

Glenwood Community School District Technology Department

Board Report for April 13, 2020

Help Desk Tickets:

For the month of Feb. 28, 2020 to April 7, 2020 the technology department has received 170 requests for assistance. That does not include problems that were fixed from walk-up and email traffic. With the current closure situation, all traffic, including email outside the ticket system has been higher.

Closure Transition:

In preparation for the current closure, plans were put in place for each student at the elementary level to be able to take home their Chromebook device, in addition to the devices already assigned to the students at the Middle and High School levels. Since these elementary devices were never planned to go home with students, Teachers and staff at the elementary buildings as well as Technology staff worked to identify and inventory which device was going home with which student. Students and families were then given the option to drop the device back off at their school if they were uncomfortable keeping it in their home.

The board approved the purchase of hotspots to be assigned to families without internet access. In order to determine need, Supt. Embray surveyed district families to determine who needed these hotspots. Based on those results, Technology staff configured the hotspots to work for multiple devices in the same household but also restricted to only district chromebooks.

A crosscheck of the initial responses was conducted to determine from whom we did not get a response. A second attempt to reach the families not responding to the first was conducted. At the time of this report, we have contacted 6 families who after initially indicating they did not have internet access had made their own arrangements and did not need a district provided hotspot. We have contacted 37 other families concerning the availability of the hotspots. Of those, 24 have been picked up by the families. The others are available for pick up at the convenience of the family contacted. At this time we have 14 hotspots not yet assigned to service any additional vetted requests.

Chromebook update:

The plan below has been put on hold due to closure. Servicing any remaining Chromebooks needing this known repair will now make more sense to be done over the summer. We continue to service and repair Chromebooks as people are willing to deliver them from their homes.

(A batch of 800 ChromeBooks were purchased in the last year that all appear to have a known deficiency in the keyboard. To date, approximately 40% of these have been repaired through the normal process. However, we are working with RTI to develop a plan for a group from either RTI or HP to come in to repair the remaining ChromeBooks. The priorities for the completion of this project are: as little disruption to learning as is possible and completion prior to state testing.)

Internet Service:

A contract with Spiral Communications for Internet Service for the 2020-2021 school year has been submitted to the Board.

If you should have any questions, please feel free to contact me.

Jedd Taylor
Director of Technology, GCSD