



**DATE:** June 9, 2025

**TITLE:** Technology Services

**TYPE:** Information

**PRESENTER:** Amy Thuesen, Director of Technology

**BACKGROUND:**

Technology Services designs, implements, and supports the technology infrastructure and resources in this district. This includes network and communications, hardware and software, and technology training and integration.

**Technology Advisory Team**

- This team has finished meeting for the 24-25 school year and will resume meetings in September 2025.

**Support and resources to ensure a safe and welcoming learning environment**

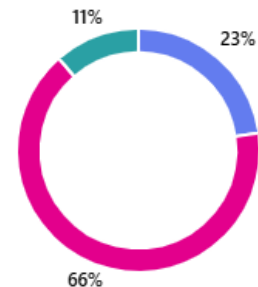
- We have fully deployed two new cybersecurity tools across the system and are now getting a better look at devices and accounts that may be at risk. This has caused some inconveniences for a few users in the short term – compromised accounts have been suspended temporarily in some cases and a few laptops needed to be fully quarantined and investigated. However, as we clean up these newly found issues, disruptions will reduce, and the district will have a much more secure technology system in the long term.
- At the end of May we asked all staff with laptops to update their software to a new version of Windows 11 so that we did not need to collect and reimage these laptops over the summer (which can be a big inconvenience for staff who use their devices in the summer). So far we only have about 50 devices left that need the update and are working with individuals to get them finished.
- All staff were offered an optional End-of-Year Technology survey to complete. The goal of this survey was to gather information in order to improve our services for next year. Specifically, we asked questions about:
  - Technology laws and regulations for schools
  - 24-25 tech support practices
  - Tech information and ticketing
  - Technology professional development

You can see screenshots of the easy-to-graph results on the next pages.

2. How well do you think you understand the laws and regulations around student technology use in public schools?

[More details](#)

● I understand them well.	10
● I understand them somewhat.	29
● I don't totally understand them.	5
● I don't understand them at all.	0



3. This year Technology services implemented a number of things to help support staff and improve communication. Please rate the following initiatives based on how helpful they were to you. (If something on the list doesn't apply to you please select "No experience with this")

[More details](#)

● Very helpful ● Somewhat helpful ● Somewhat unhelpful ● Very unhelpful ● No experience with this

Three classroom/office tech visits at the beginning of the school year to make sure technology was working properly and to...

Wireless projection handout (explaining how wireless projection works)

Classpoint and Classroom Screen pilot (information given by Josh McRae or Instructional coaches)

New Teacher Training (July/Aug) with instructional coaches and Ed Tech Specialist

Building Tech One pager - With links to TechHQ help site and other helpful links

PowerPoint on Digital Literacy and Citizenship lessons (Elementary)

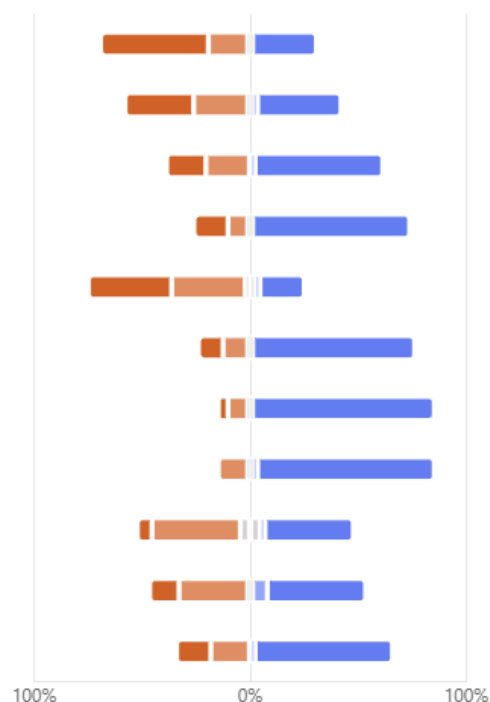
Sharing Files with Substitute Teachers Training (Elementary)

Packer Profile PowerPoint (Elementary)

Quarterly Tech Meeting with the Tech Director (Amy Thuesen)

AI Guidance Website Shared in April 18th Happenings

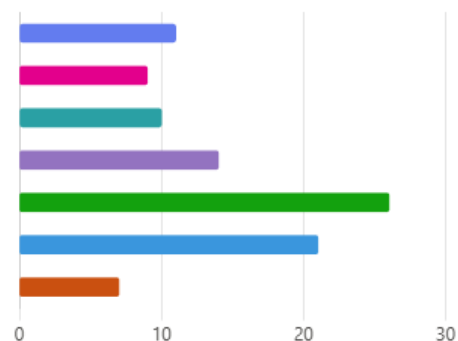
AI Training at the High School April 21st (Amy Thuesen)



8. What additional information or supports would you like to see in an online Knowledge-base for APS Technology?

[More details](#)

● Information on district enterprise software (Infinite Campus, Microsoft 365, etc)	11
● Learning Management systems(Seesaw Schoology)	9
● Standard technology and how to operate what you have in your room	10
● "How to" information on how to use different district approved programs	14
● Visual How-To Guides	26
● Video How-To Guides	21
● Other	7



11. I have a good understanding of the process to follow when I have questions or issues with technology.

[More details](#)



13. How easy is it for you to use our online ticket system. (Submitting a tech support ticket through Incident IQ)

[More details](#)



## District-wide MTSS & Packer Profile

- Our team is working with the Teaching and Learning, Human Resources, and Info Services Departments to:
  - Prepare for the onboarding of new 25-26 staff this summer. New instructors will receive their laptops as well as training on classroom technologies, Microsoft 365, curricular software, etc.
  - Review software and apps to be used in 25-26 and ensure that they comply with data privacy standards and align with district instructional goals.
  - Craft information to share with families during the registration and back-to-school events.
  - Prepare for 25-26 professional development – focusing on tech-supported HIITS strategies and Artificial Intelligence.
  - Align student digital outcomes to K-12 curriculum and standards.

## Excellence in Resource Management

- Student devices have been closed out for the school year, and we are in the process of refreshing them for 25-26. Although we still have a number of devices that were not turned in by 7-12 students, the number is much lower than last year's numbers at this time. Building teams are working to communicate with families to get missing student devices turned in ASAP, or they will receive an invoice for the replacement cost.
- This summer the AHS Photo Lab will be getting a full refresh, as we do one lab refresh each summer. Tech Services is working with AHS Admin to consolidate two labs into one in order to make better use of technology and room space. This will reduce costs for tech in the future as well as add one more regular classroom space to AHS.

- A main goal of the 24-25 school year was to build better and more effective processes for the distribution and collection of student devices, especially at the Grade 5-12 levels. For this next year, our goal is to reduce the number and cost of student device damage. To do this, we plan to:
  - Provide back-to-school teaching to students on the importance of device care.
  - Transition to non-touch screen devices, starting with new Grade 5 and Grade 9 laptops.
  - Regularly communicate with building administrators when student device damage is the result of behavior or misuse.
  - Keep better track of device damage fees and fee collection.
  - Develop a system to address "repeat damage" while maintaining student access.