

Glenwood Community School District Technology Department Board Report for June 8, 2015

The technology department and Spiral Communications have been busy this month working to keep teachers and students going in the classroom.

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 62 tickets to bring our total tickets closed for the year (July-May) to 1337. The average number of days to close a ticket in May was 3.62 days. This number is high as we had several requests to pick up old equipment and we waited until school was out to do this. 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 (partial data)	1337	2.37

This month the technology department was busy collecting chromebooks. We had chromebook turn in on three days (1 day for seniors, 1 day for 6-8 grades, and 1 day for 9-11 grades). We were able to collect chromebooks and get fees back to the respective buildings to be sent home with report cards. We are currently working on inventory of each machine and we are finished with cleaning the senior machines to get them ready for the incoming 6th grade students.

We will be starting our recycle of machine process this coming year in regards to chromebooks. Two grade levels will be getting newer chromebooks as well as the teachers (all teachers in all buildings). We will be using the chromebooks from the two grade levels and the teacher chromebooks as extras in classrooms at Northeast, Middle School, High School, and the Alternative High School. These will replace the outdated laptops that students were using if they forgot their chromebooks.

This month was also Spring State Reporting. I am happy to report we certified our district on May 29, 2015.

The technology department also helped this month with the live stream of graduation. This has been a nice added feature for families that are unable to attend graduation. This year went really well for the live stream.

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