



**IT. It's Personal.**



# HOW IS OUR TECH TEAM DOING?

SCHOOL TECHNOLOGY ASSESSMENT

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# IS OUR TECH TEAM HITTING HOME RUNS?

Most educators understand that technology-driven learning doesn't happen on its own. So how is your school making it happen? Are you satisfied with the planning, leadership, tools, and support your school offers? Maybe you could use a little help. Maybe you could use a lot of help. This objective checklist will help you determine how well your IT solution is meeting your school's technology needs and whether partnering with professional technology providers makes sense for you.

## IT LEADERSHIP

How well does our team define and communicate a vision and direction for our school's technology?

### Staff Structure

- A.** Our team structure is clear. Each member understands his or her role, responsibilities, and goals.
- B.** Our team structure needs clarity. Some team members have overlapping, ambiguous, or undocumented roles and/or we have tech-savvy teachers filling gaps the IT team cannot cover.
- C.** Our team structure is clear, but we need to add one or more trained professionals to fill gaps in the team's expertise.

### Technology Plan

- A.** Our IT leadership team has documented and shared a comprehensive plan with the IT staff and external stakeholders. It includes goals, a timeline, a schedule, a budget, and personnel allocation.
- B.** Our school has had difficulty creating, communicating, and/or implementing a technology plan.
- C.** Our team has created a plan that is shared with team members and external stakeholders but lacks the personnel or distinct skills required to execute it effectively.

### Strategy Management

- A.** Our IT leadership team communicates a clear, actionable vision that the IT staff embraces and implements.
- B.** Our leadership team struggles to present a clear, actionable vision to staff.
- C.** Our leadership team communicates its vision clearly, but the team is unable to execute the vision due to staff limitations (hours, skills, or personnel).

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## TECHNOLOGY INTEGRATION

How well are my teachers prepared to confidently use educational technology in the classroom?

### Ongoing Technology Training

- A.** Our IT leadership team is organized and has a documented training strategy that includes regular professional development sessions.
- B.** Our team lacks a thorough plan for professional development and/or is poorly equipped to provide adequate teacher training.
- C.** Our IT staff has a clear plan to provide necessary professional development sessions, but we need more personnel to administer the sessions effectively.

### Teacher Buy-In

- A.** Teachers regularly incorporate the latest technology. They are trained to use the available resources and integrate them into their lessons.
- B.** Teachers are unaware of the technology available, uncertain how to use it, skeptical of its reliability, or insufficiently supported by the IT staff.
- C.** Teachers are limited in their ability to integrate technology in their day-to-day classroom activities due to a lack of timely support; there is not enough staff to respond to all support requests.

## BUDGET & HIRING

How efficiently does my school manage funds to consistently provide needed technology and support?

### Budget Management

- A.** Our IT staff follows a comprehensive budget, making appropriate investments in devices, equipment, and staff and effectively managing a five-year asset refresh cycle.
- B.** Managing the IT budget falls to other school leaders or administrators. As a result, IT budget needs sometimes arise unexpectedly.
- C.** Our staff manages the budget well, but IT leaders anticipate needing new staff with specific skills.

### Pension Pressure

- A.** Considering the pension program in my state, my team has the budget to hire and train new IT personnel.
- B.** Pension changes are compromising our ability to employ an effective IT team. We are looking for a more efficient solution to serve the school's IT needs.
- C.** While the budget supports our current personnel, hiring additional team members is prohibitively expensive.

# HOW IS OUR TECH TEAM DOING?

## ASSET & SOFTWARE MANAGEMENT

How well do your school's assets support technology goals?

### Refresh Strategy

- A.** Our team finds and uses devices that fit our IT strategy, budget, and the needs of the students.  
We have a plan to ensure technology is always up to date and running smoothly.
- B.** Our team lacks an asset refresh plan and struggles to stay current with the devices, software, an infrastructure needed to drive student success.
- C.** Our team has a plan but not the skills or bandwidth to optimize the performance of the school's assets and infrastructure.

## TECH SUPPORT

How does your team support the daily operational needs of your school?

### Responsiveness

- A.** Our team responds to and resolves support requests quickly, minimizing downtime for students.
- B.** Our staff doesn't consistently resolve service requests in a timely manner. They lack training to fix issues or need help prioritizing tickets—and we do not have an effective ticketing system.
- C.** Our staff generally handles requests well but may be overwhelmed during peak usage times, such as online testing periods. Specific problems may require outside expertise.

### Evaluation Key

**If 3 or more of your answers are “A,” congratulations!** Your IT team seems equipped to provide effective technology support and leadership. It sounds like you provide the devices, infrastructure, and technical expertise that students, teachers, and staff need to create technology-rich learning opportunities.

**If 3 or more of your answers are “B,” it might be time to consider an IT outsourcing partner.** This is the most reliable way to meet your school's IT needs and make the most of your IT budget. With this option, a team of highly qualified IT professionals takes responsibility for IT operations in your school, providing a strategic plan and the right number of staff to support your technology needs.

**If 3 or more of your answers are “C,” you may benefit from staff augmentation.** This targeted approach adds certified IT professionals to your team to fill gaps in expertise and increase the effectiveness of your existing staff.

**We can help.**

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