Glassboro Board of Education

Technology Report

Technology Department Report
May11 – June 4, 2019
submitted by George Weeks

Meeting Dates:
- 05/11/2019   GHS Crisis Team Meeting
- 05/13/2019   GHS Crisis Team Review Meeting
- 05/14/2019   FRS Technology Review
- 05/15/2019   Seon Upgrade Install
  - GHS PARCC Readiness Test
  - District EdTech Committee Meeting
  - BOE Committee Meeting (Alyssa Law/Lockdown Upgrade)
- 05/17/2019   Tech Team Review
- 05/20/2019   Admin Council Meeting
- 05/21/2019   Helix Install Server Upgrade for Genetec
- 05/22/2019   Work Order Review Meeting
  - BOE Meeting
- 05/24/2019   Tech Team Review
  - FRS Follow Up Meeting for Tech areas
- 05/3/2019   Blackboard Webinar for Website Refresh
  - Tech Work Order Review Meeting
- 06/03/2019   Helix Project Review (Lockdown Upgrades)
  - Hoonuit Review Meeting
  - CoreBTS Engineer review for dropped voicemails
  - Union Rep Meeting for Benefits Change
- 06/04/2019   CoreBTS Engineering for dropped voicemails

Staff Time-Off Dates:

MEMORIAL DAY	05/27/2019
Patrick Folytn	05/23/-24/2019 - Sick
Chuck Baur	05/28-31/2019 – Vacation
Jessica Brown	05/30/2019 – Sick (Lasik)

Work Summary:
- Most of May was spent supporting PARCC testing. Although we had some network issues as we started testing, once resolved, we had no other major network issues.
- We are preparing to receive the report of the 30 day network monitoring report later in June.
- Teaching staff has been activated in our district WebEx space. Formal training will be implemented when school re-opens in September. Informal training and flyers have been made available.
- Technology continues to complete the technology documentation for Future ready Schools
- Technology continues to work on automating lockdowns with our phone system and door access systems as well as expand video surveillance per SRO recommendations. Board approval of the change order has resulted in a PO and hardware has been ordered. Installation will begin June 17th.
- The Technology Department provided at least 1 tech per building during PARCC testing.

Work Order Statistics

- Work Order Status since last report: (as of 06/04/2019 2pm)
    - 191 work orders have been entered (2,275 total)
    - 255 work orders have been closed (2,211 total)
    - 64 work orders are currently open or on hold (↓64 - 128 last month)
- Ticket Analysis has been conducted to analyze department productivity. Key data for this report to track efficiency are the following:
    - "Opened" – The number of tickets opened per month.
    - "Closed" – The number of tickets closed per month.
    - "Average Days Open" – The average amount of days it takes to resolve a ticket.
    Note: Additional key markers are being studied to also include in future reports, allowing for Departmental Transparency.
- The current data includes dates ranging from September 1st, 2018 (the inception of the new Work Order system, KACE) to May 31, 2019.

    Please note that the Average Open days will change in prior months as prior month tickets are closed in the current month.

Month	Opened	Closed	Avg. Open Days
September	492	259	13.27
October	522	445	7.65
November	307	230	5.14
December	252	224	3.91
January	265	231	5.01
February	237	185	6.30
March	261	200	7.00
April	228	171	5.92
May	219	174	4.06
YTD Average	**309.22**	**235.44**	**6.47**

APRIL - MAY 2019

Technology Coordinator Report
May 2019
submitted by Susan Kornicki

Educational Happenings & Community Involvement Activities:

4/30/- 5/9/2019	GIS PARCC Testing
5/6/2019	GHS Science Testing
5/6/- 5/20/2019	Bowe PARCC Testing
5/15/2019	GHS PARCC Testing prep
5/21 - 5/31/2019	GHS PARCC Testing
5/30/2019	Bullock Family Night
6/4/2019	GHS Class Night
6/10/2019	Cyber Learning Day
6/18/2019	Graduation

Meeting Dates:

5/1/2019	IT Tech Review Meeting
5/10/2019	IT Tech Review Meeting
5/14/2019	Future Ready IT Team Review
5/15/2019	District EdTech Committee Meeting
5/16/2019	GHS Google Classroom PLC Meeting
5/16/2019	PDP Committee Meeting
5/16/2019	Sixth level meeting - Bowe
5/17/2019	IT Tech Review Meeting
5/20/2019	Future Ready Meeting - Dr. Silverstein
5/24/2019	IT Tech Review Meeting - Future Ready Follow up
6/12/2019	Future Ready Schools NJ Committee Meeting

Professional Development:

5/1/2019	Coaching - Fox, Bowe
5/2/2019	Coaching - Abrams, GHS
5/3/2019	Cover Rodgers
5/6 - 5/15/2019	GHS Mini-Workshops
5/14/2019	Co-Teaching - Abrams, GHS
5/20/2019	Cover Rodgers
5/21/2019	Coaching - Vaspoli, Bowe
5/21/2019	Coaching - Brattelli, Bowe
5/23/2019	Light Pen workshop - Kindergarten, Rodgers
5/30/2019	Cover Bowe

Dates to Remember:

5/31/2019	Laptop collection - GIS
6/10-2019	Laptop collection - Bowe
6/6 - 6/18/2019	Laptop collection - GHS
6/23 - 6/26/2019	ISTE 2019 Convention - Philadelphia
6/30/2019	Future Ready Schools NJ Application Deadline