Nome Public Schools
Director of Technology Report
Jim Shreve
09 SEPTEMBER 2025

Current / Completed projects

PowerSchool: The movement to MyPowerHub, PowerSchool's improved public portal option that incorporates communications aspects and greater access to info by parents continues. We are in the phase of having staff and parents join the SchoolMessenger communications platform which will allow two way texting communication without having to physically share personal cell phone numbers. Site Admin and front office staff have received training on SchoolMessenger Broadcast system and NES Teachers received an overview and started signing up for the SchoolMessenger App (announced to all NPS Families and staff last week via Website post, email, text, and social media platforms. PowerSchoolAdmin specific training was provided to all site admins, school registrars and attendance secretaries. Registrars also received training on PowerSchool Enrollment processing and electronic student records maintenance.

Technology equipment moved for the NBMHS roofing project.The Tech Department personnel moved or temporarily relocated equipment as needed to allow access for contractors and protect our investments. Most of this equipment was returned to the classrooms. We also replaced 75 ChromeBooks at NES in some of the 3rd and 4th grade classroom carts.

All Tech Department personnel / office moves are complete. Tech staff are settling into their routines at their new locations. NES staff were very excited to have Technology assistance provided full day versus the half days they previously received. Mr Heinrich's schedule for NBMHS flipped to where he will perform Tech Department duties in the mornings and teach classes in the afternoon.

Future Projects

Continue to build on the District's Data Protection Policy by implementing many of the information security processes covered in the virtual Chief Information Security Officer course I am now certified in. I am identifying many policies that either need added our updated to ensure compliance with industry standards. I have submitted a few drafts of these policies for consideration by the Policy Committee.
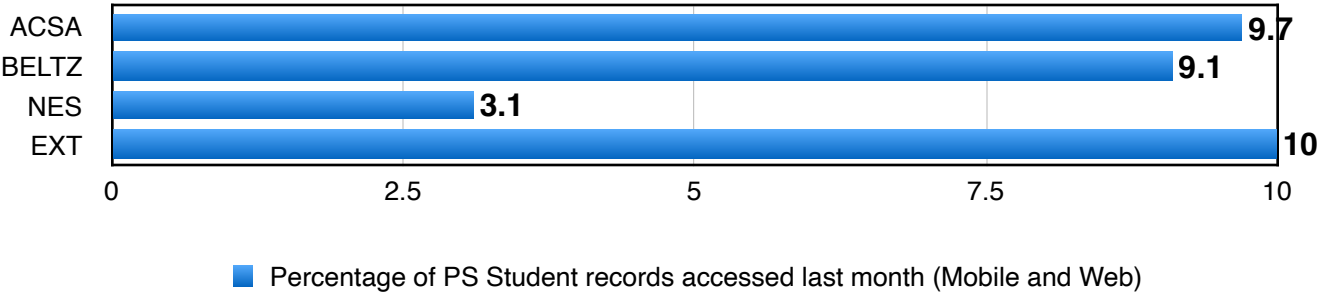
Network diagraming for our entire network infrastructure in support of District Data Protection Policy. Division of our large layer two network into multiple Virtual Local Area Network segments to improve speed and security of our connected devices and network as a whole. This will also allow better protection of NPS owned equipment from equipment joining the guest side of our network. I have received the quote from our Juniper Switches vendor for support on this monumental task and am reviewing my budget for availability of funds.

With the increase in BSA and reinstatement of some funding, the Tech Department is awaiting updates to the budget to review staff device replacements.

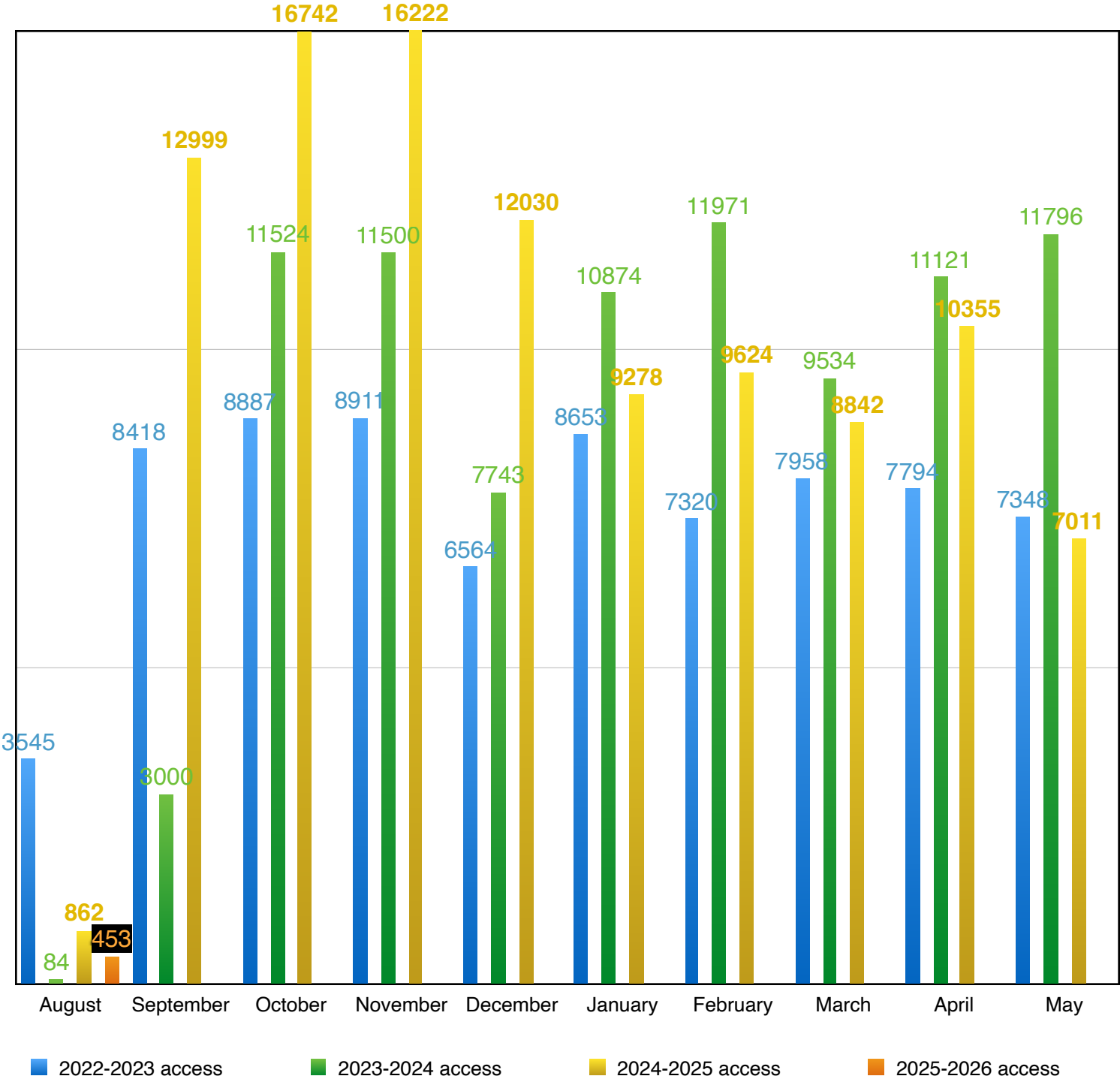## PowerSchool Online Enrollment

As of 03SEP25 the SY25-26 New Student Enrollments forms completed are at 95 (40 for Kindergarten) and the SY25-26 Returning Student Enrollment forms (launched on 31JUL25) completed are 396 of 581 (68.1% complete) for a total of 491 of 666 K-12 Student records (73.7%) submitted through online enrollment. This is approximately 5% higher than this same period last SY.

PowerSchool Student Information System Access data. Percentage of PowerSchool use, by students or parents for last month.

School	Percentage
ACSA	9.7
BELTZ	9.1
NES	3.1
EXT	10

Scale: 0, 2.5, 5, 7.5, 10

■ Percentage of PS Student records accessed last month (Mobile and Web)

Total Parent and Student PS Web and Mobile Access Sessions

Month	2022-2023 access	2023-2024 access	2024-2025 access	2025-2026 access
August	3545	84	862	453
September	8418	3000	12999	
October	8887	11524	16742	
November	8911	11500	16222	
December	6564	7743	12030	
January	8653	10874	9278	
February	7320	11971	9624	
March	7958	9534	8842	
April	7794	11121	10355	
May	7348	11796	7011	

■ 2022-2023 access   ■ 2023-2024 access   ■ 2024-2025 access   ■ 2025-2026 access

Technology Web HelpDesk

Part of the Technology Department's role is to maintain the Technology Web Help Desk for staff to request repairs, training, and troubleshooting. For last month we closed / resolved 51 of 94 (54.25%) of the tech requests submitted through the system. Our average response time over the entire year was 8.8 hours and average resolution time was 1.6 days.

Legend:
- 2022-2023 tickets (blue)
- 2023-2024 tickets (green)
- 2024-2025 tickets (yellow)
- 2025-2026 tickets (orange)

Ticket Resolution Over Time (closed tickets vs. newly submitted)

- Closed tickets
- New tickets

8.8 hours	51
Response time (avg) for all ticket statuses	Tickets now closed out of 94 submitted

1.6 days	43
Resolution time (avg)	Tickets still open 4 waiting on requestor
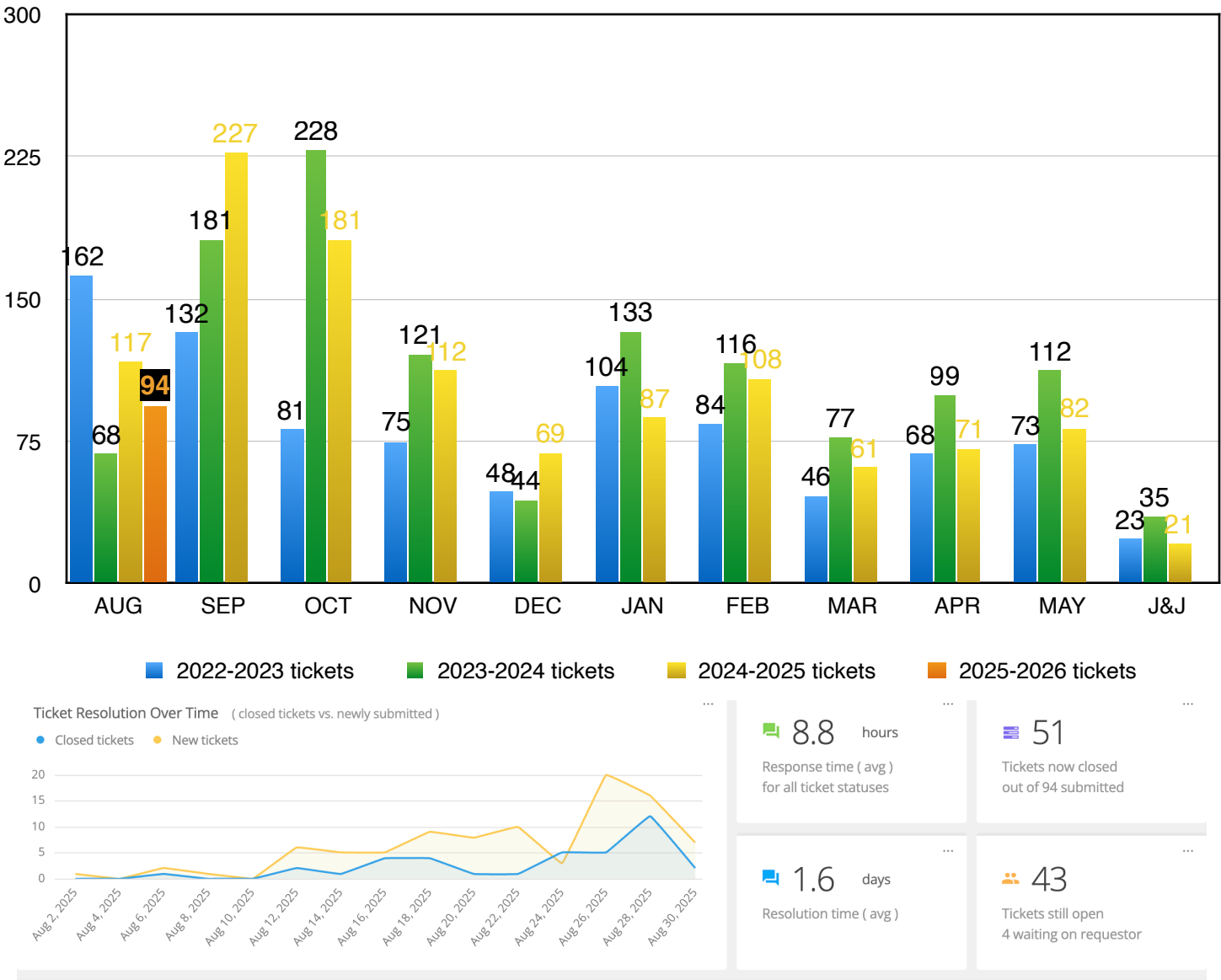
Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)

Submitted	In Progress	Closed

1.2 days
Avg. response time
- 94 submitted

3.1 days — All Tickets
Avg. in progress time
- 93 in progress

(please note tickets may be represented in multiple statuses below)

4.2 days
Avg. resolution time
- 46 resolved
- 5 cancelled
- 43 still open

3.1 days — In Progress Only
- 82 tickets

2.0 days — Waiting on Requestor
- 11 tickets

days — Waiting on Vendor
- 0 tickets
(no in progress time recorded)