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Keith Roberts - Director of Technology
May 2023 Board Report

This month our department closed out 164 helpdesk tickets and 5 parent requests. Student Chromebooks and classroom peripherals were the top items addressed this past month. Student Chromebooks will be collected during the last week of school and prepped for repairs. All student devices will be inventoried, cleaned, and repaired as necessary. Facing increased shortages of spare parts, we could see delayed repair times this summer. We are doing our best to pull useful parts from decommissioned devices and repurpose them into working ones.

I've been working with our data aggregation company, 5Labs, to increase the student data metrics available to our staff. With a heavy focus on data disaggregation and analysis next year, we will leverage this information to assist in talks with staff and students. Data should never be looked at through a punitive lens but rather with growth over time. My goal is to make as much data available to our staff so they can have these conversations.

We are also looking at additional ways to increase our social media presence, as well as website content. Jessica Sage has been doing a phenomenal job in her new role as Community Outreach & Communications Assistant. With her at the helm of our website and social media, I can already see an increase in traffic. We will continue to expand the use of live-streamed school events and targeted social media posts.

Summer projects are lining up from all sides of the district and tech will play a large role in all of them. We will be focusing on the new intercom system at Lakeview, a potential classroom projector refresh at Elizabeth Ide, additional security cameras at Prarieview and Lakeview, and numerous other smaller projects which will keep us very busy. On top of that, we will be processing about 1100 student devices, 70 classroom audio systems, student loaner devices, and other peripherals.

Student registration will be launching soon for next school year. We will be using the same process as years past. While this process is cumbersome on the back end, hopefully, we can look for more efficient ways to collect student registration data in the future. Again, student data will be at the forefront of my goals for the summer and next school year.