

## **Glenwood Community School District Technology Department Board Report for August 13th, 2018**

Summer is a busy time for the technology department and this summer has been no exception.

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's goal is to have fewer than ten tickets in the ticket system at all times. Since June 1 we have closed 48 tickets to bring our total tickets closed for the year (July-present) to 1548. The average number of days to close a ticket in June-July was approximately 1.5 days. There are currently 0 open tickets.

<b>School Year</b>	<b>Number of Tickets Closed</b>	<b>Average Days to Close Tickets</b>
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	1423	1.33
2017-2018	1547	1.32

Along with day to day support, we have also been busy with summertime projects.

- Upgraded 12th Grade and 11th Grade Chromebooks to Chromebook 3.
- Cleaned and prepared the Chromebook 2 devices from those 2 grades to move into MS and HS classrooms.
- Upgrading Teacher Chromebooks to the new Acer Chromebooks.
- Cleaned the old teacher Chromebooks and reassigned to Associates.
- Moved 28 computers from Jordan Bueltel's room in the Middle School to the room that was Cindy Long's room
- Installed 28 new computers and monitors in Bueltel's room.
- Moved 20 (?) computers from what was Cindy Long's room in the Middle School to the Middle School Media Center computer lab area. Removed approximately 20 older computers from the Media Center lab area.
- Installed 28 new computers and monitors in the room that was Cindy Long's. Also installed two existing Epson scanners on two of the new computers.
- Installed 20 new computers and monitors in Michael Joyner's room at the HS. Installed requested software and Windows updates.
- Moved 6 existing computers and monitors from Chris Visser's "programming room" at the HS to the HS Media Center computer lab room and installed requested software and Windows updates.
- Also removed unwanted software (Autodesk) from those 6 computers. Installed an additional 10 new computers and monitors in the Media Center computer lab room.
- Repaired approximately 20 Chromebooks needing repairs after being turned in by students at the end of last school year.
- Currently in the process of updating and removing unneeded software from 12 older HP laptops so they can be repurposed for use in Betsy Maryott's science class at the HS.

- Preparing to install 8 new computers and monitors in Kelly Schubauer's room at the HS.
- Ran required networking cable for phone and computer in the new print shop warehouse.
- Deployed phone and computer in the print shop warehouse.
- Relocated 2 phones at Northeast. 1 in an existing classroom and 1 in a new classroom.
- Preparing chromebooks, projector, and mimio for new classroom at Northeast.

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