Board of Trustees Meeting – Information Technology Report
August 20, 2024

- Final grades, transcripts, and summer school remote support were provided by technology staff throughout the summer.
- The Pali High Booster Club project to replace the screen and projector in Mercer Hall completed and the new system is incredible! The day after the install finished, we hosted our annual Culture Chat during Freshman Orientation using the new equipment. Thank you, Boosters!!
- The Gym sound system project has also completed. We still need to have a training with the AD and PE teachers to show how to use the system. The new addition will enhance the PE classroom, reduce IT workloads, and add value to athletic and special events.
- The new Infinite Campus module "Workflow" has been largely implemented for Hall Pass and Attendance use, with thanks to new Database Manager Francisa Ixquiac! We are fine tuning and creating training materials before it goes live in the coming weeks. The system has replaced e-Hall pass and the Swipe-K12 systems.
- The erate subsidized wireless upgrade project has completed and is now in debug/support mode. Now that the campus under full load, we are experiencing issues that are impacting the stability of the network. Our engineers are working to identify and resolve the issues as quickly as possible.
- The Technology Department welcomes its newest members, Jonathan Recalde, who filled a long open position. We are now seeking a new copy clerk to round out the team.
- All classroom technologies were reset as part of Fall Prep.
- The Technology Team and Tech Coach extraordinaire Steve Burr provided a great training on the first day back with teachers on how to setup the Infinite Campus and Schoology gradebooks.
- The first days of school were dedicated to device distribution for 9th grade and then 10th-12th grade students. Device support will be ongoing as tech processes the late arriving new student devices and replaces all current freshman devices.
    - Student device order process will be reviewed to see if it can better align with traditional purchasing windows instead of our annual budget process.
    - Additional staff are needed at the start of the year if devices need to be distributed in a more efficient manner.
        - Device distribution has gone down from a historical 4 weeks to two weeks in 23-24, to ~5 days in 24-25. Many teachers want students to be equipped with devices on day 1.
- The team has received 3000 emails and 288 tickets in the last 7 days and is working as quickly as possible to return and close every single one. Due to student device distribution, the team is largely unavailable for any non-emergency need during the normal school day.