

BENTON PUBLIC SCHOOLS

December 4, 2024

Technology Department

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Between November 6, 2024 and December 3, 2024, 529 new technology work orders were received and as of December 4, 353 (~67%) of those have been addressed and closed. This is a submission rate of ~35 new work orders being submitted each work day. We have received 3,441 work orders since July 1 and 2,923 of those are closed (85%). We currently have 589 work orders pending service/resolution. This is up 32 from the 557 outstanding work orders reported November 5. 180 of these are BJH student Chromebooks which are mentioned below.

The FCC's E-Rate programs future funding may be at risk. It has provided funding for installing, maintaining, and upgrading network infrastructure and to distribute Internet access to classrooms and public libraries across the nation since 1996. This program is utilized by the Arkansas Department of Education (ADE) and the Arkansas Division of Information Systems (DIS) to fund and supply state network connectivity and Internet access to all K-12 public schools. During the current funding cycle (2021-2025), the program has contributed \$933,342.60 toward BPSD network infrastructure projects and services which is beyond the funds the program distributed through ADE and DIS to provide Internet Access for our District.

The United States Supreme Court is set to hear a case (FCC v. Consumers' Research) challenging the constitutionality of the E-Rate program's funding source, which comes from the "Universal Service Fund" or USF fee applied to phone bills. The case is expected to be heard in March or April 2025, with a decision likely in June or July 2025. For more information, I recommend searching online starting with the following search terms: *E-rate Supreme Court 2025*

BHS biology end of course online testing took place December 3 with around 156 students testing. There were minimal technical issues to note. 15 Chromebooks were loaned to complete testing. 10 were loaned due to technical issues and 5 due to user issues (didn't charge, didn't bring their device). We are encouraged with how this test went and hope to continue to see this success with the ATLAS and other online tests. Geometry will test December 5.

MVMS:

- Network cabling is ongoing
- Cafe and Gym A/V project should begin soon
- I'll have a quote to bring to the board soon for completing the access control and camera systems. Some wiring has been completed due to construction needs and timing to keep projects moving along (ie: wiring into door frames, etc)
- Working with Mr. Johnson on additional technology needs (Smartboards, Chromebook carts that will need to move from BMS to MVMS, etc)

We ask for everyone's patience. We continue to receive work orders at a faster pace than they can be troubleshot and resolved. We are trying to get to everyone as fast as we can.

It's a great day to be a Benton Panther! - Brian Lowrance