

Making the Case for TechReady

How to bring a readiness-scan pilot to your leadership — the problem, the two numbers, and the ask.

You see the gap your leadership doesn't. This page helps you put it in front of them — in their language, with the numbers that matter and the federal context that makes it timely. Lead with the problem; the product comes second.

Start with the problem, not the product

A line you can open with — out loud or in an email:

"We have a population of online students who hit a fixable technical wall before week one — and right now, no one on our staff can see them until it's already cost a class session."

That sentence creates curiosity without triggering a procurement reflex. Then bring the two numbers.

The two numbers to know cold

6 in 10

online students arrive for their first course session with at least one fixable readiness issue — outdated browser or OS, weak connectivity, missing peripherals (≈58% device-only; 66% including bandwidth). Not help-desk callers. Students who scan, get flagged, and then go unseen.

75%

of those flagged students never return to confirm the fix. No follow-up, no confirmation, no record of resolution.

From 131,000+ scans across 19 institutions over 8.5 years. One calibration to keep honest: the 75% is a no-confirmation rate, not a measured dropout rate. Whether those students fixed the problem, gave up, or quietly withdrew is exactly what's invisible today — and that invisibility is the case for the scan.

Why it matters now

STATS Earnings Accountability (effective July 1, 2026). Program-level completion and earnings metrics now carry federal consequences, including potential Title IV restrictions for programs below threshold. A student who can't access week one and quietly withdraws is now a data point with federal weight.

Accreditation is shifting to outcomes-based review. Reviewers increasingly look for documented, data-informed processes for identifying and supporting at-risk students. TechReady produces a dated, student-level record of a readiness intervention at sign-on — the evidence trail that answers "what did you do about students who arrived at risk?"

What TechReady actually does

With one click at sign-on — before the first assignment — TechReady tests a student’s device against your institution’s own documented LMS requirements (browser, OS, bandwidth, peripherals) and gives the student immediate, self-service remediation. No software installed. No PII collected on our side. The institution gets a dated record. It runs before the LMS has any behavioral data — pre-behavioral, week zero.

If your boss asks about AI

TechReady doesn’t use AI — and that’s the point. AI early-alert systems need data to act on. TechReady produces that data: a pre-behavioral, dated record of device readiness before the first session. It’s the input layer that feeds your existing stack, not a competitor to it.

Handling the likely objections

What they’ll say	What you say
“We already have a help desk for this.”	The help desk is reactive — it responds after a student reports a problem. These students don’t report. The scan catches the ones the help desk never sees.
“Students should handle their own technology.”	Under STATS, the institution carries the federal consequence of that withdrawal — regardless of fault.
“We can’t afford a new tool right now.”	There’s a free 30-day, 500-scan pilot on one incoming cohort. No cost, no installation.
“We don’t know if this actually causes dropouts.”	Neither do we — that’s the point. A large share of flagged students never confirm a fix; whether they recovered or withdrew is invisible without this record. The pilot makes it visible.
“Is this really an accreditation requirement?”	Not a named requirement — but reviewers are increasingly looking for documented processes for supporting at-risk students. This produces exactly that evidence.
“We already collect device data through our LMS.”	LMS device data is logged after the student logs in — after the problem has already cost a session. The scan runs before the first assignment.

WHAT A PARTNER SAYS

“As we grew CBD College from 600 to more than 1,550 students, protecting retention was non-negotiable, and that meant removing the avoidable friction that costs students before they ever really start. We folded TechReady into every cohort intake and tied it to our student records, so a fixable device problem got solved on day zero instead of discovered in week one. It’s one of the operational pieces behind keeping our retention above our accreditors’ thresholds while we scaled.”

— Randall Sansom, Chief Business Strategy Officer, CBD College

The ask

Don’t ask for a budget decision. Ask for a 20-minute conversation — and propose a free 30-day, 500-scan pilot on one incoming cohort. Your institution owns the data it generates, and there’s no commitment to continue. Your job is to move the conversation from “interesting” to a calendar invite.

Contact: Jay Sample · jsample@techready.io · techready.io

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