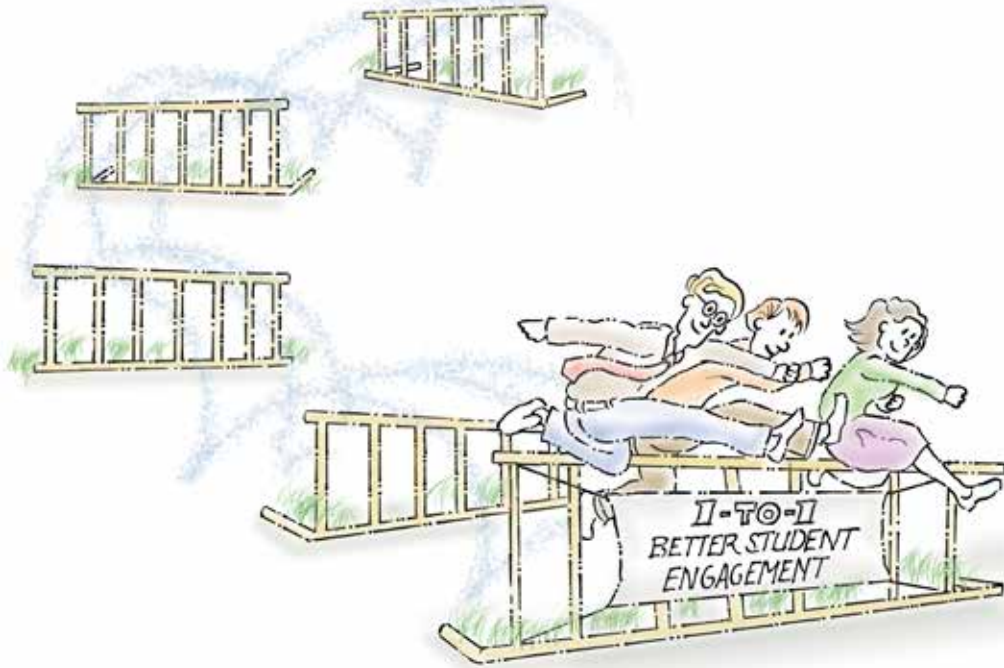


Educational Technology Management (ETM)

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



With Questeq's ETM service, districts can advance use of technology to boost student achievement, regardless of budget or transformation starting point.



Large Suburban District Undergoes Tech Realignment. Prepares for 1-to-1.

Challenge

Amidst the challenge of a retiring Tech Director, and in front of a new district leadership-driven call for long-range technology plan, Northeastern needed a technology work force that could quickly transform the district.

Action

First, Northeastern received Board approval to outsource technology management with Questeq. Together Northeastern leadership and Questeq realigned the district's technology workforce and added new procedures, including a help desk and ticketing system that gave teachers confidence to use technology in classrooms. The new team also identified savings that were reinvested in infrastructure such as wireless access points, improved internet bandwidth and the replacement of outdated student devices.

Results

A little more than six months after beginning a technology realignment, Northeastern School District reports encouraging progress, and is now poised to put an aggressive 1-to-1 learning initiative in place for the district.

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

Northeastern School District

Current Enrollment: 3,750 students with 43% on free or reduced lunch.

Behind-the-scenes is a story of a district that experienced rapid population growth when the area became a popular relocation site from Baltimore and surrounding areas. But, when leaner economic times hit the area the district struggled to keep pace. Despite tight budgets, Northeastern district leadership committed to a long-range technology plan designed to improve engagement, graduation rates, and preparation for post-secondary education.

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The Rest of the Story

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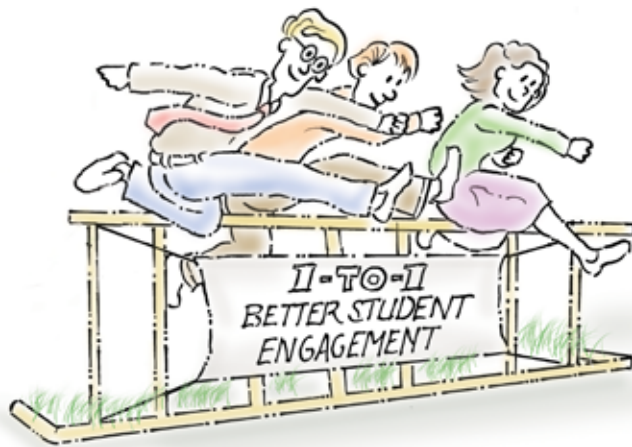
Board Approval

Northeastern received Board approval to outsource technology management, and aggressively upgrade technology as a means to better engage teachers and students in the district.

Technology Department Realignment and PIMS Control

The first step was to fill the vacant Technology Director position and then form the new IT team. Part of the realignment involved the hire of year-round staff so that technology upgrades could continue to progress during the summer, creating smoother school year starts. The realigned staff was the same in number, but different in make-up.

Among others, Questeq retained the district's Pennsylvania information management systems (PIMS) expert, a former Northeastern valedictorian. In PA as in most all states, managing the data fed to state information systems is critical as among other things, this data determines the amount of state subsidies the district receives.



New Procedures: Help Desk and Ticketing System

Now the district tracks technology calls through an external helpdesk. This system helps reduce any teacher barriers to using technology.

New Infrastructure

The new Tech Department also identified savings that were reinvested to increase the district's wireless access points, double the district's internet bandwidth and replace outdated hardware with over 700 new Chromebooks.

Future Move to 1-to-1 and Technology Coach

The Administration, the Technology Team and the Board are planning a gradual 1-to-1 rollout. The plan, once approved, is to outfit 1,600 students with Chromebooks over two years--beginning with 7th and 8th grades and following with grades 9-12. Part of the budget includes the addition of a technology coach to help teachers pilot new ways to use the new hardware to better engage students.

Results

A little more than six months after beginning a technology realignment, Northeastern School District reports encouraging progress, and is now poised to put an aggressive 1-to-1 learning initiative in place for the district.

"Northeastern has made a major transition with far fewer bumps in that road than we expected," said Dr. Shawn Minnich, superintendent. "We were able to identify and reinvest savings and now we have the team and the infrastructure in place to engage students with technology, and better prepare them for post-secondary education."