



## Venus ISD Technology Department

To: VISD Board of Trustees

From: Warren Hudson  
Director of Technology & Innovation

### *Report for March 2026*

- Help Desk Tickets
  - In the month of February, there were 192 total tickets submitted. Of the 192 submitted, 77 of those were for student device repairs. The technology team closed 292 tickets for the month, which includes tickets submitted in previous months. The average ticket work time per HelpDesk request was 36.4 minutes.
- Improvements
  - The department refurbished 20 Windows laptops, which squeezes additional value from the district's past investment, and ensures we have ample spare devices so we can keep our staff members equipped with the tools they need to succeed.
  - The time before assessment season normally results in fewer help desk tickets, and this year has been no exception. We've used this slight lull in tickets to harvest parts from damaged devices, retire old and unusable assets from our inventory, and to build three pallets of e-waste for recycling. While these activities aren't glamorous or exciting, they are necessary to ensure we maximize the value of our assets, and that workspaces throughout the district are safe.
  - VISD PD purchased three security cameras for VMS. We have installed two, and are partnering with the maintenance department to install the third due to the need for a scissor lift.
- Updates
  - All newly purchased student Chromebooks have been delivered to VHS, and are beginning to see use with students.
  - We are thankful for our partnership with VHS CTE! Our AMAZING technicians, Ms. Terry and Mrs. Nugent, work with four student interns daily, and train them to repair student Chromebooks. The interns have honed their skills and are able to repair 1-2 devices per day, which helps our technicians spend less time repairing devices and more time responding to staff member's needs. In the month of February, the interns saved the district 36 man-hours of work.

- The Technology and Innovation Committee is made of teachers and campus administrators who meet on most PD days to help guide the district's development and implementation of our Technology Plan. At our February meeting, the committee finalized this year's student, staff, and parent technology surveys, and explored data on learning system usage. Technology surveys will begin data collection in March, and results should be available in April. The surveys provide feedback to the Technology Department on how we can better serve our stakeholders, as well as data to district leaders on the technology and professional development needs of our students and staff.