



Anytime, anywhere learning without limits

Tift County School District realizes a successful 1:1 initiative without adding IT resources and cuts the number of repair tickets in half



Educational services

United States

Business needs

Given its resource limitations, Tift County School District was unable to realize a 1:1 initiative that would provide students with individual learning devices until it found a technology partner with a working solution.

Solutions at a glance

Client Solutions

- [Client support](#)
 - [Dell Chromebook 3189 Education 2-in-1](#)

Business results

- Cuts repair tickets by 50%
- Manages thousands of additional devices without increasing staff
- Eliminates 5 servers through virtualization
- Enables uninterrupted student learning anytime, anywhere
- Improves classroom engagement and student motivation
- Frees IT for more valuable tasks by eliminating device repairs

“In the first half year of the 1:1 initiative, we saw a decrease in service tickets of over 50 percent with Dell Chromebooks.”

Jonathan Judy

Chief Technology and Information Officer,
Tift County School District

The Tift County School District in southern Georgia serves more than 8,000 students on a dozen campuses with close to 1,200 teachers and staff. A nine-person IT department manages the district's technology.

Expanding the horizons of student learning

Tift County Schools had long wanted to realize a 1:1 initiative and provide every student with a mobile device and internet access. Jonathan Judy, the school district's chief technology and information officer, says, "We wanted to change what education and classrooms in our school district look like. We believed that learning and teaching could have better outcomes if students could access learning resources and the internet on their own computers."

After reviewing leading technology vendors that serve educational needs — including Dell, HP and Lenovo — the district found a solution that would enable it to implement a 1:1 initiative despite limited staffing. The device central to this effort is the Dell Chromebook 3189 Education 2-in-1 laptop, supported by Dell services. "We accomplished our otherwise impossible 1:1 strategy with powerful devices and an outstanding level of service from Dell," says Judy.

Today, roughly 2,000 students in grades 9 through 12 use dedicated Chromebooks. In the next school year, grades 6 through 8 will join the program, and grades 3 through 5 in the following term. "Learning and teaching are changing for the better," says Judy. "Teachers and students are enthusiastic about the virtual curriculum and the ability to manage tests, papers and communications online."

The Dell Chromebooks prove their value in enabling learning. Judy comments, "The Chromebook is robust and versatile, and it meets meet all student needs in the classroom and at home. It can be used like a touch-screen tablet or a standard laptop with a keyboard."

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A 50% decrease in staff time spent on repairs

Although students take good care of their laptops, unexpected breakages occur with many hours of use in multiple locations. When a Chromebook needs repair, the school district hands the student a loaner. Every Friday, Dell service associates collect the laptops that need to be fixed, returning them the following week. “We don’t just get standard break/fix warranty maintenance from Dell, but are also covered for accidental breakages,” says Judy. “Their service far outperforms other vendors.”

Repair requirements have declined. Judy explains, “In the first half year of the 1:1 initiative, we saw a decrease in service tickets of over 50 percent with Dell Chromebooks.” IT can now be accountable for several thousand additional devices without increasing staff. “Instead of researching every issue, we let Dell take care of it with much greater efficiency,” he adds.

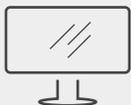
The 1:1 effort and Dell services allow undisrupted student learning. “Kids are not losing learning time, because they always have a device that works,” Judy says. “Students’ motivation and engagement in the classroom have clearly improved.”

Tift County Schools may not have the funding of larger, urban school districts, but it can take advantage of its technology provider. Judy says. “Our strong partnership with Dell is key for us in delivering the education that will enable students to succeed in a connected world.”

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