

## Monthly Report to the Board of Education

### April 2021 – Report for March Work Orders

From 3/1/2021 through 3/31/2021, 25 help desk tickets were submitted through our SchoolDude work order system. Of those tickets submitted, 4 were completed/closed.

In addition to the tasks performed in the SchoolDude work order system; many additional tasks were completed for parents, students, and staff through the Highlands Help Desk, online assistance portal, telephone/voicemail/text, and email. These additional lines of support are necessary to address the different modes and locations of instruction due to our current environment. This data was not tracked for the purposes of this report.

#### SchoolDude work orders per building

<u>Location</u>	<u>Closed</u>	<u>Submitted</u>
District	0	1
HHS	1	7
HMS	1	4
Johnson	0	4
Moyer	2	7
Woodfill	0	2
<b>TOTALS</b>	<b>4</b>	<b>25</b>