

Technology Board Report - November 2024

Sam Rigby

ERATE FY26 and Beyond

- ERATE discounts are calculated based on LPSD's Community Eligibility Provision (CEP) percentage under the National School Lunch Program (NSLP).
- LPSD's current CEP percentage is 95.8%, which qualifies for a 90% discount on internet services - [USAC Discount Matrix](#).
- The current CEP rate is approved through FY26. Any changes to LPSD's CEP percentage or participation in the NSLP would not affect our ERATE discount until FY27.
- The FCC also allows for other mechanisms to determine ERATE eligibility, such as [family surveys](#).

I have also researched the feasibility and affordability of internet services without an ERATE subsidy.

- Estimated annual recurring costs for all 10 schools, based on current internet options in the region, range between \$16,800/year (using residential Starlink options) and \$42,000 (prioritized business Starlink).
- One-time hardware costs are estimated to be between \$8,000-40,000
- The current LPSD IT team has the capacity and capability to complete all installations in-house, and travel costs could be combined with regularly scheduled site visits. For comparison, Microcom charged \$3500 per site for installation.
- LPSD IT would need to absorb the responsibility for ongoing internet monitoring, management, and web filtering.

Tech Liaisons - I would like to recognize and extend my appreciation to our ten tech liaisons for the on-site support they provide our students and teachers throughout the school year. They assist daily with answering tech FAQs, triaging issues, tracking IT assets, and more. They contribute to LPSD's ability to operate with a very small IT team and reduce travel.

IT Helpdesk - From 2014-2017, the IT workload for LPSD steadily increased as technology became a more integral component of both the classroom and district operations. In anticipation of implementing our 1:1 device program for K-12, I knew we needed to increase our support capacity and efficiency. I implemented a helpdesk ticketing system (Zendesk) in 2017 that would serve as a communication hub, support request management tool, and historical data archive. This system allows us to funnel tech support requests into a streamlined, collaborative workspace.

Students and staff can submit requests directly to our helpdesk through email. They also communicate issues and questions to us directly through phone calls and text messages which we manually capture and track in our ticketing system.

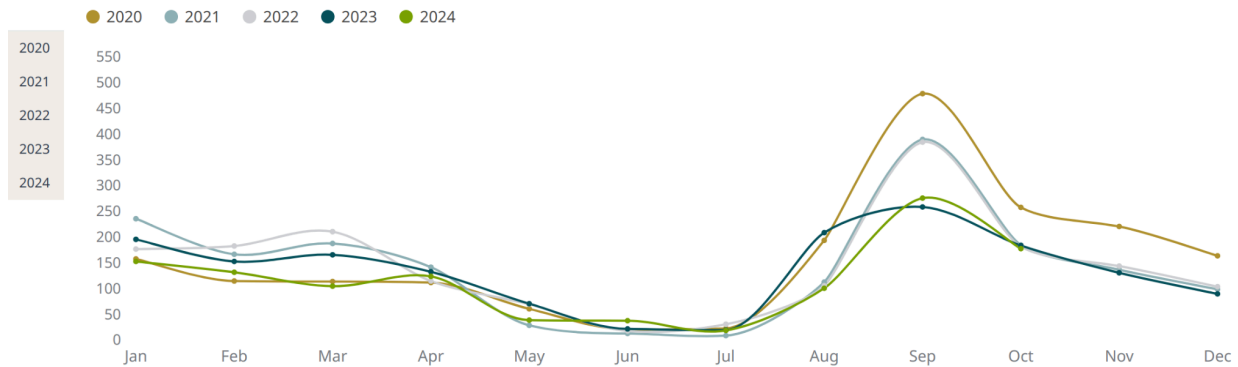
- We have received and responded to over 11,000 support requests since 2017
- We have responded to 40% of support requests within 1 hour
- We have resolved 30% of support requests within 1 hour
- We have consistently outperformed industry response time (K12 Education IT) averages both regionally and nationally

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We have continued to lower our ticket count over time, despite the volume and variety of technology we are responsible for increasing. 2024 has seen the lowest ticket count so far, which we credit to an increased focus on and success with proactive maintenance, requiring less reactive support.

I use our historical helpdesk data to plan our annual workload and monthly focuses. The chart below highlights a very predictable annual cycle. Early september is our busiest time of year, but we have been able to consinstely improve our performance by anticipating needs and taking proactive steps to provide the support needed before it is asked for.



Ticket volume over time, Jan 2020 - Nov 2024