# Executive Report

In September 2014, Coppell ISD (CISD) commissioned the Renaissance Institute to conduct an audit of its technology program with a particular emphasis on the 1:1 iPad initiative. Members of the Institute toured campuses and district facilities, interviewed students, staff, administers, and parents, and reviewed network diagrams and reports.

**Background:** CISD has a clear vision for the role technology can play in meeting their instructional goals. In 2013, CISD committed $12 million upgrade technology infrastructure, hardware, and software to support these goals. They have spent the past year upgrading network infrastructure and wireless capabilities.

CISD classrooms are equipped with a teacher workstation, document camera, projection, and an interactive whiteboard. Campuses also have centralized computer labs.

In August 2013 the district issued iPads to all Coppell High School students in a 1:1 initiative. CISD also provided 200 iPads each to Wilson Elementary and Cottonwood Creek Elementary as a pilot study of elementary use of iPads. The district has tentative plans to provide middle school students with iPads beginning in October 2014.

The CHS iPad rollout was relatively successful when compared to other, first year 1:1 initiatives. In retrospect the CISD initiative met with challenges due to leadership changes, technical issues, logistics and support problems, and short implementation timelines. Despite these challenges, district personnel made the best of the situation and rolled out 3,400 iPads in a very short time.

The second year of the CHS 1:1 initiative is better than the first. Results from our interviews, triangulated with network usage reports, indicate that the iPads are being used both in and out of the classroom. Teachers reported appreciation for the initiative, but needed more in-depth training and practice on how to best leverage mobile devices in the classroom. Students were positive about the initiative and reported an increased ability to reinforce and provide visual representations of ideas discussed in class. They also reported increased access to information outside of school.

Although many of the problems have been addressed, the district continues to face challenges that should be addressed in order to maximize the success of the middle school iPad rollout.

**Recommendations:** End users continue to experience intermittent problems with network connectivity, filtering technology, authentication, and mobile device management tools. CISD should implement better reporting tools and processes to isolate the issues. We have recommended tools and reporting processes to accomplish these goals.

The district has logistical challenges surrounding iPad rollout and support. They must clearly delineate repair and logistical responsibilities between technology, campus, and instructional personnel. Depending on the result of this work, the district may need to hire additional support staff.

The district should also review its processes for insuring and repairing the iPads. Furnishing and mandating iPad protective cases will decrease repair logistics and lower staffing needs. We have recommended processes and strategies to accomplish these goals.

CISD stakeholders must come to consensus on filtering policies and simplify the filtering process. They should also remain vigilant about security and how student data is being collected and used. We can provide examples of filtering policies from similar districts.

They should consider device-agnostic development and content tools to support their 1:1 and blended initiatives. They should formalize their training and evaluation models to ensure that all teachers are provided with the training and support they need to integrate technology into the classroom. We have recommended evaluation and training processes that have proved successful in other districts.

We stand ready to provide additional information and to support the improvements we have recommended.