

Glenwood Community School District Technology Department Board Report for June 12th, 2017

The technology department and Spiral Communications have been very busy this past month helping teachers and students with their technology needs.

We continue to focus on closing open tickets in our ticket system. The open tickets are for repairs that need to be done to teacher/student machines. The technology department goal is to have fewer than ten tickets in the ticket system at all times. This past month we closed 141 tickets to bring our total tickets closed for the year (July-present) to 1393. The average number of days to close a ticket in May was 1.29 days. We will continue to work on closing tickets and keeping the ticket system under our goal of ten, it currently sits at 2 open tickets.

School Year	Number of Tickets Closed	Average Days to Close Tickets
2011-2012 (partial data)	543	7.52
2012-2013	1033	6.83
2013-2014	1534	5.59
2014-2015	1352	2.38
2015-2016	980	1.59
2016-2017 (partial data)	1393	1.30

During the month of May the technology department worked on several things in the district:

- **New District Website**
 - Marietta, Cheri and I have been working with School Messenger to get the new website up and going
 - The goal is to have the new website in place before the end of the summer
 - The new website will also include a school app
- **New Registration System**
 - I have been working with Powerschool on our new registration system
 - We have tested the system at Preschool Screening and Kindergarten Roundup
 - The system goes live on May 1st
 - As of May 31st - 53.5% of our students are registered for the 2017-2018 school year (on May 31st, 2017 we were at 45.3% of students registered)
- **Spring Student Reporting**
 - Working on student reporting for the Spring
 - This reporting focuses on student removals and courses
 - Report is due to the state on June 20th
- **Chromebooks for Kindergarten**
 - We have ordered touch screen flip chromebooks for all Kindergarten students
 - These should arrive by the end of June
 - These will replace the Nexus 7 Tablets currently being used

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