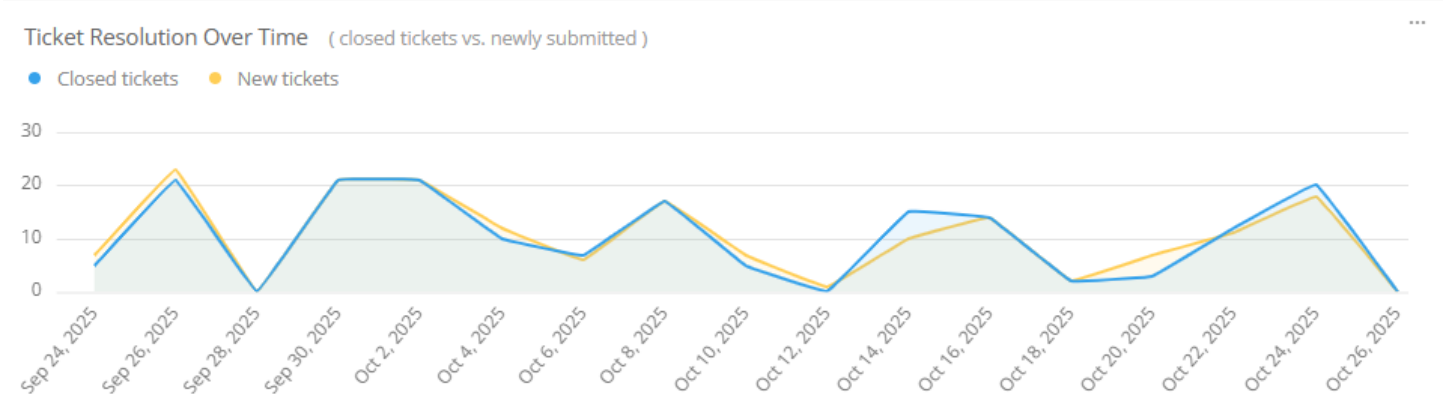




Since my last board report, we have one hundred and eighty-seven help desk tickets opened and we have closed one hundred and seventy-nine. We have eight help desk tickets open at this time. On average, tickets have been solved in less than half a day after they were created. The tickets only show what was requested through the form but do not include all the staff and student walk-ins during the day.

On September 15th, the State's NWEA testing period opened for grades 3-8 and all second-year high school students. The schools had 6 weeks to have the students complete the math and reading assessments. I am happy to report that the lowest participation rate for our schools was 99%. Before Thanksgiving I hope to have the data to the Principals on how each of their schools performed.

This week I will be sending out a phishing campaign to all staff at RSU #74. This will be to help staff to understand cyber security better and to help give extra training to those that need it. The campaign I sent last month had more staff report the email as a phishing campaign than staff who clicked on this links, where were only 4 out of over 100.

Things are going very well this year, and part of this is due to the excellent technology staff we have this year, and part is also due to the efforts of the rest of the staff who have been embracing new ideas and trying new techniques in the classroom using the technology that we provide to them, while also looking to the future.