

Number of Students	124	
Over 20,000 Districts	23	18.5%
Over 20,000 Schools	2	1.6%
10,000-20,000	17	13.7%
2,500-9,999	44	35.5%
Under 2,500 Districts	32	25.8%
Under 2,500 Schools	5	4.0%
N.A.	1	0.8%

	TOTAL		More than 20,000	
Number of Schools in District		100.0%		100.0%
5 or less	44	35.5%	0	0.0%
5 to 20	42	33.9%	0	0.0%
21 to 35	15	12.1%	7	30.4%
36 or more	19	15.3%	16	69.6%
N.A.	4	3.2%	0	0.0%
Computers in District		100.0%		100.0%
Fewer than 300	11	8.9%	0	0.0%
300 to 999	42	33.9%	0	0.0%
1,000 to 2,999	33	26.6%	0	0.0%
3,000 or more	32	25.8%	23	100.0%
N.A.	6	4.8%	0	0.0%
Instructional Computers in District		100.0%		100.0%
Fewer than 300	19	15.3%	0	0.0%
300 to 999	43	34.7%	0	0.0%
1,000 to 2,999	34	27.4%	4	17.4%
3,000 or more	24	19.4%	19	82.6%
N.A.	4	3.2%	0	0.0%
Multimedia-Capable Computers		100.0%		100.0%
Fewer than 300	34	27.4%	0	0.0%
300 to 999	36	29.0%	0	0.0%
1,000 to 2,999	31	25.0%	7	30.4%
3,000 or more	16	12.9%	13	56.5%
N.A.	7	5.6%	3	13.0%
Administrative Computers		100.0%		100.0%
Fewer than 20	10	8.1%	0	0.0%
21 to 75	40	32.3%	0	0.0%
76 to 200	30	24.2%	0	0.0%
More than 200	36	29.0%	23	100.0%
N.A.	8	6.5%	0	0.0%
Number of Schools Connected to WAN		100.0%		100.0%
All schools are connected	113	91.1%	20	87.0%
More than half of schools are connected	5	4.0%	1	4.3%

Some, but less than half of schools are connected	1	0.8%	0	0.0%
No schools are connected	2	1.6%	0	0.0%
N.A.	3	2.4%	2	8.7%
Number of Schools with a LAN		100.0%		100.0%
Every school has a LAN	103	83.1%	17	73.9%
More than half of our schools, but not all, have a LAN	7	5.6%	3	13.0%
Some schools, but less than half, have a LAN	5	4.0%	2	8.7%
No schools have a LAN	1	0.8%	0	0.0%
	8	6.5%	1	4.3%
How Technology Staff Is Managed		100.0%		100.0%
All staff is managed centrally	63	50.8%	7	30.4%
Some are managed centrally, some by sites	48	38.7%	14	60.9%
All staff is managed by individual sites	8	6.5%	0	0.0%
N.A.	5	4.0%	2	8.7%
How Many Managed and Deployed by a Central Office?		100.0%		100.0%
46 or more people	9	7.3%	9	39.1%
21 to 45 people	10	8.1%	6	26.1%
11 to 20 people	13	10.5%	5	21.7%
5 to 10 people	30	24.2%	1	4.3%
Fewer than 5 people	56	45.2%	0	0.0%
N.A.	6	4.8%	2	8.7%
How Many Assigned to Individual Schools or Groups of Schools?		100.0%		100.0%
46 or more people	2	1.6%	2	8.7%
21 to 45 people	4	3.2%	3	13.0%
11 to 20 people	14	11.3%	5	21.7%
5 to 10 people	28	22.6%	3	13.0%
Fewer than 5 people	71	57.3%	9	39.1%
N.A.	5	4.0%	1	4.3%
How Many Different Operating Systems Is Staff Required to Support?		100.0%		100.0%
Only 1	8	6.5%	0	0.0%
2 or 3	71	57.3%	9	39.1%
4 or 5	23	18.5%	5	21.7%
More than 5	16	12.9%	8	34.8%
N.A.	6	4.8%	1	4.3%
Is Any Technology Support Outsourced?		100.0%		100.0%

Yes	69	55.6%	13	56.5%
No	47	37.9%	9	39.1%
N.A.	8	6.5%	1	4.3%

Does Your District Offer a "Help Desk"?		100.0%		100.0%
Yes	80	64.5%	22	95.7%
No	36	29.0%	0	0.0%
N.A.	8	6.5%	1	4.3%

Controlling Tech Support Costs Reduced the Number of Software Applications Supported?		100.0%		100.0%
Yes	90	72.6%	19	82.6%
No	33	26.6%	4	17.4%
N.A.	1	0.8%	0	0.0%

Limited the Number of Operating Systems Supported?		100.0%		100.0%
Yes	101	81.5%	20	87.0%
No	21	16.9%	3	13.0%
N.A.	2	1.6%	0	0.0%

Taken Steps to Standardize the Model of the Computer Used Throughout the District?		100.0%		100.0%
Yes	109	87.9%	19	82.6%
No	15	12.1%	4	17.4%
N.A.	0	0.0%	0	0.0%

Relied on Teachers, Librarians and Other Non-Technology Staff for Support		100.0%		100.0%
Yes	116	93.5%	21	91.3%
No	6	4.8%	2	8.7%
N.A.	2	1.6%	0	0.0%

Relied on Students to Provide Support		100.0%		100.0%
Yes	70	56.5%	13	56.5%
No	54	43.5%	10	43.5%
N.A.	0	0.0%	0	0.0%

Hired Outsiders to Provide Technology Support		100.0%		100.0%
Yes	79	63.7%	13	56.5%
No	40	32.3%	10	43.5%
N.A.	5	4.0%	0	0.0%

Shifted to a Centrally Controlled District-Wide Network		100.0%		100.0%
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Yes	107	86.3%	22	95.7%
No	16	12.9%	1	4.3%
N.A.	1	0.8%	0	0.0%

Installed a Thin-Client Solution in at Least Some Parts of the District		100.0%		100.0%
Yes	33	26.6%	7	30.4%
No	82	66.1%	16	69.6%
N.A.	9	7.3%	0	0.0%

Limited the Ability of Teachers and Students to Modify the Way Computers are Configured		100.0%		100.0%
Yes	113	91.1%	21	91.3%
No	9	7.3%	2	8.7%
N.A.	2	1.6%	0	0.0%

Has Your District Adopted Standards or Benchmarks for Measuring Whether Support Is Adequate?		100.0%		100.0%
Yes	48	38.7%	13	56.5%
No	74	59.7%	10	43.5%
N.A.	2	1.6%	0	0.0%

If So, Which Benchmarks?: Length of Time It Takes to Respond to a Call for Help				
Yes	41	85.4%	13	100.0%
No	10		1	
N.A.	73		9	

If So, Which Benchmarks?: Length of Time It Takes to Repair a Computer				
Yes	34	70.8%	11	84.6%
No	18		3	
N.A.	72		9	

If So, Which Benchmarks?: Percentage of Computers That Need Repairs				
Yes	27	56.3%	4	30.8%
No	24		10	
N.A.	73		9	

If So, Which Benchmarks?: Volume of Calls for Support				
Yes	33	68.8%	9	69.2%
No	19		5	
N.A.	72		9	

If So, Which Benchmarks?: The  
Amount of Time a Network Is Down

Yes	41	85.4%	9	69.2%
No	11		5	
N.A.	72		9	

What Percentage of Operating Budget  
Devoted to Technology?

		100.0%		100.0%
More than 5%	17	13.7%	1	4.3%
4 to 5 %	17	13.7%	4	17.4%
3 to 4 %	18	14.5%	3	13.0%
1 to 2 %	33	26.6%	9	39.1%
Less than 1 %	15	12.1%	1	4.3%
N.A.	24	19.4%	5	21.7%

What Percentage of Technology Budget  
Is Devoted to Support?

		100.0%		100.0%
More than 30%	26	21.0%	5	21.7%
21% to 30%	19	15.3%	4	17.4%
11% to 20%	12	9.7%	3	13.0%
6% to 10%	14	11.3%	2	8.7%
Less than 5%	28	22.6%	3	13.0%
N.A.	25	20.2%	6	26.1%

10,000 to 20,000

	100.0%
0	0.0%
6	35.3%
8	47.1%
3	17.6%
0	0.0%

	100.0%
0	0.0%
0	0.0%
6	35.3%
9	52.9%
2	11.8%

	100.0%
0	0.0%
1	5.9%
9	52.9%
5	29.4%
2	11.8%

	100.0%
1	5.9%
3	17.6%
9	52.9%
3	17.6%
1	5.9%

	100.0%
0	0.0%
1	5.9%
6	35.3%
8	47.1%
2	11.8%

14	82.4%
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1	5.9%
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2,500-9,999

	100.0%
9	20.5%
32	72.7%
0	0.0%
0	0.0%
3	6.8%

	100.0%
0	0.0%
19	43.2%
22	50.0%
0	0.0%
3	6.8%

	100.0%
2	4.5%
25	56.8%
17	38.6%
0	0.0%
0	0.0%

	100.0%
5	11.4%
26	59.1%
12	27.3%
0	0.0%
1	2.3%

	100.0%
0	0.0%
16	36.4%
21	47.7%
3	6.8%
4	9.1%

43	97.7%
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0	0.0%
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Under 2,5

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2

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3
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0	0.0%	0	0.0%	1
1	5.9%	1	2.3%	0
1	5.9%	0	0.0%	0
	100.0%		100.0%	
16	94.1%	39	88.6%	29
0	0.0%	1	2.3%	3
1	5.9%	2	4.5%	0
0	0.0%	1	2.3%	0
0	0.0%	1	2.3%	0
	100.0%		100.0%	
8	47.1%	20	45.5%	23
6	35.3%	21	47.7%	6
1	5.9%	2	4.5%	3
2	11.8%	1	2.3%	0
	100.0%		100.0%	
0	0.0%	0	0.0%	0
2	11.8%	0	0.0%	2
3	17.6%	4	9.1%	0
8	47.1%	14	31.8%	1
3	17.6%	24	54.5%	28
1	5.9%	2	4.5%	1
	100.0%		100.0%	
0	0.0%	0	0.0%	0
1	5.9%	0	0.0%	0
3	17.6%	6	13.6%	0
4	23.5%	13	29.5%	4
7	41.2%	23	52.3%	28
2	11.8%	2	4.5%	0
	100.0%		93.2%	
0	0.0%	5	11.4%	1
4	23.5%	27	61.4%	28
7	41.2%	7	15.9%	3
3	17.6%	3	0.0%	0
3	17.6%	2	4.5%	0
	100.0%		100.0%	

9	52.9%	25	56.8%	17
7	41.2%	17	38.6%	11
1	5.9%	2	4.5%	4

	100.0%		100.0%	
10	58.8%	25	56.8%	17
5	29.4%	17	38.6%	13
2	11.8%	2	4.5%	2

	100.0%		100.0%	
13	76.5%	30	68.2%	23
4	23.5%	13	29.5%	9
0	0.0%	1	2.3%	0

	100.0%		100.0%	
15	88.2%	31	70.5%	27
2	11.8%	12	27.3%	4
0	0.0%	1	2.3%	1

	100.0%		100.0%	
15	88.2%	40	90.9%	27
2	11.8%	4	9.1%	5
0	0.0%	0	0.0%	0

	100.0%		100.0%	
17	100.0%	42	95.5%	30
0	0.0%	1	2.3%	2
0	0.0%	1	2.3%	0

	100.0%		100.0%	
11	64.7%	25	56.8%	19
6	35.3%	19	43.2%	13
0	0.0%	0	0.0%	0

	100.0%		100.0%	
12	70.6%	27	61.4%	21
5	29.4%	15	34.1%	8
0	0.0%	2	4.5%	3

	100.0%		100.0%	
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13	76.5%	37	84.1%	27
4	23.5%	6	13.6%	5
0	0.0%	1	2.3%	0

	100.0%		100.0%	
1	5.9%	15	34.1%	7
13	76.5%	28	63.6%	21
3	17.6%	1	2.3%	4

	100.0%		100.0%	
15	88.2%	43	97.7%	28
2	11.8%	0	0.0%	3
0	0.0%	1	2.3%	1

	100.0%		100.0%	
8	47.1%	12	27.3%	11
7	41.2%	32	72.7%	21
2	11.8%	0	0.0%	0

6	75.0%	11	91.7%	8
3		2		3
8		31		21

6	75.0%	7	58.3%	7
4		6		4
7		31		21

6	75.0%	6	50.0%	8
4		7		2
7		31		22

6	75.0%	7	58.3%	8
4		6		3
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