

LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
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2005  
METRICS & ACCOUNTABILITY  
Semi-Annual Report  
January 1 - June 30



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# Semi-Annual Metrics Report 2005

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# Semi-Annual Metrics Report 2005

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# 2005 acknowledgments

## Semi-Annual Metrics Report

**W**e 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

acknowledgments

acknowledgments

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acknowledgments

acknowledgments

acknowledgments

acknowledgments

acknowledgments

acknowledgments

Page 4

"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."

# 2005 summary

## Semi-Annual Metrics Report

The Lower Hudson Regional Information Center (LHRIC) is proud to present to you our customer satisfaction survey results for the 2004-2005 school year.

We have been collecting data on our performance for four years now, and the feedback you provide us has been invaluable in helping us 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, this year, in response to your requests, we modified the metric gathering process. Instead of asking each of you to fill out (4) surveys per year, we cut back to (2) surveys. In addition to the qualitative information that you provide us via the surveys and focus groups, we also gathered quantitative data for each of our services to see if we lived up to our service promises. Examples of this data are the response time of our technical staff or the number of projects completed on time and within budget. 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 so many of you (54) have taken the time to provide us with feedback. We are also proud of the overall satisfaction with the LHRIC that your feedback confirms.

1. Your overall satisfaction with the LHRIC in the 2004-2005 school year, as measured by the (11) questions in our survey was an outstanding 4+ out of 5.

2. You rated your partnership with the LHRIC at (4.09) for the year.

summary

3. We are particularly pleased with your feedback about the quality and professionalism of our staff, which continues at an extraordinarily high (4.4) rating.

summary

summary

4. Your rating of our cost effectiveness (3.5), although improving, is the area that needs the most attention. As you know, we convened the consortium this year to elicit your suggestions on our largest service's (Network Support) pricing. We will be meeting with you again to gain consensus on the changes you have suggested.

summary

summary

summary

summary

summary

summary

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 that is synonymous with excellence.

summary

summary

Sincerely,  
Jim and Pete

summary

summary

# 2005 superintendents' survey

## Semi-Annual Metrics Report

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 annually 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: 4.05**

superintendents

superintendents

superintendents

superintendents

superintendents

superintendents

superintendents

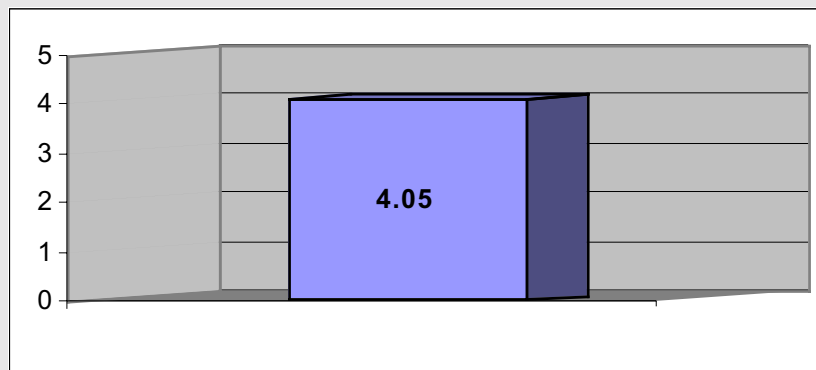
superintendents

superintendents

### LHRIC Customer Satisfaction Survey

High

Low



Based on 54 respondents.

Page 6

# 2005 superintendents' questionnaire

## Semi-Annual Metrics Report

	<b>Avg.</b>	<b>Rating</b>	<b>Response</b>	<b>Count</b>	
1. In general, how would you rate your partnership with the LHRIC?	<b>4.09</b>	5 4 3 2 1	High    Low	17 25 12 0 0	<a href="#">questions</a>
2. If you receive technical support from the LHRIC, how would you rate your current satisfaction level with those services?	<b>4.35</b>	5 4 3 2 1	High    Low	22 14 7 0 0	<a href="#">questions</a>
3. If you receive support for a student information application (SASI or Pentamation) from the LHRIC, how would you rate your current satisfaction level with those services?	<b>4.31</b>	5 4 3 2 1	High    Low	12 11 2 1 0	<a href="#">questions</a>
4. If you receive support for a financial application (Pentamation, MUNIS or Finance Manager) from the LHRIC, how would you rate your current satisfaction with those services?	<b>3.93</b>	5 4 3 2 1	High    Low	3 7 4 0 0	<a href="#">questions</a>
5. If you receive staff development from the LHRIC, how would you rate your current satisfaction level with those services?	<b>4.07</b>	5 4 3 2 1	High    Low	14 21 5 3 0	<a href="#">questions</a>
6. If you receive data warehousing from the LHRIC, how would you rate your current satisfaction level with those services?	<b>4.00</b>	5 4 3 2 1	High    Low	10 8 8 1 0	<a href="#">questions</a>
7. How would you rate the quality of LHRIC personnel?	<b>4.36</b>	5 4 3 2 1	High    Low	23 27 2 1 0	<a href="#">questions</a>

# 2005 superintendents' questionnaire

## Semi-Annual Metrics Report

*Continued from previous page.*

8. How would you rate the quality of communications with the LHRIC?

Avg.	Rating	Response	Count
<b>3.94</b>	5	High	18
	4		20
	3		12
	2	3	
	1	Low	1

questions

9. Would you characterize the LHRIC as innovative and forward thinking?

Avg.	Rating	Response	Count
<b>3.78</b>	5	High	14
	4		16
	3		18
	2	2	
	1	Low	1

questions

10. Relative to cost, are you satisfied with the value of the LHRIC services to which you subscribe?

Avg.	Rating	Response	Count
<b>3.46</b>	5	High	13
	4		13
	3		16
	2	10	
	1	Low	2

questions

11. How would you rate the professionalism of the LHRIC staff?  
(Please base your response on appearance, conduct, reliability, and verbal/written communications.)

Avg.	Rating	Response	Count
<b>4.30</b>	5	High	24
	4		21
	3		8
	2	0	
	1	Low	0

questions

12. Is the LHRIC the first place your district turns for help with technology issues?

Response	Count
Always	11
Usually	15
Sometimes	28
Never	0

questions

questions

questions

questions

questions

# 2005 LHRIC staff survey

## Semi-Annual Metrics Report

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

### How did we do?

**Rating: 3.37**

staff

staff

staff

staff

staff

staff

staff

staff

staff

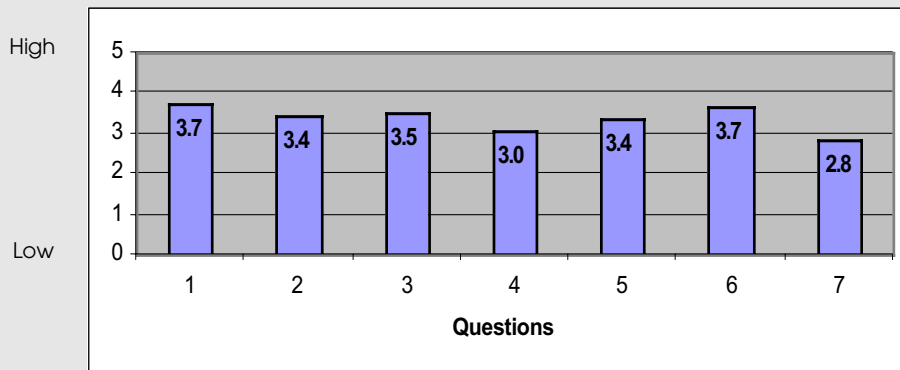
staff

staff

staff

staff

### LHRIC Staff Satisfaction Survey



Based on 111 respondents

# LHRIC staff questionnaire

## Semi-Annual Metrics Report

	Avg.	Rating	Response	Count	
1. In general, how would you rate the LHRIC as a place to work?	<b>3.74</b>	5	High	22	<a href="#">questions</a>
		4		49	
		3		30	
		2	9		
		1	Low	1	
2. What is your satisfaction level with your position at the LHRIC?	<b>3.44</b>	5	High	21	<a href="#">questions</a>
		4		37	
		3		28	
		2	15		
		1	Low	8	
3. How would you rate the quality of leadership and supervision at the LHRIC?	<b>3.49</b>	5	High	22	<a href="#">questions</a>
		4		41	
		3		24	
		2	17		
		1	Low	7	
4. How would you rate the quality of communications at the LHRIC?	<b>3.04</b>	5	High	6	<a href="#">questions</a>
		4		37	
		3		36	
		2	19		
		1	Low	13	
5. How would you rate the LHRIC as innovative and forward thinking?	<b>3.36</b>	5	High	16	<a href="#">questions</a>
		4		38	
		3		33	
		2	16		
		1	Low	7	
6. What is your level of pride in the LHRIC image?	<b>3.68</b>	5	High	31	<a href="#">questions</a>
		4		35	
		3		25	
		2	16		
		1	Low	3	
7. How would you rate the professional growth and career paths offered by the LHRIC?	<b>2.84</b>	5	High	10	<a href="#">questions</a>
		4		27	
		3		32	
		2	17		
		1	Low	24	

# 2005 network response time

## Semi-Annual Metrics Report



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?

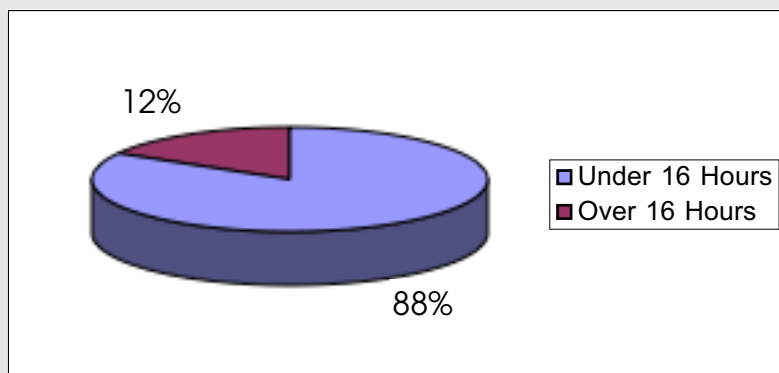
**Response Time: 88%**

(under 16 hrs.)

**Response Time: 12%**

(over 16 hrs.)

### LAN Team Response Time



Based on 12,639 calls

# 2005 network resolution time

## Semi-Annual Metrics Report

**W**e 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: 69%**

(under 16 hrs.)

**Calls Resolved: 31%**

(over 16 hrs.)

LAN

LAN

LAN

LAN

LAN

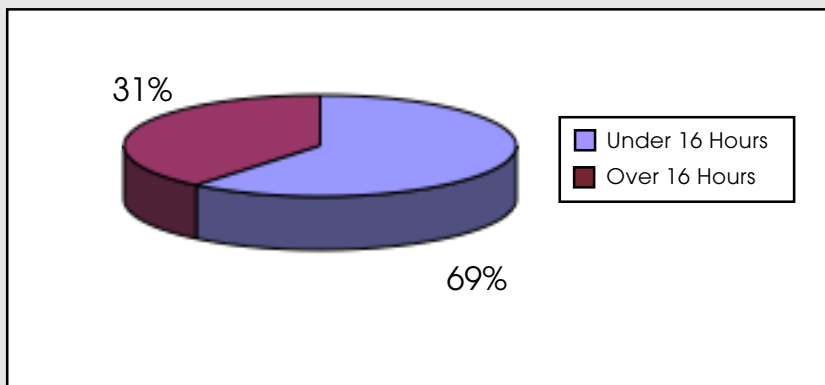
LAN

LAN

LAN

LAN

### LAN Team Resolve Time



Based on 12,505 calls

# tech services 2005 response time

## Semi-Annual Metrics Report



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: 79%**

(under 16 hrs.)

**Response Time: 21%**

(over 16 hrs.)

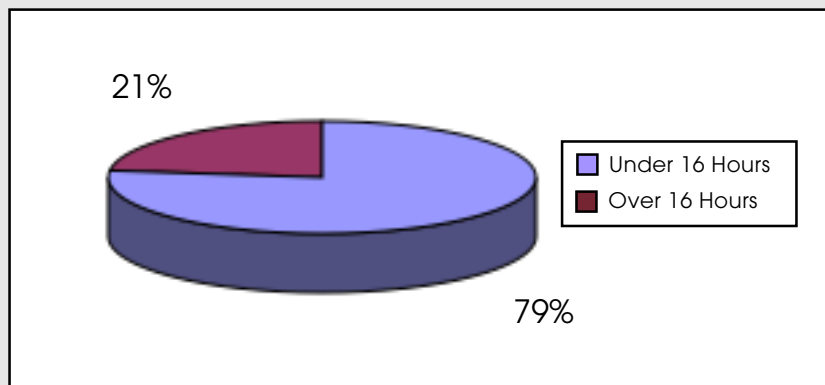
LAN

LAN

LAN

LAN

### Technical Services Response Time



Based on 2,384 calls

LAN

LAN

LAN

LAN

LAN

# tech services resolve time

## Semi-Annual Metrics Report

**W**e 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

### How did we do?

**Resolve Time: 31%**

(under 16 hrs.)

**Resolve Time: 69%**

(over 16 hrs.)

LAN

LAN

LAN

LAN

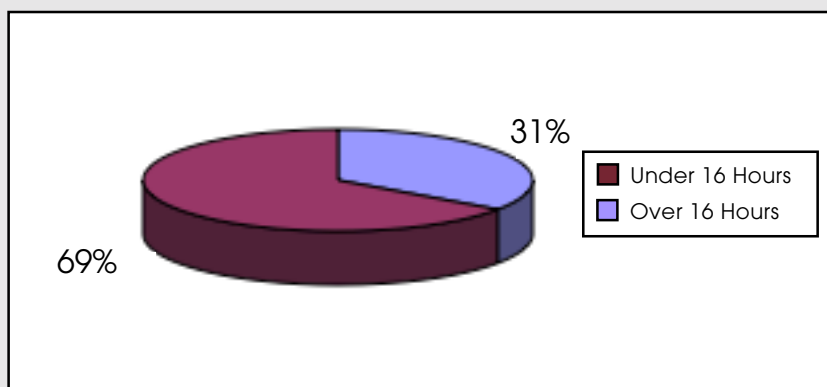
LAN

LAN

LAN

LAN

### Technical Services Resolve Time



Based on 2,347 calls

Page 14

# 2005 systems integration customer satisfaction

## Semi-Annual Metrics Report

**A**t 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.

Twenty-one projects were completed during the second and third quarters. This accounted for 2,750 engineering hours and 957 project management hours.

Note: This chart reflects second and third quarter projects.

### Systems Integration

**Manager:** Joe Fitzgerald

**Report Card Metric:** 2A

systems

integration

systems

integration

systems

### How did we do?

**Rating: 4.50**

integration

systems

integration

systems

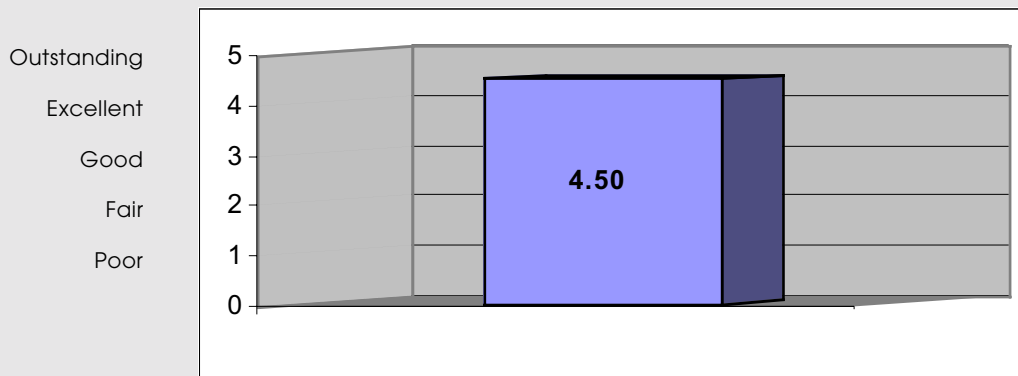
integration

systems

integration

systems

### Systems Integration Customer Satisfaction



Based on 21 respondents

# 2005 systems integration close out time

## Semi-Annual Metrics Report

**A**t 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

### How did we do?

**On Site Close Out Time: 8%**

systems

integration

systems

integration

systems

integration

systems

integration

systems

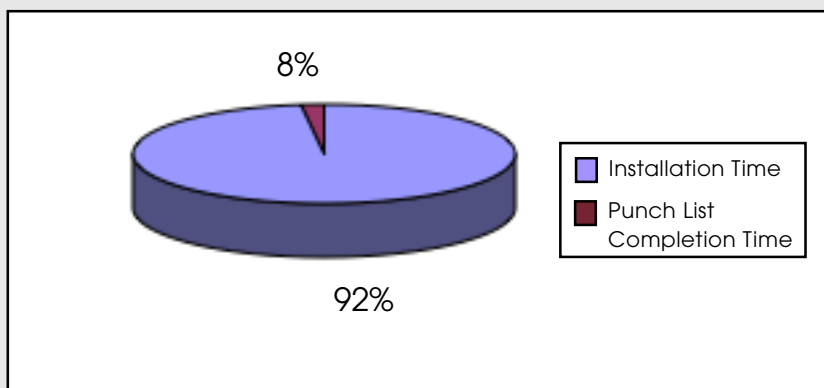
integration

systems

integration

systems

### Punch List Completion Time



Based on 16 projects

# 2005 WAN resolve time

## Semi-Annual Metrics Report

Our promise is to respond to Wide Area Network (WAN) 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: 76%**

(under 16 hrs.)

**Calls Resolved: 24%**

(over 16 hrs.)

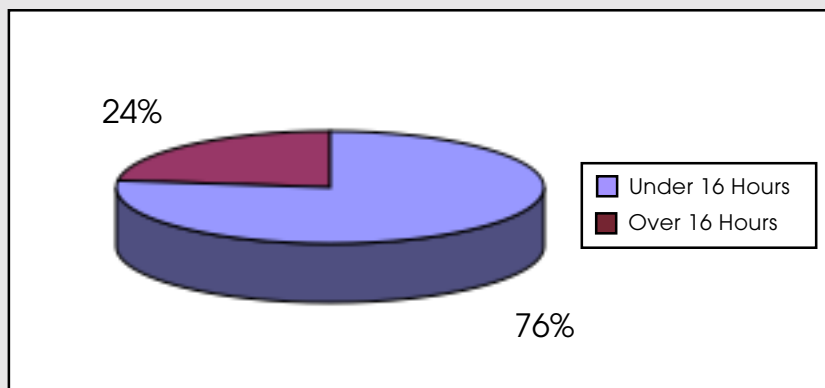
WAN

WAN

WAN

WAN

### WAN Team Resolve Time



Based on 194 calls

WAN

WAN

WAN

WAN

WAN

# operations server uptime

## Semi-Annual Metrics Report



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 11 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 semi-annual report states the average uptime for all 125 servers.

### Operations

**Manager:** Elaine Bliss

**Manager:** Bill Stein

**Report Card Metrics:** 19A

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

operations

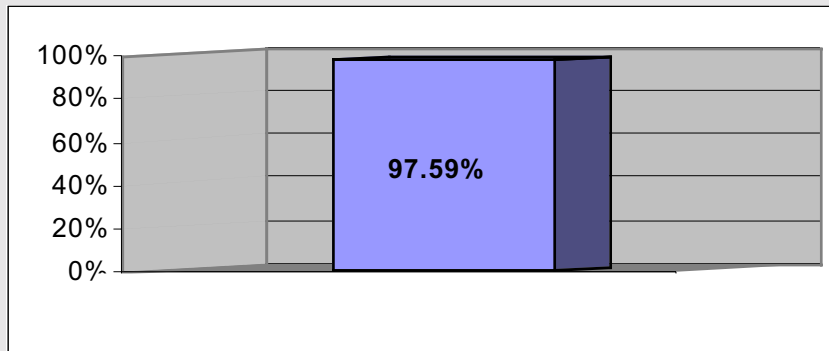
operations

operations

## How did we do?

**Uptime: 97.59%**

### Operations Total Server Uptime



Based on 125 servers

# operations reruns

## Semi-Annual Metrics Report

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: 2%**

operations

operations

operations

operations

operations

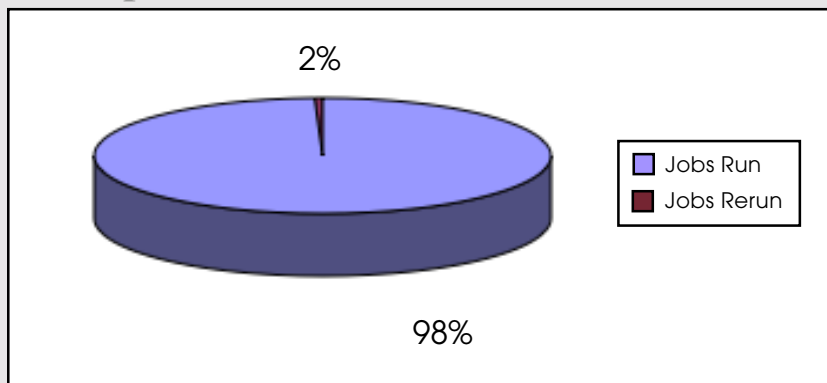
operations

operations

operations

operations

### Operations Jobs Run vs. Jobs Rerun



Based on 449 jobs run

Page 19

# operations 2005 SPAM & virus protection

## Semi-Annual Metrics Report



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

Of approximately **18,733,808** e-mail delivered to our servers, **3,821,288** were SPAM and stopped before reaching our districts; **341,204** 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** 3,821,288

**Viruses Stopped** 341,204

**Total E-Mail Delivered to**

**Our Servers** 18,733,808

operations

operations

operations

operations

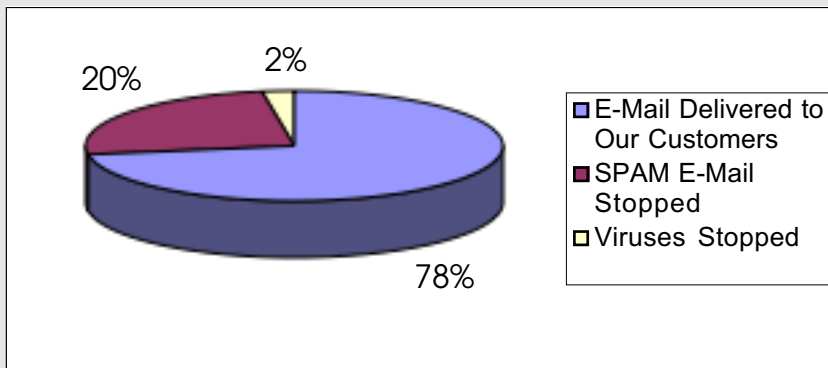
operations

operations

operations

operations

### Operations SPAM & Virus Protection



Based on 18,733,808 e-mail delivered to our servers

# Pentamation customer satisfaction

## Semi-Annual Metrics Report



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

student

student

student

student

student

student

student

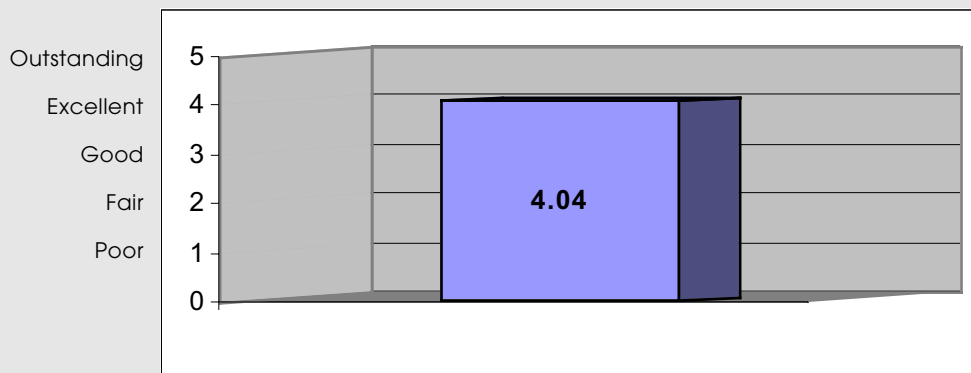
student

student

### How did we do?

**Rating: 4.04**

### Pentamation Student Customer Satisfaction



Based on 3 respondents

# 2005 Pentamation call resolve time

## Semi-Annual Metrics Report

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: 95%**

(within 8 hrs.)

**Calls Resolved: 5%**

(over 8 hrs.)

student

student

student

student

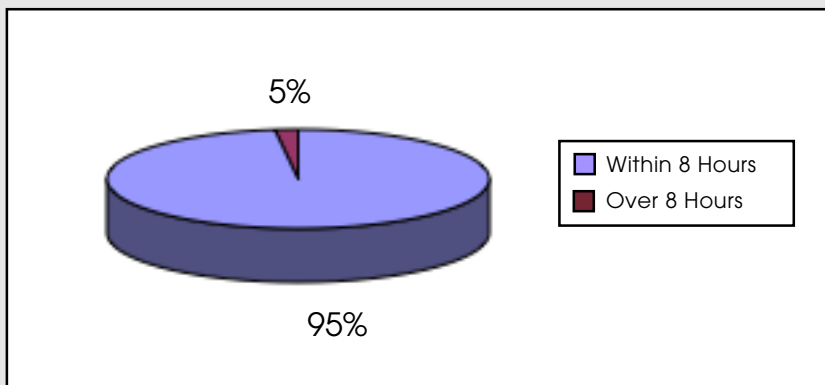
student

student

student

student

### Pentamation Student Resolve Time



Based on 5,952 calls

Page 22

# SASI customer satisfaction

## Semi-Annual Metrics Report

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: 4.35**

student

student

student

student

student

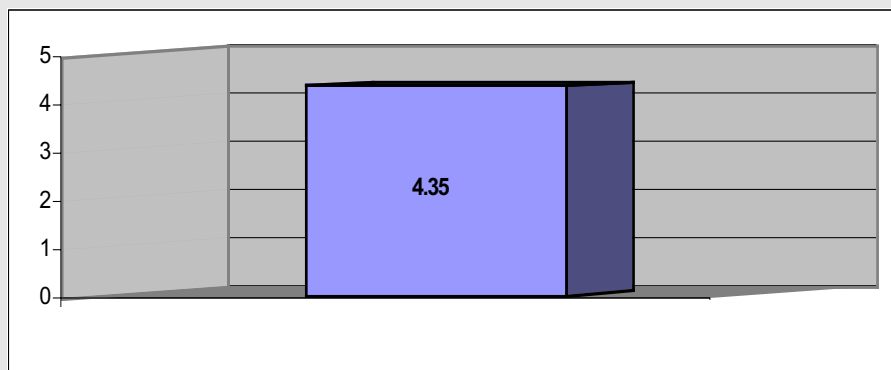
student

student

student

### SASI Customer Satisfaction

Outstanding  
Excellent  
Good  
Fair  
Poor



Based on 21 respondents

Page 23

# 2005 SASI call resolve time

## Semi-Annual Metrics Report

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

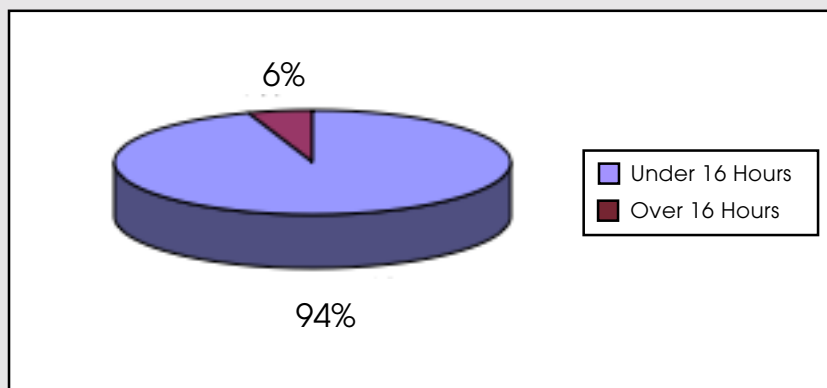
student

student

student

student

### SASI Resolve Time



Based on 1,856 calls

# 2005 Finance Manager/ Pentamation/MUNIS customer satisfaction

## Semi-Annual Metrics Report

**W**e survey our districts semi-annually 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

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financial

### How did we do?

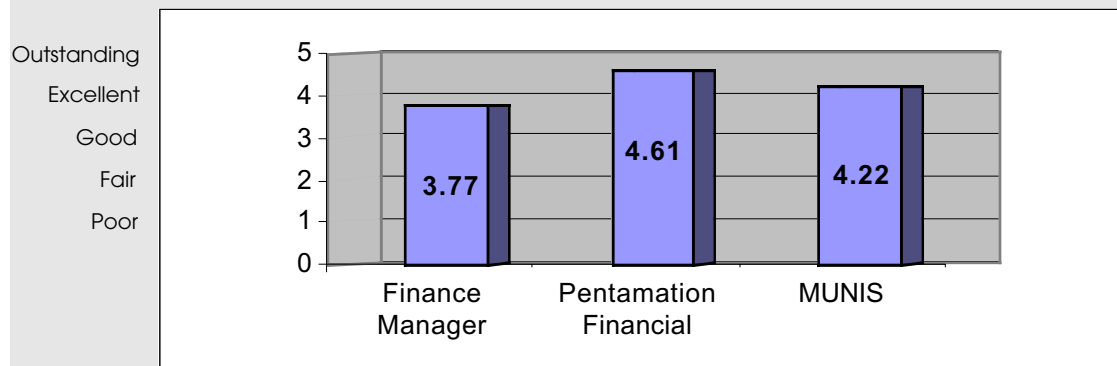
#### Ratings:

**3.77 Finance Manager**

**4.61 Pentamation Financial**

**4.22 MUNIS**

### Finance Manager/Pentamation Financial/MUNIS Customer Satisfaction



23 respondents for Finance Manager.  
8 respondents for Pentamation Financial.  
7 respondents for MUNIS.

# 2005 Finance Manager/ Pentamation/MUNIS call response time

## Semi-Annual Metrics Report

**T**his 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 over the second half of the year and the average response time.

### Financial Services

**Manager:** Elaine Bliss

**Manager:** Bob Rizzotto

**Report Card Metric:** 15B

financial

financial

financial

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### How did we do?

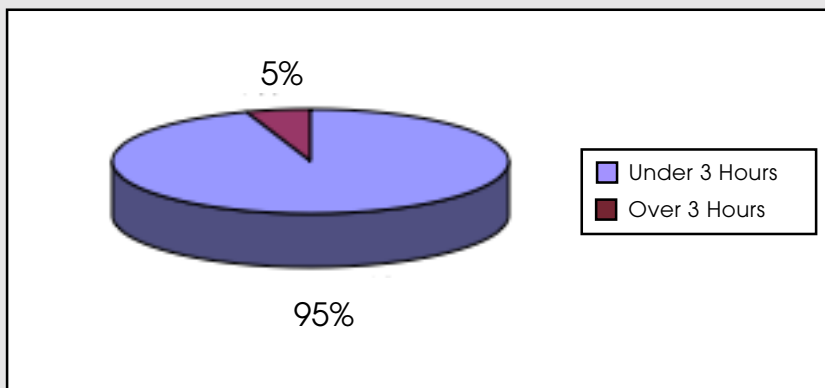
**Response Time: 95%**

(under 3 hrs.)

**Response Time: 5%**

(over 3 hrs.)

### Finance Manager/Pentamation Financial/MUNIS Response Time



Based on 2,625 calls

# 2005 LEAP call response & resolve time

## Semi-Annual Metrics Report

**L**ocal 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

### How did we do?

**Response Time: 96%**

(within 8 hrs.)

**Resolve Time: 98%**

(within 16 hrs.)

student

student

student

student

student

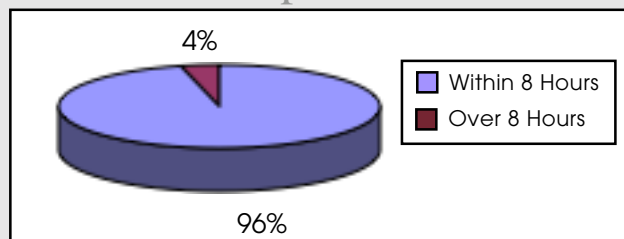
student

student

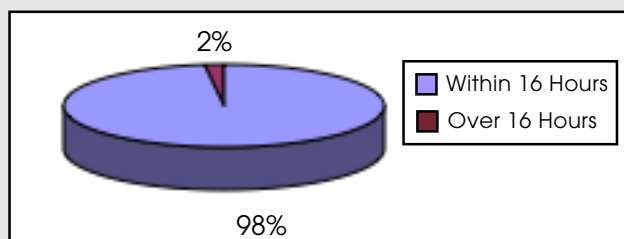
student

student

### LEAP Response Time



### LEAP Resolve Time



Based on 1,139 calls

# administrative 2005 training customer satisfaction

## Semi-Annual Metrics Report



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

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training

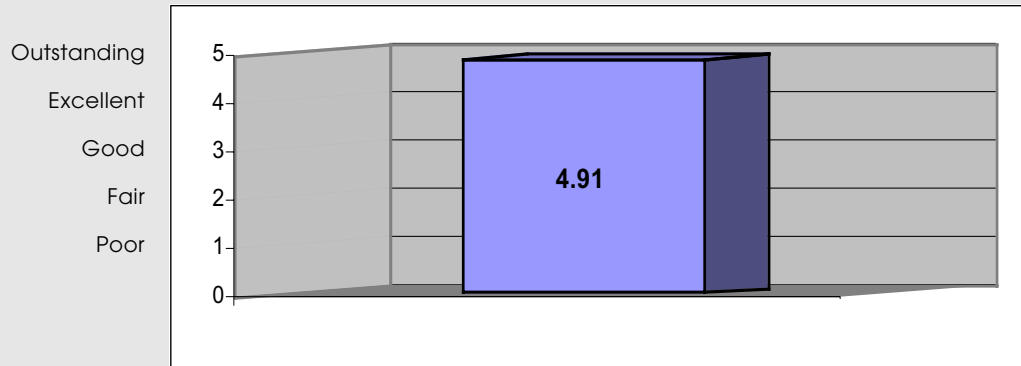
training

training

### How did we do?

**Rating: 4.91**

### Administrative Workshops



Based on 160 respondents

# administrative workshop participation 2005

## Semi-Annual Metrics Report

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** 69%

**Administrators** 8%

**Teachers** 23%

training

training

training

training

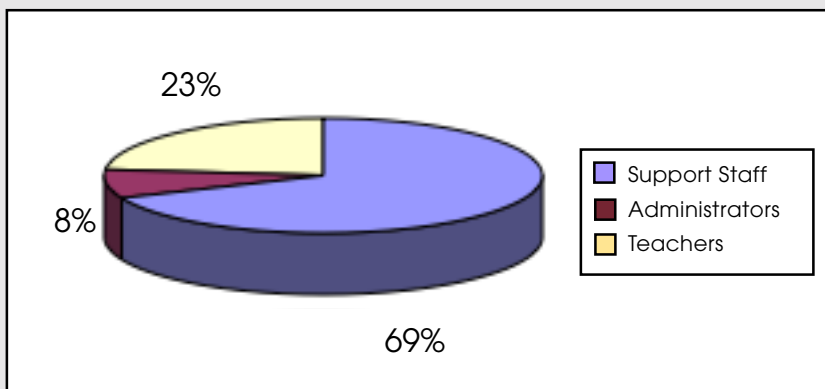
training

training

training

training

### Administrative Workshop Participation



Based on 179 participants

# model schools professional development customer satisfaction

# 2005

## Semi-Annual Metrics Report



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

**Director:** Peter Reilly

**Coordinator:** Leslie Accardo

**Report Card Metric:** 5A

training

training

training

training

### How did we do?

**Rating: 4.04**

training

training

training

training

training

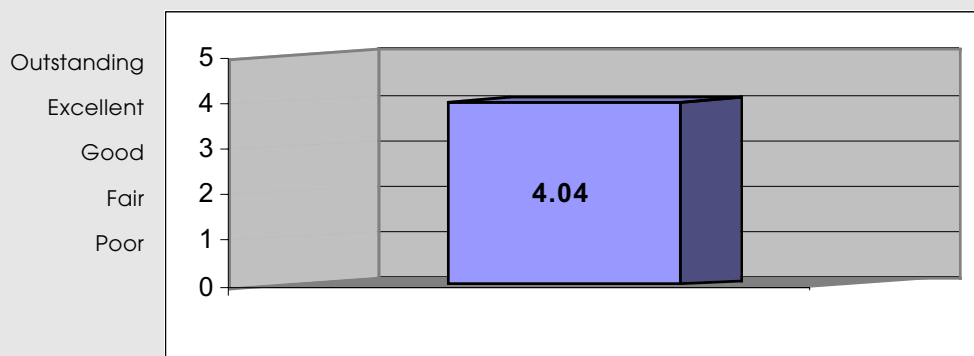
training

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### Model Schools Workshops and Projects



Based on 124 respondents

# comprehensive courseware customer satisfaction

## Semi-Annual Metrics Report



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 7 criteria, ranging from integration of workshop content in the classroom to the physical environment of the workshop.

### Instructional Training Services

**Director:** Peter Reilly

**Coordinator:** Irene Volpi

**Report Card Metric:** 4A

training

training

training

training

### How did we do?

**Rating: 4.62**

training

training

training

training

training

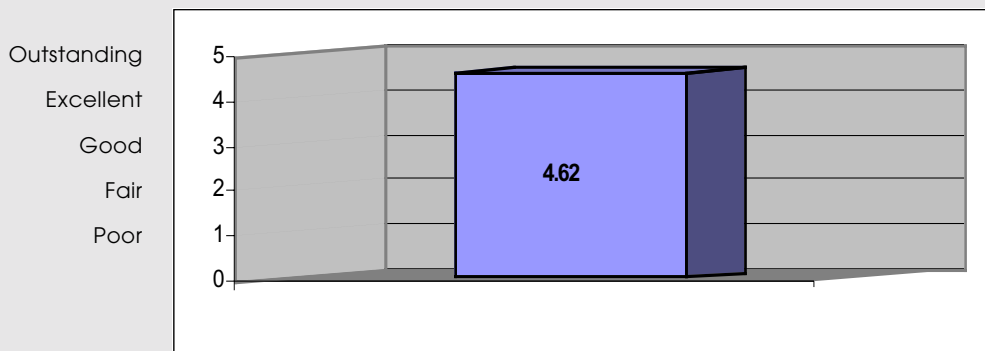
training

training

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### Comprehensive Courseware Workshops



Based on 265 respondents

# comprehensive courseware response time

## Semi-Annual Metrics Report

**W**e 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.

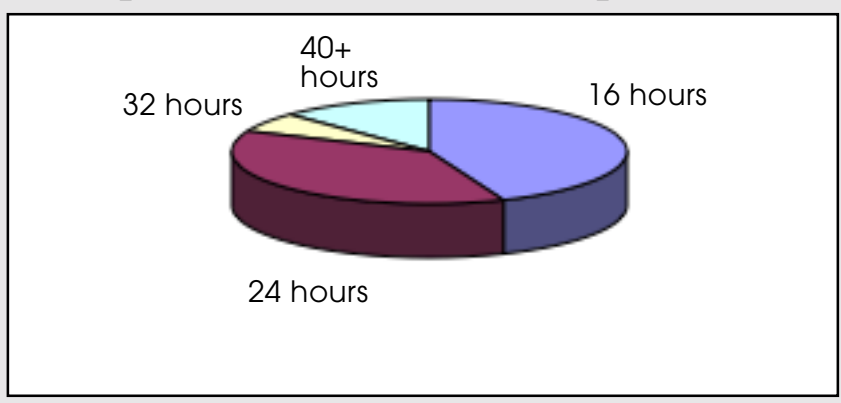
**Instructional Training Services**  
**Director:** Peter Reilly  
**Coordinator:** Irene Volpi  
**Report Card Metric:** 4B

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### How did we do?

# of hours:	# of closed calls:
16 hrs.	7
24 hrs.	6
32 hrs.	1
40+ hrs.	2

### Comprehensive Software Response Time



Based on a total of 16 calls

# 2005 help desk calls

## Semi-Annual Metrics Report

**T**his measurement gives the LHRIC a baseline number for calls received over 6 months. The Help Desk routed 16,082 calls in the second half of the year.

### Help Desk Services

**Manager:** Mike Stepkoski

**Report Card Metric:** 16B

help desk

help desk

help desk

help desk

### How did we do?

**# of Calls: 16,082**

help desk

help desk

help desk

help desk

help desk

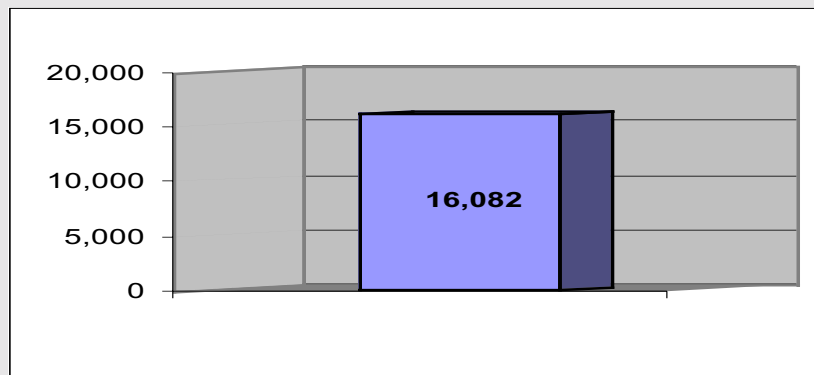
help desk

help desk

help desk

help desk

### Help Desk Number of Calls



# application deliveries

## Semi-Annual Metrics Report



Our promise is to deliver data and reports to district locations. This measurement indicates the total number of deliveries made during this half year 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

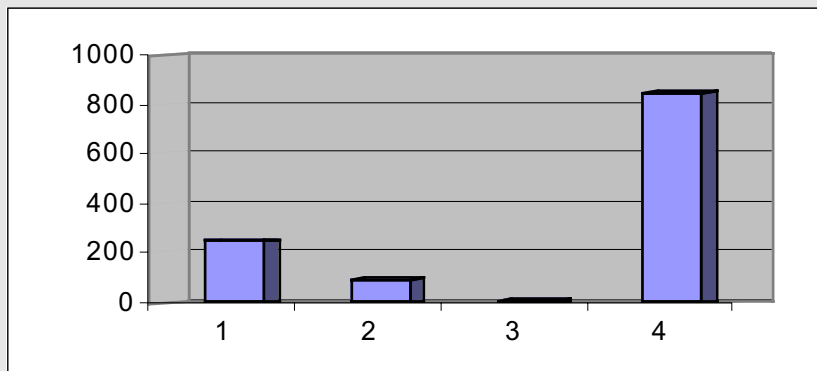
operations

operations

operations

Statistics	
Application	# of Deliveries
Pentamation Financial	247
Pentamation Student	91
SASI	5
Test Scoring	852
<b>Total</b>	<b>1,195</b>

### Deliveries by Application



Based on 1,195 deliveries

LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
LOWER	HUDSON	REGIONAL	INFORMATION	CENTER
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2005  
PUBLISHED IN HOUSE BY THE LHRIC