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For the past 25 years, we have proudly served Missouri’s education and public sector organizations; evolving from an Internet provider to a proven technology partner. We are deeply humbled by the continued support and active participation in the MOREnet consortium.

As part of our year-long celebration, we pledged to say, “Thank you” in person to each and every one of our member organizations. We have sat down with members to discuss their goals, needs and to share a heartfelt thank you for their support and the opportunity to serve their technology needs. You will find snapshots of many of our visits on the MOREnet Flicker site.

As we look to the future, we are committed to continuing to deliver relevant and reliable solutions at affordable prices. Whether through innovative technologies or our accessible and experienced staff, our deep understanding of the unique technology needs of our members sets us apart from other providers.

MOREnet began with 13 public college and university charter members with the purpose to develop, maintain, and cultivate application for electronic interchange.

In 2002, we had 698 members in Missouri. The connections consisted of public school districts, higher education institutions, public libraries & state government agencies.

Today we have a total of 734 members throughout the state with K-12 schools, colleges and universities, public libraries, health care, government and other affiliated organizations.
TELLING OUR STORY

We kicked off our twenty-fifth anniversary in 2016 with an online and printed publication sharing the story of MOREnet. We invite you to view the online story of our first 25 years on our website in the “About Us” section - Connecting the Consortium: 25 Years and Counting.

WHEN WORK WORKS – MORENET RECOGNIZED FOR EXEMPLARY WORKPLACE PRACTICES.

MOREnet has always sought to forge a new path, to challenge the ordinary and routine practice when it comes to delivering services or encouraging providers to build infrastructure into un- and under-served Missouri communities, so it is probably no surprise that our workplace practices are just as innovative. In June, we were honored with a 2016 When Work Works Award for our use of effective workplace strategies to increase business and employee success.

This prestigious award, part of the national When Work Works project administered by the Families and Work Institute (FWI) and the Society for Human Resource Management (SHRM), recognizes employers of all sizes and types across the country.

The award is the result of a rigorous assessment. Worksites must first qualify by ranking in the top 20 percent of the country based on a nationally representative sample of employers. Two-thirds of the evaluation of applicants comes from an employee survey. Applicants are evaluated on six research-based ingredients of an effective workplace: opportunities for learning; a culture of trust; work/life fit; supervisor support for work success; autonomy; and satisfaction with earnings, benefits and opportunities for advancement — all factors associated with employee health, well-being and engagement.

"MOREnet’s workplace practices exemplify the strong leadership in place and the culture their team has created in order to be effective and productive," said Michael Middleton, interim president of the UM System. "This award exemplifies the great work done by MOREnet for the university and, in turn, its invaluable reach statewide."

MOREnet’s Executive Director, John Gillispie brought the Results Only Work Environment (ROWE) concept forward in 2013 as a means of empowering all employees to achieve a more fulfilling work/life balance.

"John has led the organization into a pilot of this innovative work culture that has proven to be highly successful and which has aided in attracting skilled workers in our highly-competitive environment. During the ongoing pilot, turnover is down, productivity is up, staff morale is high and members are receiving the high quality service they have always expected from MOREnet," said Gary Allen, chief information officer and vice president for information technology at the University of Missouri System. "This success is proven by member satisfaction survey scores remaining high while survey markers of employee satisfaction and engagement have increased."
I’ve been very impressed by the staff’s helpfulness & quick response to our concerns.

HOLLY MARTIN HUFFMAN
OZARK REGIONAL LIBRARY
STRONG DEMAND FOR BANDWIDTH CONTINUES

Bandwidth capacity on our network continued to increase for K-12, higher education, public libraries and public sector organizations this past fiscal year. Aggregate member site capacity increased in FY16 by 26.84 Gigabits per second or 38% bringing the year-end total for all connected members to 96.98 Gbps. K-12 and public libraries added more capacity in FY16 as compared to FY15 while capacity growth for higher education, government, and non-profit organizations normalized after tremendous growth the previous year.

Since 2012, MOREnet members have increased bandwidth at an annual average of 51%. All indications are that growth will continue at the same pace over the next 2-3 years. In order to continue meeting member bandwidth demands, MOREnet upgraded power and racks in two colocation facilities and will soon upgrade or replace all routing equipment in the network. The new equipment will support multiple 100Gbps links allowing us to continue providing the robust and reliable connectivity our members have come to expect.
SECURITY IS OUR TOP PRIORITY

Our Cyber Security Operations Team continues to proactively seek the best solutions to ensure our network is safe and your networks are better protected. This includes researching products and services, providing training and consulting, as well as partnering with other expert individuals, organizations and government entities. Over the last year, our cyber security team offered training both in-house and across the state.

VALUE AS A KEY RESOURCE IN WASHINGTON D.C. FOR ACADEMIC AND PUBLIC SECTOR

Members of our leadership team traveled to Washington D.C. to visit with Universal Service Administrative Company (USAC), Federal Communications Commission (FCC), Department of Education, Internet2, Alliance for Excellent Education and elected officials from Missouri. Discussions included the impact of E-rate funding on Missouri schools and libraries as well as establishing a rapport with key decision makers. The first part of the trip included joint sessions with The Quilt, our national coalition of advanced regional networks, and the last part of the trip included Missouri-specific visits, made as part of a partnership with the UM System.

Our goal was to ensure MOREnet is established as a key resource to those who work in D.C. when they’re determining how their actions affect Missouri’s academic and public sector. Our elected officials were particularly interested in the measurable results of the Fulton School District’s Fab Lab, the security and reliability that our network infrastructure offers to their stakeholders, our involvement in national ed tech initiatives as well as professional development and maximizing the impact and reach of federal funding (E-rate).

MOREnet leadership will continue to follow up, provide information and be a resource to these entities.
CYBER SECURITY AWARENESS SEMINARS

In July and August our Cyber Security experts presented two seminars in partnership with Daniel Boone Regional Library in Columbia.

SOCIAL MEDIA AND DIGITAL FOOTPRINTS

This workshop was geared to parents and grandparents who would like to have a better understanding of how young people today use their mobile devices and the risks associated with that online behavior. It highlighted social media sites and mobile apps and how use of them can leave a lasting digital footprint.

SECURING MOBILE DEVICES

This workshop helped patrons learn how to secure their personal information on their computers, and mobile devices such as smartphones, tablets and laptops. Securing mobile devices involves taking measures to protect information on the physical device itself as well as preventing intrusion from the apps or websites you use.

OUR FIRST CYBER SECURITY WORKSHOP

In January, our Cyber Security Operations Team hosted a workshop at our Columbia office focused on steps to respond to a cyber security incident. The steps included how to prepare for an incident occurrence which includes policies, team preparation, setting baselines, documentation, training, testing and other strategies. In addition, attendees were provided with processes to detect, analyze, contain, eradicate and recover from an incident. Guest experts included the Missouri School Boards Association, the State Auditor’s Office, and representatives from the FBI and Boone County Cyber Crimes Task Force.

SECURITY ROADSHOW

In June, we facilitated four Cyber Security Roadshow Sessions across Missouri including Poplar Bluff, Canton, Brookfield and Pierce City. Our team traveled more than 1,200 miles and spent time with nearly two dozen member organizations across K-12, Higher Education and Public Libraries.

Each session included shared experiences, questions and solutions to problems which spurred valuable conversations in an effort to foster continued communication and networking opportunities. Topics covered included security awareness training, written policies and procedures, Windows 10 security, wireless security, current threat landscape, phishing, Ransomware, TeamViewer and Cyber Insurance.

BACK-TO-BASICS SECURITY BOOTCAMP

At the end of June, our Cyber Security Operations Team offered our first Back-to-Basics Boot Camp, a two day intensive training opportunity comprised of ten security workshop sessions. We educated 17 members from 15 unique K-12 and public library member organizations.
SOUTHWEST FIBER PROJECT

Due to the overwhelming success of our previous Southeast Fiber backbone expansion projected initiated in 2014, in 2016 we expanded our public-private partnership and amended our long-term lease with Sho-Me Technologies to obtain use of unlit fiber strands and adjacent property. This expansion will provide lit fiber service for up to 90 existing member sites in southwest and south central Missouri.

Benefits of Fiber Connectivity:
- We are partnering with a Missouri based business to jointly bring next generation network services using the latest technology to an underserved region of the state. This is a new network that expands MOREnet’s network, not an expansion of an existing network that uses older technologies.
- Supports the FCC’s 2010 National Broadband Plan which called for every community to have affordable gigabit level broadband to anchor institutions by the year 2020.
- Increased broadband at public libraries can assist unemployed workers in getting back on their feet and excelling in a modern workplace.
- Connections may enable health care facilities to take advantage of the Healthcare Connect Federal funding program.
- Infrastructure lays the foundation for schools to deploy technologies to enable 21st century learning and teaching solutions such as Bring Your Own Device (BYOD) and 1:1 initiatives.
I would rather work with MOREnet than any other company when it comes to technical issues. They are friendly, skilled, and just as important, I've never had MOREnet try to bail on complex issues, even when they involve working with other vendors.

STEVE ATWOOD
THREE RIVERS CC
2015 MORENET ANNUAL CONFERENCE

Held at Union Station in St. Louis, Missouri, our Annual Conference brought together each of our member groups for four days of learning and collaborating about all things related to technology infrastructure and educational technology.

- The October 2015 conference included 768 total registrations, an increase of 6 percent over the previous year.
- The ever-popular Exhibitor Fair highlighted more than 90 vendors sharing their solutions and expertise.
- More than 200 sessions were offered over the four day event.
- As our opening keynote, Tony Vincent educated members on the power of digital learning and the impact it will have on teaching and learning.

THIS WAS A
fantastic
CONFERENCE

-Technical Staff Member, Library-

The conference was fabulous. As a presenter, I have never felt more taken care of. It was wonderful for a tech to check on me. Hosting staff made me feel welcome & needed.

- Teacher, K-12 -

YOU ALWAYS PUT TOGETHER A great conference AND I THINK TEACHERS THAT I talked to were really excited & so thankful for the resources.

THE TECH DEPARTMENT connections THAT WE MAKE IN THE LAST 2 DAYS ARE just as important and we really appreciate all of it.

-TECHNICAL STAFF MEMBER, K-12-
SPRING MISSOURI EDUCATION AND RESEARCH CONSORTIUM MEETING

Chief Information Officers and other technology leaders from higher education institutions across the state gathered in April for the annual Spring Missouri Education and Research Consortium (MERC) meeting. The highlight of the meeting was a series of lightning round presentations delivered by meeting attendees on topics ranging from student expectations for technology resources, cyber security in higher education to Agile/Scrum software development.

This format provided ample opportunity for exchange of ideas and information. It was the consensus of the group that we hold these meetings twice a year with a similar format to keep the comradery and communication flowing among the member group. An electronic forum for continued discussion was also created for members to discuss the spectrum of issues related to managing and supporting information technology in higher education.

GOOGLE COMMUNITY- CLASSROOM TECH CONNECTION

In FY16 we introduced a quarterly Classroom Tech Connection newsletter, building on our Google Community of the same name. Both outlets help classrooms stay better connected with a wealth of resources as well as our technical trainers, subject matter experts and members of our community. Classroom Tech Connection newsletter is delivered to the inboxes of 45,000 Missouri teachers. In this publication, we routinely include technology tips, innovations success stories from consortium schools, professional development opportunities and pertinent news that affects teachers in the state of Missouri.

GET BETTER CONNECTED WITH BLOGS.MORE.NET

We were excited to introduce our community blog this fiscal year, blogs.more.net. It is a less formal and more interactive experience connecting our subject matter experts with members and other industry experts. Whether you are interested in community development, STEM, mobile devices in education, financial resources, or information technology, we think you’ll find something useful, insightful or just entertaining to get the conversation started.

LEADING THE CULTURE OF PERSONALIZED LEARNING

As a regional partner for the Future Ready initiative, we are helping K-12 school administrators embrace college and career readiness. In addition to several regional workshops as well as coordinating digital networking and communication, we are extending the resources of this free, bold new effort to maximize digital learning opportunities that help school districts move quickly toward preparing students for success in college, a career and citizenship. The effort provides districts with resources and support to ensure that local technology and digital learning plans align with instructional best practices, are implemented by highly trained teachers, and lead to personalized learning experiences for all students, particularly those from traditionally under-served communities. Learn more at http://futureready.missouri.org.
RESEARCH PROJECTS – BUILDING A BLUEPRINT OF INNOVATION FOR OTHER MEMBERS

In 2012, MOREnet awarded nearly $1 million in grant funding and in-kind support for three innovative technology-centered projects after an open call for proposals. Projects from two K-12 schools and one library were selected. Throughout the 3-year projects, these organizations have successfully implemented processes and resources designed to improve outcomes through the adoption of new technologies and STEM-based activities. As we wrap up the third and final year progression for each of these projects, we have best practices guides nearing completion that will benefit other members interested in similar STEM-based initiatives.
FULTON 58 – HIGH SCHOOL FAB LAB

As it wrapped up its third year of operation, the Fab Lab continues offering Introduction to Engineering Design, Engineering Research and Design, and Engineering Independent Research Project classes throughout the school day. Student demand for these elective courses remains high as every class is full to capacity. Projects increased in complexity as the students who have now been in the Fab Lab for three years tackled such projects as a wildlife camera, dual-extruder 3D printer (capable of two different color materials or two different materials), and an octocopter drone. The FIRST Robotics team successfully built its robots in record time, including MIG-welded frames. Recently, the Fab Lab acquired a second laser cutter with a significantly larger bed. Although the official MOREnet three-year research project is coming to a close, we look forward to following the Fab Lab and continuing to learn from their hands-on experiences.

GRANDVIEW R-II – BUILDING A 1:1 ENVIRONMENT

Grandview R-II’s Annual Performance reports for 2015 showed that for the last two years the district has realized an 8.9% increase in its score, which they attribute in large part to flipped classrooms, blended learning, 1:1 and in a general overall adoption of technology. In 2015 they received 94.3% of the points possible making them one of the top performing schools in the St. Louis area. They made the front page of the St. Louis Post Dispatch for their high performance. They are using the model from the upper grades to place their elementary curriculum completely online using MOREnet’s hosted Moodle Learning Management System.

UNIVERSITY CITY PUBLIC LIBRARY – MORE RELEVANT THAN EVER IN THE 21ST CENTURY

Because of their maker space research project success, staff were panelists on the 2015 American Library Association Annual Conference session on 3D printing in libraries. UCPL held summer reading events for kids related to their research project that included Makey kits, a Snap Circuits event, Minecraft gaming events, and 3D printing workshops. UCPL conducted a video production camp for teens that featured sessions focused on recording and editing videos. Recording sessions are in full swing after the library purchased StoryCorps audio recording equipment. A parabolic speaker was added to the gallery digital sign to allow for audio to accompany the visuals without the audio disturbing other patrons, see it at go.more.net/RnRgraves.

WRAPPING UP

As part of the last phase of each project, over the coming year, MOREnet and the member organizations will share their findings in the form of resources, programs, policies, classroom models, best practices, professional development plans and materials with the consortium that will steer other interested schools and libraries to develop successful replicas.
MOREnet
OFFERINGS AND CONFERENCE
are great products
AND THE STAFF IS
second to none
IN HELPING YOU

K-12 Member
EBSCO EBOOK COLLECTION ADDED

EBSCO eBooks were added as a resource without increasing costs to subscribing members. The EBSCO eBook Public Library collection has more than 33,000 titles featuring fiction and non-fiction titles for both adults and juveniles, as well as best-selling and highly-recommended titles from industry leading publishers.

EBSCO Searches

68,279,525

EBSCO eBook Searches

5,758,368

Learning Express Library Searches

42,519

Heritage Quest Searches

1,569,814
<table>
<thead>
<tr>
<th>Service Usage Statistics</th>
<th>Help Desk Cases</th>
<th>Training Attendees</th>
<th>Training Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,852</td>
<td>3,112</td>
<td>12,941</td>
</tr>
</tbody>
</table>

| Online Resources Searches        | 75,650,226      |

| Annual Conference Attendees      | 768             |

| Video Conferences Supported     | 24,623          |
MOREnet Members

- Public K-12 (474)
- Public Libraries (121)
- Higher Education (59)
- Local Government (9)
- Affiliates (17)
- Health Care (7)
- Private K-12 (47)
For the 8th year in a row
96% or more
of survey respondents were
SATISFIED --OR--
VERY SATISFIED
with membership at MOREnet

HIGHEST RATED VALUE
1. Competency of staff
2. Responsiveness
3. Customer Service
4. Overall Service Offering
5. Accuracy of Invoicing

MOREnet MEMBERS
MOREnet membership is currently at 734 members with the majority of our members having a membership package as well as a connection with us.

MOREnet membership is currently at
734 members

97.2% have a membership service package
82.3% of members have both a membership service package and a connection
17.2% purchase only a membership service package
1.9% purchase only a connection

1.9% purchase only a connection
Morenet has provided us with excellent service and training since its beginning. We'd be lost without it.

Library Member
<table>
<thead>
<tr>
<th>Type of Statistic</th>
<th>Measurement</th>
<th>K-12</th>
<th>Higher Education</th>
<th>Libraries</th>
<th>Government</th>
<th>Health-care</th>
<th>Non-Profit</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members</td>
<td>Participants</td>
<td>521</td>
<td>59</td>
<td>121</td>
<td>9</td>
<td>7</td>
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<td>734</td>
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<tr>
<td>Member Circuits</td>
<td>Circuits</td>
<td>414</td>
<td>55</td>
<td>216</td>
<td>14</td>
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<td>Bandwidth</td>
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<td>63.351</td>
<td>26.725</td>
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<td>.423</td>
<td>.086</td>
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<tr>
<td>Help Desk Cases</td>
<td>Cases Created</td>
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<td>1.076</td>
<td>1.303</td>
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<td>258</td>
<td>237</td>
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<tr>
<td>Training</td>
<td>Training attendees</td>
<td>2,889</td>
<td>123</td>
<td>107</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3,112</td>
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<tr>
<td></td>
<td>Total contact hours</td>
<td>11,952.50</td>
<td>726.00</td>
<td>239.00</td>
<td>23.50</td>
<td>0</td>
<td>0</td>
<td>12,941.00</td>
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<tr>
<td>Videoconferencing</td>
<td>Events</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>24,623</td>
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<td></td>
<td>Annual Conference Attendees</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>768</td>
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<tr>
<td>Online Resources</td>
<td>Heritage Quest Searches</td>
<td>22.197</td>
<td>53.085</td>
<td>1,485,985</td>
<td>7.186</td>
<td>1.044</td>
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<td>Learning Express Searches</td>
<td>27.386</td>
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<td>0</td>
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<tr>
<td></td>
<td>EBSCO Searches</td>
<td>10,820.520</td>
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<td>353</td>
<td>1,920</td>
<td>68,279,525</td>
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<tr>
<td></td>
<td>EBSCO eBook Searches</td>
<td>1,223,450</td>
<td>4,471,726</td>
<td>63,038</td>
<td>0</td>
<td>50</td>
<td>104</td>
<td>5,758,368</td>
</tr>
</tbody>
</table>

1. Member: Members include eligible organizations that receive services from MOREnet and that have an active Participation Agreement in place. These organizations may have multiple sites.
2. Member Circuits: An Internet connection is a standard, but optional, MOREnet service offering. MOREnet provides its member sites with a router and circuit for access to the secure and reliable MOREnet statewide fiber network and the Internet. Circuits are the physical circuits between the telecommunications company and the participating organizations’ sites that connect to the MOREnet backbone.
3. Individuals attending multiple training sessions within the fiscal year are counted in the “Total Number of Training Attendees” each time they attended a session.
4. A contact hour is computed as the total delivery time for each course, multiplied by the number of attendees in each course. For example, a five (5) hour course with 14 attendees totals 70 contact hours. Total contact hours for all completed training classes are shown.
5. Total videoconferencing events include video events where an organization joined as a host or as a site participant.
I COULD NOT Survive WITHOUT MOREnet you have SAVED my district more than once and your training is Top Notch

K-12 MEMBER
The primary function of the MOREnet Council is to direct and oversee planning and budgeting for the MOREnet infrastructure including the technical support required for the future growth and success of programs sponsored by Council members.

**FY2016 MOREnet COUNCIL MEMBER REPRESENTATIVES**

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Name</th>
</tr>
</thead>
</table>
| Higher Education  | John Heard, AT Still University  
|                   | Al Stadler, Missouri Southern State University                        |
| K-12              | John Robertson, Hallsville R-IV School District  
|                   | Jacque Cowherd, Fulton 58 School District  
|                   | Trey Katzer, Liberty 53 School District                               |
| Libraries         | Jim Brown, St. Charles City County Library  
|                   | Eva M. Dunn, Bollinger County Library – (replaced by Carrie Cline, Neosho Newton County Library in January 2016)  
|                   | Sue Lightfoot, Carrollton Public Library                              |
| Others            | Leigh Ann Grant-Engle, Department of Elementary and Secondary Education -  
|                   | (replaced by Jeff Falter, Department of Elementary and Secondary Education in January 2016)  
|                   | Rusty Monhollon, Department of Higher Education  
|                   | Tim Robyn, Office of Administration Information Technology Services Division –  
|                   | (replaced by Rich Kliethermes, Office of Administration Information Technology Services Division in November 2015)  
|                   | Gary Allen (Mary Lou Hines Fritts his alternate), University of Missouri System  
|                   | Barbara Reading (Debbie Musselman her alternate), Missouri State Library  
|                   | Curt Fuchs, Department of Elementary and Secondary Education (Alternate) |

**MOREnet EXECUTIVE STAFF**

John P. Gillispie  
Executive Director  
gillspiej@more.net  

Chip Byers  
Director of Strategic Initiatives  
chip@more.net  

Nikki Witting  
Director of Finance & Administration  
wittingn@more.net  

Natasha Angell  
Director of Member Services & Development  
angelln@more.net  

Hank Niederhelm  
Director of Infrastructure  
hank@more.net
### Revenues
- **K12**: $10,467,952
- **Higher Education**: $3,000,262
- **Affiliates**: $1,580,784
- **Libraries**: $760,931
- **State Contracts - HB12 & Other**: $2,000,000
- **E-rate reimbursements**: $10,812,193
- **Investment Income**: $48,974
- **Other fees and miscellaneous**: $3,589,778
- **Sponsorship revenue**: $38,500
- **Revenue transfers**: $0

**Total Revenue**: $32,299,374

### Expenses
#### Direct Expenses
- **Internet Access**: $294,640
- **Aggregation Circuits**: $1,453,326
- **Backbone, I2, Other Network**: $5,312,290
- **Maintenance**: $1,337,900
- **Network related travel**: $7,164

**Total Network Related Expense**: $8,405,320

- **Connection data lines**: $10,790,017
- **Connection equipment**: $80,728
- **Connection equipment maintenance**: $58,070

**Total Connection Expense**: $10,928,815

- **Member training**: $32,225
- **Conferences/member meetings**: $165,625
- **Member related travel**: $27,194
- **On line resources**: $961,408
- **Product Development**: $42,602
- **Membership related services**: $571,758
- **Fee-for-service related**: $463,737

**Total Other Expenses**: $2,264,549

- **Direct Salaries and benefits**: $4,892,742

**Total Direct Expenses**: $26,491,426

#### G&A Expenses
- **Staff dev., travel and meeting expense**: $174,243
- **Member outreach**: $29,972
- **Telephone**: $61,433
- **Office supplies and expense**: $34,126
- **Equipment, software and accessories**: $102,789
- **Maintenance for equipment and software**: $44,620
- **Professional services**: $100,151
- **Rent, utilities, janitorial, and security**: $261,267

**Total Operating Expenses**: $808,601

- **G&A Salaries and benefits**: $2,442,344

**Total G&A Expenses**: $3,250,945

**Total Expenses**: $29,742,371

#### Revenue over Expenses
- **Revenue over Expenses**: $2,557,003
- **Capital Transfer**: $2,546,065

**Fund Balance, End of Period**: $10,938