

ANCHORAGE SCHOOL DISTRICT  
ANCHORAGE, ALASKA

ASD MEMORANDUM # 211 (2009-2010)

March 15, 2010

TO: SCHOOL BOARD

FROM: OFFICE OF THE SUPERINTENDENT

SUBJECT: MONTHLY UPDATE STUDENT INFORMATION SYSTEM -  
ZANGLE

*ASD Goal: Ensure public accountability through effective consultation with the community to ensure wise use of financial resources and responsible construction and maintenance of facilities, and effective communication with students, staff, parents, community and government at all levels.*

PERTINENT FACTS:

- End of Quarter Marks Reporting for 3<sup>rd</sup> quarter is currently in process. On the March 5 inservice day, the Zangle database experienced significant slow-downs as teachers entered marks. ASD IT isolated the issue and it was immediately escalated to the vendor for resolution. CInnovations indicated that they would provide a solution by Monday, March 8.
- The Zangle Help Desk has been challenged all year to keep up with the quantity of calls/requests that are received. In an effort to limit duplicated issues and improve response time, schools have been asked to identify a few staff members who will be responsible for submitting Zangle Help Desk calls. Initial data indicates that this change in procedure has resulted in improved customer satisfaction.
- The list of requests for enhancements to the Zangle gradebook submitted by ASD teachers has been compiled and is under review for further action.
- Training for the new Testing Module began March 3, and the response from users has been very positive. The Testing Module was developed by ASD IT staff to address the specific scheduling needs for Standardized Testing at each division level.

CC/EG/JB/MM

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