

# TECHNOLOGY P.I.E. MEETING

[Problems, Issues, & Events]

November 10, 2021

## Present

*Zaiba Ahmed*

*Ryan Alruwaily*

*Shannon Bicknell*

*Janelle Biggs*

*Teri Bott*

*Kayla Butler*

*Cheryl Brumett*

*John Conner*

*Robert Cundiff*

*Clint Cunningham*

*Christopher Dryer*

*Joshua Edwards*

*Nathaniel Gleason*

*Brian Golish*

*Mary J. Heeren*

*Annette Hummel*

*Gail Lewis*

*Mark Lyman*

*Christine Martin*

*William Niles*

*Christina Orr*

*Michael Orr*

*Cynthia Parr Barrett*

*Karen Petersen*

*Jessica Poulson*

*Alan Rivers*

*Caleb Seripinas*

*Cynthia Stanford*

*Cheryl Swofford*

*Kelly Truex*

*Julie Turner*

*Kristi Wagle*

*Kalyssa West*

*Melissa Willer*

We invited LRC's to join our meeting today so we could get their feedback on how the process of checking chromebooks in & out is working for them, along with all their other duties.

### CRP/LRC Roles

Shannon Bicknell has been meeting with the LRC's and there has been a lot of discussion about students bringing in their laptops. Annette Hummel stated the IT Department appreciates the LRC's checking laptops in and out with students and assured them that we don't expect them to troubleshoot technical problems. It would be helpful if library staff could put a quick note on the device when the student tells them what is wrong. We would also like for building CRPs to talk to their LRC and identify ways to help with this added burden. For chromebooks/tablets that seem to need a simple fix, we're hoping the CRP's can help. If the device is not damaged and works well, it can just go back into circulation. If the repair needs are more extensive, then a Help Desk ticket should be put in for the building technician, who will check the problem out and, if needed, create a ticket for K12 Tech to repair.

Shannon Bicknell commented that the LRC's role should not include cataloging devices or consumables. She does not want them to be involved with adding any items in the inventory. Her preference is that all technology items be cataloged centrally by the IT Department.

Cynthia Parr Barrett commented that an easy-fix cheat sheet would be helpful for common problems, but Shannon commented that would still be outside the LRC's role.

Julie Turner, South View CRP, commented that Building Principals should be included in the discussion of putting headphones and other consumables into building inventory records because a lot of these items are purchased with building funds. Shannon said she understood this but emphasized that it should not become part of their job description. Melissa Willer, Garfield CRP, commented that it is possible to catalog consumables under the library side if needed. Kelly Truex stated that items purchased with Grant money have to be included in inventory records unless it's something consumable like headphones.

### Building Concerns / Needs

There was some discussion about Razor, the password reset tool Mike Orr recently pushed out to D118 computers. There should be a desktop icon on staff computers for DS Razor. If you need this tool but do not have it, please call the Help Desk at ext. 1583.

Annette Hummel commented that we have switched over to ISCorp with Skyward. There are still some hiccups with some programs not working with the new setup, but we are working to resolve them. The plan is still to move forward with Skyward's Qmlativ platform and this recommendation will go to the BOE next week. There will be more information available on this later.

Melissa Willer stated there is still a lack of chromebook storage in the classroom. Annette will reach out to principals again to determine what will work best for their building. Several elementary schools have opted to have students leave their devices at school.

Shannon Bicknell commented that Classroom Relay has been the biggest concern lately, but it seems to be working for the most part at this time. Skyward grade syncing was another problem, but this should be resolved now too. Shannon thanked Ryan Alruwaily, Josh Edwards & Mike Orr for getting the Swank student video issue resolved.

Meeting adjourned at 7:48 am