ANNUAL REPORT 2015

# Alaska's First Choice for Educational Solutions



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2015-2016**

SERRC is governed by a Board of Directors comprised of School District Superintendents

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## Note from the Director

Over the last year, Alaskan educators faced increasing demands on their time and shrinking budgets. Adult learners also faced new challenges in adapting to the changed GED® testing framework. SERRC strove to respond to these needs quickly, professionally, and with a deep commitment to providing lasting educational solutions.

SERRC's work is as varied as Alaska, including:

- Offering shared services in technology, special education, facilities, and other support for Alaskan school districts
- Leading districts in implementing new teacher evaluation systems
- Adding career counselor services
- Extending E-rate services and the Alaska Transition Outcomes Project (ATOP)
- Piloting a new way to teach career awareness and science, technology, engineering, and math (STEM)
- Revamping adult education to adjust to new GED® testing and curriculum needs
- Widening SERRC's partnership base

In this next fiscal year, SERRC will look to you for ideas and critiques to assist us in shaping the strategic plan that will guide our next five years.

Thank you for your support and partnership. Together, we are helping Alaskans build a better life through education.

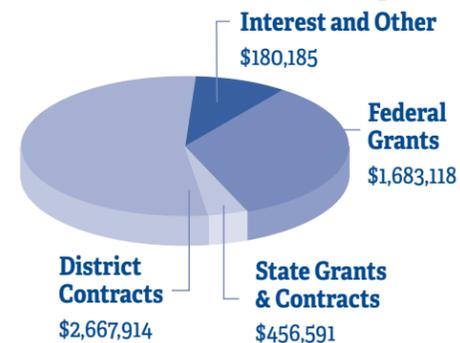
*Sheryl Weinberg*

Sheryl Weinberg  
Executive Director

SERRC helped educators and students across Alaska to create schools and lives of which they can be proud. SERRC:

- Supported 50 of 53 Alaska school districts
- Offered adult education and job training in 13 Southeast Alaska communities
- Aided over 58,704 educators and students
- Enriched 213 Alaskan communities
- Partnered with 115 agencies and organizations
- Awarded or continued 18 local, state, and federal grants
- Fulfilled 192 contracts with school districts, nonprofits, and others

## SERRC's FY14 Audited Budget



# Kake City School District



**1** On his first day of work as Kake City School District Superintendent, Kevin Shipley's school board told him that both boilers in the school had cracked and needed to be replaced. At least one boiler was needed to heat the school that year.

**2** "I was new, I didn't know where to turn, and this was a big project with a high price tag. Woody Wilson, a former Southeast Superintendent, saved my bacon when he told me to call SERRC. Woody said SERRC would take care of me, and he was right."

**3** SERRC then helped Kake prepare and submit a CIP application to recover the cost of replacing their first boiler with a similar one. That project was immediately funded.

**4** Using the CIP money, Kake was able to invest in a more efficient propane boiler to replace the second boiler. The CIP application for the second boiler project also scored high, and sits 6<sup>th</sup> on the CIP list for funding.

**6** SERRC also provides special education services to Kake children. In Kevin's first year as Superintendent, the district tried to save money by using another provider.



**7** Kevin noted, "Within a year, we were back to SERRC and very pleased. It turned out that SERRC was less expensive because they knew Alaska and could actually get people out to Kake as promised. We're very happy with the quality of the evaluations and therapists."

**5** Kevin said, "We're now a prototype for this kind of project. We saved upwards of \$50K a year and got such a high return on our investment that the State Department of Education is looking at how we did it."

**8** He continued, "I'd love to see Kake's budget grow, of course. With all the cuts, we still have to provide services to the children. I see SERRC's role growing as a coordinating agency for smaller districts like ours."

*"The best thing about my job is creating an environment where students succeed – watching students learn, go to class, and seeing the light come on when they figure something out."*

*"SERRC is pliable, available, provides low-cost services, and good quality with Alaskan experience. People shouldn't be afraid to ask SERRC for what their districts need."*

**KEVIN SHIPLEY, KAKE CITY SCHOOL DISTRICT SUPERINTENDENT**

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# Services for Students and Schools



## Assisting Educators with AK Standards & Evaluation

For the second year in a row, SERRC invested heavily in offering training, critical tools, and implementation guidance to help educators meet the new Alaska Standards and teacher evaluation requirements.

### Project CREATE

Together with 11 Cultural Consultants from across Alaska, SERRC developed indicators of teacher and student evidences and desired outcomes for the Cultural Standards for Alaska Educators. Additionally, SERRC:

- Drafted a guide for integrating Cultural Standards into all teacher evaluation systems (available statewide, Winter 2015)
- Conducted a field study on embedding Cultural Standards into classroom practice via video recording and the Teaching Channel Teams
- Coached 245 BSSD staff on using Cultural Standards in classroom instruction, teacher evaluation, and/or iObservation for teacher observation and feedback
- Partnered with Alaska Department of Education and Early Development (EED), Alaska Association of School Administrators, Alaska Staff Development Network, and Kodiak Island Borough School District to present webinars on teacher evaluation and Cultural Standards



#### PROFESSIONAL DEVELOPMENT

*"We faced many administrative changes this year, and we needed excellent training for teachers and administrators in instructional and observational practices. SERRC was skilled, knowledgeable, and the perfect fit for us. YSD intends to continue our relationship with SERRC far into the future."*

**NORMA HOLMGAARD,  
YUPIIT SCHOOL  
DISTRICT  
SUPERINTENDENT**

### Professional Development

SERRC provided customized face-to-face and distance learning for teachers and administrators. Trainings to help educators improve instruction and student achievement included:

- Instructional strategies
- AK Standards (math and English language arts)
- Technology integration
- Redevelopment support for teacher evaluation
- Inter-rater reliability

#### PROFESSIONAL DEVELOPMENT

Trained 10 school districts with 19 sessions and 581 participants

Sponsored Marzano Evaluation Conference in Anchorage: 2 days, 100 participants



#### PROFESSIONAL DEVELOPMENT

*"SERRC has been a long-time partner with our district providing professional experiences necessary to improve student learning. SERRC continues to support our goal that all educators experience high-quality professional learning as part of their daily work."*

**SHAWN ARNOLD,  
NOME PUBLIC  
SCHOOL DISTRICT  
SUPERINTENDENT**

### Northwest Comprehensive Center

As a partner with the Northwest Comprehensive Center of Education Northwest, SERRC continued providing technical assistance to EED in implementing and analyzing new instructional and educator evaluation standards. SERRC:

- Helped EED create a tool to analyze implementation of new standards in math and English language arts and to refine the implementation process
- Assisted EED in supporting schools and districts implementing new educator evaluation regulations

#### NORTHWEST COMPREHENSIVE CENTER

Worked to improve educational outcomes for Alaska's approximately 132,000 K-12 students in more than 500 schools



# Raising Student Achievement

## ANSWER 2.0/STEM

*"A parent in Emmonak wept when she heard that her daughter had been selected for ANSWER 2.0. Her older son had attended one of SERRC's Career Connections sessions years ago when he was lost with what to do with his future. Now that young man is working on the Slope. The mother said excitedly, 'Yes, now my daughter has a chance!'"*

**DARCY MARKOVICH,**  
ANSWER 2.0 DIRECTOR

## ITINERANT CAREER COUNSELOR

*"This is best thing that's happened to our schools in the past few years. You have truly made college happen for my children! I cannot thank you enough."*

**PARENT OF STUDENTS RECEIVING SERRC'S ITINERANT CAREER COUNSELOR SERVICES**

## All-Alaska Academy

To connect rural Alaskan youth to careers and higher education and to prepare them for the future workforce, SERRC brought middle and high school students to Juneau to explore job options, job shadow, or intern in the legislature.

### ALL-ALASKA ACADEMY

Served 104 students from 25 districts

## Itinerant Career Counselor

To meet an emerging need in rural districts, SERRC began offering itinerant K-12 career counseling services in FY15. The program blended on-site visits with distance support and follow-up for students and teachers. SERRC:

- Offered educators technical assistance and training, aligned courses to Alaska Performance Scholarship, and facilitated parent meetings
- Provided students help with college funding basics, internships, life and career plans, career inventories, transcript review, and course selection to maximize college credit

## ANSWER 2.0 / STEM

ANSWER 2.0 was designed to cultivate interest in science, technology, engineering, and math (STEM), build related skills among diverse middle-schoolers, and create a supportive social context for STEM.



## ITINERANT CAREER COUNSELOR

Served 90 students in grades 5-12

Secured over 24 scholarships for graduating seniors and nearly \$40K in college scholarships for 1 student

## ANSWER 2.0/STEM

Accepted 45 students from 28 communities and 15 districts

Offered summer camp, career awareness academies, and monthly webinars to engage students in STEM topics and careers

## 21<sup>st</sup> Century Community Learning Center and Alaska Learning Labs

In collaboration with local schools, SERRC operates Alaska Learning Labs (ALL) across Alaska and a 21st Century Community Learning Center (21CCLC) in Kotzebue to provide students with literacy instruction, physical activity, cultural activities, and family events after school and in summer.



## Special Education

SERRC remained the largest provider of special education services in Alaska, offering:

- Itinerant related services
- Program administration
- Technical assistance
- Professional development
- IEP meeting facilitation

## Alaska Transition Outcomes Program (ATOP)

SERRC provided secondary transition services to districts, oversaw the ATOP grant, and trained educators at the Alaska Statewide Special Education Conference. SERRC also held a transition camp for foster youth.

## 21ST CENTURY COMMUNITY LEARNING CENTER

98 students joined 21CCLC, which held 99 after school sessions and 21 special events

97% of 21CCLC students showed reading gains, 53% showed reading gains of 10+ points on the MAP assessment, and 91% believe the program made them better students

## ALASKA LEARNING LABS

Held 6 after school programs in 3 districts and 2 summer camps for 164 students

89% of students with 50+ ALL hours showed academic growth

## SPECIAL EDUCATION

Provided itinerant related services for 27 districts

Itinerant providers traveled nearly 500,000 miles, a distance more than 18 times around the Earth

Aided 8 districts with special education administration

## ALASKA TRANSITION OUTCOMES PROGRAM

Provided 8 transition trainings and 6 transition camps for districts

Helped 19 foster youth from 9 districts plan for transition out of high school

## SPECIAL EDUCATION

*"[Our itinerant speech and language pathologist was a] delightful person to work with...very professional at all times," and she "was very helpful and flexible. She was able to work with all of our children and provide us with valuable insight. We look forward to having her back next year."*

**TWO KLAWOCK CITY SCHOOL DISTRICT TEACHERS**



# Operational Support

## FEDERAL PROGRAMS

*"We're a small, rural REAA school district, and SERRC's assistance with Indian Education and ESEA/NCLB has greatly helped us ensure full compliance and funding."*

**EUGENE AVEY, ANNETTE ISLAND SCHOOL DISTRICT SUPERINTENDENT**

## TECHNOLOGY OPERATIONS

*"SERRC's TechOps Department is critical for allowing our district to focus on teaching students. With them, we have a partner who keeps our connection to the world consistent and effective. TechOps is timely, positive and effectively communicates with our staff no matter their technology proficiency."*

**THÉRÈSE ASHTON, TANANA CITY SCHOOL DISTRICT SUPERINTENDENT**

## Federal Programs

SERRC submitted Formula Grants to EED, the Bureau of Indian Affairs, and the Office of Indian Education, produced a monthly NCLB newsletter, and completed NCLB pre-compliance monitoring to help ensure compliant program implementation.

## Technology Operations

SERRC's expert technology team offered school districts and non-profits cost-saving and reliable technology planning, training, and consultation services.

## E-Rate

Increasing E-rate management services in FY15, SERRC helped schools and libraries gain funding for telecommunication/internet services and technology infrastructure upgrades. SERRC assisted with maximizing funding, meeting critical deadlines, and complying with regulatory requirements.



### FEDERAL PROGRAMS

Submitted 37 grants for 13 districts for \$2,855,511, helping 3,686 students

### TECHNOLOGY OPERATIONS

Served 15 school districts and non-profit agencies

Average contract with TechOps team costs 1/2 of full-time on-site employee

### E-RATE

Served 11 districts, filing for over \$8.4 million

Increased filings by 370% in FY15



## Facilities Services

SERRC's Facilities Services assisted districts in securing building and maintenance funding, reducing energy and facility costs, keeping schools clean and safe, and complying with state regulations.

## Business Services

SERRC provided business services to one school district and one non-profit agency in 2015. Contracted business services can result in significant cost savings to customers.



## E-RATE

*"As a Technology Director coming into the education community, I needed to focus on the classroom teachers and provide technology services as transparently as possible. Going to E-Rate training was not feasible, and it was imperative that the filings be accurate. We contracted with SERRC for their E-Rate filing services and we were very happy with the professional, friendly, and responsive service we received."*

**ANNETTE SKARHUS, BERING STRAIT SCHOOL DISTRICT INFORMATION TECHNOLOGY DIRECTOR**

### FACILITIES SERVICES

Wrote 72% of FY15's applications on the School Construction list and 3 of 4 funded projects

Wrote 62% of applications on the Major Maintenance List, 80% of top 20 projects, and 64% of all applications submitted statewide

Prepared 7 districts for EED maintenance site visits and helped 2 districts get recertified

Helped 24 districts with maintenance on over 600 buildings with over 500,000 work orders

Assisted 7 districts in administering 12 design and construction projects

Performed asbestos reinspections for 3 districts

# Education and Workforce Development



## The Learning Connection

Under the banner of The Learning Connection, SERRC provided free opportunities for Southeast Alaskans to learn new skills and build a better life through education.

Students use a variety of programs to achieve their educational and career goals.

### ADULT EDUCATION

- Instruction in reading, writing, and math
- GED® preparation and testing
- Education and career mapping

### JOB ASSISTANCE FOR YOUTH AGED 16-21 (JOBX)

- Education support
- Career and job readiness training
- Job search assistance
- Paid internships

### JOBS FOR ADULTS AGED 55+ (MASST)

- Job placement assistance and paid job training

### JUNEAU CONSTRUCTION ACADEMY

- Free training opportunities in construction and trade careers
- Networking with employers
- Connections to apprenticeships



### COMPUTER TRAINING

- Beginning and intermediate computer classes
- Open computer labs
- Job search and resume building

### THE LEARNING CONNECTION

745 SE Alaskan residents received education/employment services

22 volunteers donated 553 hours

TLC's Ketchikan adult basic education teacher won Alaska's Adult Educator of the Year award

### ENGLISH AS A SECOND LANGUAGE AND CITIZENSHIP PREPARATION

- English classes and tutoring



### DRIVER'S TRAINING

- Classroom, simulator and behind-the-wheel training



### FAMILY LITERACY

- Adult education
- Family nights
- Toddler and preschool programs
- In-school support for K-3 children
- After school and summer school programs

# Digna

Digna's success shows how TLC gives students the range of educational resources they need to succeed. This is Digna's journey, from arriving in Juneau to securing a job.

- 1 Digna worked in the Philippines for over 20 years as a high school and lead teacher.
- 2 When she retired, Digna joined two of her children in the United States. She had no computer skills and could not find work.
- 3 She came to TLC, enrolled in the Mature Alaskans Seeking Skills Training (MASST) program, and worked hard.
- 4 Through MASST, Digna volunteered with the Alaska Department of Labor and Workforce Development Division of Vocational Rehabilitation (DVR) in exchange for a monthly MASST/TLC paycheck.
- 5 MASST gave Digna a bus pass to help her get to work and a clothing voucher, and paid for physical and eye exams and glasses.
- 6 During this time, Digna took advantage of TLC's open computer lab to look for work, improve her typing skills, and write a resume. She also took computer classes in programs typically needed for office work.
- 7 Digna worked at DVR for 9 months, where she was trained in the payroll accounting system and other office procedures and programs. DVR staff also mentored her and encouraged her to apply for state jobs.
- 8 After she left DVR, Digna's supervisor there wrote, "It was such a pleasure having Digna here in our office. Everyone just loved working with her! We saw a somewhat reserved caterpillar emerge into a confident butterfly in a 9-month period. We were lucky to have had her. When they [a potential employer] called me for a reference, I proudly told them she is an impeccable employee and they should not let this one escape!"
- 9 In February, Digna secured a position as an Administrative Assistant II with the Alaska Department of Health and Social Services Payroll Division.
- 10 Digna said, "I could not have done this without the support of MASST. I appreciate everything you have done for me."



"TLC helped me turn my life around. I have gotten my GED® diploma and my driver's license, taken computer classes, built a great resume, found work experience in the perfect job, and gotten guidance as a young mom. I am happier and feel my life is headed in a better direction for my young son and myself. Now, I'm even attending college! I'm grateful for the caring teachers at TLC who helped me put it all together."  
CHELSEA POPE LEWIS, STUDENT

"You guys rock. I sure enjoyed coming down to school and having you guys there to listen and help and teach me. Don't ever stop teaching. You guys are truly amazing and I appreciate everything you did to help me pass my GED®. Thanks again."

MELINDA KAY KARLSON, STUDENT

"Absolutely amazing group of wonderful, caring people who work at TLC! They not only helped my son to graduate with a scholarship to UAS, but he was also hired onto their full time employment crew! Thank all of you for your support!"

LISA COLE, PARENT OF STUDENT



[WWW.SERRC.ORG](http://WWW.SERRC.ORG)



SERRC – Alaska’s Educational Resource Center is a non-profit agency that provides educational services to every school district in the state and adult education/family programs in Southeast Alaska.

SERRC maintains an extensive network of partnerships with other educational agencies, the State of Alaska, Native organizations, schools and school districts, businesses, and other educational entities throughout the country.

With 39 years of providing educational services, SERRC has the personnel, infrastructure, and experience to create, deliver, and sustain programs that improve student achievement in Alaska.

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