

LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
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2004
METRICS & ACCOUNTABILITY
Fourth Quarter Report
April 1 - June 30

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fourth quarter metrics 2004

April 1 - June 30 2004

BOCES LHRIC

www.lhric.org

2004 acknowledgments

Metrics Report Fourth Quarter

We would like to acknowledge the following Advisory Committee members for their contributions in support of our efforts to become an organization synonymous with excellence and the first place our schools turn for technology leadership and expertise:

- | | |
|------------------------|--------------------|
| Ms. Joan Thompson | Hendrick Hudson |
| Ms. Kaushika Patel | East Ramapo |
| Ms. Mary Fox | Pleasantville |
| Ms. Ursula Carbone | Nanuet |
| Dr. Robert MacNaughton | Ramapo |
| Ms. Kathy Ryan | Croton |
| Mr. Don Beverly | Mahopac |
| Ms. Maura McAward | Port Chester-Rye |
| Mr. Michael Kohlhagen | Port Chester-Rye |
| Dr. John Russell | Hastings-on-Hudson |
| Dr. Thomas Higgins | P/NW BOCES |
| Dr. James Ryan | Rockland BOCES |
| Dr. Jeffrey Hansen | SW BOCES |
| Mr. James O'Brien | SW BOCES |
| Mr. Peter Reilly | SW BOCES |
| Mr. John Hall | SW BOCES |
| Mr. George Brady | SW BOCES |
| Ms. Jean Benitez | SW BOCES |

Many thanks to the school districts in the Lower Hudson Region that support the LHRIC.

Also, thanks to the LHRIC Leadership Team and the employees at the LHRIC for their willingness to embrace metric accountability standards.

Much appreciation to Maureen McCarthy for leading the Metrics Project and to Katerina Ceman for her work in publishing the results.

Special thanks to Jill Germano for her work in compiling the data for this booklet.

acknowledgments

acknowledgments

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acknowledgments

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acknowledgments

acknowledgments

acknowledgments

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acknowledgments

acknowledgments

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"The mission of the Regional Information Center is to provide leadership and to collaborate with school districts and communities to meet their educational challenges by delivering cost-effective, high-quality technology services."

2004 summary

Metrics Report Fourth Quarter

The Lower Hudson Regional Information Center (LHRIC) is proud to present to you our 4th quarter customer satisfaction survey results for the 2003-2004 school year. We have been collecting data on our performance for four years and the feedback you provide us has been invaluable in helping focus our continuous improvement efforts. We believe strongly that asking for your assessment of our performance is an important element in holding ourselves accountable to you, our consortium members.

As you know, in addition to the qualitative information that you provide us via quarterly survey, we also gather quantitative data to see if we live up to our service promises. Examples of this data might be the response time of our technical staff or the number of projects that are completed on time and within budget. The third element that we use to judge your satisfaction is the growth of our services. As you will see the LHRIC has done well by all three measures. Your support of our efforts to be an organization that consistently meets and exceeds your service and leadership expectations is truly appreciated.

We are very proud that nearly 80% of the school districts in the region are responding to our quarterly surveys. We are also proud of the overall improvements at the LHRIC

that your feedback confirms.

1. Your overall satisfaction with the LHRIC in the 4th quarter of 2004 has remained steady at (4.01) as compared to (4.1) in 2003.
2. You rated your partnership with the LHRIC at (3.97) compared to (4.1) in 2003 and up significantly from (3.59) in the 4th quarter of 2002.
3. Once again, you gave our staff high marks for quality and professionalism with a rating of (4.12); compared to (4.5) in 2003 and a significant increase from (3.8) in the 4th quarter of 2002.

Thank you to all those who have taken the time to fill out and return these quarterly surveys. We are truly grateful for your input and support. With your continued assistance, we are more confident than ever that we can make the LHRIC consortium an organization synonymous with excellence and the first place you turn for education technology solutions.

Peter Reilly & Jim O'Brien, Directors

summary

summary

summary

summary

summary

summary

summary

summary

summary

summary

summary

summary

summary

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2004 superintendents' survey

Metrics Report Fourth Quarter

The purpose of this survey is to determine the overall level of satisfaction administrators have with the LHRIC. We ask that they answer 12 questions based upon their perception of LHRIC services even though they may not use them directly.

This survey is administered quarterly by the Regional Coordinators to school district Superintendents, Assistant Superintendents of Instruction, Business Officials and Directors of Technology.

With this information, we not only know what upper level administrators think of the LHRIC, but we can also compare perceptions across various user areas within a district.

Regional Coordinators:

Jean Benitez

George Brady

John Hall

Report Card Metric: 14A

superintendents

superintendents

superintendents

superintendents

How did we do?

Rating: 4.01

superintendents

superintendents

superintendents

superintendents

superintendents

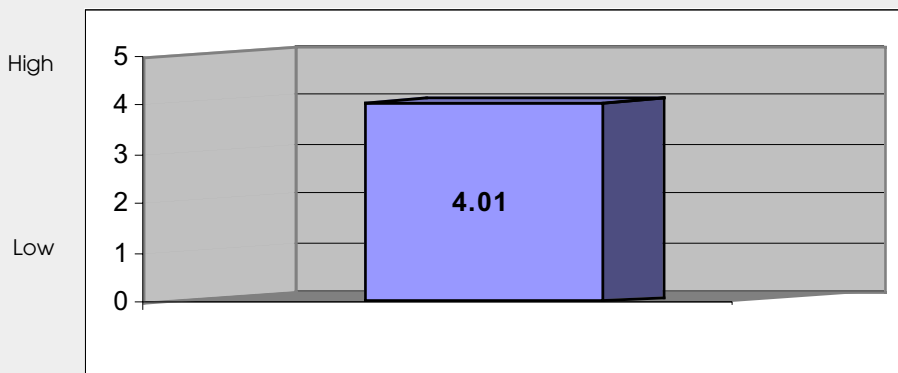
superintendents

superintendents

superintendents

superintendents

LHRIC Customer Satisfaction Survey



Based on 47 respondents.

Page 6

2004 superintendents' questionnaire

Metrics Report Fourth Quarter

	Avg.	Rating	Response	Count	
1. In general, how would you rate your partnership with the LHRIC?	3.97	5 4 3 2 1	High Low	8 20 6 0 1	questions
2. If you receive technical support from the LHRIC, how would you rate your current satisfaction level with those services?	4.21	5 4 3 2 1	High Low	11 13 5 0 0	questions
3. If you receive support for a student information application (SASI, Pentamation, PowerSchool) from the LHRIC, how would you rate your current satisfaction level with those services?	4.25	5 4 3 2 1	High Low	8 5 2 1 0	questions
4. If you receive support for a financial application (Pentamation, MUNIS, Finance Manager) from the LHRIC, how would you rate your current satisfaction with those services?	3.91	5 4 3 2 1	High Low	2 6 3 0 0	questions
5. If you receive staff development from the LHRIC, how would you rate your current satisfaction level with those services?	4.05	5 4 3 2 1	High Low	5 13 2 1 0	questions
6. If you receive data warehousing from the LHRIC, how would you rate your current satisfaction level with those services?	4.25	5 4 3 2 1	High Low	4 7 1 0 0	questions
7. How would you rate the quality of LHRIC personnel?	4.12	5 4 3 2 1	High Low	12 13 8 0 0	questions

2004 LHRIC staff survey

Metrics Report Fourth Quarter

One of the strategic goals set by the LHRIC was that the LHRIC would be a satisfying place to work. We have provided a questionnaire for staff. This survey is given on a periodic basis to measure our progress towards this goal.

Directors:

Peter Reilly

James O'Brien

Report Card Metric: 21A

staff

staff

staff

staff

staff

staff

staff

staff

staff

staff

staff

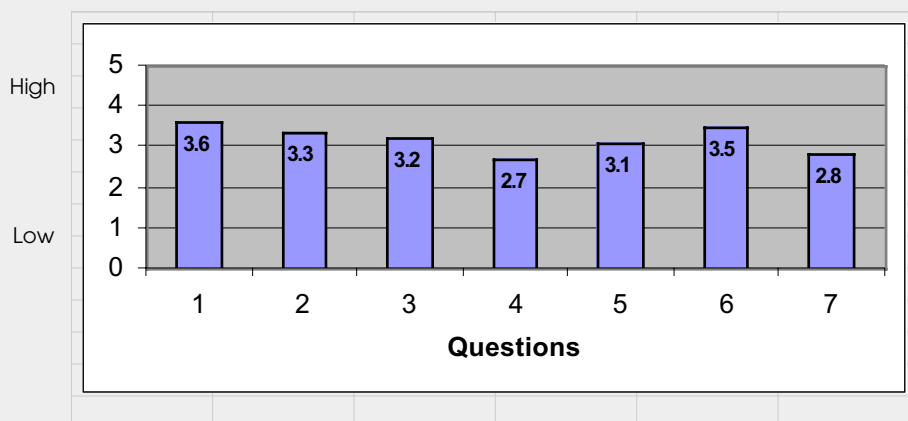
staff

staff

How did we do?

Rating: 3.18

LHRIC Staff Satisfaction Survey



Based on 92 respondents.

Page 9

LHRIC staff questionnaire

Metrics Report Fourth Quarter

	Avg.	Rating	Response	Count	
1. In general, how would you rate the LHRIC as a place to work?	3.64	5	High	18	questions
		4		37	
		3	Low	28	questions
		2		4	
		1		5	
2. What is your satisfaction level with your position at the LHRIC?	3.33	5	High	8	questions
		4		42	
		3	Low	23	questions
		2		10	
		1		9	
3. How would you rate the quality of leadership and supervision at the LHRIC?	3.20	5	High	9	questions
		4		33	
		3	Low	24	questions
		2		19	
		1		7	
4. How would you rate the quality of communications at the LHRIC?	2.71	5	High	1	questions
		4		18	
		3	Low	35	questions
		2		29	
		1		9	
5. How would you rate the LHRIC as innovative and forward thinking?	3.09	5	High	8	questions
		4		26	
		3	Low	33	questions
		2		14	
		1		10	
6. What is your level of pride in the LHRIC image?	3.50	5	High	18	questions
		4		30	
		3	Low	31	questions
		2		6	
		1		7	
7. How would you rate the professional growth and career paths offered by the LHRIC?	2.81	5	High	6	questions
		4		24	
		3	Low	26	questions
		2		17	
		1		18	

network response time

Metrics Report Fourth Quarter



Our promise is to respond to network trouble calls within 16 hours of being reported to the Help Desk. (Emergency outages receive a four hour response.)

When a technician begins to work on a problem, he or she records it with the Help Desk.

This report shows the number of calls received by the Help Desk and how often the Networking staff responded to the call in the 16 hour time-period.

LAN Services

Manager: Robert Predgo

Report Card Metric: 1A

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

Page 11

How did we do?

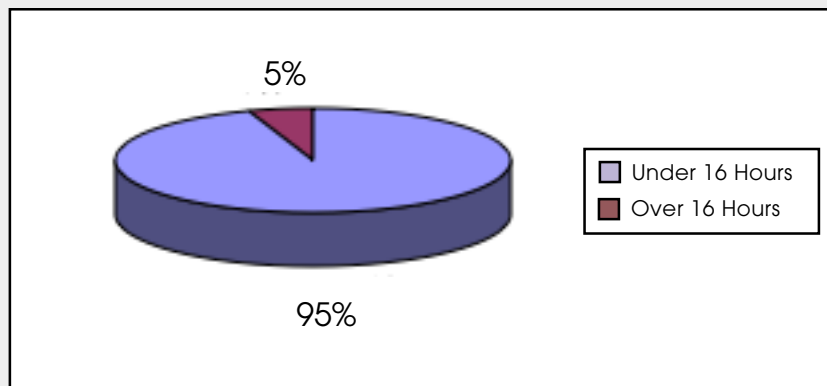
Response Time: 95%

(under 16 hrs.)

Response Time: 5%

(over 16 hrs.)

LAN Team Response Time



Based on 5,159 calls.

2004 network resolution time

Metrics Report Fourth Quarter

We believe that the time it takes to resolve the problem is the measurement that matters most to our customers.

The chart below illustrates how long it took to resolve network trouble calls.

Note: Sometimes resolving the problem requires hardware or software to be ordered or dealing with third party vendors.

LAN Services

Manager: Robert Predgo

Report Card Metric: 1B

LAN

LAN

LAN

LAN

How did we do?

Calls Resolved: 74%

(under 16 hrs.)

Calls Resolved: 26%

(over 16 hrs.)

LAN

LAN

LAN

LAN

LAN

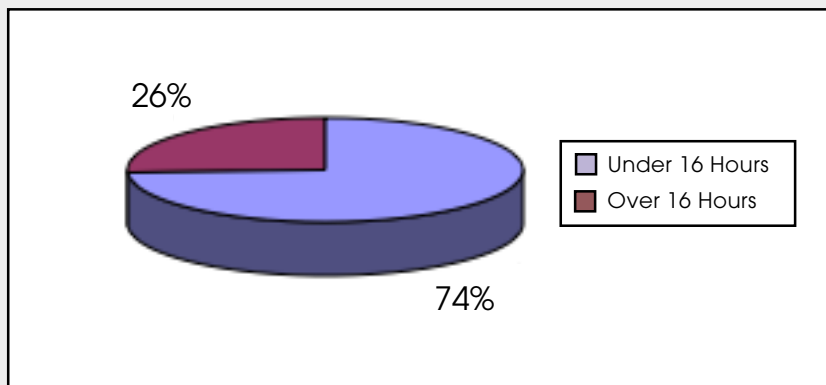
LAN

LAN

LAN

LAN

LAN Team Resolve Time



Based on 5,065 calls.

2004 tech services response time

Metrics Report Fourth Quarter



Our promise is to respond to all hardware repair trouble calls within 16 hours of being reported to the Help Desk. When a technician begins to work on the problem, he or she records it with the Help Desk. This report shows the number of calls received by the Help Desk and whether the Technical Services staff responded to the call in the 16 hour time period.

LAN Services

Manager: Robert Predgo

Coordinator: Brad LeBosse

Report Card Metric: 18A

LAN

LAN

LAN

LAN

How did we do?

Response Time: 83%

(under 16 hrs.)

Response Time: 17%

(over 16 hrs.)

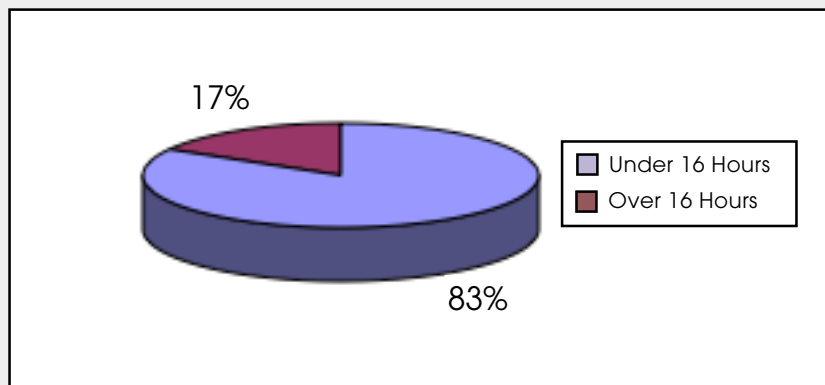
LAN

LAN

LAN

LAN

Technical Services Response Time



Based on 1,158 calls.

LAN

LAN

LAN

LAN

LAN

2004 tech services resolve time

Metrics Report Fourth Quarter

We believe that the time it takes to resolve the problem is the measurement that matters most to our customers. The chart below illustrates how long it took to resolve the hardware problem.

Note: Included in this area is equipment that needs to be sent out to manufacturers for warranty maintenance, as well as repairs which need parts ordered.

LAN Services

Manager: Robert Predgo

Coordinator: Brad LeBosse

Report Card Metric: 18B

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

LAN

How did we do?

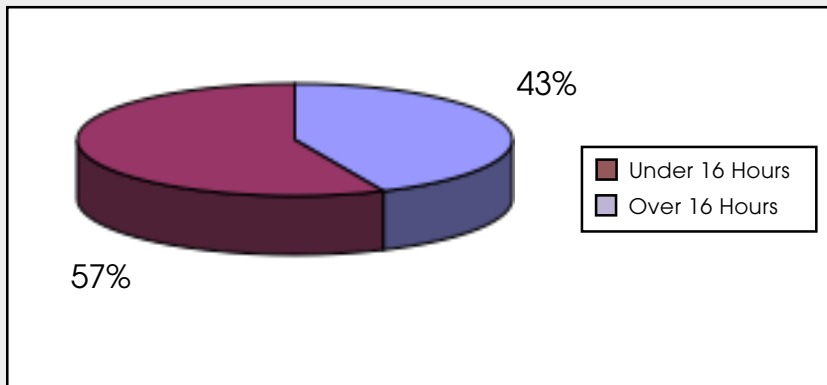
Resolve Time: 43%

(under 16 hrs.)

Resolve Time: 57%

(over 16 hrs.)

Technical Services Resolve Time



Based on 1,114 calls.

2004 systems integration customer satisfaction

Metrics Report Fourth Quarter

At the end of each systems integration project, we survey our customers regarding their level of satisfaction with our handling of the project. Questions on this survey range from how well we communicated, to whether our customers would be an enthusiastic reference for another district.

Eighteen projects were started this quarter with fourteen projects completed which accounted for 1,991 engineering hours and 669 project management hours.

Systems Integration

Manager: Joe Fitzgerald

Report Card Metric: 2A

systems

integration

systems

integration

systems

How did we do?

Rating: 4.20

integration

systems

integration

systems

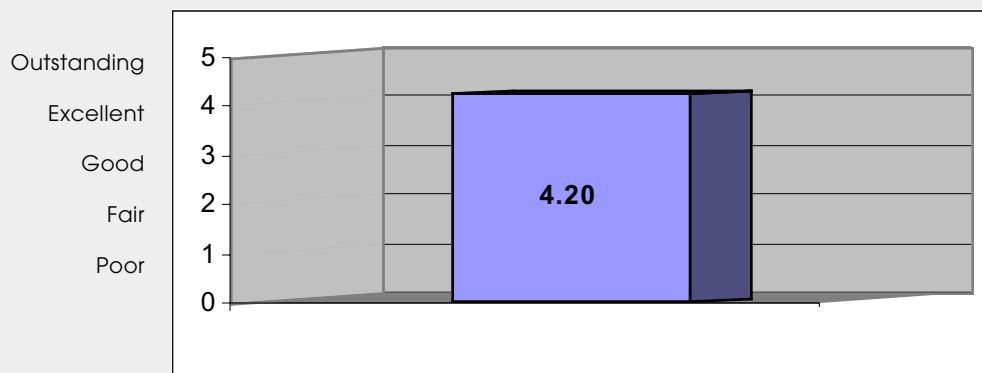
integration

systems

integration

systems

Systems Integration Customer Satisfaction



Based on 11 respondents.

2004 systems integration close out time

Metrics Report Fourth Quarter

At the end of any large systems integration project, there are generally small items that need to be closed out. These items can range from adding a piece of equipment that was not available at the time of the project install to providing documentation for the installation.

We measure the time it takes to close out these "punch list" items to insure that the project does not drag on.

An industry metric for quality is the time it takes to clean up items as compared to the time it takes to complete the project. Close out time or punch list time indicates how well issues were addressed the first time through.

Systems Integration

Manager: Joe Fitzgerald

Report Card Metric: 2B

systems

integration

systems

integration

systems

integration

systems

integration

systems

integration

systems

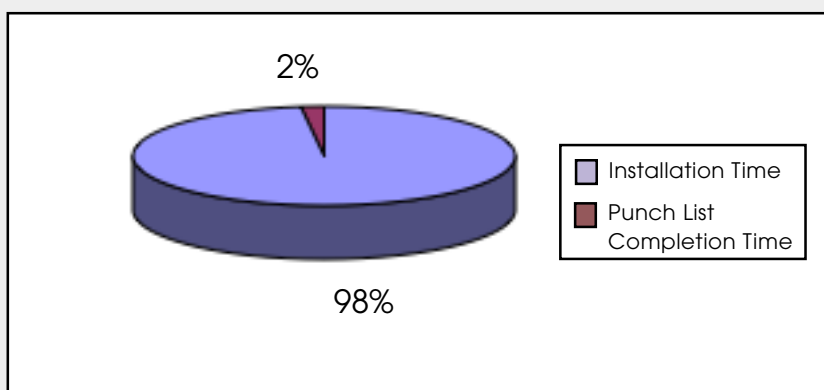
integration

systems

How did we do?

On Site Close Out Time: 2%

Punch List Completion Time



Based on 14 projects.

2004 WAN resolve time

Metrics Report Fourth Quarter



Our promise is to respond to (WAN) Wide Area Network trouble calls within four hours. The measurement we use is how quickly a WAN problem is resolved. Each problem is unique and often requires coordination with other entities such as Verizon for data line problems, Cisco for equipment problems, and our districts for building access.

WAN Services

Manager: Mike Stepkoski

Report Card Metric: 17B

WAN

WAN

WAN

WAN

How did we do?

Calls Resolved: 74%

(under 16 hrs.)

Calls Resolved: 26%

(over 16 hrs.)

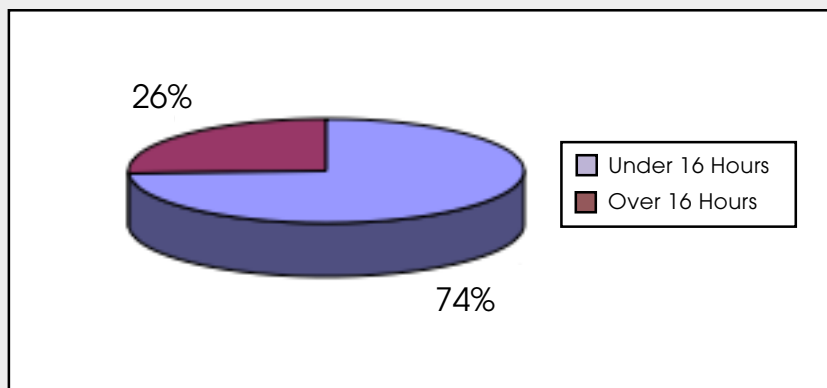
WAN

WAN

WAN

WAN

WAN Team Resolve Time



Based on 112 calls.

WAN

WAN

WAN

WAN

WAN

2004 operations server uptime

Metrics Report Fourth Quarter



Our promise is to have servers available 24x7 at least 95% of the time.

The LHRIC hosts a number of important file servers for school districts, Southern Westchester BOCES, and the region.

We host 9 school districts for their financial applications (Pentamation or MUNIS); and fifteen school districts for student (Pentamation/SASI/PowerSchool).

We host e-mail, calendar, and web servers for Southern Westchester BOCES. In addition, we host web sites for more than 25 school districts and provide Internet filtering for the region. All these services are "mission critical" and downtime has major consequences.

This quarterly report states the average uptime for all 92 servers.

Operations

Manager: Elaine Bliss

Manager: Bill Stein

Report Card Metrics: 19A

operations

operations

operations

operations

How did we do?

Uptime: 99.24%

operations

operations

operations

operations

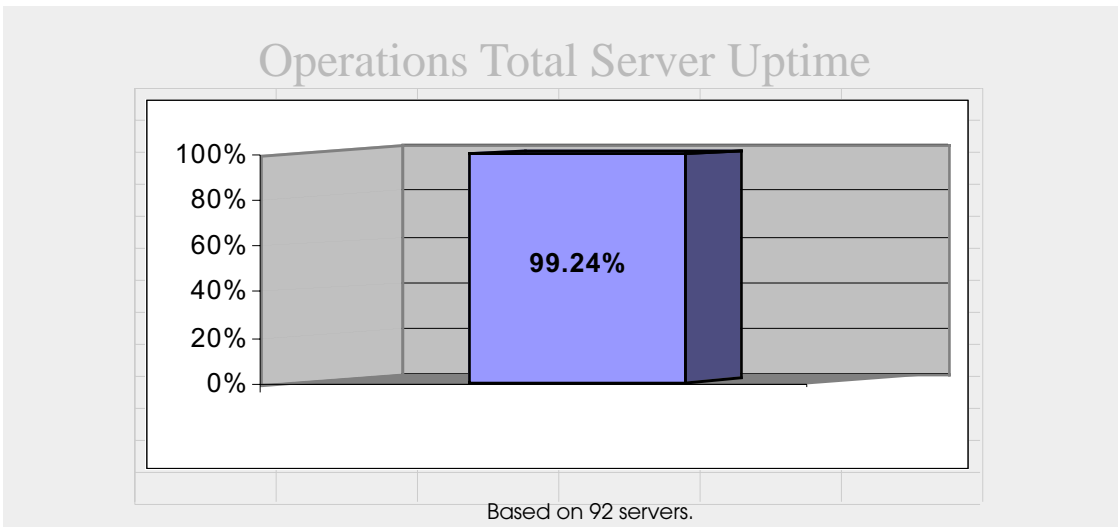
operations

operations

operations

operations

operations



operations reruns

Metrics Report Fourth Quarter

In order to reduce costs, our promise is to have less than a 5% printing rerun total.

This report shows the number of printing jobs executed by the Operations staff. It also shows the number of jobs that were rerun.

Operations

Manager: Elaine Bliss

Manager: Bill Stein

Report Card Metric: 19B

operations

operations

operations

operations

How did we do?

Rerun: 7%

operations

operations

operations

operations

operations

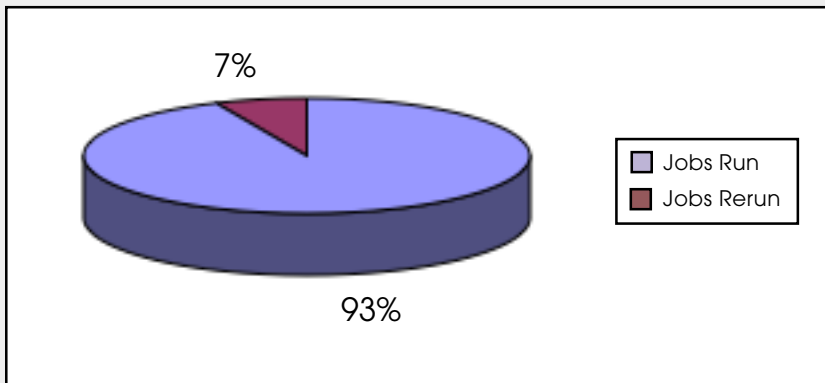
operations

operations

operations

operations

Operations Jobs Run vs. Jobs Rerun



Based on 609 jobs run.

operations SPAM & virus protection

Metrics Report Fourth Quarter



Our promise is to remove Internet e-mail viruses and unsolicited mass e-mail (SPAM) before they reach our customers.

Of approximately **7,253,842** e-mail delivered to our servers, **229,541** were SPAM and stopped before reaching our districts; **488,743** viruses were intercepted before infecting districts.

Operations

Manager: Elaine Bliss

Manager: Bill Stein

Report Card Metrics: 19C

operations

operations

operations

operations

operations

How did we do?

SPAM E-Mail Stopped: 229,541

(before district delivery)

Viruses Stopped: 488,743

(before district delivery)

operations

operations

operations

operations

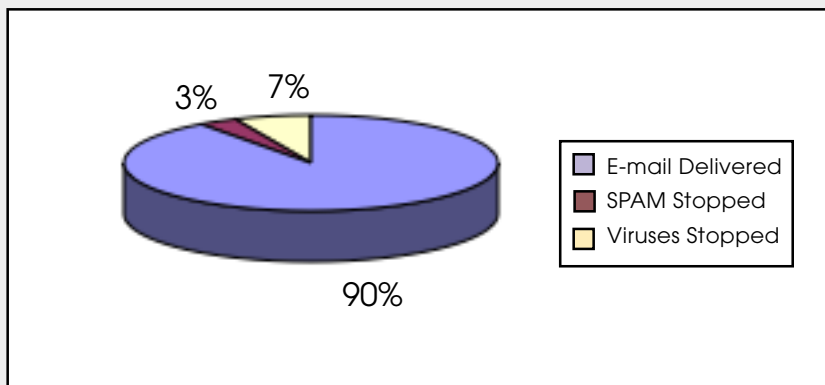
operations

operations

operations

operations

Operations SPAM & Virus Protection



Based on 7,253,842 e-mail delivered to our servers.

Pentamation customer satisfaction

Metrics Report Fourth Quarter



Our promise is to deliver a high quality support service for school district personnel to run their student systems efficiently.

Pentamation is a student management system, enabling schools to provide schedules, report cards, attendance and other major district and state required reports.

The Pentamation support team is committed to providing high customer satisfaction which we measure in the areas of training and application use.

Student Services

Manager: Maureen McCarthy

Coordinator: Catherine Brown

Report Card Metric: 6A

student

student

student

student

student

How did we do?

Rating: 3.79

student

student

student

student

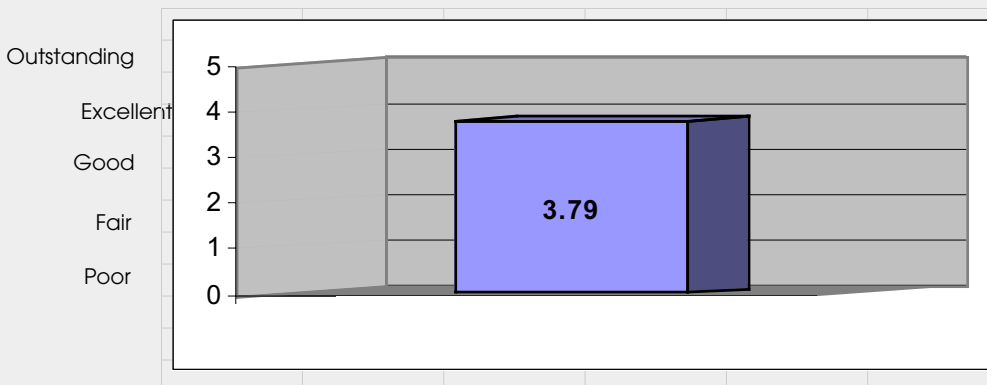
student

student

student

student

Pentamation Student Customer Satisfaction



Based on 15 respondents.

2004 Pentamation call resolve time

Metrics Report Fourth Quarter

The Pentamation support team promises to resolve help desk calls for support within one business day (8 hrs.).

Pentamation, a student management system, enables schools to provide schedules, report cards, attendance and other major district and state required reports.

Student Services

Manager: Maureen McCarthy

Coordinator: Catherine Brown

Report Card Metric: 6B

student

student

student

student

student

How did we do?

Calls Resolved: 98%
(within 8 hrs.)

Calls Resolved: 2%
(over 8 hrs.)

student

student

student

student

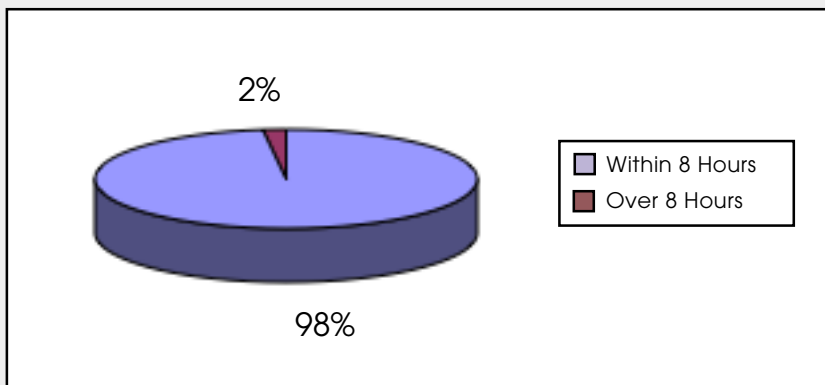
student

student

student

student

Pentamation Student Resolve Time



Based on 3,164 calls.

2004 SASI customer satisfaction

Metrics Report Fourth Quarter

The SASI (School Administration Student Information) support team is committed to providing a high level of customer satisfaction in the areas of training and support.

We promise to provide high quality consulting, training and support to help districts organize, report and communicate student and teacher information. (Examples include schedules, report cards, attendance, testing data, transcripts and ad hoc state and local reports.)

Student Services

Manager: Maureen McCarthy

Coordinator: Catherine Brown

Report Card Metric: 7A

student

student

student

student

student

How did we do?

Rating: 4.34

student

student

student

student

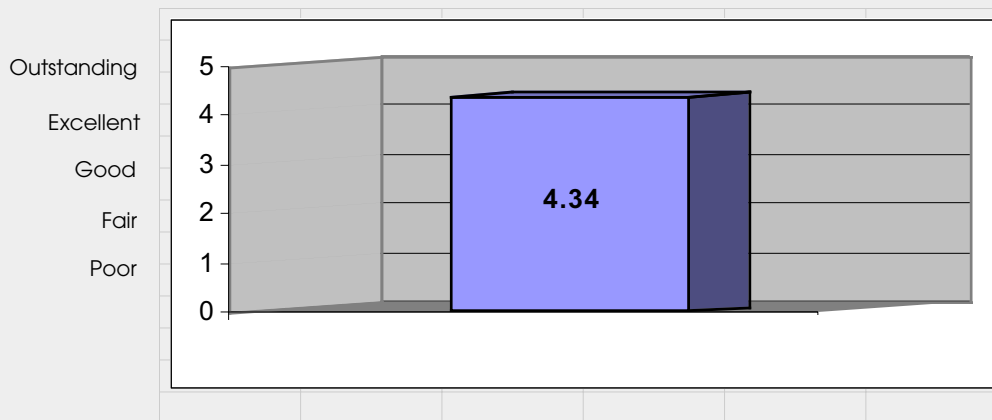
student

student

student

student

SASI Customer Satisfaction



Based on 20 respondents.

2004 SASI call resolve time

Metrics Report Fourth Quarter

The SASI Team promises to answer customer calls within 8 hours (1 business day) and resolve these requests within 16 hours (2 business days).

Our promise is to forward all calls to NCS related to issues that cannot be resolved at the LHRIC. We track these calls until they are closed and the customer is satisfied.

Student Services

Manager: Maureen McCarthy

Coordinator: Catherine Brown

Report Card Metric: 7B

student

student

student

student

student

How did we do?

Calls Resolved: 94%

(under 16 hrs.)

Calls Resolved: 6%

(over 16 hrs.)

student

student

student

student

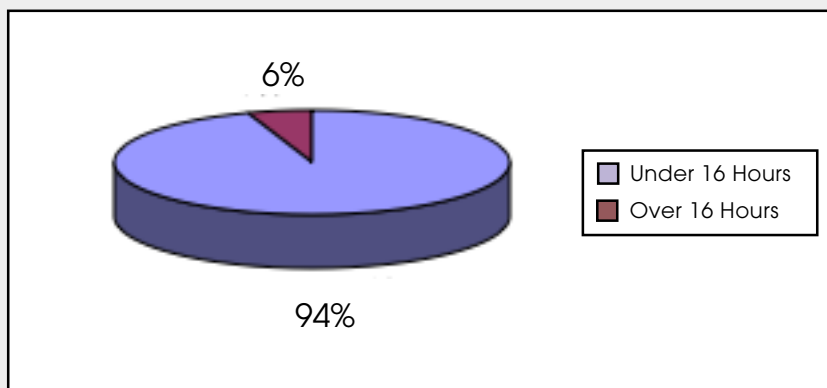
student

student

student

student

SASI Resolve Time



Based on 929 calls.

Page 24

2004 Finance Manager/ Pentamation/MUNIS customer satisfaction

Metrics Report Fourth Quarter

We survey our districts quarterly to assess their satisfaction with our performance. Questions range from staff professionalism and competence to responsiveness and reliability.

Financial Services

Manager: Elaine Bliss

Manager: Bob Rizzotto

Report Card Metric: 15A

financial

financial

financial

financial

financial

financial

financial

financial

financial

financial

financial

financial

financial

How did we do?

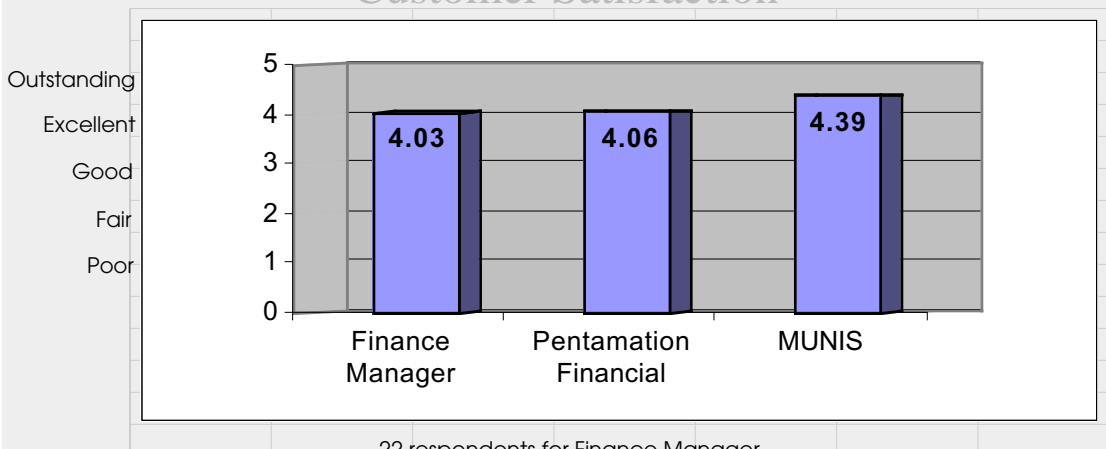
Ratings:

4.03 Finance Manager

4.06 Pentamation Financial

4.39 MUNIS

Finance Manager/Pentamation Financial/MUNIS Customer Satisfaction



22 respondents for Finance Manager.
6 respondents for Pentamation Financial.
7 respondents for MUNIS.

2004 Finance Manager/ Pentamation/MUNIS call response time

Metrics Report Fourth Quarter

This data is tracked with the Help Desk. Our standard is to return calls within 3 hours. The statistics show how many problem calls we received this quarter and the average response time.

Financial Services

Manager: Elaine Bliss

Manager: Bob Rizzotto

Report Card Metric: 15B

financial

financial

financial

financial

How did we do?

Response Time: 96%

(under 3 hrs.)

Response Time: 4%

(over 3 hrs.)

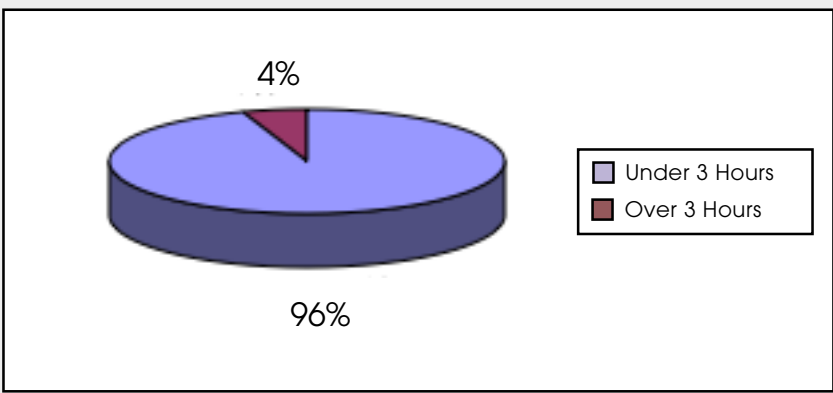
financial

financial

financial

financial

Finance Manager/Pentamation Financial/MUNIS Response Time



Based on 1,112 calls.

financial

financial

financial

financial

financial

2004 LEAP call response & resolve time

Metrics Report Fourth Quarter

Local Education Agency Program (LEAP) is the process in which a district reports its demographic and student assessment data to the State Education Department. This information is then published as the district report card.

The LEAP Team promises to answer customer calls within 8 hours (1 business day) and resolve these requests within 16 hours (2 business days).

Student Services

Manager: Maureen McCarthy

Team Leader: Rob Mahig

Report Card Metric: 8B

student

student

student

student

student

student

student

student

student

student

student

student

student

student

Page 27

How did we do?

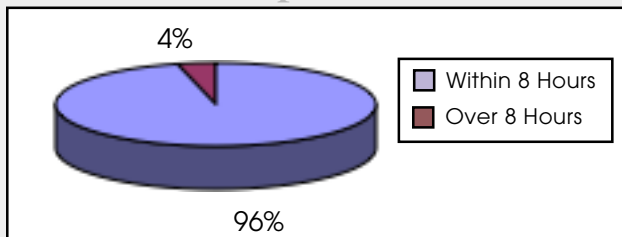
Response Time: 96%

(within 8 hrs.)

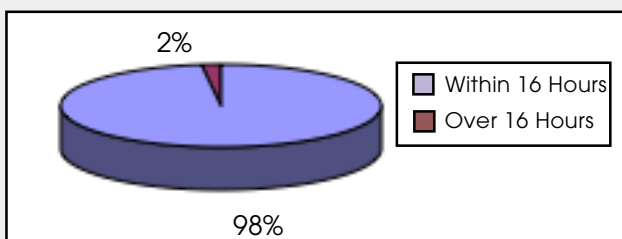
Resolve Time: 98%

(within 16 hrs.)

LEAP Response Time



LEAP Resolve Time



Based on 1,171 calls.

administrative training customer satisfaction

Metrics Report Fourth Quarter



Our promise is to provide participants with skills that will aid in the successful performance of their jobs.

At the end of each workshop, participants are asked to assess the success of their experience by filling out an evaluation form.

Administrative Training Services

Manager: Maureen McCarthy

Coordinator: Jill Germano

Report Card Metric: 9A

training

training

training

training

training

training

training

training

training

training

training

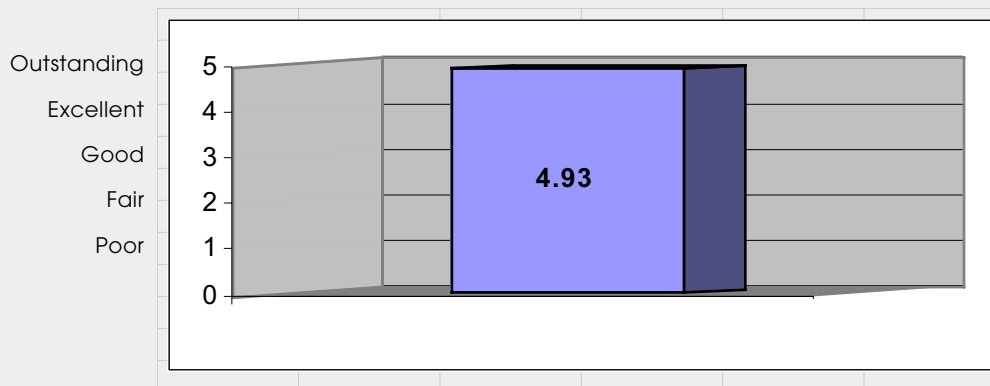
training

training

How did we do?

Rating: 4.93

Administrative Workshops



Based on 59 respondents.

administrative workshop participation

Metrics Report Fourth Quarter

The LHRIC is committed to tracking the needs of participants attending administrative training sessions for the purpose of planning future offerings. These statistics form the basis of customization for a successful program.

Administrative Training Services

Manager: Maureen McCarthy

Coordinator: Jill Germano

Report Card Metric: 9B

training

training

training

training

training

Participants

Support Staff 89%

Administrators 4%

Teachers 7%

training

training

training

training

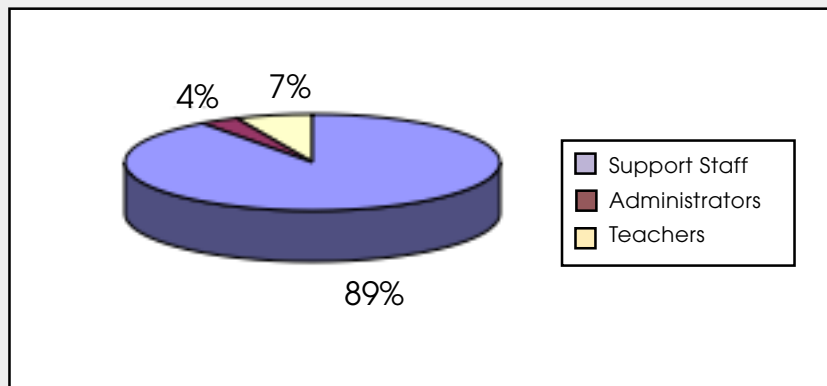
training

training

training

training

Administrative Workshop Participation



Based on 69 participants.

2004 model schools customer satisfaction

Metrics Report Fourth Quarter



Our commitment is to design professional development workshops and projects that empower teachers to begin using technology in their instructional settings immediately.

A survey is administered at the conclusion of each workshop and customized professional development project which provides us with feedback on the relevance of the content, and how well we addressed participant needs and concerns.

Instructional Training Services

Manager: Eleanor Arita

Coordinator: Leslie Accardo

Report Card Metric: 5A

training

training

training

training

How did we do?

Rating: 4.47

training

training

training

training

training

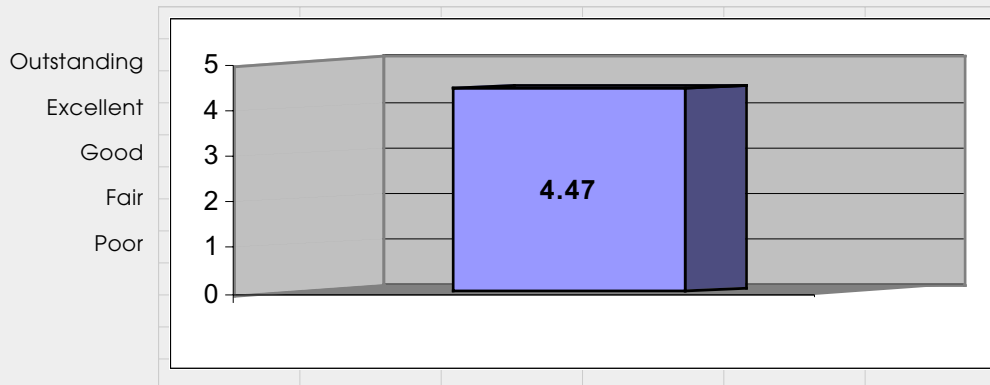
training

training

training

training

Model Schools Workshops and Projects



Based on 60 respondents.

2004

directors of technology customer satisfaction

Metrics Report Fourth Quarter

Each quarter, surveys are administered to Directors of Technology, asking them to rate their overall satisfaction with the Model Schools program. This feedback serves as a focal point of discussion for inventing new services and improving existing ones.

Instructional Training Services

Manager: Eleanor Arita

Coordinator: Leslie Accardo

Report Card Metric: 5C

training

training

training

training

How did we do?

Rating: 4.02

training

training

training

training

training

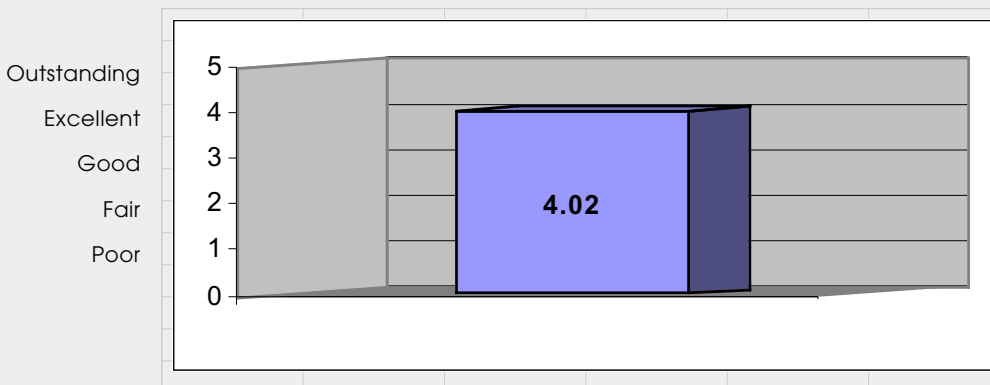
training

training

training

training

Model Schools Program



Based on 6 respondents.

Page 31

comprehensive courseware customer satisfaction

Metrics Report Fourth Quarter



Our promise is to enable teachers to effectively integrate comprehensive courseware curriculum with their classroom curriculum. Comprehensive Courseware is flexible curriculum-based software that is supported by a management and assessment system. Teachers learn strategies to monitor students' activities as they focus on increasing student achievement. We provide a variety of professional development activities that enable schools to meet their goals and New York State standards. Each workshop is evaluated based on 8 criteria, ranging from integration of workshop content in the classroom to the physical environment of the workshop.

Instructional Training Services

Manager: Eleanor Arita

Coordinator: Irene Volpi

Report Card Metric: 4A

training

training

training

training

How did we do?

Rating: 4.63

training

training

training

training

training

training

training

training

training

Comprehensive Courseware Workshops



Based on 103 respondents.

comprehensive 2004 courseware response time

Metrics Report Fourth Quarter

We promise timely resolution to comprehensive courseware maintenance issues. Comprehensive courseware is flexible curriculum based software that is supported by a management and assessment system. The LHRIC will coordinate service response with special emphasis on prompt vendor attention. Service calls range in scope from minor software repair to replacement of computer peripherals.

Instructional Training Services

Manager: Eleanor Arita

Coordinator: Irene Volpi

Report Card Metric: 4B

training

training

training

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training

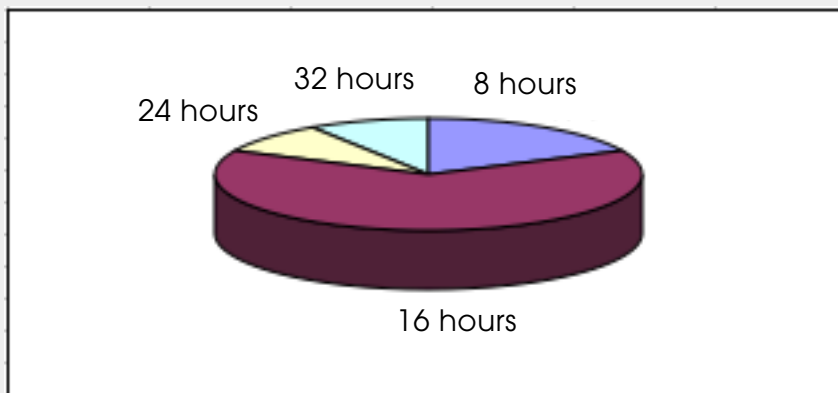
training

How did we do?

of hours: # of closed calls:

8 hrs.	2
16 hrs.	7
24 hrs.	1
32 hrs.	1

Comprehensive Software Response Time



Based on a total of 11 calls.

2024 application deliveries

Metrics Report Fourth Quarter



Our promise is to deliver data and reports to district locations. This measurement indicates the total number of deliveries made in this quarter and for which application customer (service) they were made.

Operations

Manager: Elaine Bliss

Manager: Bill Stein

Report Card Metric: 20B

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

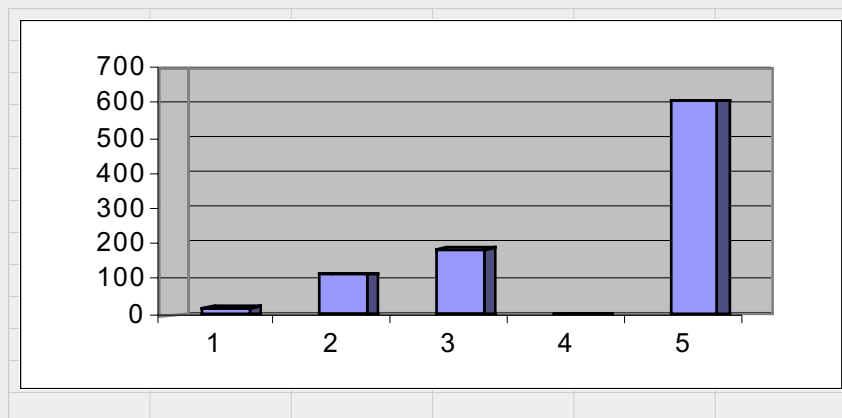
operations

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Statistics

Application	# of Deliveries
1. Medicaid	20
2. Pentamation Financial	113
3. Pentamation Student	186
4. SASI	3
5. Test Scoring	607
Total	929

Deliveries by Application



Based on 929 deliveries.

2024 delivery request time

Metrics Report Fourth Quarter



Our promise is to deliver all packages within two business days. This metric measures whether we delivered requests on time.

Operations

Manager: Elaine Bliss

Manager: Bill Stein

Report Card Metric: 20A

operations

operations

operations

operations

How did we do?

Deliveries Made: 100%

(within 8 hrs.)

operations

operations

operations

operations

operations

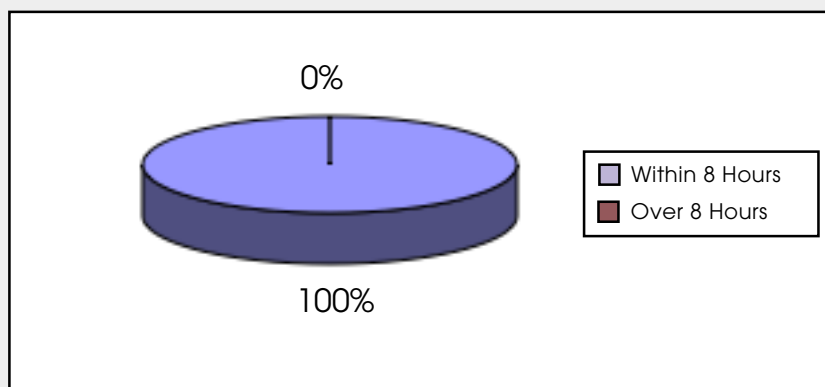
operations

operations

operations

operations

Time From Request to Delivery



Based on 929 deliveries.

LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
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2004
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