State of LPS Technology

Aug 13, 2018
Topics

● 1:1 Devices
● 1:1 Secondary Device Continuous Use
● End User Support
● Infrastructure
● Upcoming projects
1:1 Devices
Device Replacement

- 800 teacher MacBooks
- 1400 student and teacher iPads
Student Feedback
Student Survey (High School)

What school do you attend THIS (2017-18) school year?
103 responses

- Free State High School: 69.9%
- Lawrence High School: 30.1%

What is your grade level THIS (2017-18) school year?
103 responses

- Grade 9: 36.8%
- Grade 10: 35.9%
- Grade 11: 25.2%
Survey Highlights

“It’s easier to communicate with my teachers, and it also helps us learn skills for the future because technology is the future.”

“It allows kids so many different and productive learning opportunities, and it impacts our learning in a myriad of positive ways. I’m extremely thankful that we are allowed an amazing resource like this.”
Survey Highlights

What are the CHALLENGES you have with a school MacBook?

“None really, this thing is pretty rad.”

“Occasionally, I forget to charge my Mac before school / leave it at home, keeping me from doing some work.”

“The challenges that I have seen relating to MacBooks are sometimes people tend to not use it for school related works but for games and thing of the like.”

“Creates an easily accessible distraction, battery can run out, sometimes the internet will fail.”
Challenges - Middle School
End of year return lost tech property

<table>
<thead>
<tr>
<th>Middle School iPads</th>
<th>Lost iPads</th>
<th>iPads remaining checked out after due date - may be lost</th>
<th>Replacement Cost $355</th>
<th>Fee Amount $40 (anticipated)</th>
<th>SUB TOTAL District Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2500</td>
<td>26</td>
<td>42</td>
<td>$9,230 - $24,140</td>
<td>$1,040 - $2,720</td>
<td>$8,190 - $21,420</td>
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</table>

<table>
<thead>
<tr>
<th>Middle School Adapters/Cords</th>
<th>Lost Power Adapters/Cords</th>
<th>Replacement Cost $27</th>
<th>Fee Amount $5 (anticipated)</th>
<th>SUB TOTAL District Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2500</td>
<td>1200</td>
<td>$32,400</td>
<td>$6,000</td>
<td>$26,400</td>
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</table>

<table>
<thead>
<tr>
<th>Middle School Kajeets</th>
<th>Lost Kajeets</th>
<th>Replacement Cost $130</th>
<th>Fee Amount $10 (anticipated)</th>
<th>SUB TOTAL District Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>199</td>
<td>35</td>
<td>$4,550</td>
<td>$350</td>
<td>$4,200</td>
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</table>
### Challenges - End of year return lost tech property

<table>
<thead>
<tr>
<th></th>
<th>High School</th>
<th>Lost</th>
<th>Replacement Cost</th>
<th>Fee Payment</th>
<th>SUB TOTAL District Cost</th>
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<tbody>
<tr>
<td>MacBook</td>
<td>MacBook</td>
<td></td>
<td>$738</td>
<td>$75</td>
<td>$51,051</td>
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<tr>
<td>High School</td>
<td>Lost</td>
<td></td>
<td></td>
<td>(anticipated)</td>
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<tr>
<td>MacBook</td>
<td>3400</td>
<td>77</td>
<td>$56,826</td>
<td>$5,775</td>
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<td>High School Power</td>
<td>Lost</td>
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<td>$58</td>
<td>$10</td>
<td>$31,200</td>
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<tr>
<td>Adapters/Cords</td>
<td>Adapters/Cords</td>
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<td>(anticipated)</td>
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<tr>
<td>High School</td>
<td>Lost</td>
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</tr>
<tr>
<td>Kajeets</td>
<td>Kajeets</td>
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<td>$130</td>
<td>$10</td>
<td>$1,440</td>
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<tr>
<td>High School</td>
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<td>(anticipated)</td>
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<td>Kajeets</td>
<td>149</td>
<td>12</td>
<td>$1,560</td>
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<td>TOTAL District Cost</td>
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<tr>
<td>MS/HS Tech Property Lost</td>
<td>Devices</td>
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<td>$59,241 - $72,471</td>
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<td>Power Adapters</td>
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<tr>
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<td>Kajeets</td>
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<td>$5,640</td>
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### Possible Solutions

#### Self Insure (pay upfront)
- Each student pays fee determined by district
- Limited dollar per family
- Free/Reduced meal price waived
- District manages collection of fees and deductibles, if any
- Funds used in offsetting repairs and replacement costs

#### Student Fee (pay per issue)
- Each student pays fee
- Cost per incident
  - lost charger
  - lost device

#### Insurance Company (pay insurance)
- Same process as Self-Insure
- Company facilitates collection of premiums and deductible if any
- Funds sent to district for use in offsetting repairs and replacement costs
Technology Department Changes

Increase Proactive Short-term and Long-term Planning

• Enhance process and purchasing timelines for recurring tasks
  • Ensuring purchases are made timely
    • Calendar for all recurring technology tasks and purchases

• Continue to improve communication with building staff and parents/guardians regarding devices
  • Increase presence district technology staff in buildings

• Department organization
  • Identify lead point of contact for tasks

• Investigate and purchase asset manager for instructional resources
1:1 Secondary Devices
Continuous Use
Benefits and Considerations

Educational Benefits
• Summer use, debate, summer school, online classes
• Increases familiarity with device technology

Considerations
• Form Committee to explore continued summer use
• Survey Middle and High School students to determine interest in continuous use of devices
• Identify data to collect to ascertain academic benefits
• Internet access for summer - Kajeet additional 3 mo. cost ($21,350)
• Alignment curriculum work occurring this school year

Will return in February 2019 with plan
Questions?
End User Support
Changes implemented for 2018-2019

- Pop up messages regarding issues with technology
  - outages, program issues, etc
- Professional Development for Staff
  - 5 min (every other week) video update for staff
- Enhance Building Tech support
  - Daily in-building district contact
  - Focus of Customer Service
    - New tech building assignments
    - Begin/End day at buildings
    - Located in Library Media Center
    - Mobile Cisco phone - contact tech when at another location
    - Weekly meeting rescheduled
      - Professional Development provided
- Develop Building Tech Handbook - November 2018
  - Committee of principals, building techs and media specialist
Changes implemented for 2018-2019

- Upgraded work order system
  - Review daily
  - Response time expectations for all techs
  - Remote in for resolutions
- ESDC Tech Department - new hours (including HELP desk)
  Monday - Thursday  7:15 a.m. to 4:45 p.m.
  Friday  7:15 a.m. to 4:30 p.m.
Identification of concerns and Our solutions

• Infrastructure hardware upgrade process
• Local vs Cloud Storage
• Data Backup Plan
• Data Disaster Recovery Plan
• Hosted Phones - bells and intercoms (internal communication)
• Wireless Access Points
• Switch Replacement Elementary
• Security Camera
• Technology Policies and Procedures
Questions?
Current and Upcoming Projects
Implementing This Fall

- Saves instructional time
- Single sign on platform for teachers, students, staff and parents/guardians
- Resolves Securly issues
- Eliminates Remote Desktop for network drive access
- Classroom management of student devices
- Responsive customer support
- Faster resolution of issues
- Ease of use for end-user and IT

powered by ClassLink
Implementation This School Year

Migrate to GSuite for Education

- Email (primary change)
- Calendar
- Drive
- Classroom
  - Committee for timeline and communication to support staff
Questions?