

## Technology Department Report

### JUNE 2025

Since the last Board Report, the Technology Department has been active in assisting projects such as:

- Stacy Fisher at Saranac Elementary during M-Step making sure students were able to connect and that their headsets were working. Additionally, she worked through tickets, emails and phone calls. She also had to move office space for the summer while the construction team utilizes the space she had been using.
- Liane Kamp has been working on data cleanup within Skyward, verifying the setup of Custom Reports for all districts, and setting up Skyward for the move from Illuminate to Infinity.
- Patrick Tucker has spent some time cleaning and attempting to improve the Server/Tech Room eye appeal. In that process, he has taken an old rotation of laptops and given them a secondary life as checkout devices and meeting room devices by using them as Chromebook/Chrome Flex devices.
- Ben Fox helped North LeValley prep their retiring chromebooks so they can give them to their students. He also helped start work on the new floor plan for the Server/Tech Room in the admin building. In addition, he helped set up the ISD's network to work with Michigan Statewide Education Network for internet access.
- Robert Silvernail has been supporting end of year concerts and graduation, preparing for summer projects, and coordinating various projects. He was also able to attend the MAEDS Spring PD Day on May 14, 2025.
- John has spent some significant time working on the Internet Access change to the MISEN, while also following up on an older e-Rate funded fiber build on campus. He has also been replacing the existing mobile hotspot devices used by certain staff, and wrapping up the transition of remaining phone lines (fax lines) to our existing provider.

#### The Internet Change

The project of switching the district internet access connection from Spectrum to the MI Statewide Educational Network (MISEN) came to fruition the afternoon of Friday May 30, 2025. This project has literally been years in the making, and we finally made it over the finish line. While being part of the greater connection of ISD/RESA organizations is well worth the effort, there is also a significant reduced cost and increase in speeds. We are moving from a 2Gbps connection costing \$1725/month (\$0.86/Mbps) to the 5Gbps connection costing \$450.00/month (\$0.09/Mbps) with the ability to jump to 10Gbps at the same pricing whenever we wanted/needed! Complications in the necessary configurations NOT being in place on Spectrum's end caused the window of 3-5PM to run until 9PM with still no successful switchover. We now wait for the submitted changes to be implemented by Spectrum.

#### Additional Availability

Patrick has started using my ability to work remotely to start a better engagement initiative with those that we support. This involves him being on-site at Freedom Acres for a specific afternoon each week providing support, while still being able to conduct work tasks when there are no staff present requesting assistance.