

## **Glenwood Community School District Technology Department Board Report for October 9th, 2017**

The technology department and Spiral Communications have been very busy this month getting technology ready for the students and staff members.

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 182 tickets to bring our total tickets closed for the year (July-present) to 413. The average number of days to close a ticket in September was 1.06 days. We will continue to work on closing tickets and keeping the ticket system under our goal of ten, it currently sits at 1 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 (partial data) | 413                             | 1.22                                 |

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

- New District Website/App
  - We continue to work with School Messenger to get the district app up and going
- Student Reporting in Iowa
  - Fall State Reporting will be wrapping up this month
  - The state report must be certified by October 13th
  - This is the report that gives us a head count for students in the district
- FAST Testing (Early Literacy)
  - Continue to help this process
  - The technology department's role is to make sure Powerschool is talking with the state system
- Kindergarten Chromebooks
  - Have been placed in the Kindergarten classrooms

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