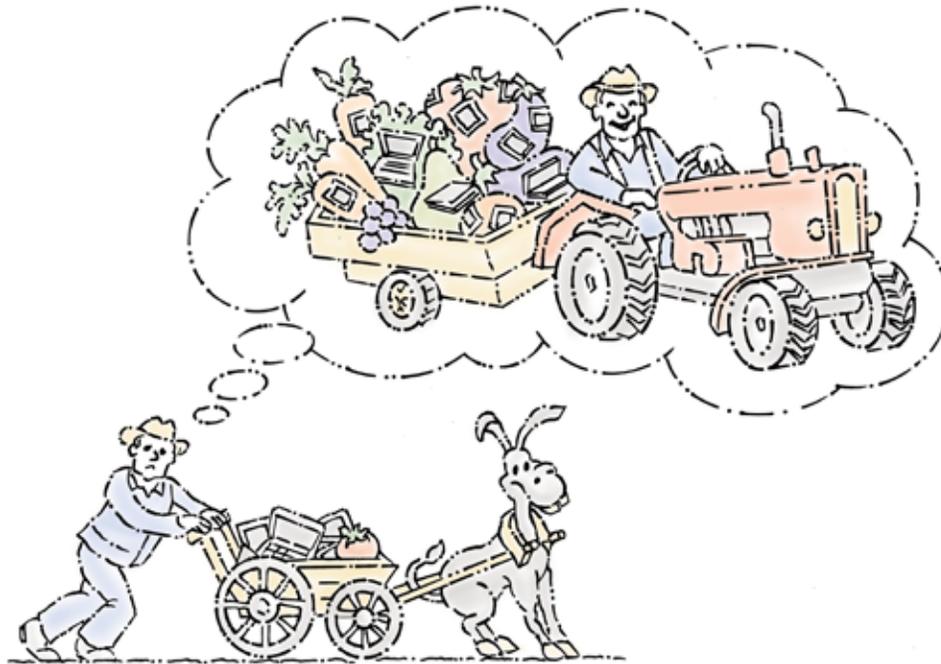


Educational Technology Management

Discover how top school districts are advancing 21st century learning.



With Questeq, advancements in a district's use of technology to boost personalized student achievement and growth are possible regardless of the district's transformation starting point.



Philipsburg Osceola School District

Current Enrollment: 1,815 students with 48% on free or reduced lunch.

Behind-the-scenes is a story of a district that grew large during prosperous times, and now struggles to both fund and implement technology growth in a leaner economy. District leadership and educators approved the education technology management change to realize a better technology program at similar budget levels in part by re-investing savings on variable staffing costs.

See page 2 of this case study for "the rest of the story."

Large Rural District Embraces Education Technology Management Changes to Better Compete.

Challenge

Large rural/suburban districts like Philipsburg Osceola (PO) are in danger of "being the child left behind" unless they embrace the digital changes that can transform a district and give it a chance to compete. PO needed to right-size its technology department to deliver a better digital support experience.

Action

The PO School Board approved a contract with Questeq, a K-12 technology management provider, to manage the technology program at the district. PO transitioned quickly to a stabilized state after right-sizing the technology department. Questeq re-engaged top-performing PO tech staff and added new processes and resources to better leverage technology for a better classroom experience.

Results

A little over six months later the district now has a superior technology support experience and confidently uses tablets and smart boards in all classrooms. The Pennsylvania information management systems (PIMS) manager ensures the district's data is accurate and maximizes state funding that is based on that data. The district also implemented a new finance software system and upgraded phone and security systems.

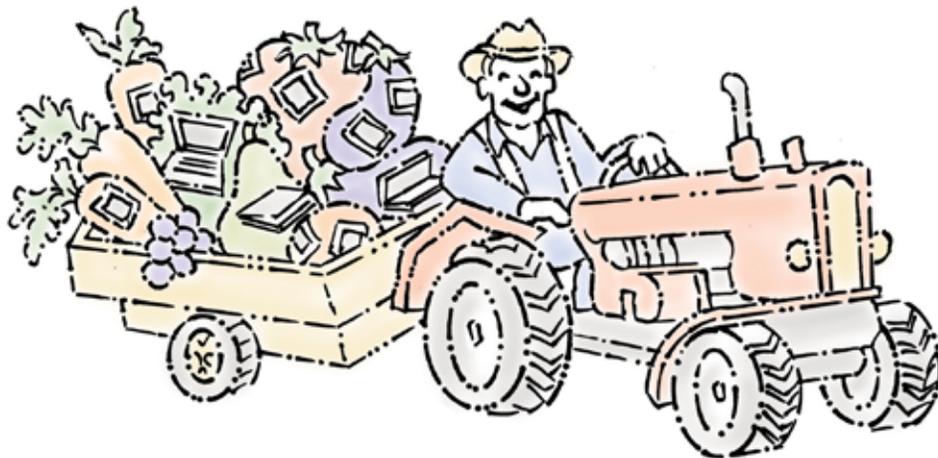
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The Rest of the Story

Behind-the-scenes is a story of a district that grew large during prosperous times, and now struggles to both fund and implement technology growth in a leaner economy. District leadership and educators approved the education technology management change to realize a better technology program at similar budget levels in part by re-investing savings on variable staffing costs.

Right-Sizing to Deliver Superior Support and PIMS Control

PO quickly progressed through “transition”, the first stage in right-sizing education technology management. During this stage, analysis showed that PO needed a system to better support teachers and students. Right-sizing included keeping top-performing IT staff and adding new resources like a Pennsylvania information management systems (PIMS) manager on the district team. This is important as state funds, including funding of free or reduced price lunches—that some 48% of the district’s students use—are determined by the correct digital reporting through PIMS. The district now is in the smooth “operations” stage.



New Procedures: Help Desk and Ticketing System

Now the district tracks technology calls through Questeq’s offsite help desk. In this way, the District can categorize calls to determine where the biggest on-going issues exist.

Teachers Pilot Devices for Better Classroom Experience

Just six months later the rebuilt technology department at PO now delivers a superior technology support experience, and the district now confidently uses tablets and smart boards in all classrooms. *Teachers were able to pilot the new devices to learn how to integrate technology into their lesson plans.*

New Infrastructure and Systems

Questeq leveraged E-Rate reimbursements to upgrade the telephone system. The technology team also implemented a new financial software system and a new security system.

Results

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“The Philipsburg Osceola Area School has undergone significant change in six months. We now have better onsite technology resources, better technology support and a better teacher and student experience,” explains Superintendent, Gregg Paladina. “We received a far better program for about the same budget, and are better able to prepare our students to compete.”