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TO: Liam Skinner, Superintendent

FROM: Wendy Crocker-Roberge, Assistant Superintendent for Schools and Leadership

DATE: January 31, 2025

RE: *Key Performance Indicators Quarter 2 Report*

Key Performance Indicators Quarter 2

This report contains the Quarter 2 update on the Key Performance Indicators (KPIs). The KPIs identified fall within four main categories:

- [I. Academics and Student Achievement](#)
- [II. Safe and Welcoming Environment](#)
- [III. Operational Efficiency](#)
- [IV. Family and Community Engagement](#)

Key highlights are presented within each area with supporting tables and charts that illustrate the metrics and compare from the previous year. Data is also disaggregated by reporting groups where applicable. Additional information can be found in the [Appendix](#).

- [i-Ready Assessment Results: ELA and Math](#) (pages 18-24)
- [Maintenance Tickets](#) (pages 25-41)
- [IT Tickets](#) (pages 42-73)

I. Academics and Student Achievement:

Current data is displayed alongside data from the same period of the previous school year. For i-Ready, results are reported out termly; for other indicators, results are reported out quarterly. To provide more context for the results, both percentages and numbers are displayed. Data is also disaggregated by special populations.

The Academic and Student Achievement section is broken into the following subcategories:

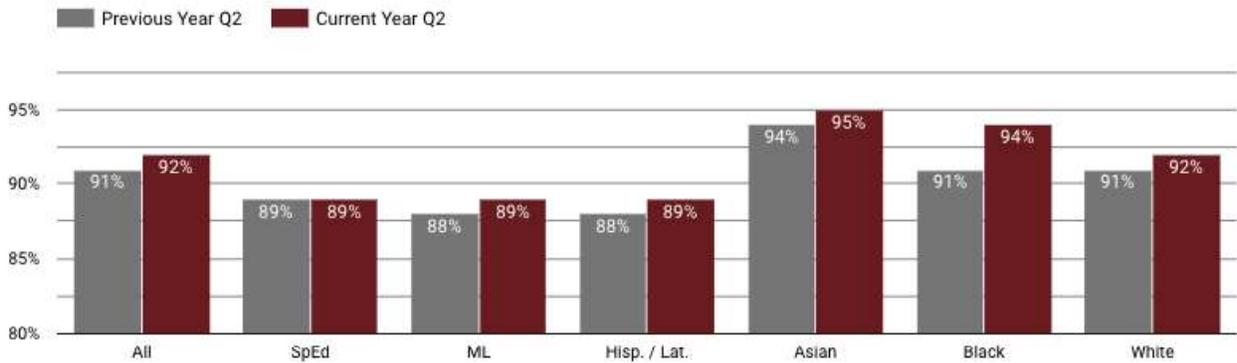
- [1. Percentage of Gr5 to Gr12 Students Passing Courses](#)
- [2. Percentage of Gr5 to Gr12 Students Failing 1+ Courses](#)
- [3. i-Ready Assessment Results \(K-8\)](#)
 - [3a. Reading Proficiency \(Gr3\)](#)
 - [3b. Math Proficiency \(Gr3\)](#)
- [4. Students in Gr9 to Gr12 who dropped out of School](#)
- [5. Prediction on Gr8 Students at Risk](#)

The following reported passing and failing 1+ courses results are based upon the following enrollment figures for grades 5-12:

| Group | Previous Year Q2 Enrollment | Current Year Q2 Enrollment |
|--------------|-----------------------------|----------------------------|
| All | 8,150 | 8,218 |
| SpEd | 1,518 | 1,498 |
| ML | 2,096 | 2,164 |
| Hisp. / Lat. | 3,271 | 3,417 |
| Asian | 2,190 | 2,240 |
| Black | 556 | 665 |
| White | 1,629 | 1,600 |

Percentage of Gr5 to Gr12 Students Passing Courses:

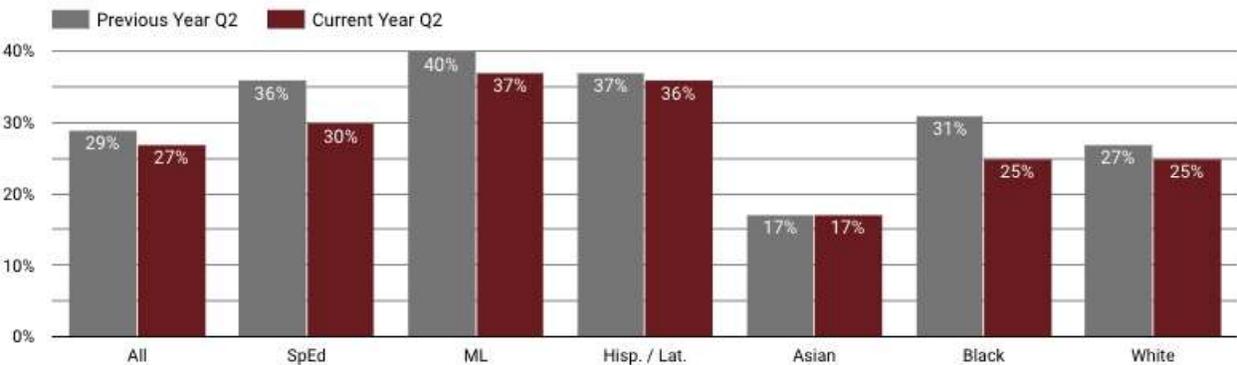
The overall percentage of Gr5-12 students passing courses went up by 1%. The percentages in the Special Education subgroup remained the same as last year at 89%. All other subgroups witnessed an increase, 1% for most and 3% in the Black subgroup.



Percentage of Gr5 to Gr12 Students Failing 1+ Courses:

The overall percentage of Gr5-12 students failing courses went down by 1% between Quarter 2 of 2022/2023 and Quarter 2 of 2023/2024. This year, it went down by 2%, compared to last year. The trend continues, as less students are failing one or more courses.

The percentage of students in grades 5 to 12 who failed one or more courses remains at 17% in the Asian subgroup, which is the lowest percentage. The percentages have decreased in all other subgroups, from 1% (Hispanic/Latino subgroup) to 6% (Special Education and Black subgroups).



i-Ready Results

i-Ready is an assessment given to students in grades K to 9 three times a year. For more information about Term 1 results, please go to the Appendix [i-Ready Assessment Results: ELA and Math](#) (pages 18-24). In the body of the KPI report, however, the focus is on grade 3 results.

Studies have shown that students struggling to read by the end of GR.3 and/or struggling in Numbers and Operations are more likely to fall behind in subsequent years.

It was therefore decided at the beginning of the school year 2023-2024 to pay particular attention to the academic achievements in that grade.

The assessment was given beginning to mid September this year, as opposed to mid to end September last year, in order to truly have a Beginning of Year snapshot, to be used as a baseline for comparison with Term 2 and Term 3 results.

3a. Reading Proficiency:

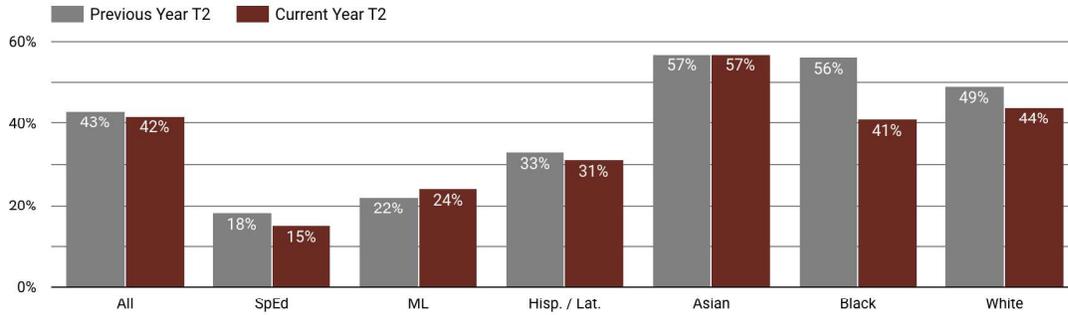
GR3 students who took the ELA Assessment:

| Group | Students Tested Previous Year T2 | Students Tested Current Year T2 |
|--------------|---|--|
| All | 1,111 | 1,156 |
| SpEd | 192 | 211 |
| ML | 446 | 502 |
| Hisp. / Lat. | 432 | 483 |
| Asian | 227 | 279 |
| Black | 61 | 83 |
| White | 263 | 258 |

GR3 i-Ready Proficiency Results - ELA:

This year, the test was given earlier than in previous years. This could explain the slight dip overall compared to last year's results. Some groups, such as the Black and White sub-groups suffered a bigger slide.

However, it is nice to see that despite early testing, the multilingual group increased its percentage by 2%, which would seem to indicate that the district's focus on language practices and particularly where ML students are concerned, is being effective.



3b. Math Proficiency:

Results are based upon the following number of students tested:

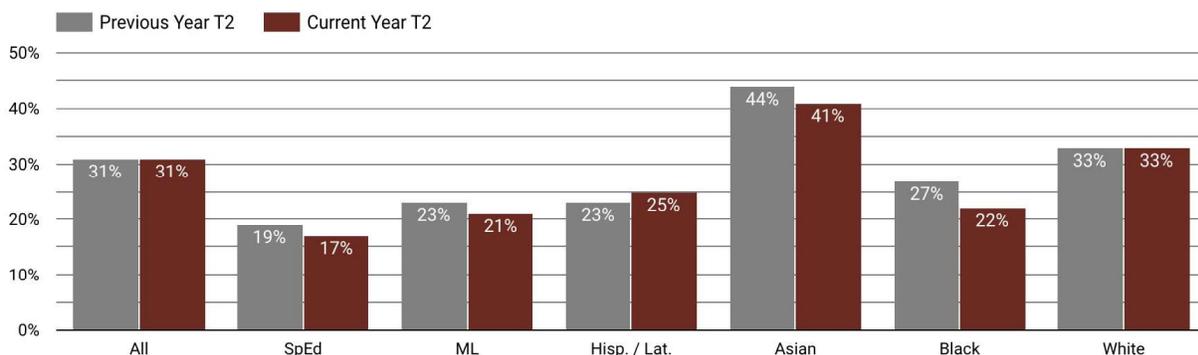
GR3 students who took the Math assessment:

| Group | Students Tested Previous Year T2 | Students Tested Current Year T2 |
|--------------|----------------------------------|---------------------------------|
| All | 1,142 | 1,161 |
| SpEd | 210 | 212 |
| ML | 452 | 503 |
| Hisp. / Lat. | 464 | 486 |
| Asian | 233 | 279 |
| Black | 62 | 84 |
| White | 271 | 259 |

GR3 i-Ready Proficiency Results - Math:

The percentage of students who are at an early-on grade level or mid-grade level in Math is identical to last year, despite early testing; the progress from 13% in the Fall to 31% in the winter is similar to last year.

The percentage in most sub-groups is up or down by 2 to 3%, with the percentage in the Black subgroup dropping by 5% and remaining the same in the White sub-group.



Students in grades 9 to 12 who dropped out of school:

The table and chart below present the total enrollment figures for students in grades 9 to 12 for the previous and current academic years, alongside the number of dropouts during Quarter 2 for both periods. Dropout figures are expressed as a percentage within each subgroup. Please note that totals may not align with the "All" category due to possible overlap of students across reporting groups.

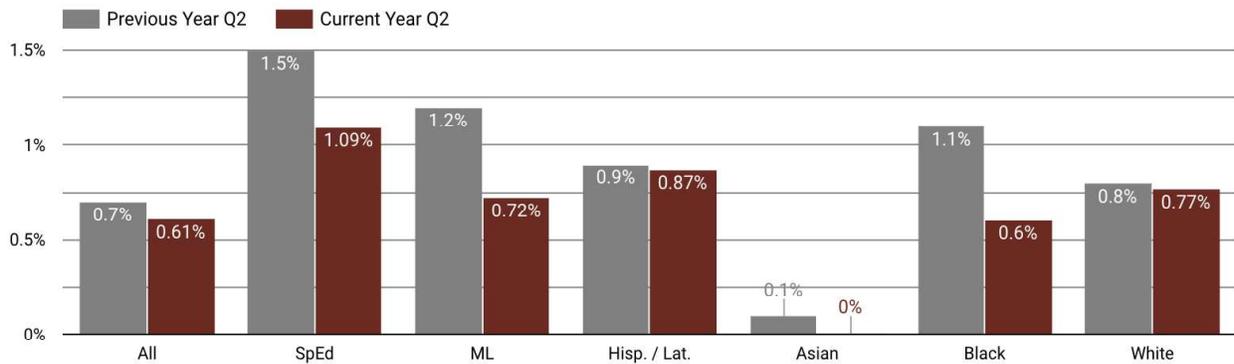
During this period, the overall dropout rate has decreased. The current total number of dropouts is 22, compared to 24 last year. Looking at the percentages, they have decreased in all subgroups and in particular in the Special Education, Multilingual and Black subgroups.

This data collection and reporting approach aims to enhance predictions of the district's annual dropout rate, as reported by DESE at the end of each year.

Students in grades 9 to 12 who dropped out of school:

| Group | Previous Year Q2 Enrollment | Previous Year Q2 Dropouts | Current Year Q2 Enrollment | Current Year Q2 Dropouts |
|--------------|-----------------------------|---------------------------|----------------------------|--------------------------|
| All | 3,503 | 24 | 3,590 | 22 |
| SpEd | 547 | 8 | 551 | 6 |
| ML | 897 | 11 | 967 | 7 |
| Hisp. / Lat. | 1,407 | 13 | 1,486 | 13 |
| Asian | 956 | 1 | 993 | 0 |
| Black | 277 | 3 | 333 | 2 |
| White | 644 | 5 | 649 | 5 |

Students in grades 9 to 12 who dropped out of school:



Prediction on GR8 Students at risk:

Students failing one or more courses, or with a history of absenteeism and/or suspensions in grade 8 are more likely to drop out of school in later years than other students. It is therefore imperative to identify those students in order to put preventative measures into place.

A new system has been implemented this year, which means that no comparison to previous school years is available. The 2024-2025 school year will therefore be used as a baseline.

Students are assigned points based upon the following criteria:

| Category | Metric Name | Risk Weight |
|---------------------|--------------------------------|-------------|
| Attendance | Chronic Absent (10% or more) | 1 |
| Attendance | Chronic Absent (20% or more) | 1 |
| Course Perf. (5-12) | Failed English last quarter | 1 |
| Course Perf. (5-12) | Failed Math last quarter | 1 |
| Behavior | Five or more Conduct Incidents | 1 |

Students are placed in a tier group, based upon their total points:

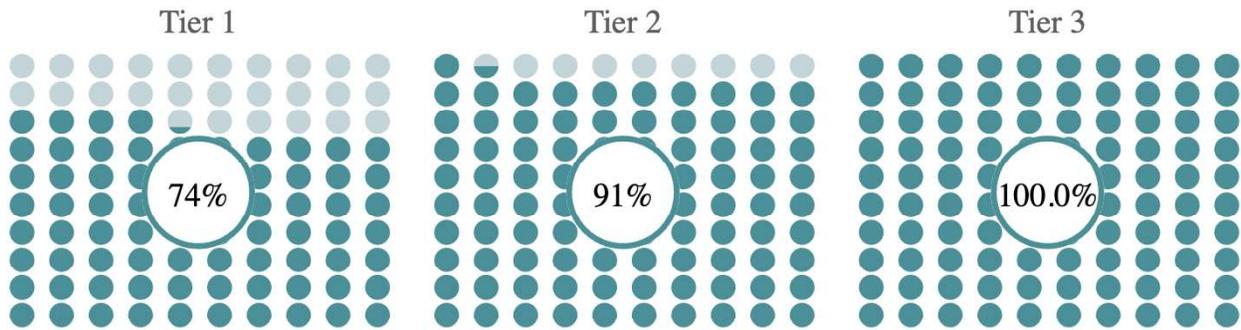
| Flags | Grades K-4 | Grades 5-12 |
|------------------|------------|-------------|
| Green - Tier I | 0 points | 0 points |
| Yellow - Tier II | 1 point | 1-2 points |
| Red - Tier III | 2+ points | 3+ points |

A particular attention is paid to students in Tiers two and three and actions taken are monitored.

Percentages of Grade 8 students in each tier at the end of Q2:

| Students | Tier 1 | Tier 2 | Tier 3 |
|----------|--------|--------|--------|
| Q1 | 86% | 14% | 0% |
| Q2 | 76% | 22% | 2% |

91% of students currently in Tier 2 and 100% of students in Tier 3 have at least one journal entry, describing the action or actions taken by one or more staff members.



Half of the students in grade 8 have received some sort of communication from schools, with the main reasons being attendance and behavior. It is to be noted however that entries also include career advising, family event, mentoring, etc.

Students Served and Journal Entries by Month



Entries by Type



Entries by Reason



II. Safe and Welcoming Environment:

The Safe and Welcoming Environment section is broken into the following subcategories:

1. [Students Attendance](#)
2. [Out of School suspension](#)
3. [Bullying/harassment incidents](#)

Student Attendance examines two distinct metrics: average daily attendance and chronic absenteeism. Average daily attendance calculates the number of days students are present divided by the total membership days. Chronic absenteeism, on the other hand, measures the percentage of students who are absent for 10% or more of their total membership days.

The tables and charts below depict these metrics for all students in grades PK-12 and separately for students in grades 1-12. The district monitors both groups: one to track every enrolled student irrespective of grade level, and the other to assess the district's performance as reported in DESE accountability data.

1. Student Attendance:

| All Students | Q2 22/23 | Q2 23/24 | Q2 24/25 |
|--------------------------|----------|----------|----------|
| Average daily Attendance | 90% | 91.6% | 91.8% |
| Chronic Absenteeism | 35% | 28.1% | 22% |

| Grades 1-12 | Q2 22/23 | Q2 23/24 | Q2 24/25 |
|--------------------------|----------|----------|----------|
| Average daily Attendance | 90.6% | 92% | 91.9% |
| Chronic Absenteeism | 35% | 27% | 21.1% |

The average daily attendance rate is similar in Q2 of this school year, compared to Q2 of the previous school year. The Chronic Absenteeism rate, however, is significantly better this year, going from 28.1% down to 22%.

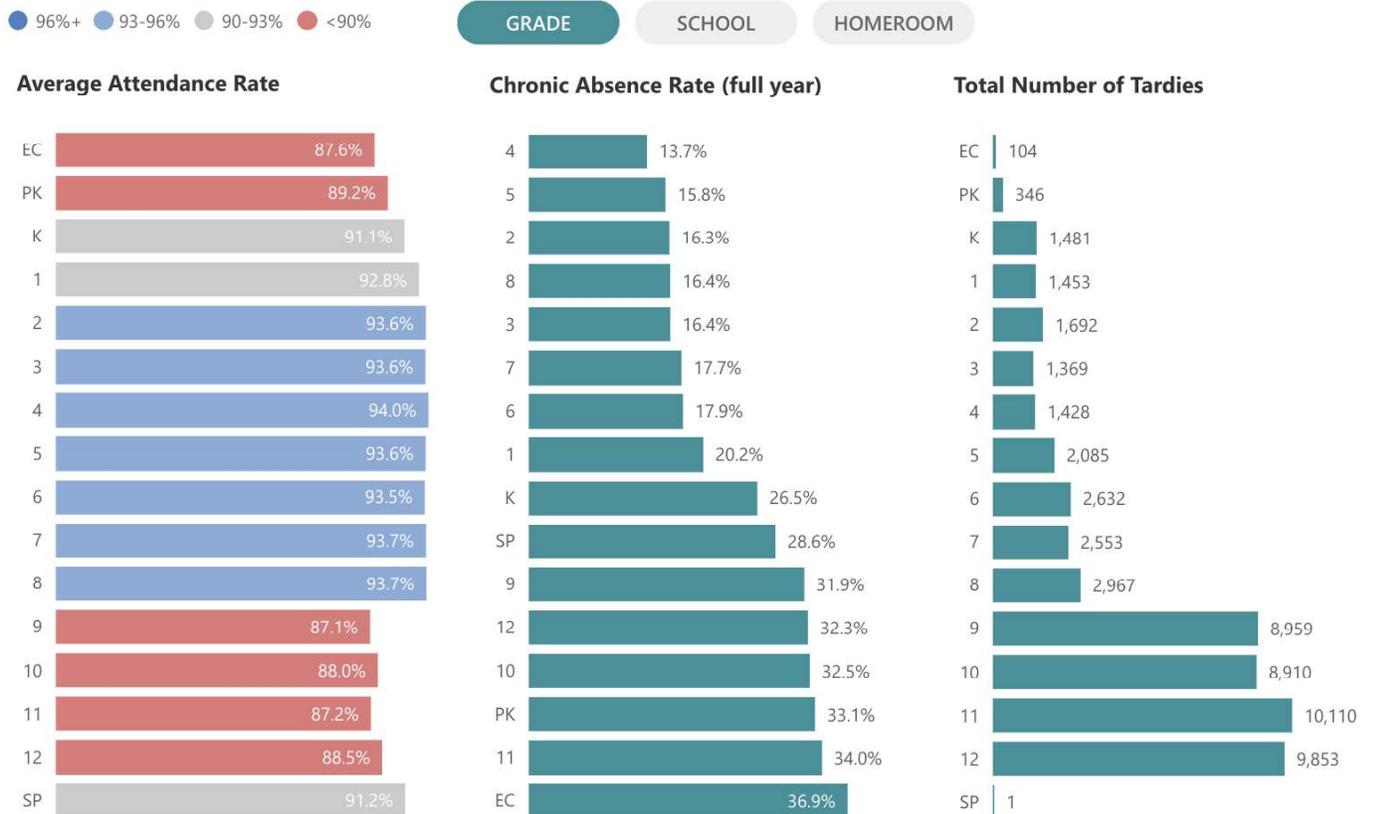
Attendance, Chronic Absenteeism and Number of Tardies by grade: (all schools, all grades including students who were enrolled during Quarter 2, but have since left)

Students in grades 2 to 8 have a good Attendance and Absence rate, with a reasonable amount of Tardies.

Early Childhood students have a high number of absences.

High school students display a high number of absences; they also have a high number of tardies.

The overall number of tardies in Quarter 2 is around 56,000, 64% of which are in grades 9 to 12.



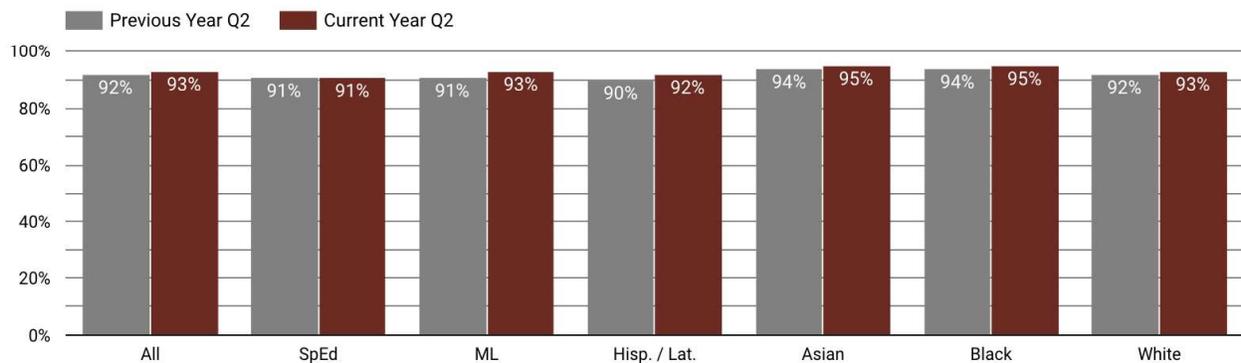
Subgroup analysis - Grades 1 to 12:

Compared to Quarter 2 of 2023-2024, the average daily attendance rate this year is 93%, which is 1% higher. The Multilingual and Hispanic/Latino subgroup attendance is up 2% and the White subgroup 1%. The chronic absenteeism rate has improved in all categories, dropping by 6% overall, with drops in each subgroup ranging from 4% to 7%.

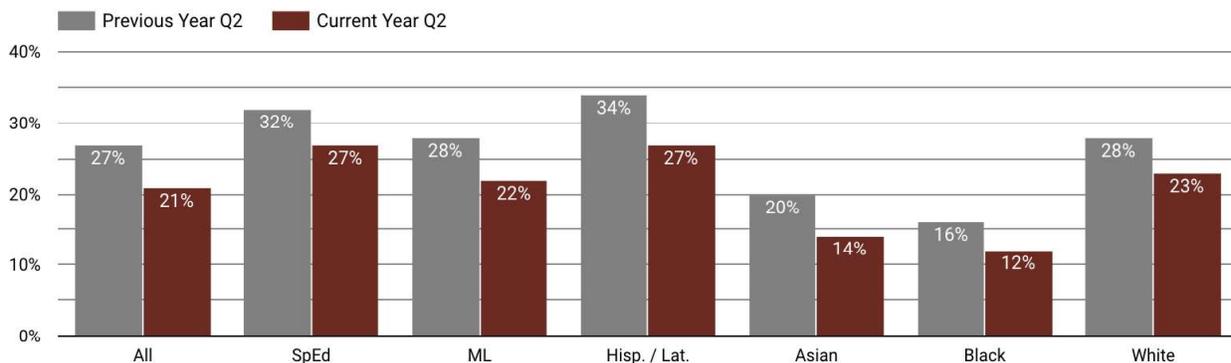
Enrollment (Gr1-12):

| Group | Previous Year Q2 Enrollment | Current Year Q2 Enrollment |
|--------------|-----------------------------|----------------------------|
| All | 12,751 | 12,900 |
| SpEd | 2,575 | 2,401 |
| ML | 4,172 | 3,929 |
| Hisp. / Lat. | 5,193 | 5,421 |
| Asian | 3,392 | 3,312 |
| Black | 884 | 1,042 |
| White | 2,727 | 2,581 |

Average Daily Attendance (Gr1-12):



Chronic Absenteeism (Gr1 -12):

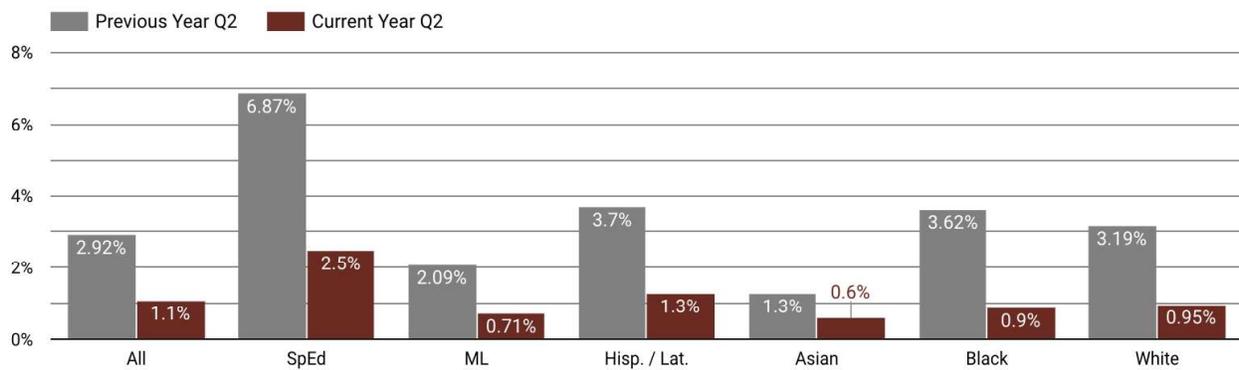


2. Out of School Suspension:

| Group | Previous Year Q2 Enrollment | Previous Year Q2 # | Current Year Q2 Enrollment | Current Year Q2 # |
|--------------|-----------------------------|--------------------|----------------------------|-------------------|
| All | 12,751 | 372 | 13,437 | 148 |
| SpEd | 2,575 | 177 | 2,596 | 64 |
| ML | 4,172 | 87 | 4,060 | 29 |
| Hisp. / Lat. | 5,193 | 192 | 5,609 | 75 |
| Asian | 3,392 | 44 | 3,367 | 19 |
| Black | 884 | 32 | 1,111 | 10 |
| White | 2,727 | 87 | 2,747 | 26 |

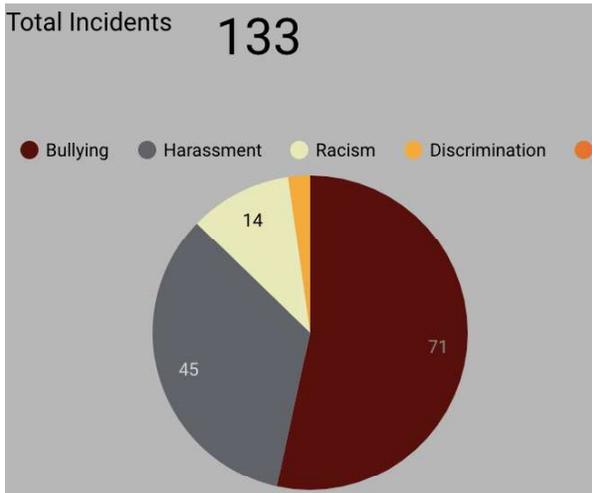
A significant decrease in out of school suspensions can be noticed in all subgroups compared to Q2 of 2023/24, some by half and some by 2/3.

Out of School Suspension:

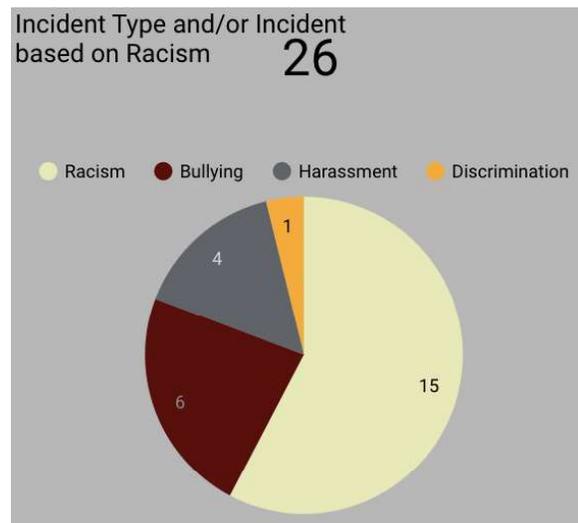
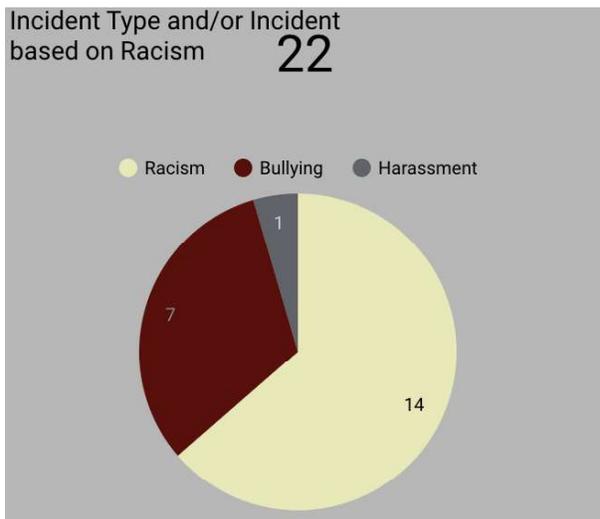
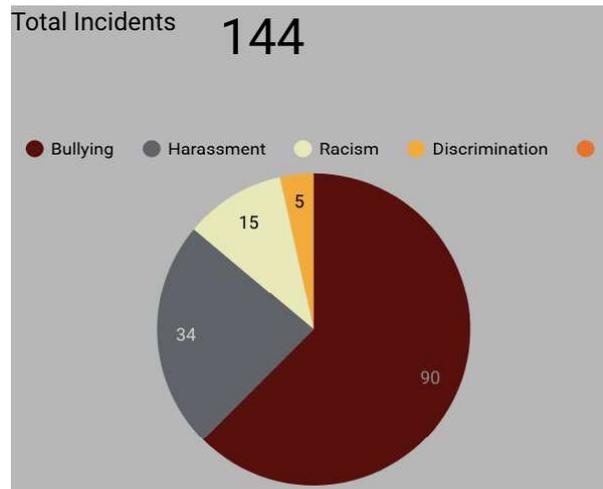


3. Bullying/harassment incidents:

Quarter 2 2023/24



Quarter 2 2024/25



There is an increase in the number of incidents, specifically relating to racism, compared to the same time last year.

Quarter 2 2023/24: Actions taken following the Incidents:

| Type | Community Service | Detention | Education | Intervention Plan | Loss of Privileges | Referral | Referral for Alternative Placement | Restorative | Suspension | TAT | Other |
|--------------------|-------------------|-----------|-----------|-------------------|--------------------|----------|------------------------------------|-------------|------------|----------|-----------|
| Harassment | 1 | 9 | 13 | 4 | 2 | 1 | 0 | 14 | 2 | 0 | 14 |
| Bullying | 0 | 11 | 14 | 12 | 6 | 0 | 0 | 15 | 1 | 1 | 30 |
| Racism | 0 | 5 | 7 | 0 | 0 | 0 | 0 | 5 | 1 | 0 | 1 |
| Discrimination | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Grand total | 1 | 25 | 36 | 16 | 8 | 1 | 0 | 35 | 4 | 1 | 45 |

Quarter 2 2024/25: Actions taken following the Incidents:

| Type | Community Service | Detention | Education | Intervention Plan | Loss of Privileges | Referral | Referral for Alternative Placement | Restorative | Suspension | TAT | Other |
|--------------------|-------------------|-----------|-----------|-------------------|--------------------|----------|------------------------------------|-------------|------------|----------|-----------|
| Bullying | 1 | 14 | 17 | 16 | 3 | 2 | 1 | 21 | 4 | 0 | 22 |
| Harassment | 0 | 3 | 2 | 3 | 1 | 0 | 0 | 10 | 1 | 0 | 6 |
| Racism | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| Discrimination | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 |
| Grand total | 1 | 18 | 21 | 19 | 7 | 2 | 1 | 33 | 5 | 0 | 32 |

Community Service, Intervention Plans, Loss of Privileges, Referrals, Restorative, Suspension and TAT figures remain similar. There is a decrease in the number of detentions, education and “Other”.

III. Operational Efficiency:

The Operational Efficiency section is broken into the following subcategories:

- Diversity Hiring
- Staff Attendance
- Substitute Fill Rate
- Teacher Vacancies
- Enrollment Tracking
- Ticketing System

Compared to Quarter 2 2023-2024:

- Diversity hiring has increased by 4% overall
- Teacher attendance rate and teacher vacancy rate are similar
- Substitution fill rate has increased by more than 4%
- Enrollment process is taking slightly longer, but 93.1% of students were placed, compared to 89.5% last year.

Diversity Hiring (Teachers, Paraprofessionals, Custodians and Cafeteria Workers):

| Diversity Index | Quarter 2 2024-25 |
|-----------------------------|-------------------|
| Teachers & Paraprofessional | 39.7% |
| All Staff | 24.3% |

| Period | Total Hires | | Diverse Hires | Hispanic | Asian | Black | Native American |
|-------------|-------------|-------------------|---------------|----------|-------|-------|-----------------|
| Q2 23-24 | | TOTAL | 12(60%) | 9 | 2 | 1 | 0 |
| | | Teachers | 1 | 0 | 0 | 1 | 0 |
| | | Paraprofessionals | 9 | 6 | 1 | 2 | 0 |
| | | Custodians | 2 | 2 | 0 | 0 | 0 |
| | | Cafeteria | 0 | 0 | 0 | 0 | 0 |
| Q2 24-25 | | TOTAL | 33 (64%) | 15 | 13 | 5 | 0 |
| | | Teachers | 1 | 0 | 1 | 0 | 0 |
| | | Paraprofessionals | 13 | 7 | 6 | 0 | 0 |
| | | Custodians | 2 | 2 | 0 | 0 | 0 |
| | | Cafeteria | 17 | 7 | 6 | 4 | 0 |

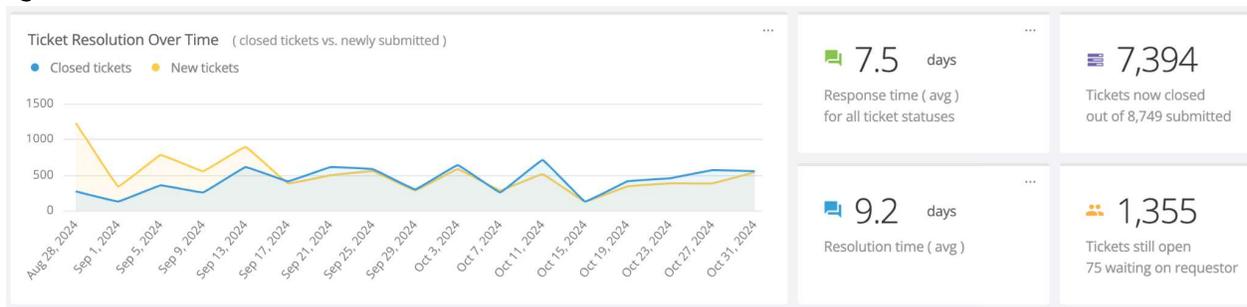
| Metric | Quarter 2 2023-24 | Quarter 2 2024-25 |
|---|---|--|
| Teacher Attendance | 93% | 93.40% |
| Substitution Fill Rate | 83.67% | 88.10% |
| Teacher Vacancies | 10 | 12 |
| Enrollment Tracking Percentage of Students Placed Average Number of Days to complete registration | 89.5% (503 students out of 562 students that submitted registrations) 2.5 average number of days to process submission | 93.1% (416 students out of 447 students that submitted registrations) 2.86 average number of days to process submission |

Ticketing System:

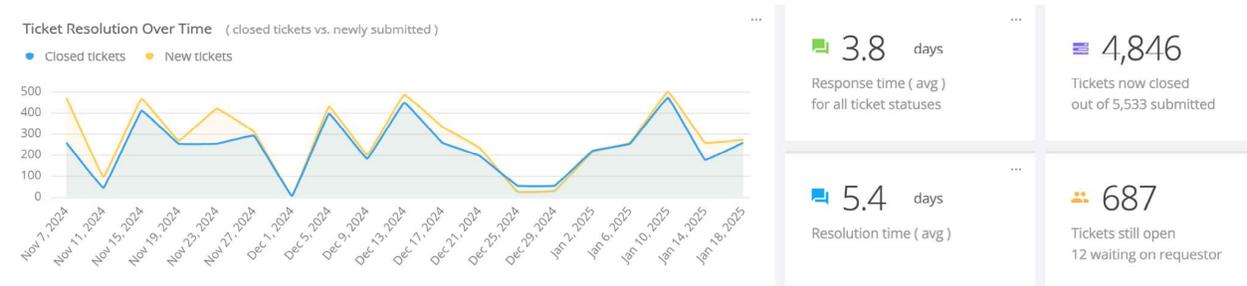
Around 4,900 tickets were generated during Quarter 2, compared to 7,400 tickets during Quarter 1. The average response time has reduced from 7.5 days to 3.8 days and the number of tickets still open is less than half of what it was at the end of Quarter 1.

Additional reports of incomplete IT tickets submitted from each school and maintenance work to be completed, can be found in the [appendix \(pages 42-73\)](#).

Quarter 1 2024/2025:



Quarter 2 2024/2025:



IV. Family & Community Engagement:

The Family & Community Engagement section is broken into the following subcategories:

- Community satisfaction survey
- Community involvement in forums
- Language access
- Parent teacher conferences
- School Site Council meetings
- Community Outreach

Compared to Quarter 2 2023-2024:

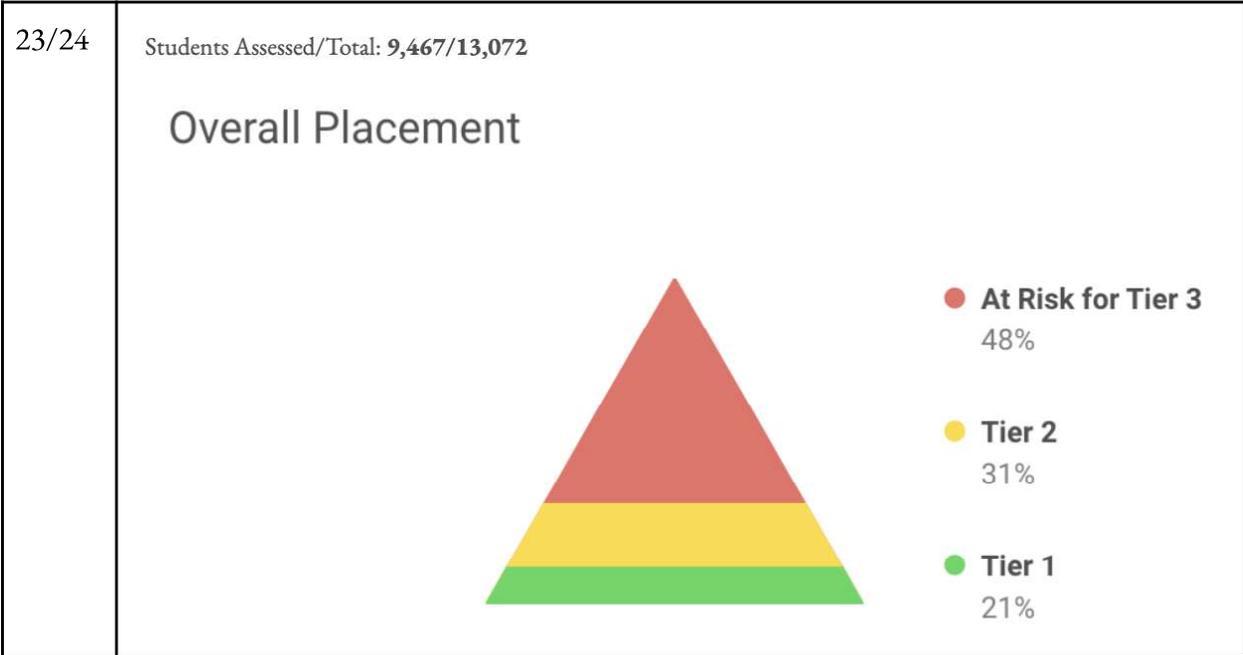
- Workshops/Trainings has tripled.
- Translation requests are down by almost 1,000.
- School site council meetings are down.
- Parent/teacher conferences have doubled.
- Access to the district newsletter and Facebook page has decreased.

| Metric | Quarter 2 2023-24 | Quarter 2 2024-25 |
|---|--|----------------------|
| Community Satisfaction Survey | Survey not yet deployed (January) | |
| Community Involvement in workshop/Trainings | 505 | 1,571 |
| Language Access - Number of translations and interpretations provided by the translation and interpretation contracts - Language Access Family Support Survey | 2,632 | 1,786 |
| | Results in Q3 | |
| School Site Council Participation | 123 | 105 |
| Parent/Teacher Conferences | 2,241 | 4,767 |
| Community Outreach -Number accessing the district newsletter -Number following/liking social media posts Facebook Reach (number of unique users) | 15,642 203,134 | 5,050 128,700 |

| | | |
|---|-------|--------|
| Facebook Interactions (likes, reactions, comments): | 9,026 | 12,200 |
|---|-------|--------|

Appendix

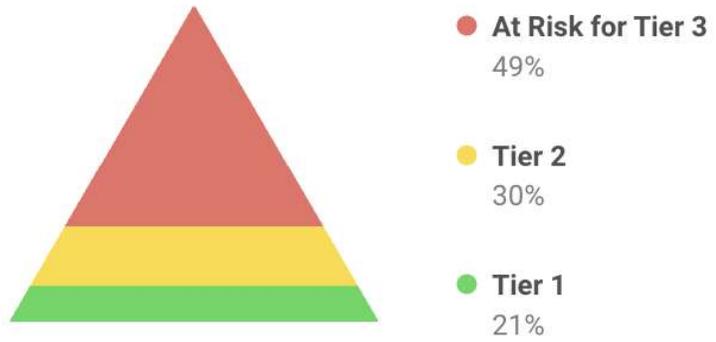
ELA i-Ready Assessment Results: practically identical to last year



24/25

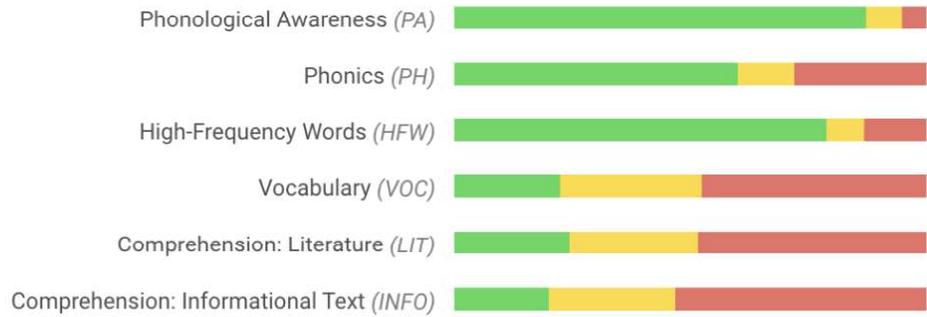
Students Assessed/Total: **9,656/11,946**

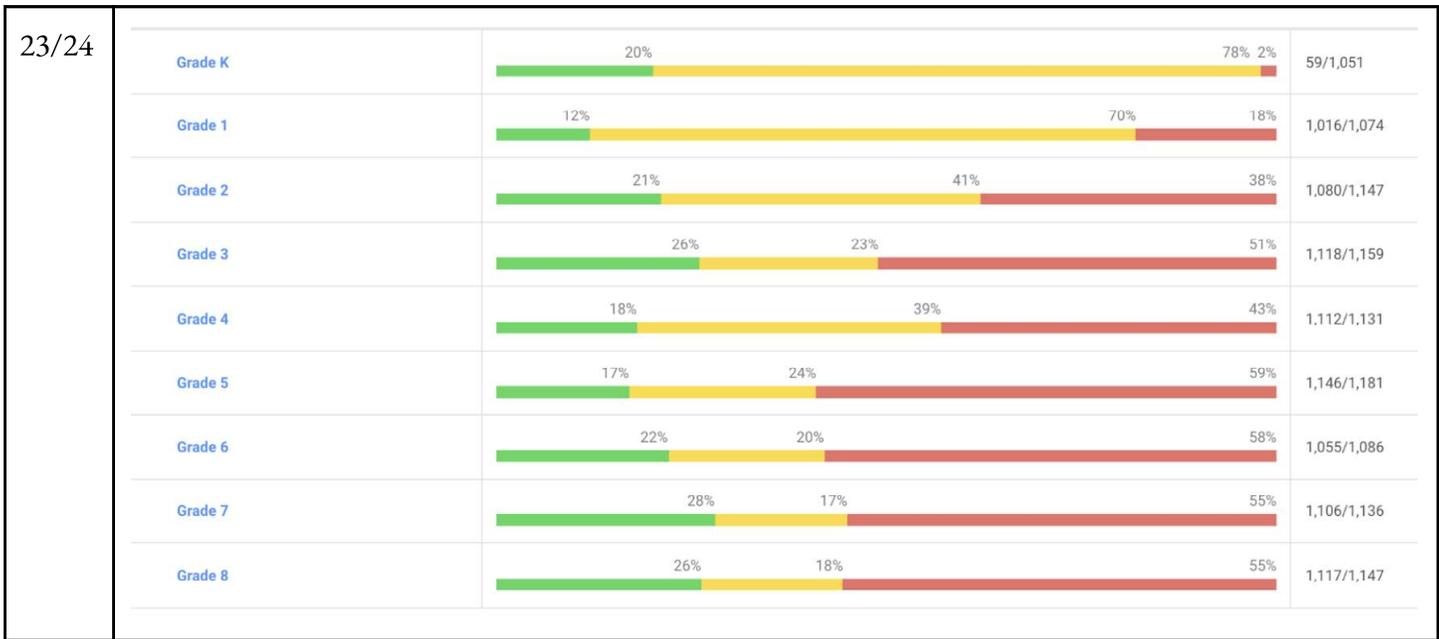
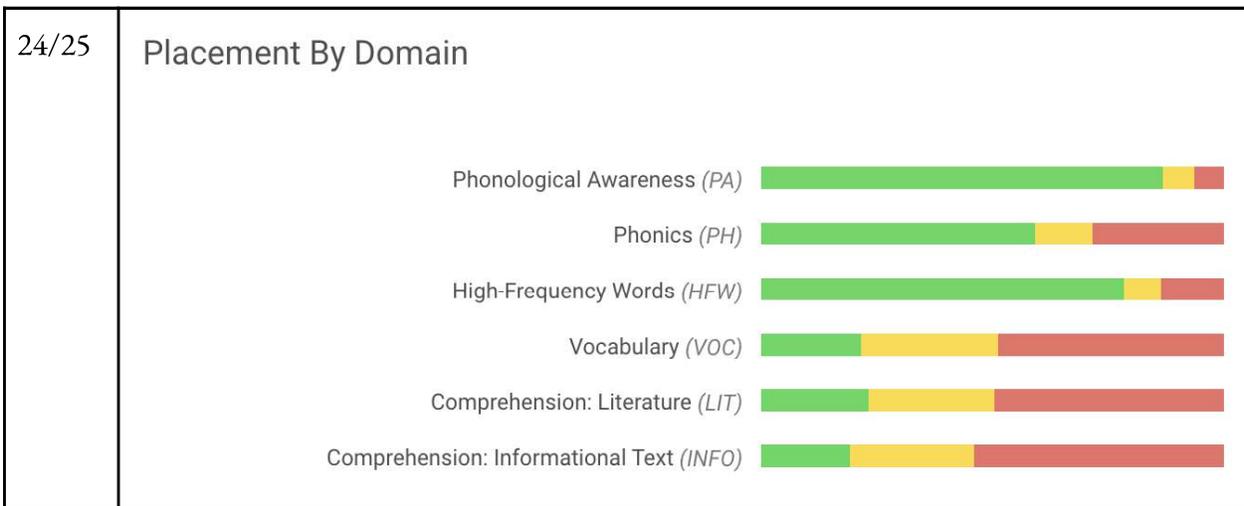
Overall Placement



23/24

Placement By Domain

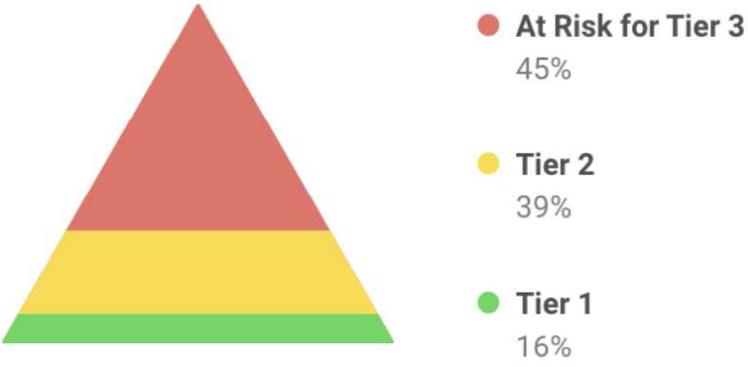
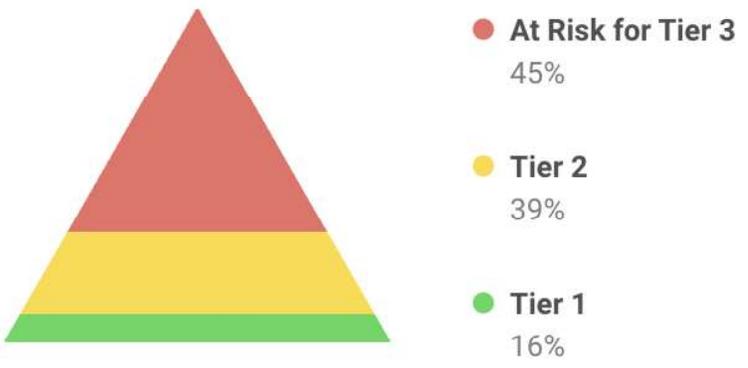




24/25

| | | |
|---------|--|-------------|
| Grade K | | 38/1,155 |
| Grade 1 | | 1,042/1,113 |
| Grade 2 | | 1,077/1,111 |
| Grade 3 | | 1,169/1,198 |
| Grade 4 | | 1,188/1,224 |
| Grade 5 | | 1,072/1,097 |
| Grade 6 | | 1,200/1,243 |
| Grade 7 | | 1,072/1,112 |
| Grade 8 | | 1,110/1,153 |

Math i-Ready Assessment Results: practically identical results

| | |
|-------|--|
| 23/24 | <p>Students Assessed/Total: 9,535/11,770</p> <p>Overall Placement</p>  <p>● At Risk for Tier 3 45%</p> <p>● Tier 2 39%</p> <p>● Tier 1 16%</p> |
| 24/25 | <p>Students Assessed/Total: 9,596/12,514</p> <p>Overall Placement</p>  <p>● At Risk for Tier 3 45%</p> <p>● Tier 2 39%</p> <p>● Tier 1 16%</p> |

| | |
|-------|---|
| 23/24 | <p>Placement By Domain</p> <p>Number and Operations (NO) </p> <p>Algebra and Algebraic Thinking (ALG) </p> <p>Measurement and Data (MS) </p> <p>Geometry (GEO) </p> |
| 24/25 | <p>Placement By Domain</p> <p>Number and Operations (NO) </p> <p>Algebra and Algebraic Thinking (ALG) </p> <p>Measurement and Data (MS) </p> <p>Geometry (GEO) </p> |

| | | | |
|-------|---------|--|-------------|
| 23/24 | Grade K | | 59/1,052 |
| | Grade 1 | | 1,022/1,074 |
| | Grade 2 | | 1,087/1,146 |
| | Grade 3 | | 1,126/1,159 |
| | Grade 4 | | 1,119/1,132 |
| | Grade 5 | | 1,159/1,185 |
| | Grade 6 | | 1,070/1,090 |
| | Grade 7 | | 1,115/1,145 |
| | Grade 8 | | 1,125/1,161 |

| | | | |
|-------|---------|--|-------------|
| 24/25 | Grade K | | 1/1,154 |
| | Grade 1 | | 1,045/1,113 |
| | Grade 2 | | 1,074/1,111 |
| | Grade 3 | | 1,168/1,198 |
| | Grade 4 | | 1,192/1,223 |
| | Grade 5 | | 1,045/1,072 |
| | Grade 6 | | 1,208/1,243 |
| | Grade 7 | | 1,072/1,112 |
| | Grade 8 | | 1,116/1,151 |

Maintenance Tickets:

Adie

| Status | Request Date | Location | Area | Craft |
|--------|--------------|----------|------|-------|
| | | | | |

Bailey

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--------------------------|-----------|---------------------------------------|
| Work In Progress | 11/6/2024 | Bailey Elementary School | Classroom | Carpentry |
| Work In Progress | 11/15/2024 | Bailey Elementary School | Kitchen | Kitchen Equipment |
| Work In Progress | 12/12/2024 | Bailey Elementary School | Classroom | Plumbing |
| Work In Progress | 1/17/2025 | Bailey Elementary School | Kitchen | Flooring |
| Work In Progress | 1/21/2025 | Bailey Elementary School | Classroom | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/21/2025 | Bailey Elementary School | Classroom | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/21/2025 | Bailey Elementary School | Classroom | Heating/Ventilation /Air Conditioning |

Bartlett

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---------------------------------------|------|----------|
| Work In Progress | 11/6/2024 | Bartlett Community Partnership School | | Flagpole |
| Work In Progress | 11/13/2024 | Bartlett Community Partnership School | | |
| Work In Progress | 11/21/2024 | Bartlett Community Partnership School | | |

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---------------------------------------|-----------------|---------------------------------------|
| Work In Progress | 11/21/2024 | Bartlett Community Partnership School | | Doors and Hardware |
| Work In Progress | 11/25/2024 | Bartlett Community Partnership School | | |
| Work In Progress | 12/19/2024 | Bartlett Community Partnership School | Restroom (Boys) | Doors and Hardware |
| Work In Progress | 1/3/2025 | Bartlett Community Partnership School | | Pest Control |
| Work In Progress | 1/7/2025 | Bartlett Community Partnership School | | Heating |
| Work In Progress | 1/16/2025 | Bartlett Community Partnership School | | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/16/2025 | Bartlett Community Partnership School | | Plumbing |
| Work In Progress | 1/16/2025 | Bartlett Community Partnership School | | Plumbing |

Butler

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|----------------------|---------------------|---------------------|
| Work In Progress | 11/10/2024 | Butler Middle School | Auditorium (Middle) | Carpentry |
| Work In Progress | 11/15/2024 | Butler Middle School | Boiler Room | Plumbing |
| Work In Progress | 12/3/2024 | Butler Middle School | Boiler Room | Plumbing |
| Work In Progress | 12/29/2024 | Butler Middle School | 1st Floor | Plumbing |
| Work In Progress | 12/29/2024 | Butler Middle School | 1st Floor | Plumbing |
| Work In Progress | 1/9/2025 | Butler Middle School | Gym | Doors and Hardware |
| Work In Progress | 1/9/2025 | Butler Middle School | Music Room | Painting |
| Work In Progress | 1/9/2025 | Butler Middle School | Restroom (Staff) | Plumbing |
| New Request | 1/14/2025 | Butler Middle School | 1st Floor | |
| Work In Progress | 1/14/2025 | Butler Middle School | 1st Floor | Painting |
| Work In Progress | 1/14/2025 | Butler Middle School | 1st Floor | Heating/Ventilation |

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|----------------------|-----------|--|
| | | | | /Air Conditioning |
| Work In Progress | 1/21/2025 | Butler Middle School | 2nd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | Butler Middle School | 1st Floor | Carpentry |

Cardinal

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--|--------|----------|
| Work In Progress | 11/6/2024 | Cardinal O Connell Alternative School | | |
| Work In Progress | 11/20/2024 | Cardinal O Connell Alternative School | Office | Plumbing |

Daley

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---------------------|-----------|--|
| Work In Progress | 11/25/2024 | Daley Middle School | Classroom | Heating/Ventilation /Air Conditioning |
| Work In Progress | 12/2/2024 | Daley Middle School | Classroom | |
| Work In Progress | 12/30/2024 | Daley Middle School | Bathroom | Plumbing |
| Work In Progress | 12/30/2024 | Daley Middle School | Bathroom | Plumbing |
| Work In Progress | 1/3/2025 | Daley Middle School | 1st Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/14/2025 | Daley Middle School | Roof | Roof |
| Work In Progress | 1/21/2025 | Daley Middle School | Classroom | Heating/Ventilation /Air Conditioning |

Greenhalge

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------------|------------------|---------------------------------------|
| Work In Progress | 11/25/2024 | Greenhalge Elementary School | Kitchen | Plumbing |
| Work In Progress | 11/26/2024 | Greenhalge Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/3/2024 | Greenhalge Elementary School | 1st Floor | Plumbing |
| Work In Progress | 12/11/2024 | Greenhalge Elementary School | Music Room | Glass\Window Repairs |
| Work In Progress | 1/9/2025 | Greenhalge Elementary School | Hallway/Corridor | Carpentry |
| Work In Progress | 1/22/2025 | Greenhalge Elementary School | 2nd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | Greenhalge Elementary School | 2nd Floor | Heating/Ventilation /Air Conditioning |

Lowell High School

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--------------------|--------------------|--------------|
| Work In Progress | 11/5/2024 | Freshman Academy | | Carpentry |
| Work In Progress | 11/5/2024 | Freshman Academy | | Ceiling Tile |
| Work In Progress | 11/6/2024 | Freshman Academy | | Carpentry |
| Work In Progress | 11/6/2024 | Lowell High School | | |
| Work In Progress | 11/21/2024 | Lowell High School | | |
| Work In Progress | 12/5/2024 | Freshman Academy | | Plumbing |
| Work In Progress | 12/11/2024 | Lowell High School | | Plumbing |
| Work In Progress | 12/13/2024 | Freshman Academy | Nurse's Office | Roof |
| Work In Progress | 12/16/2024 | Lowell High School | Locker Room (Boys) | Carpentry |
| Work In Progress | 12/16/2024 | Lowell High School | | Plumbing |

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--------------------|--------------------|--|
| Work In Progress | 12/16/2024 | Freshman Academy | | Plumbing |
| Work In Progress | 1/6/2025 | Lowell High School | Locker Room (Boys) | Plumbing |
| New Request | 1/9/2025 | Lowell High School | Kitchen | Plumbing |
| New Request | 1/9/2025 | Lowell High School | | |
| Work In Progress | 1/10/2025 | 22 Building | | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/13/2025 | Lowell High School | 2nd Floor | Glass/Window Repairs |
| Work In Progress | 1/13/2025 | Lowell High School | | Doors and Hardware |
| Work In Progress | 1/14/2025 | Lowell High School | Gym | Carpentry |
| Work In Progress | 1/15/2025 | Lowell High School | 3rd Floor | Plumbing |
| Work In Progress | 1/15/2025 | Lowell High School | | Carpentry |
| Work In Progress | 1/15/2025 | Freshman Academy | | Plumbing |
| Work In Progress | 1/15/2025 | Freshman Academy | 3rd Floor | Plumbing |
| Work In Progress | 1/16/2025 | Lowell High School | 3rd Floor | Doors and Hardware |
| Work In Progress | 1/16/2025 | Lowell High School | | Doors and Hardware |
| Work In Progress | 1/16/2025 | Lowell High School | Nurse's Office | Plumbing |
| Work In Progress | 1/21/2025 | Freshman Academy | | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/21/2025 | Lowell High School | 1st Floor | Doors and Hardware |
| Work In Progress | 1/22/2025 | 22 Building | | Heating/Ventilation /Air Conditioning |

Laura Lee

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|----------------------------------|---------|-------|
| Work In Progress | 11/6/2024 | Laura Lee Therapeutic Day School | Kitchen | |

LeBlanc

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--------------------------------|-----------|---------------------------------------|
| Work In Progress | 12/13/2024 | LeBlanc Therapeutic Day School | Basement | Locksmith |
| Work In Progress | 12/16/2024 | LeBlanc Therapeutic Day School | Basement | Glass/Window Repairs |
| New Request | 1/13/2025 | LeBlanc Therapeutic Day School | 2nd Floor | |
| Work In Progress | 1/13/2025 | LeBlanc Therapeutic Day School | Roof | Heating/Ventilation /Air Conditioning |

Lincoln

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---------------------------|-------------|---------------------------------------|
| Work In Progress | 12/17/2024 | Lincoln Elementary School | | Carpentry |
| Work In Progress | 12/19/2024 | Lincoln Elementary School | Classroom | Carpentry |
| Work In Progress | 1/6/2025 | Lincoln Elementary School | Classroom | Carpentry |
| Work In Progress | 1/9/2025 | Lincoln Elementary School | Library | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/10/2025 | Lincoln Elementary School | Closet Area | Doors and Hardware |
| Work In Progress | 1/14/2025 | Lincoln Elementary School | 1st Floor | Carpentry |
| Work In Progress | 1/17/2025 | Lincoln Elementary School | Hall | Carpentry |
| Work In Progress | 1/22/2025 | Lincoln Elementary School | Boiler Room | Heating/Ventilation /Air Conditioning |

McAuliffe

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-----------------------------|------------------|---------------------------------------|
| Work In Progress | 11/13/2024 | McAuliffe Elementary School | Loading Dock | Doors and Hardware |
| Work In Progress | 11/21/2024 | McAuliffe Elementary School | Kitchen | Plumbing |
| Work In Progress | 12/4/2024 | McAuliffe Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/4/2024 | McAuliffe Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/10/2024 | McAuliffe Elementary School | Exterior | |
| Work In Progress | 12/17/2024 | McAuliffe Elementary School | Music Room | Doors and Hardware |
| Work In Progress | 12/18/2024 | McAuliffe Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/18/2024 | McAuliffe Elementary School | Hallway/Corridor | Carpentry |
| Work In Progress | 12/18/2024 | McAuliffe Elementary School | Bathroom | Carpentry |
| Work In Progress | 12/30/2024 | McAuliffe Elementary School | Music Room | Doors and Hardware |
| Work In Progress | 1/9/2025 | McAuliffe Elementary School | Classroom | Plumbing |
| Work In Progress | 1/9/2025 | McAuliffe Elementary School | Bathroom | Plumbing |
| Work In Progress | 1/15/2025 | McAuliffe Elementary School | Foyer | Doors and Hardware |
| Work In Progress | 1/15/2025 | McAuliffe Elementary School | Loading Dock | |
| Work In Progress | 1/15/2025 | McAuliffe Elementary School | Cafeteria | Heating/Ventilation /Air Conditioning |
| New Request | 1/17/2025 | McAuliffe Elementary School | Cafeteria | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | McAuliffe Elementary School | Classroom | Heating/Ventilation /Air Conditioning |

McAvinue

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|----------------------------|------------|-----------|
| Work In Progress | 11/13/2024 | McAvinue Elementary School | | |
| Work In Progress | 11/21/2024 | McAvinue Elementary School | 1st Floor | Roof |
| Work In Progress | 11/21/2024 | McAvinue Elementary School | Bathroom | Plumbing |
| Work In Progress | 11/21/2024 | McAvinue Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/5/2024 | McAvinue Elementary School | Bathroom | Plumbing |
| Work In Progress | 12/12/2024 | McAvinue Elementary School | Gym | Custodial |
| Work In Progress | 12/18/2024 | McAvinue Elementary School | Playground | Carpentry |

Molloy - Career Academy

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---------------------------|----------|--------------------|
| Work In Progress | 11/13/2024 | Molloy Alternative School | Basement | Doors and Hardware |

Moody

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-------------------------|-----------|--------------------|
| Work In Progress | 11/20/2024 | Moody Elementary School | Basement | Plumbing |
| Work In Progress | 12/3/2024 | Moody Elementary School | 1st Floor | Doors and Hardware |
| Work In Progress | 1/15/2025 | Moody Elementary School | 1st Floor | Plumbing |
| Work In Progress | 1/22/2025 | Moody Elementary School | Basement | Plumbing |

Morey

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-------------------------|-------------|-----------|
| Work In Progress | 11/21/2024 | Morey Elementary School | Bathroom | Carpentry |
| Work In Progress | 11/22/2024 | Morey Elementary School | Bathroom | Plumbing |
| Work In Progress | 11/26/2024 | Morey Elementary School | | Roof |
| Work In Progress | 12/5/2024 | Morey Elementary School | 2nd Floor | Roof |
| New Request | 1/15/2025 | Morey Elementary School | Gym | |
| Work In Progress | 1/15/2025 | Morey Elementary School | Bleachers | Carpentry |
| Work In Progress | 1/21/2025 | Morey Elementary School | Parking Lot | Salt |

Murkland

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|----------------------------|-----------|----------------------|
| Work In Progress | 11/14/2024 | Murkland Elementary School | 1st Floor | Kitchen Equipment |
| Work In Progress | 1/6/2025 | Murkland Elementary School | Office | Fire Protection |
| Work In Progress | 1/6/2025 | Murkland Elementary School | 2nd Floor | Glass\Window Repairs |

Pawtucketville

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---|-----------|---------------------------------------|
| Work In Progress | 11/6/2024 | Pawtucketville Memorial Elementary School | 1st Floor | Carpentry |
| Work In Progress | 11/6/2024 | Pawtucketville Memorial Elementary School | 1st Floor | |
| Work In Progress | 11/6/2024 | Pawtucketville Memorial Elementary School | 1st Floor | |
| Work In Progress | 11/6/2024 | Pawtucketville Memorial Elementary School | 1st Floor | Shades/Blinds |
| Work In Progress | 11/12/2024 | Pawtucketville Memorial Elementary School | 2nd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 12/2/2024 | Pawtucketville Memorial Elementary School | 1st Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 12/11/2024 | Pawtucketville Memorial Elementary School | 2nd Floor | Painting |
| Work In Progress | 12/11/2024 | Pawtucketville Memorial Elementary School | 2nd Floor | Painting |

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|---|-----------|---------------------------------------|
| Work In Progress | 12/11/2024 | Pawtucketville Memorial Elementary School | 1st Floor | Painting |
| Work In Progress | 12/11/2024 | Pawtucketville Memorial Elementary School | 1st Floor | Painting |
| Work In Progress | 12/12/2024 | Pawtucketville Memorial Elementary School | 2nd Floor | Roof |
| Work In Progress | 1/13/2025 | Pawtucketville Memorial Elementary School | 2nd Floor | Heating/Ventilation /Air Conditioning |
| New Request | 1/14/2025 | Pawtucketville Memorial Elementary School | Gym | |
| Work In Progress | 1/17/2025 | Pawtucketville Memorial Elementary School | 1st Floor | Glass/Window Repairs |
| Work In Progress | 1/17/2025 | Pawtucketville Memorial Elementary School | 1st Floor | Glass/Window Repairs |

Pyne

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-------------------------|------------------|---------------------------------------|
| Work In Progress | 11/12/2024 | Pyne Arts Magnet School | Kitchen | Plumbing |
| Work In Progress | 1/14/2025 | Pyne Arts Magnet School | Basement | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/14/2025 | Pyne Arts Magnet School | Foyer | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/16/2025 | Pyne Arts Magnet School | Entrance | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/16/2025 | Pyne Arts Magnet School | Hallway/Corridor | Plumbing |
| Work In Progress | 1/17/2025 | Pyne Arts Magnet School | Entrance | Doors and Hardware |

Reilly

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-------------------------|------------------|---------------------------------------|
| Work In Progress | 11/12/2024 | Pyne Arts Magnet School | Kitchen | Plumbing |
| Work In Progress | 1/14/2025 | Pyne Arts Magnet School | Basement | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/14/2025 | Pyne Arts Magnet School | Foyer | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/16/2025 | Pyne Arts Magnet School | Entrance | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/16/2025 | Pyne Arts Magnet School | Hallway/Corridor | Plumbing |
| Work In Progress | 1/17/2025 | Pyne Arts Magnet School | Entrance | Doors and Hardware |

BRIDGE

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------|------------------|----------------------|
| Work In Progress | 11/12/2024 | Riverside School | Basement | Carpentry |
| Work In Progress | 11/27/2024 | Riverside School | Basketball Court | Playground |
| Work In Progress | 1/16/2025 | Riverside School | Entrance | Glass\Window Repairs |

Robinson

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------|-----------|---------------------------------------|
| Work In Progress | 11/8/2024 | Robinson Middle School | | Carpentry |
| Work In Progress | 11/18/2024 | Robinson Middle School | | Electrical |
| Work In Progress | 11/25/2024 | Robinson Middle School | | Electrical |
| Work In Progress | 12/16/2024 | Robinson Middle School | Gym | |
| Work In Progress | 12/17/2024 | Robinson Middle School | Gym | Doors and Hardware |
| Work In Progress | 1/6/2025 | Robinson Middle School | Classroom | Heating/Ventilation /Air Conditioning |

Rogers STEM

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------------|---------------|---------------------------------------|
| Work In Progress | 11/20/2024 | Rogers School / STEM Academy | Exit Door | Electrical |
| Work In Progress | 1/8/2025 | Rogers School / STEM Academy | Custodial | Plumbing |
| Work In Progress | 1/9/2025 | Rogers School / STEM Academy | Classroom | Electrical |
| Work In Progress | 1/21/2025 | Rogers School / STEM Academy | 2nd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | Rogers School / STEM Academy | Gym | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | Rogers School / STEM Academy | Building Wide | Plumbing |

Shaughnessy

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|-------------------------------|----------------|---------------------------------------|
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 11/13/2024 | Shaughnessy Elementary School | | Carpentry |
| Work In Progress | 12/3/2024 | Shaughnessy Elementary School | 1st Floor | Doors and Hardware |
| Work In Progress | 1/16/2025 | Shaughnessy Elementary School | | Doors and Hardware |
| Work In Progress | 1/16/2025 | Shaughnessy Elementary School | Cafeteria | Doors and Hardware |
| Work In Progress | 1/17/2025 | Shaughnessy Elementary School | Cafeteria | Doors and Hardware |
| Work In Progress | 1/21/2025 | Shaughnessy Elementary School | Generator Room | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/21/2025 | Shaughnessy Elementary School | 1st Floor | Heating/Ventilation /Air Conditioning |

Stoklosa

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------|-----------|---------------------------------------|
| Work In Progress | 1/22/2025 | Stoklosa Middle School | 1st Floor | Heating/Ventilation /Air Conditioning |

Sullivan

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------|---------------------|--------------------|
| Work In Progress | 11/12/2024 | Sullivan Middle School | Locker Room (Girls) | Doors and Hardware |
| Work In Progress | 11/13/2024 | Sullivan Middle School | 2nd Floor | |
| Work In Progress | 12/4/2024 | Sullivan Middle School | Bathroom | Plumbing |
| Work In Progress | 12/12/2024 | Sullivan Middle School | Roof | Roof |
| Work In Progress | 12/17/2024 | Sullivan Middle School | Bathroom | Carpentry |
| Work In Progress | 12/18/2024 | Sullivan Middle School | Locker Room (Boys) | Plumbing |
| Work In Progress | 12/18/2024 | Sullivan Middle School | Bathroom | Plumbing |
| Work In Progress | 1/2/2025 | Sullivan Middle School | Locker Room (Boys) | Carpentry |
| Work In Progress | 1/13/2025 | Sullivan Middle School | Bathroom | Doors and Hardware |
| Work In Progress | 1/13/2025 | Sullivan Middle School | Bathroom | Doors and Hardware |
| Work In Progress | 1/16/2025 | Sullivan Middle School | Art Room | |
| Work In Progress | 1/21/2025 | Sullivan Middle School | Kitchen | Kitchen Equipment |

Wang

| Status | Request Date | Location | Area | Craft |
|------------------|--------------|--------------------|---------------------|---------------------------------------|
| Work In Progress | 11/13/2024 | Wang Middle School | Gym | Masonry |
| Work In Progress | 11/18/2024 | Wang Middle School | Office | Doors and Hardware |
| Work In Progress | 12/5/2024 | Wang Middle School | Kitchen | Ceiling Tile |
| Work In Progress | 12/5/2024 | Wang Middle School | Office | Ceramic Tile |
| Work In Progress | 12/9/2024 | Wang Middle School | 1st Floor | Carpentry |
| Work In Progress | 12/10/2024 | Wang Middle School | 1st Floor | Glass\Window Repairs |
| Work In Progress | 1/6/2025 | Wang Middle School | 1st Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/6/2025 | Wang Middle School | 1st Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/6/2025 | Wang Middle School | 1st Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/6/2025 | Wang Middle School | Administration Area | Painting |
| Work In Progress | 1/7/2025 | Wang Middle School | 1st Floor | Plumbing |
| Work In Progress | 1/7/2025 | Wang Middle School | 2nd Floor | Doors and Hardware |
| Work In Progress | 1/13/2025 | Wang Middle School | 2nd Floor | Doors and Hardware |
| Work In Progress | 1/15/2025 | Wang Middle School | Art Room | Plumbing |
| Work In Progress | 1/21/2025 | Wang Middle School | Nurse's Office | Carpentry |
| Work In Progress | 1/21/2025 | Wang Middle School | Office | Carpentry |
| Work In Progress | 1/21/2025 | Wang Middle School | 1st Floor | Elevators |
| Work In Progress | 1/22/2025 | Wang Middle School | Administration Area | Carpentry |
| Work In Progress | 1/22/2025 | Wang Middle School | Administration Area | Carpentry |
| Work In Progress | 1/22/2025 | Wang Middle School | 2nd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/22/2025 | Wang Middle School | 2nd Floor | Flooring |

Washington

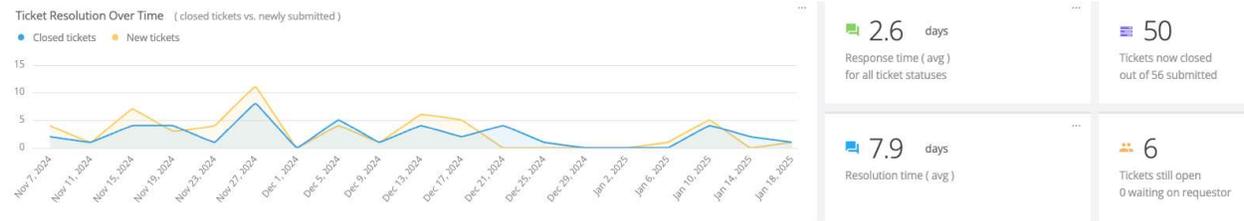
| Status | Request Date | Location | Area | Craft |
|------------------|--------------|------------------------------|-----------|---------------------------------------|
| Work In Progress | 12/17/2024 | Washington Elementary School | Portables | Doors and Hardware |
| Work In Progress | 1/8/2025 | Washington Elementary School | 3rd Floor | Heating/Ventilation /Air Conditioning |
| Work In Progress | 1/15/2025 | Washington Elementary School | 2nd Floor | Heating/Ventilation /Air Conditioning |

IT Tickets

For tickets submitted in the 2nd quarter of SY24-25, displayed by school.

Tickets that have not yet been resolved from this date range are displayed for each school by submission date, along with the reported issue and status as of 1/22/24.

Adie



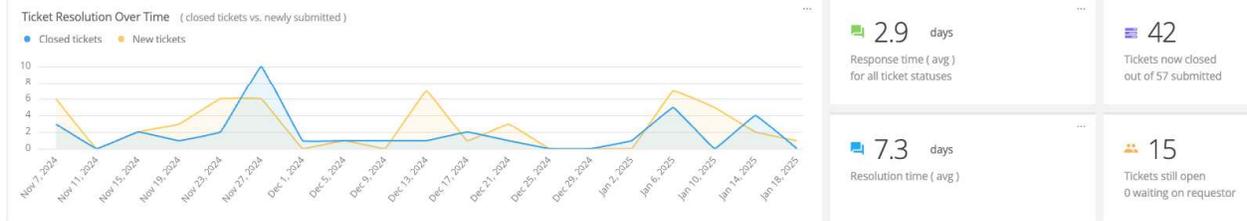
| Submitted | Ticket | Status |
|--------------------------------------|----------------|-------------------------|
| New Staff Onboarding | 11/25/24 10:15 | Waiting on Child Ticket |
| Staff Offboarding | 12/10/24 9:09 | Waiting on Child Ticket |
| No sound | 1/21/25 8:49 | Submitted |
| Application / Operating System Issue | 1/8/25 11:49 | In Progress |
| Staff Computer | 11/25/24 10:15 | Waiting on Hardware |
| Change permissions | 1/22/25 9:27 | Submitted |

Adie @ Jeanne D'arc



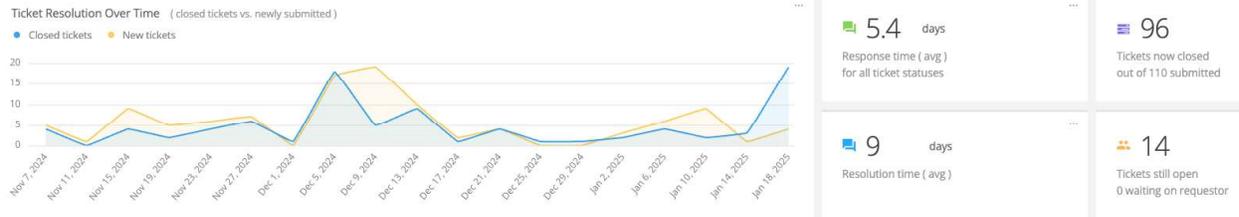
| Submitted | Ticket | Status |
|-----------|--------|--------|
| | | |

Bailey



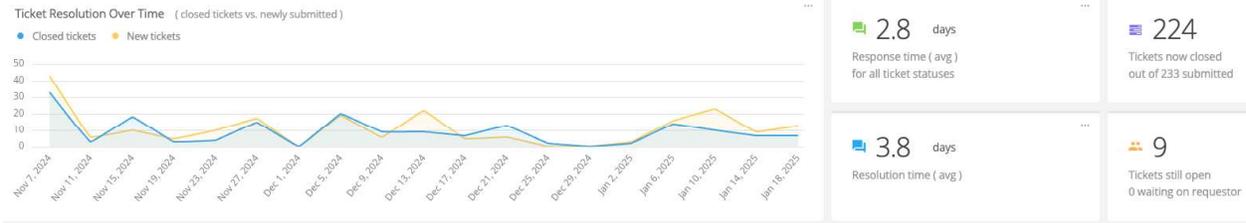
| Submitted | Ticket | Status |
|--------------------------------------|----------------|-------------------------|
| Issue not listed | 1/22/25 10:35 | In Progress |
| Application / Operating System Issue | 1/9/25 11:00 | In Progress |
| Staff Offboarding | 1/6/25 13:38 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 14:12 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 14:19 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 14:24 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 14:28 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 14:32 | Waiting on Child Ticket |
| Keyboard not working | 1/16/25 8:27 | Submitted |
| Can't connect to printer | 1/22/25 9:10 | Submitted |
| Won't charge | 1/7/25 12:41 | Submitted |
| Ports are damaged | 1/9/25 13:25 | Submitted |
| Screen cracked / broken | 1/14/25 10:10 | Submitted |
| Won't power on | 12/18/24 13:22 | Submitted |
| Won't charge | 12/20/24 16:21 | In Progress |

Bartlett



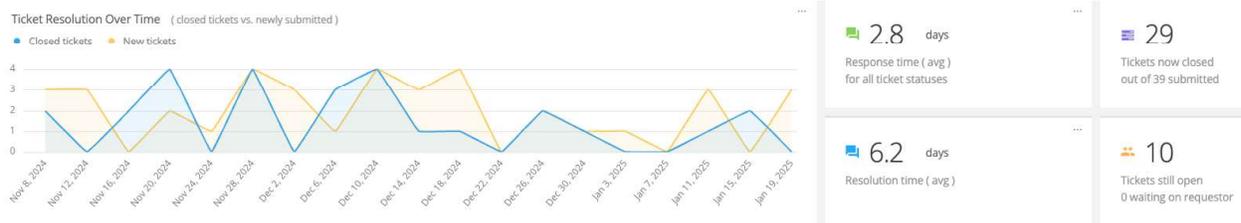
| Submitted | Ticket | Status |
|----------------------------------|----------------|---------------------|
| Cannot connect to the copier | 1/10/25 11:57 | Waiting on Vendor |
| Create a teacher account | 1/7/25 9:00 | Submitted |
| Hardware Quote | 1/16/25 7:32 | In Progress |
| Add or remove door access | 12/3/24 7:31 | Submitted |
| Add a course to district catalog | 1/10/25 8:43 | In Progress |
| Issue not listed | 1/16/25 14:48 | Submitted |
| Cannot connect to LPSD-BYOD | 1/22/25 15:13 | Submitted |
| Issue not listed | 1/2/25 9:17 | In Progress |
| Hardware Quote | 1/8/25 10:59 | Submitted |
| Device Lost or Stolen | 11/5/24 9:36 | Waiting on Hardware |
| Issue not listed | 12/4/24 13:52 | Submitted |
| Screen cracked / broken | 12/6/24 11:15 | Waiting on Hardware |
| Password needs to be reset | 12/10/24 19:10 | In Progress |
| MCAS Portal Issues | 1/7/25 8:58 | Submitted |

Butler



| Submitted | Ticket | Status |
|--|---------------|----------------------|
| Issue not listed | 1/3/25 10:44 | In Progress |
| New Staff Onboarding | 1/21/25 10:15 | In Progress |
| Please review my software for approval | 1/17/25 15:13 | In Progress |
| Keyboard missing keys | 1/22/25 15:20 | In Progress |
| Keyboard missing keys | 1/22/25 15:23 | Waiting on Requestor |
| Keyboard missing keys | 1/22/25 15:25 | In Progress |
| Keyboard missing keys | 1/22/25 15:27 | In Progress |
| Keyboard missing keys | 1/22/25 15:29 | In Progress |
| Keyboard missing keys | 1/22/25 15:40 | In Progress |

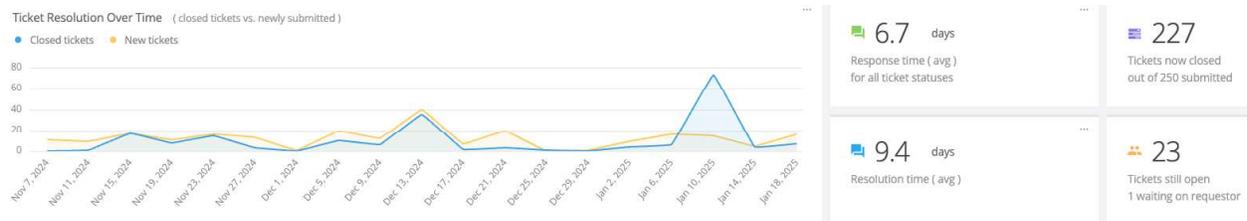
Cardinal



| Submitted | Ticket | Status |
|---|----------------|-------------------------|
| Please review my software for approval | 12/9/24 10:36 | Submitted |
| Special Education iPad Software Request | 1/10/25 13:11 | Submitted |
| Cannot connect to WiFi / Network | 12/13/24 14:45 | In Progress |
| Staff Offboarding | 12/16/24 12:33 | Waiting on Child Ticket |

| | | |
|--|----------------|-------------------------|
| Staff Offboarding | 12/16/24 12:35 | Waiting on Child Ticket |
| Staff Offboarding | 12/16/24 12:38 | Waiting on Child Ticket |
| Staff Offboarding | 12/16/24 12:56 | Waiting on Child Ticket |
| Can't login / invalid username or password | 1/16/25 11:38 | Submitted |
| Can't login / invalid username or password | 1/16/25 13:19 | Submitted |
| Issue not listed | 1/16/25 14:40 | Submitted |

Daley



| Submitted | Ticket | Status |
|---|----------------|-------------------------|
| Keyboard missing keys | 11/26/24 13:08 | Waiting on Hardware |
| Won't power on | 12/9/24 13:23 | Waiting on Hardware |
| Screen cracked / broken | 12/10/24 11:30 | Waiting on Hardware |
| Issue not listed | 12/12/24 14:38 | In Progress |
| Screen cracked / broken | 12/20/24 12:47 | Waiting on Hardware |
| Special Education iPad Software Request | 12/18/24 11:39 | In Progress |
| Lost door card | 1/8/25 7:33 | Waiting on Requestor |
| Staff Offboarding | 12/12/24 16:43 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 16:45 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 16:48 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 16:51 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 16:53 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 16:57 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:03 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:06 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:11 | Waiting on Child Ticket |

| Submitted | Ticket | Status |
|---------------------------------|----------------|-------------------------|
| Staff Offboarding | 12/12/24 17:17 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:21 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:23 | Waiting on Child Ticket |
| Staff Offboarding | 12/12/24 17:28 | Waiting on Child Ticket |
| Issue not listed | 1/7/25 9:06 | Waiting on Hardware |
| Can't connect to Network / Wifi | 1/10/25 12:51 | In Progress |
| Issue not listed | 1/3/25 8:46 | In Progress |

Greenhalge

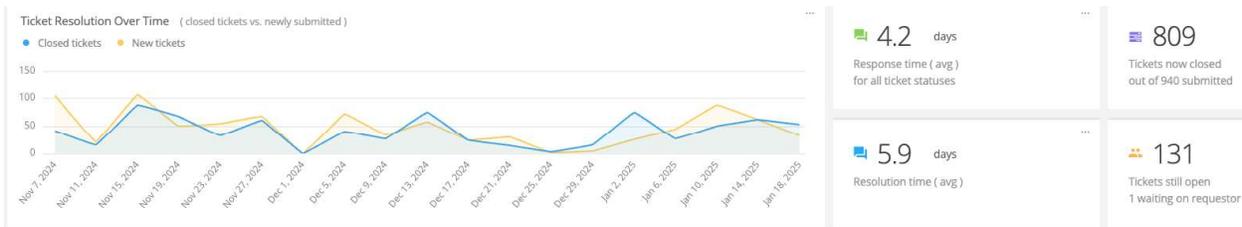


| Submitted | Ticket | Status |
|--|----------------|-------------------------|
| Application / Operating System Issue | 1/22/25 9:23 | In Progress |
| Special Education assistive technology | 12/13/24 12:22 | In Progress |
| Special Education assistive technology | 12/4/24 9:50 | Scheduled |
| Staff Offboarding | 1/15/25 9:13 | Waiting on Child Ticket |
| New Staff Onboarding | 1/2/25 13:23 | Waiting on Child Ticket |
| Building or position change | 1/11/25 8:55 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:47 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:48 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:50 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:51 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:54 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 8:58 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:00 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:02 | Waiting on Child Ticket |

| Submitted | Ticket | Status |
|---|----------------|-------------------------|
| Staff Offboarding | 12/15/24 9:03 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:04 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:07 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:08 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:09 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:17 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:22 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:22 | Waiting on Child Ticket |
| Staff Offboarding | 12/15/24 9:24 | Waiting on Child Ticket |
| Issue not listed | 1/16/25 7:32 | Submitted |
| Issue not listed | 1/2/25 7:40 | Waiting on Hardware |
| Issue not listed | 1/2/25 10:49 | In Progress |
| Staff Computer | 1/2/25 13:23 | Submitted |
| Issue not listed | 1/7/25 12:47 | Submitted |
| Screen cracked / broken | 1/8/25 13:53 | Submitted |
| Ports are damaged | 1/9/25 10:55 | Submitted |
| Keyboard not working | 1/9/25 13:11 | Submitted |
| Issue not listed | 1/10/25 8:40 | Submitted |
| Password needs to be reset | 1/13/25 9:04 | Submitted |
| Application / Operating System Issue | 1/14/25 8:48 | Submitted |
| Keyboard missing keys | 1/14/25 8:49 | Submitted |
| Student Laptop | 1/14/25 8:52 | Submitted |
| Screen cracked / broken | 11/4/24 20:04 | Submitted |
| Special Education iPad Software Request | 11/12/24 11:00 | In Progress |
| Issue not listed | 11/20/24 17:27 | Submitted |
| Can't connect to Network / Wifi | 11/25/24 10:32 | Submitted |
| Won't power on | 11/27/24 9:20 | Submitted |
| Won't power on | 11/27/24 9:22 | Submitted |
| Won't power on | 11/27/24 9:24 | Submitted |
| Won't power on | 11/27/24 9:24 | Submitted |
| Won't power on | 11/27/24 9:25 | Submitted |
| Won't power on | 11/27/24 9:26 | Submitted |
| Issue not listed | 12/2/24 13:11 | Submitted |

| Submitted | Ticket | Status |
|------------------|----------------|-----------|
| Issue not listed | 12/5/24 12:10 | Submitted |
| Issue not listed | 12/13/24 13:27 | Submitted |
| Issue not listed | 12/16/24 9:48 | Submitted |
| Issue not listed | 12/19/24 10:53 | Submitted |
| Issue not listed | 1/11/25 8:55 | Submitted |

Lowell High School



| Submitted | Ticket | Status |
|--------------------------------------|---------------|-------------|
| Won't power on | 1/22/25 8:45 | In Progress |
| Issue not listed | 1/21/25 14:37 | Submitted |
| Upload a new roster | 1/22/25 9:46 | Submitted |
| Screen cracked / broken | 1/15/25 9:44 | Submitted |
| Inventory Swap | 1/15/25 10:32 | Submitted |
| Two-Factor Authentication | 1/15/25 11:09 | Submitted |
| Inventory Swap | 1/15/25 13:16 | Submitted |
| Won't power on | 1/17/25 8:27 | Submitted |
| Student Laptop | 1/17/25 10:17 | Submitted |
| Application / Operating System Issue | 1/18/25 8:34 | Submitted |
| Student Laptop | 1/21/25 9:57 | Submitted |
| Issue not listed | 1/21/25 11:10 | Submitted |
| Issue not listed | 1/21/25 12:19 | Submitted |

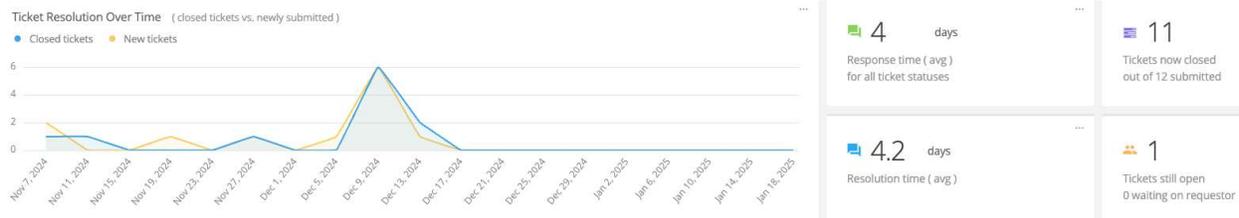
| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Can't connect to printer | 1/21/25 15:45 | Submitted |
| Student Laptop | 1/22/25 9:20 | Submitted |
| Student Laptop | 1/22/25 9:38 | Submitted |
| Student Laptop | 1/22/25 9:59 | Submitted |
| No sound | 1/22/25 10:17 | Submitted |
| Student Laptop | 1/22/25 10:17 | Submitted |
| Issue not found | 1/22/25 10:26 | Submitted |
| Student Laptop | 1/22/25 10:38 | Submitted |
| Student Laptop | 1/22/25 11:02 | Submitted |
| Student Laptop | 1/22/25 11:05 | Submitted |
| Student Laptop | 1/22/25 11:55 | Submitted |
| Issue not listed | 1/22/25 13:40 | Submitted |
| Device Lost or Stolen | 12/31/24 14:06 | In Progress |
| Issue not listed | 1/2/25 8:14 | Submitted |
| Issue not listed | 1/2/25 11:10 | Submitted |
| Power Adapter Lost / Stolen | 1/2/25 12:33 | Submitted |
| Student transfer | 1/2/25 14:16 | Submitted |
| Staff Computer | 1/3/25 6:24 | Waiting on Hardware |
| Issue not listed | 1/3/25 8:26 | Submitted |
| Issue not listed | 1/3/25 8:48 | Submitted |
| Issue not listed | 1/3/25 9:53 | Submitted |
| Student Laptop | 1/3/25 10:02 | Submitted |
| Application / Operating System Issue | 1/3/25 11:00 | Submitted |
| Student Laptop | 1/6/25 7:55 | Submitted |
| Application / Operating System Issue | 1/6/25 11:21 | Submitted |
| Keyboard not working | 1/6/25 11:22 | Submitted |
| Student Laptop | 1/7/25 9:25 | Submitted |
| Device Lost or Stolen | 1/7/25 10:48 | Submitted |
| Device Lost or Stolen | 1/8/25 9:24 | In Progress |
| Device Lost or Stolen | 1/8/25 9:34 | In Progress |
| Device Lost or Stolen | 1/8/25 9:48 | In Progress |
| Issue not listed | 1/8/25 12:33 | In Progress |
| Touchscreen not working | 1/9/25 13:08 | Submitted |

| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Password needs to be reset | 1/9/25 17:23 | Submitted |
| Issue not listed | 1/10/25 10:16 | Submitted |
| Issue not listed | 1/10/25 11:46 | Submitted |
| Student Laptop | 1/10/25 13:07 | Submitted |
| Password needs to be reset | 1/10/25 18:20 | Submitted |
| Screen / monitor doesn't turn on | 1/13/25 7:50 | Submitted |
| Screen / monitor doesn't turn on | 1/13/25 8:00 | Submitted |
| Application / Operating System Issue | 1/13/25 8:24 | Submitted |
| Device Lost or Stolen | 1/13/25 10:36 | Submitted |
| Student Laptop | 1/13/25 13:13 | Submitted |
| Application / Operating System Issue | 1/13/25 14:04 | Submitted |
| Device Lost or Stolen | 1/13/25 14:31 | Submitted |
| Student Laptop | 1/14/25 8:50 | Submitted |
| Issue not listed | 1/14/25 9:05 | In Progress |
| Student Laptop | 1/14/25 10:20 | Submitted |
| Can't access website | 1/14/25 10:56 | Submitted |
| Inventory Swap | 1/14/25 12:16 | Submitted |
| Trackpad not working | 1/14/25 12:28 | Submitted |
| Student Laptop | 1/14/25 13:35 | Submitted |
| Can't connect to Network / Wifi | 11/4/24 9:45 | Submitted |
| Student Laptop | 11/4/24 11:53 | In Progress |
| Issue not listed | 11/6/24 13:23 | Submitted |
| Issue not listed | 11/15/24 14:13 | In Progress |
| Issue not listed | 11/18/24 7:35 | Submitted |
| Needs printer maintenance kit | 11/25/24 10:35 | In Progress |
| Cannot connect to LPSD-Private | 11/26/24 9:10 | Submitted |
| Application / Operating System Issue | 11/26/24 14:03 | Submitted |
| Inventory Swap | 11/27/24 7:32 | Submitted |
| Cannot connect to the copier | 11/27/24 8:27 | Submitted |
| Inventory Swap | 11/27/24 10:07 | Submitted |
| Account is disabled | 12/4/24 8:51 | Submitted |
| Issue not listed | 12/4/24 9:47 | Submitted |
| Issue not listed | 12/4/24 19:32 | Waiting on Hardware |

| Submitted | Ticket | Status |
|---|----------------|-------------------------|
| Application / Operating System Issue | 12/5/24 10:09 | Submitted |
| Staff Computer | 12/6/24 10:05 | In Progress |
| Case or housing cracked / broken | 12/6/24 10:49 | Submitted |
| Jobs do not show up on the copier | 12/11/24 9:24 | Submitted |
| Student Laptop | 12/17/24 13:14 | Submitted |
| Won't power on | 12/19/24 8:33 | Submitted |
| Issue not listed | 12/19/24 9:56 | Submitted |
| Hardware Quote | 1/15/25 8:47 | In Progress |
| Cannot connect to LPSD-Private | 1/15/25 11:14 | In Progress |
| Other | 1/16/25 11:00 | In Progress |
| Need admin | 1/9/25 12:20 | In Progress |
| Website white-listing (approval) | 11/14/24 11:35 | In Progress |
| New Staff Onboarding | 1/3/25 6:24 | Waiting on Child Ticket |
| New Staff Onboarding | 1/10/25 13:54 | Waiting on Child Ticket |
| New Staff Onboarding | 1/10/25 14:10 | Waiting on Child Ticket |
| New Staff Onboarding | 1/10/25 14:13 | Waiting on Child Ticket |
| New Staff Onboarding | 1/10/25 14:18 | Waiting on HR |
| Assign Door Access Card | 1/10/25 14:18 | Waiting on HR |
| Parts of the building lost network (Wi-Fi) connectivity | 11/4/24 8:45 | In Progress |
| Camera access request | 11/13/24 9:01 | In Progress |
| Staff Offboarding | 12/20/24 7:13 | Waiting on Child Ticket |
| Issue not listed | 1/6/25 7:51 | Submitted |
| Report card / progress report: printing issue | 11/26/24 11:05 | In Progress |
| Application / Operating System Issue | 12/4/24 9:10 | Submitted |
| Broken remote | 12/18/24 9:53 | Submitted |
| Can't login / invalid username or password | 1/16/25 10:59 | Submitted |
| Can't login / invalid username or password | 1/16/25 14:01 | Submitted |
| Can't login / invalid username or password | 1/17/25 13:07 | Submitted |
| Can't login / invalid username or password | 1/17/25 14:04 | Submitted |
| Issue not listed | 1/18/25 13:57 | Submitted |
| Can't login / invalid username or password | 1/21/25 8:01 | Submitted |
| Can't login / invalid username or password | 1/21/25 8:41 | Submitted |

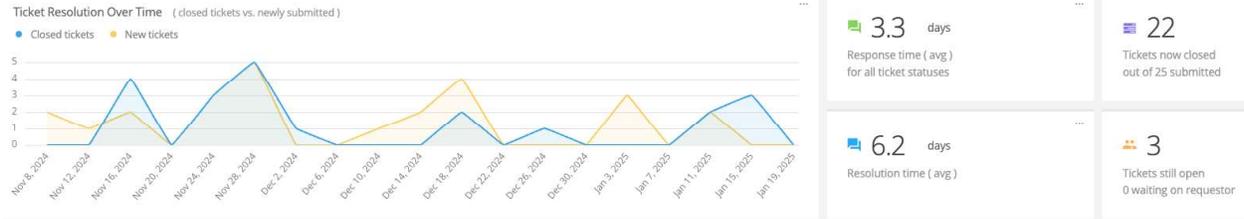
| Submitted | Ticket | Status |
|--|----------------|-------------|
| Change permissions | 1/21/25 9:47 | Submitted |
| Can't login / invalid username or password | 1/21/25 10:05 | Submitted |
| Can't login / invalid username or password | 1/21/25 11:27 | Submitted |
| Can't login / invalid username or password | 1/21/25 13:05 | Submitted |
| Can't login / invalid username or password | 1/21/25 13:53 | Submitted |
| Can't login / invalid username or password | 1/21/25 13:56 | Submitted |
| Can't login / invalid username or password | 1/21/25 14:01 | Submitted |
| Can't login / invalid username or password | 1/21/25 14:18 | Submitted |
| Can't login / invalid username or password | 1/22/25 11:19 | Submitted |
| Can't login / invalid username or password | 1/22/25 12:06 | Submitted |
| Can't login / invalid username or password | 1/22/25 12:06 | Submitted |
| Can't login / invalid username or password | 1/9/25 7:49 | In Progress |
| Can't login / invalid username or password | 1/10/25 10:42 | In Progress |
| Issue not listed | 1/10/25 14:13 | Submitted |
| Issue not listed | 1/10/25 14:18 | Submitted |
| Staff Computer | 1/16/25 10:38 | Submitted |
| Won't power on | 11/25/24 20:07 | In Progress |
| Issue not listed | 11/11/24 9:57 | In Progress |

Laura Lee



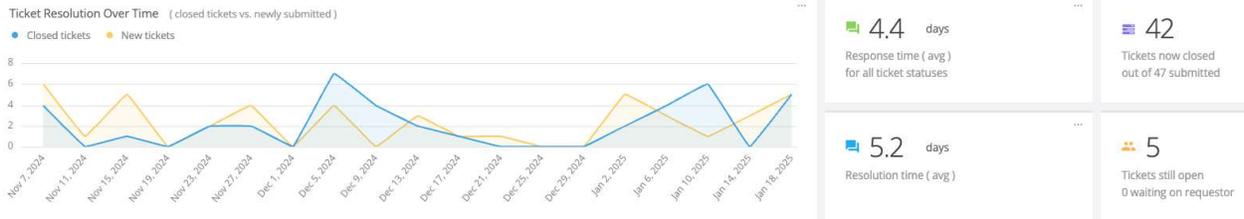
| Submitted | Ticket | Status |
|----------------------|---------------|-----------|
| Computer peripherals | 12/13/24 6:39 | Submitted |

LeBlanc



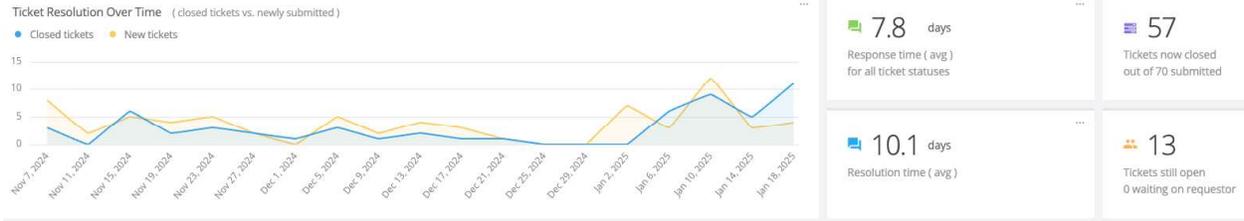
| Submitted | Ticket | Status |
|------------------------------------|----------------|---------------------|
| Door will not unlock with the card | 1/2/25 11:28 | Submitted |
| Door will not unlock with the card | 12/16/24 11:13 | In Progress |
| Won't charge | 12/11/24 14:13 | Waiting on Hardware |

Lincoln



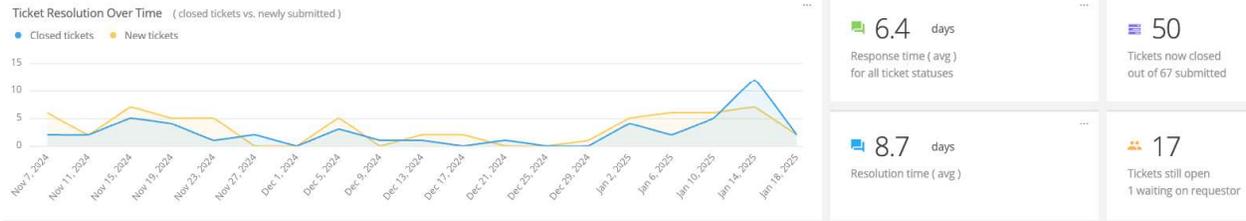
| Submitted | Ticket | Status |
|------------------|---------------|-------------|
| Issue not listed | 1/16/25 16:13 | Submitted |
| Student Laptop | 1/17/25 9:42 | In Progress |
| Issue not listed | 1/17/25 10:00 | Submitted |
| Issue not listed | 1/17/25 11:55 | Submitted |
| Other | 1/21/25 12:48 | Submitted |

McAuliffe



| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Application / Operating System Issue | 1/15/25 11:05 | Submitted |
| Move / Remove Equipment | 1/15/25 11:54 | To be recycled |
| Cannot connect to LPSD-Private | 1/17/25 10:09 | Submitted |
| Application / Operating System Issue | 12/29/24 23:05 | Submitted |
| Can't connect to Network / Wifi | 1/8/25 15:23 | Submitted |
| Screen cracked / broken | 1/14/25 8:56 | Submitted |
| Staff Computer | 11/7/24 7:50 | In Progress |
| Student Laptop | 11/18/24 14:00 | Waiting on Hardware |
| Student Laptop | 11/18/24 14:07 | In Progress |
| Cannot connect to LPSD-Private | 11/20/24 11:31 | Submitted |
| Ports are damaged | 12/2/24 13:57 | In Progress |
| Issue not listed | 12/10/24 11:51 | Submitted |
| Screen cracked / broken | 12/16/24 10:21 | Submitted |

McAvinue



| Submitted | Ticket | Status |
|--------------------------------------|----------------|----------------------|
| Student response issue | 1/21/25 14:36 | Waiting on Requestor |
| Hardware Quote | 1/14/25 10:49 | In Progress |
| Request a Purchase Order | 12/29/24 12:35 | In Progress |
| Request a Purchase Order | 11/5/24 17:35 | In Progress |
| Can't connect to Network / Wifi | 1/21/25 9:05 | Submitted |
| Application / Operating System Issue | 1/22/25 15:16 | Submitted |
| Student Laptop | 1/22/25 19:17 | Submitted |
| Issue not listed | 1/14/25 12:06 | Submitted |
| Student Laptop | 1/14/25 15:13 | Submitted |
| Issue not listed | 1/14/25 17:55 | Submitted |
| Issue not listed | 11/7/24 11:07 | On Hold |
| Screen cracked / broken | 11/19/24 13:49 | Waiting on Hardware |
| Screen cracked / broken | 11/20/24 15:55 | Waiting on Hardware |
| Issue not listed | 12/2/24 11:48 | In Progress |
| Issue not listed | 12/2/24 13:24 | Waiting on Hardware |
| Student response issue | 12/13/24 11:11 | Waiting on Hardware |
| Screen cracked / broken | 12/16/24 8:40 | In Progress |

Molloy - Career Academy

Ticket Resolution Over Time (closed tickets vs. newly submitted)



4.3 days
Response time (avg)
for all ticket statuses

5.5 days
Resolution time (avg)

17
Tickets now closed
out of 19 submitted

2
Tickets still open
0 waiting on requestor

| Submitted | Ticket | Status |
|---|--------------|-------------|
| Need the ability to send messages | 1/7/25 14:28 | Submitted |
| Unable to print worksheet or assessment | 1/6/25 15:40 | In Progress |

Moody

Ticket Resolution Over Time (closed tickets vs. newly submitted)



3.5 days
Response time (avg)
for all ticket statuses

5.1 days
Resolution time (avg)

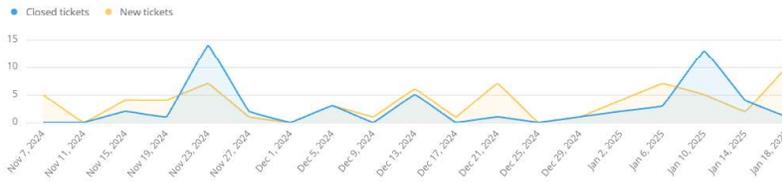
28
Tickets now closed
out of 34 submitted

6
Tickets still open
2 waiting on requestor

| Submitted | Ticket | Status |
|--|---------------|-------------------------|
| Issue not listed | 1/17/25 13:47 | Waiting on Requestor |
| Staff Offboarding | 12/3/24 10:20 | Waiting on Child Ticket |
| New Staff Onboarding | 12/3/24 10:20 | Submitted |
| Application / Operating System Issue | 1/21/25 14:19 | Submitted |
| Screen / monitor doesn't turn on | 1/7/25 14:46 | Submitted |
| Can't login / invalid username or password | 1/10/25 13:14 | Waiting on Requestor |

Morey

Ticket Resolution Over Time (closed tickets vs. newly submitted)



4.7 days
Response time (avg)
for all ticket statuses

65
Tickets now closed
out of 70 submitted

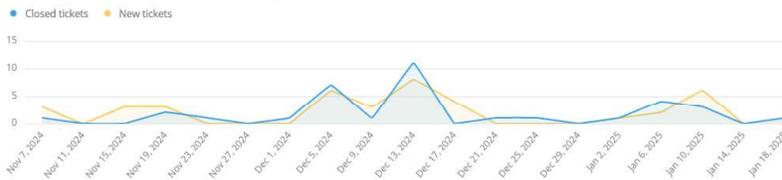
5.4 days
Resolution time (avg)

5
Tickets still open
0 waiting on requestor

| Submitted | Ticket | Status |
|-------------------------|----------------|-------------------------|
| Move / Remove Equipment | 1/15/25 13:42 | To be recycled |
| Staff Offboarding | 1/17/25 8:07 | Waiting on Child Ticket |
| New Staff Onboarding | 1/17/25 8:07 | Submitted |
| Issue not listed | 11/25/24 10:29 | Submitted |
| Move / Remove Equipment | 1/15/25 13:43 | To be recycled |

Murkland

Ticket Resolution Over Time (closed tickets vs. newly submitted)



2.8 days
Response time (avg)
for all ticket statuses

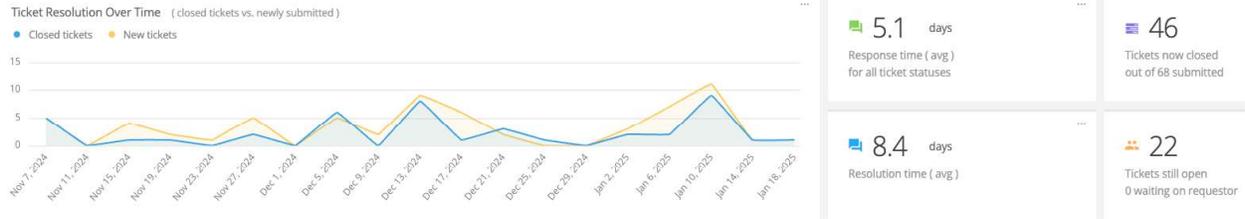
39
Tickets now closed
out of 43 submitted

5.2 days
Resolution time (avg)

4
Tickets still open
0 waiting on requestor

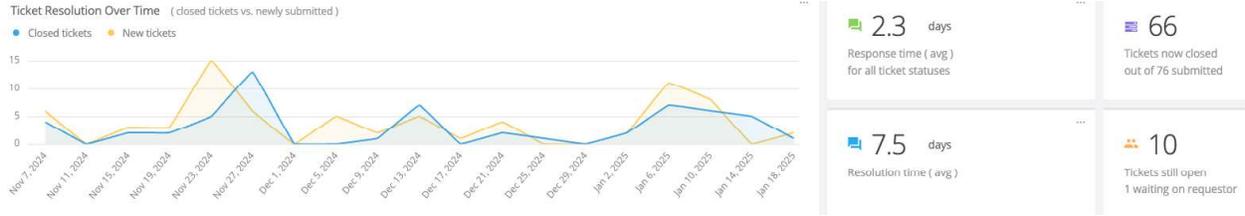
| Submitted | Ticket | Status |
|-------------------|---------------|-------------------------|
| Staff Offboarding | 1/8/25 14:35 | Waiting on Child Ticket |
| Issue not listed | 1/21/25 10:08 | In Progress |
| Staff Computer | 1/21/25 14:16 | Submitted |
| Issue not listed | 1/9/25 11:11 | In Progress |

Pawtucketville



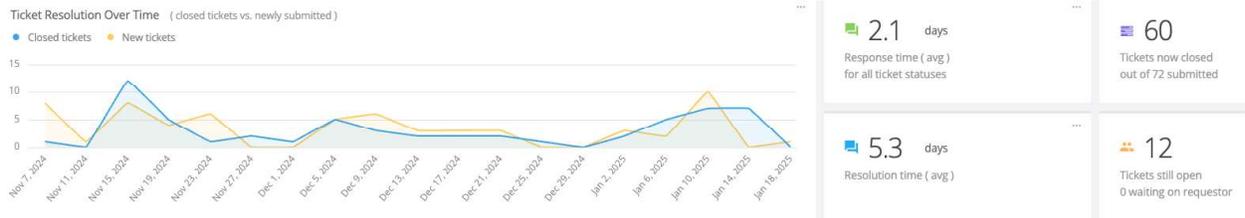
| Submitted | Ticket | Status |
|--|----------------|-------------------------|
| New Staff Onboarding | 12/16/24 12:10 | Waiting on Child Ticket |
| New Staff Onboarding | 12/16/24 14:05 | Waiting on Child Ticket |
| Device Lost or Stolen | 1/17/25 9:04 | Submitted |
| Case or housing cracked / broken | 1/21/25 9:45 | Submitted |
| Student Laptop | 1/22/25 10:28 | Submitted |
| Can't login / invalid username or password | 1/22/25 11:46 | Submitted |
| Issue not listed | 1/2/25 12:54 | Submitted |
| Can't login / invalid username or password | 1/2/25 14:43 | In Progress |
| Screen cracked / broken | 1/6/25 11:28 | Submitted |
| Student Laptop | 1/7/25 11:39 | In Progress |
| Student Laptop | 1/8/25 9:47 | Submitted |
| Student Laptop | 1/8/25 10:04 | Submitted |
| Password needs to be reset | 1/8/25 13:55 | Submitted |
| Student Laptop | 1/10/25 13:45 | Submitted |
| Screen / monitor doesn't turn on | 1/10/25 13:57 | Submitted |
| Trackpad not working | 11/12/24 20:29 | In Progress |
| Application / Operating System Issue | 11/25/24 11:11 | Submitted |
| No sound | 12/9/24 14:20 | Submitted |
| Cannot connect to the copier | 12/11/24 8:14 | Submitted |
| Staff Computer | 12/16/24 12:10 | In Progress |
| Staff Computer | 12/16/24 14:05 | In Progress |
| Can't connect to Network / Wifi | 12/19/24 9:44 | In Progress |

Pyne



| Submitted | Ticket | Status |
|--|----------------|-------------------------|
| Can't login / invalid username or password | 11/4/24 9:19 | In Progress |
| New Staff Onboarding | 1/6/25 9:01 | Waiting on Child Ticket |
| New Staff Onboarding | 12/2/24 9:05 | Waiting on Child Ticket |
| Unable to connect to cameras | 11/14/24 14:48 | In Progress |
| Unable to connect to cameras | 11/15/24 14:26 | Submitted |
| Screen cracked / broken | 1/21/25 9:19 | Waiting on Hardware |
| No Power | 1/21/25 11:58 | Submitted |
| Staff Computer | 1/6/25 9:01 | Waiting on Hardware |
| Staff Computer | 12/2/24 9:05 | Waiting on Hardware |

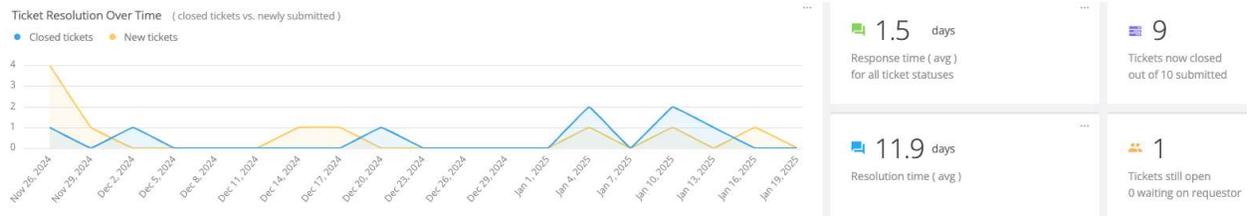
Reilly



| Submitted | Ticket | Status |
|----------------------|---------------|-------------------------|
| Staff Name Change | 1/22/25 10:54 | Submitted |
| User account issue | 1/16/25 11:31 | In Progress |
| New Staff Onboarding | 12/6/24 10:10 | Waiting on Child Ticket |
| Issue not found | 1/21/25 9:27 | Submitted |

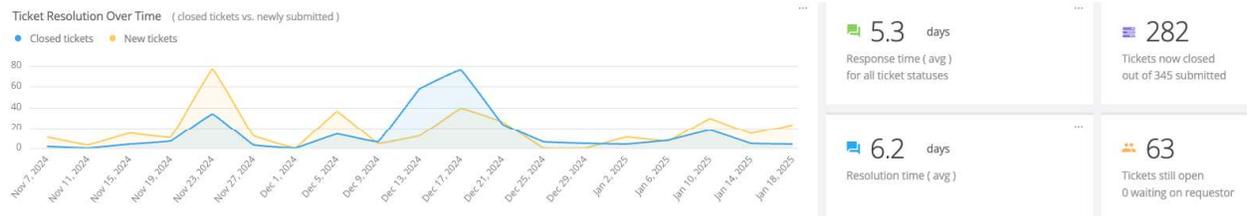
| | | |
|--------------------------------------|---------------|---------------------|
| Won't charge | 1/21/25 10:07 | Submitted |
| Can't connect to printer | 1/21/25 10:09 | Submitted |
| Can't connect to printer | 1/21/25 12:28 | Submitted |
| Picture is distorted | 1/22/25 12:17 | Submitted |
| Application / Operating System Issue | 1/7/25 8:31 | In Progress |
| Won't boot up | 1/10/25 10:51 | In Progress |
| Staff Computer | 12/6/24 10:10 | Waiting on Hardware |

BRIDGE



| Submitted | Ticket | Status |
|-----------|---------------|-------------|
| Other | 1/16/25 11:25 | In Progress |

Robinson



| Submitted | Ticket | Status |
|----------------------------------|---------------|---------------------|
| Power adapter damaged | 1/22/25 21:02 | In Progress |
| Issue not listed | 1/13/25 13:33 | In Progress |
| Cannot connect to WiFi / Network | 1/22/25 13:20 | Waiting on Hardware |

| Submitted | Ticket | Status |
|--------------------------------------|---------------|-------------|
| Cannot connect to LPSD-Private | 1/15/25 7:42 | Submitted |
| Student Laptop | 1/15/25 7:54 | Submitted |
| Device Lost or Stolen | 1/15/25 7:54 | Submitted |
| Student Laptop | 1/15/25 7:56 | Submitted |
| Student Laptop | 1/15/25 7:57 | Submitted |
| Device Lost or Stolen | 1/15/25 9:16 | Submitted |
| Device Lost or Stolen | 1/15/25 9:20 | Submitted |
| Device Lost or Stolen | 1/15/25 10:41 | Submitted |
| Issue not listed | 1/15/25 10:45 | Submitted |
| Device Lost or Stolen | 1/15/25 10:48 | Submitted |
| Application / Operating System Issue | 1/15/25 12:48 | Submitted |
| Device Lost or Stolen | 1/15/25 13:54 | Submitted |
| Student transfer | 1/15/25 22:09 | Submitted |
| Screen cracked / broken | 1/16/25 10:24 | Submitted |
| Won't charge | 1/16/25 12:00 | Submitted |
| Issue not listed | 1/16/25 14:30 | Submitted |
| Student Laptop | 1/17/25 10:37 | Submitted |
| Application / Operating System Issue | 1/17/25 11:34 | Submitted |
| Won't power on | 1/17/25 12:18 | Submitted |
| Won't charge | 1/21/25 8:00 | Submitted |
| Case or housing cracked / broken | 1/21/25 8:49 | Submitted |
| Device Lost or Stolen | 1/21/25 8:52 | Submitted |
| Trackpad not working | 1/21/25 14:02 | Submitted |
| Screen cracked / broken | 1/22/25 7:31 | Submitted |
| Application / Operating System Issue | 1/22/25 8:39 | Submitted |
| Staff Computer | 1/22/25 8:40 | Submitted |
| Device Lost or Stolen | 1/22/25 11:17 | Submitted |
| Device Lost or Stolen | 1/22/25 12:55 | Submitted |
| Screen cracked / broken | 1/22/25 14:02 | Submitted |
| Application / Operating System Issue | 1/22/25 16:13 | Submitted |
| Cannot connect to LPSD-Private | 1/3/25 8:10 | In Progress |
| Student Laptop | 1/6/25 12:22 | In Progress |
| Won't power on | 1/7/25 11:20 | Submitted |

| Submitted | Ticket | Status |
|--|---------------|-----------|
| Device Lost or Stolen | 1/8/25 9:55 | Submitted |
| Device Lost or Stolen | 1/9/25 7:52 | Submitted |
| Device Lost or Stolen | 1/9/25 7:53 | Submitted |
| Device Lost or Stolen | 1/9/25 8:49 | Submitted |
| Device Lost or Stolen | 1/9/25 8:56 | Submitted |
| Device Lost or Stolen | 1/9/25 8:57 | Submitted |
| Keyboard missing keys | 1/9/25 9:22 | Submitted |
| Application / Operating System Issue | 1/9/25 9:23 | Submitted |
| Device Lost or Stolen | 1/9/25 9:31 | Submitted |
| Device Lost or Stolen | 1/9/25 11:05 | Submitted |
| Cannot connect to LPSD-Private | 1/9/25 11:31 | Submitted |
| Device Lost or Stolen | 1/9/25 11:42 | Submitted |
| Device Lost or Stolen | 1/9/25 14:32 | Submitted |
| Cannot connect to LPSD-Private | 1/10/25 10:45 | Submitted |
| Device Lost or Stolen | 1/10/25 10:48 | Submitted |
| Cannot connect to LPSD-Private | 1/10/25 11:31 | Submitted |
| Device Lost or Stolen | 1/10/25 12:42 | Submitted |
| Device Lost or Stolen | 1/13/25 7:32 | Submitted |
| Device Lost or Stolen | 1/13/25 8:09 | Submitted |
| Cannot connect to LPSD-Private | 1/13/25 12:09 | Submitted |
| Screen cracked / broken | 1/13/25 12:17 | Submitted |
| Screen cracked / broken | 1/13/25 13:21 | Submitted |
| Can't login / invalid username or password | 1/14/25 8:25 | Submitted |
| Won't charge | 1/14/25 8:56 | Submitted |
| Device Lost or Stolen | 1/14/25 11:36 | Submitted |
| Device Lost or Stolen | 1/14/25 11:37 | Submitted |
| Keyboard missing keys | 1/14/25 12:18 | Submitted |

Rogers STEM

Ticket Resolution Over Time (closed tickets vs. newly submitted)



2.6 days
Response time (avg)
for all ticket statuses

265
Tickets now closed
out of 313 submitted

3.7 days
Resolution time (avg)

48
Tickets still open
1 waiting on requestor

| Submitted | Ticket | Status |
|--|----------------|-------------------------|
| Add or remove door access | 1/22/25 13:46 | Waiting on Requestor |
| Wireless Accesspoint Offline | 1/2/25 15:04 | Submitted |
| Building or position change | 1/10/25 10:36 | Waiting on Child Ticket |
| New Staff Onboarding | 12/10/24 12:35 | Waiting on Child Ticket |
| New Staff Onboarding | 12/10/24 12:35 | Submitted |
| Issue not listed | 1/16/25 15:25 | Submitted |
| Application / Operating System Issue | 1/15/25 8:34 | Submitted |
| Device Lost or Stolen | 1/16/25 9:43 | Submitted |
| Screen cracked / broken | 1/16/25 12:36 | Submitted |
| Issue not listed | 1/17/25 8:38 | Submitted |
| Keyboard missing keys | 1/17/25 8:49 | Submitted |
| Can't login / invalid username or password | 1/17/25 9:35 | Submitted |
| Won't power on | 1/17/25 10:23 | Submitted |
| Screen cracked / broken | 1/21/25 9:02 | Submitted |
| Keyboard not working | 1/21/25 9:09 | Submitted |
| Issue not listed | 1/21/25 11:08 | Submitted |
| Won't charge | 1/22/25 9:15 | Submitted |
| Won't power on | 1/22/25 9:20 | Submitted |
| Cannot connect to LPSD-Private | 1/22/25 12:32 | Submitted |
| Cannot connect to LPSD-Private | 1/22/25 13:07 | Submitted |
| Won't charge | 1/22/25 14:42 | Submitted |
| Device Lost or Stolen | 1/2/25 9:15 | In Progress |
| Device Lost or Stolen | 1/2/25 9:16 | In Progress |
| Device Lost or Stolen | 1/2/25 9:17 | Submitted |
| Student Laptop | 1/2/25 9:32 | Submitted |

| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Student Laptop | 1/2/25 12:33 | Submitted |
| Power stand | 1/8/25 10:30 | Submitted |
| Device Lost or Stolen | 1/8/25 13:06 | Submitted |
| Device Lost or Stolen | 1/8/25 13:06 | Submitted |
| Device Lost or Stolen | 1/8/25 13:07 | Submitted |
| Device Lost or Stolen | 1/8/25 13:08 | Submitted |
| Issue not listed | 1/9/25 12:11 | Submitted |
| Issue not listed | 1/10/25 9:14 | On Hold |
| Device Lost or Stolen | 1/10/25 9:16 | Submitted |
| Screen cracked / broken | 1/10/25 9:17 | On Hold |
| Device Lost or Stolen | 1/10/25 9:18 | Submitted |
| Issue not listed | 1/10/25 9:36 | Submitted |
| Staff Computer | 1/10/25 10:36 | Waiting on Hardware |
| Power stand | 1/10/25 11:13 | Submitted |
| Can't connect to printer | 1/10/25 13:00 | Submitted |
| Device Lost or Stolen | 1/13/25 9:12 | Submitted |
| Screen cracked / broken | 1/13/25 14:28 | Submitted |
| Device Lost or Stolen | 1/14/25 9:03 | Submitted |
| Screen cracked / broken | 1/14/25 9:20 | Submitted |
| Case or housing cracked / broken | 1/14/25 11:16 | Submitted |
| Won't power on | 1/14/25 11:23 | Submitted |
| Application / Operating System Issue | 11/19/24 14:37 | In Progress |

Shaughnessy

Ticket Resolution Over Time (closed tickets vs. newly submitted)



1.4 days
Response time (avg)
for all ticket statuses

82
Tickets now closed
out of 94 submitted

3.2 days
Resolution time (avg)

12
Tickets still open
0 waiting on requestor

| Submitted | Ticket | Status |
|--------------------------------------|----------------|-------------------------|
| New Staff Onboarding | 12/2/24 14:58 | Waiting on Child Ticket |
| Hardware Quote | 1/13/25 12:12 | Submitted |
| Application / Operating System Issue | 1/15/25 8:42 | Submitted |
| Issue not listed | 1/15/25 12:41 | Submitted |
| Application / Operating System Issue | 1/16/25 9:25 | In Progress |
| Ports are damaged | 1/21/25 10:05 | Submitted |
| Issue not listed | 1/22/25 9:23 | Submitted |
| Screen cracked / broken | 1/22/25 12:56 | Submitted |
| Student Laptop | 1/22/25 16:53 | In Progress |
| Issue not listed | 1/10/25 12:05 | In Progress |
| Staff Computer | 12/2/24 14:58 | Waiting on Hardware |
| Issue not listed | 12/13/24 11:43 | In Progress |

Stoklosa

Ticket Resolution Over Time (closed tickets vs. newly submitted)



7.2 days
Response time (avg)
for all ticket statuses

135
Tickets now closed
out of 238 submitted

8.4 days
Resolution time (avg)

103
Tickets still open
0 waiting on requestor

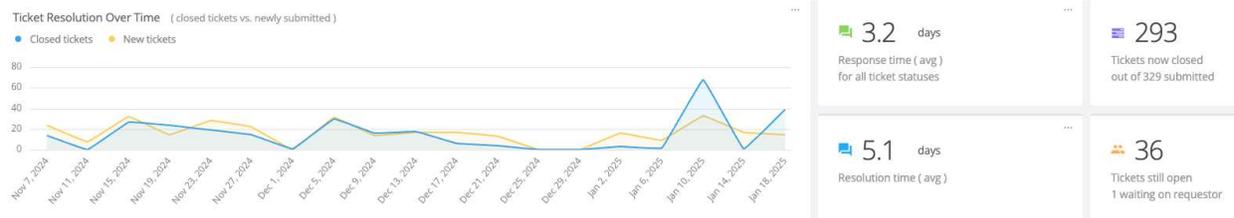
| Submitted | Ticket | Status |
|--------------------------|----------------|-------------------------|
| Issue not listed | 1/16/25 7:25 | Submitted |
| Create a teacher account | 1/21/25 11:09 | Submitted |
| Issue not listed | 11/19/24 11:31 | Submitted |
| New Staff Onboarding | 1/2/25 9:04 | Waiting on Child Ticket |

| Submitted | Ticket | Status |
|--------------------------------------|---------------|-------------|
| Need new class section | 1/17/25 8:19 | Submitted |
| Device Lost or Stolen | 1/15/25 13:39 | Submitted |
| Student Laptop | 1/16/25 7:34 | Submitted |
| Student Laptop | 1/16/25 7:34 | Submitted |
| Won't power on | 1/16/25 7:54 | Submitted |
| Issue not listed | 1/16/25 8:21 | Submitted |
| Screen / monitor doesn't turn on | 1/16/25 15:01 | Submitted |
| Can't access website | 1/17/25 13:18 | Submitted |
| Create a student account | 1/21/25 8:30 | In Progress |
| Application / Operating System Issue | 1/21/25 9:22 | Submitted |
| Student Laptop | 1/21/25 14:45 | Submitted |
| Student Laptop | 1/21/25 14:47 | Submitted |
| Student Laptop | 1/21/25 14:47 | Submitted |
| Student Laptop | 1/21/25 14:48 | Submitted |
| Can't connect to Network / Wifi | 1/21/25 15:01 | Submitted |
| Device Lost or Stolen | 1/21/25 15:24 | Submitted |
| Screen cracked / broken | 1/22/25 9:04 | Submitted |
| Case or housing cracked / broken | 1/22/25 9:28 | Submitted |
| Application / Operating System Issue | 1/22/25 9:29 | Submitted |
| Application / Operating System Issue | 1/22/25 9:30 | Submitted |
| Application / Operating System Issue | 1/22/25 11:30 | Submitted |
| Battery loses charge quickly | 1/22/25 11:35 | Submitted |
| Device Lost or Stolen | 1/22/25 13:47 | Submitted |
| Staff Computer | 1/2/25 9:04 | Submitted |
| Issue not listed | 1/6/25 13:12 | Submitted |
| Picture is distorted | 1/7/25 7:36 | Submitted |
| Trackpad not working | 1/7/25 11:55 | Submitted |
| Issue not listed | 1/7/25 13:34 | Submitted |
| Issue not listed | 1/7/25 13:36 | Submitted |
| Device Lost or Stolen | 1/7/25 14:15 | Submitted |
| Application / Operating System Issue | 1/8/25 14:43 | Submitted |
| Screen cracked / broken | 1/9/25 9:57 | Submitted |
| Issue not listed | 1/9/25 10:05 | Submitted |

| Submitted | Ticket | Status |
|--|---------------|-----------|
| Issue not listed | 1/9/25 11:49 | Scheduled |
| Cannot connect to LPSD-Private | 1/10/25 7:54 | Submitted |
| Keyboard missing keys | 1/10/25 10:07 | Submitted |
| Issue not listed | 1/10/25 10:42 | Submitted |
| Issue not listed | 1/10/25 10:45 | Submitted |
| Keyboard not working | 1/10/25 13:54 | Submitted |
| Issue not listed | 1/10/25 14:04 | Submitted |
| Device Lost or Stolen | 1/10/25 18:35 | Submitted |
| Won't power on | 1/13/25 8:04 | Submitted |
| Can't login / invalid username or password | 1/13/25 19:42 | Submitted |
| Case or housing cracked / broken | 1/14/25 7:31 | Submitted |
| Won't power on | 1/14/25 8:14 | Submitted |
| Won't power on | 1/14/25 8:16 | Submitted |
| Screen cracked / broken | 1/14/25 8:18 | Submitted |
| Screen cracked / broken | 1/14/25 8:22 | Submitted |
| Screen cracked / broken | 1/14/25 8:23 | Submitted |
| Screen cracked / broken | 1/14/25 8:24 | Submitted |
| Can't connect to Network / Wifi | 1/14/25 8:31 | Submitted |
| Keyboard not working | 1/14/25 8:32 | Submitted |
| Application / Operating System Issue | 1/14/25 8:56 | Submitted |
| Can't connect to Network / Wifi | 1/14/25 9:39 | Submitted |
| Won't power on | 1/14/25 9:43 | Submitted |
| Screen / monitor doesn't turn on | 1/14/25 9:46 | Submitted |
| Can't connect to Network / Wifi | 1/14/25 9:47 | Submitted |
| Can't connect to Network / Wifi | 1/14/25 9:49 | Submitted |
| Can't connect to Network / Wifi | 1/14/25 9:51 | Submitted |
| Won't power on | 1/14/25 9:54 | Submitted |
| Won't power on | 1/14/25 9:57 | Submitted |
| Won't power on | 1/14/25 9:59 | Submitted |
| Won't power on | 1/14/25 10:02 | Submitted |
| Keyboard missing keys | 1/14/25 10:11 | Submitted |
| Screen cracked / broken | 1/14/25 10:25 | Submitted |
| Screen cracked / broken | 1/14/25 10:28 | Submitted |

| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Screen cracked / broken | 1/14/25 10:30 | Submitted |
| Screen cracked / broken | 1/14/25 10:33 | Submitted |
| Case or housing cracked / broken | 1/14/25 10:37 | Submitted |
| Screen cracked / broken | 1/14/25 10:39 | Submitted |
| Keyboard missing keys | 1/14/25 10:41 | Submitted |
| Keyboard not working | 1/14/25 10:42 | Submitted |
| Device Lost or Stolen | 1/14/25 10:43 | Submitted |
| Device Lost or Stolen | 1/14/25 10:44 | Submitted |
| Screen cracked / broken | 1/14/25 10:44 | Submitted |
| Device Lost or Stolen | 1/14/25 10:44 | Submitted |
| Device Lost or Stolen | 1/14/25 10:45 | Submitted |
| Screen cracked / broken | 1/14/25 10:45 | Submitted |
| Device Lost or Stolen | 1/14/25 10:46 | Submitted |
| Device Lost or Stolen | 1/14/25 10:46 | Submitted |
| Keyboard missing keys | 1/14/25 10:47 | Submitted |
| Device Lost or Stolen | 1/14/25 10:47 | Submitted |
| Case or housing cracked / broken | 1/14/25 10:51 | Submitted |
| Case or housing cracked / broken | 1/14/25 10:52 | Submitted |
| Case or housing cracked / broken | 1/14/25 10:53 | Submitted |
| Screen cracked / broken | 1/14/25 10:54 | Submitted |
| Keyboard missing keys | 1/14/25 10:55 | Submitted |
| Screen cracked / broken | 1/14/25 12:14 | Submitted |
| Won't charge | 1/14/25 12:16 | Submitted |
| Won't charge | 1/14/25 12:19 | Submitted |
| Won't charge | 1/14/25 12:20 | Submitted |
| Keyboard missing keys | 1/14/25 13:38 | Submitted |
| Issue not listed | 11/4/24 12:27 | Submitted |
| Screen cracked / broken | 11/12/24 8:36 | Waiting on Hardware |
| Device Lost or Stolen | 11/14/24 7:45 | In Progress |
| Issue not listed | 12/17/24 7:55 | Submitted |
| Locking up / crashing | 12/17/24 16:59 | Submitted |
| Application / Operating System Issue | 12/19/24 10:32 | Submitted |
| Issue not listed | 1/15/25 12:54 | Submitted |

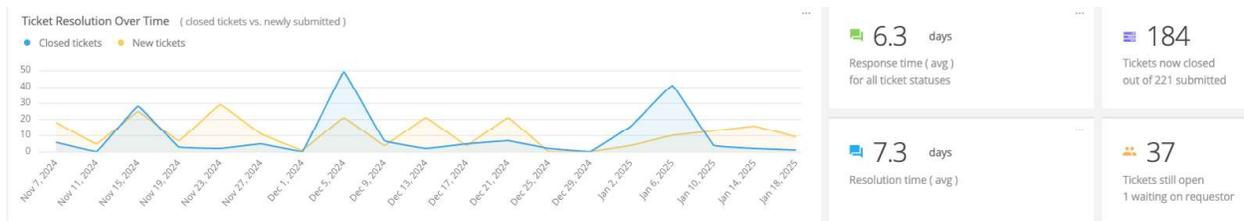
Sullivan



| Submitted | Ticket | Status |
|--|---------------|-------------------------|
| New Staff Onboarding | 1/15/25 12:38 | Waiting on Child Ticket |
| Staff Offboarding | 1/2/25 8:21 | Waiting on Child Ticket |
| Issue not listed | 11/8/24 10:08 | Submitted |
| Screen cracked / broken | 12/20/24 7:46 | Submitted |
| Issue not listed | 1/15/25 12:38 | Submitted |
| Staff Computer | 1/15/25 12:38 | Waiting on Hardware |
| Won't power on | 1/16/25 8:23 | Submitted |
| Won't power on | 1/16/25 8:33 | Submitted |
| Keyboard not working | 1/16/25 10:19 | Submitted |
| Can't login / invalid username or password | 1/17/25 8:37 | Submitted |
| Won't charge | 1/17/25 8:57 | Submitted |
| Device Lost or Stolen | 1/17/25 10:10 | Submitted |
| Keyboard missing keys | 1/17/25 10:32 | Submitted |
| Case or housing cracked / broken | 1/17/25 12:04 | Submitted |
| Screen cracked / broken | 1/21/25 8:00 | Submitted |
| Screen cracked / broken | 1/21/25 8:09 | Submitted |
| Screen cracked / broken | 1/21/25 8:10 | Submitted |
| Won't power on | 1/21/25 11:31 | Submitted |
| Issue not listed | 1/21/25 13:09 | Submitted |
| Issue not listed | 1/21/25 14:43 | Submitted |
| Screen cracked / broken | 1/21/25 15:30 | Submitted |
| Screen / monitor doesn't turn on | 1/22/25 7:39 | Submitted |
| Screen / monitor doesn't turn on | 1/22/25 9:38 | Submitted |
| Keyboard not working | 1/22/25 10:33 | Submitted |
| Won't power on | 1/22/25 11:39 | Submitted |

| Submitted | Ticket | Status |
|----------------------------------|---------------|-------------|
| Case or housing cracked / broken | 1/22/25 11:43 | Submitted |
| Screen cracked / broken | 1/22/25 11:46 | Submitted |
| Won't power on | 1/22/25 12:55 | Submitted |
| Battery loses charge quickly | 1/22/25 13:29 | Submitted |
| Issue not listed | 12/31/24 8:36 | Scheduled |
| Keyboard missing keys | 1/2/25 8:56 | In Progress |
| Issue not listed | 1/6/25 8:21 | In Progress |
| Device Lost or Stolen | 1/9/25 7:56 | Submitted |
| Device Lost or Stolen | 1/9/25 7:58 | Submitted |
| Issue not listed | 1/13/25 7:43 | In Progress |

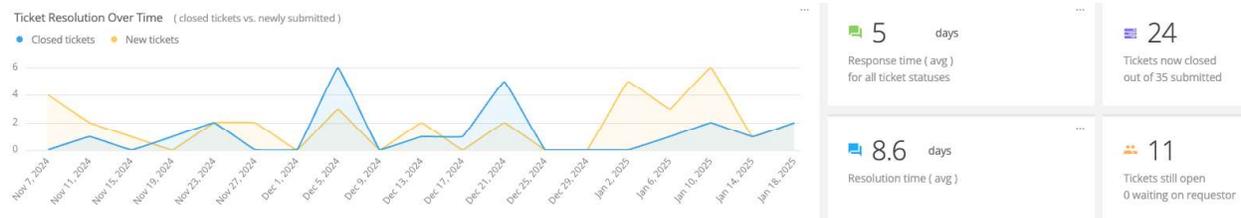
Wang



| Submitted | Ticket | Status |
|--|----------------|-------------------------|
| Can't login / invalid username or password | 1/2/25 8:50 | Submitted |
| Add or remove door access | 1/9/25 12:21 | In Progress |
| Staff Offboarding | 12/6/24 10:36 | Waiting on Child Ticket |
| Camera is not connected | 12/20/24 11:38 | Waiting on Requestor |
| Case or housing cracked / broken | 1/16/25 9:18 | Submitted |
| Won't power on | 1/16/25 9:34 | Submitted |
| Application / Operating System Issue | 1/16/25 9:35 | Submitted |
| Won't power on | 1/16/25 9:37 | Submitted |
| Battery loses charge quickly | 1/16/25 10:16 | Submitted |
| Issue not listed | 1/21/25 9:48 | Submitted |
| Can't connect to Network / Wifi | 1/22/25 14:24 | Submitted |
| Special Education assistive technology | 1/7/25 9:55 | Submitted |
| Won't power on | 1/8/25 8:19 | Submitted |

| Submitted | Ticket | Status |
|--------------------------------------|----------------|---------------------|
| Application / Operating System Issue | 1/8/25 15:45 | Waiting on Hardware |
| Trackpad not working | 1/9/25 9:04 | Submitted |
| Student Laptop | 1/10/25 10:34 | Submitted |
| Battery loses charge quickly | 1/10/25 13:10 | Submitted |
| Screen cracked / broken | 1/10/25 13:31 | Submitted |
| Screen cracked / broken | 1/13/25 8:07 | Submitted |
| Won't power on | 1/13/25 11:12 | Submitted |
| Case or housing cracked / broken | 1/13/25 14:27 | Submitted |
| Case or housing cracked / broken | 1/14/25 12:41 | Submitted |
| Screen cracked / broken | 1/14/25 12:46 | Submitted |
| Screen cracked / broken | 1/14/25 12:49 | Submitted |
| Keyboard missing keys | 1/14/25 13:11 | Submitted |
| Won't power on | 1/14/25 13:19 | Submitted |
| Screen cracked / broken | 1/14/25 13:21 | Submitted |
| Trackpad not working | 1/14/25 13:26 | Submitted |
| Screen cracked / broken | 1/14/25 13:41 | Submitted |
| Battery loses charge quickly | 1/14/25 13:43 | Submitted |
| Battery loses charge quickly | 1/14/25 13:46 | Submitted |
| Won't power on | 1/14/25 13:49 | Submitted |
| Trackpad not working | 1/14/25 14:21 | Submitted |
| Screen cracked / broken | 1/14/25 14:24 | Submitted |
| Screen cracked / broken | 11/15/24 11:15 | Waiting on Hardware |
| Application / Operating System Issue | 11/19/24 11:06 | Submitted |
| Issue not listed | 12/13/24 13:21 | Submitted |

Washington



| Submitted | Ticket | Status |
|-------------------------|---------------|-------------------------|
| New Staff Onboarding | 1/2/25 12:32 | Waiting on Child Ticket |
| Staff Offboarding | 1/2/25 12:35 | Waiting on Child Ticket |
| New Staff Onboarding | 1/6/25 9:25 | Waiting on Child Ticket |
| Issue not listed | 1/15/25 10:11 | Submitted |
| Move / Remove Equipment | 1/17/25 12:46 | To be recycled |
| Screen cracked / broken | 1/2/25 9:50 | Submitted |
| Staff Computer | 1/2/25 12:32 | Submitted |
| Staff Computer | 1/6/25 9:25 | Submitted |
| Inventory Swap | 1/10/25 10:20 | Submitted |
| Won't charge | 1/10/25 11:22 | Submitted |
| Issue not listed | 12/4/24 14:00 | In Progress |