

No Install. No PII. No FERPA Overhead.

The First-Week Helpdesk Problem

Every semester, the first week of online classes produces the same surge. Students who can't log in, can't run the LMS, can't stream lectures, can't submit assignments. Tickets spike. Staff time compresses. The root cause — outdated browsers, OS drift, missing peripherals — is predictable, fixable, and almost entirely preventable.

The problem is timing. By the time a student opens a ticket, they have already missed a class session. In many cases, by the time IT resolves it, the student has already disengaged. The intervention window is at sign-on — before the semester starts, before the helpdesk queue opens.

36%

of students scanned over 8.5 years — 47,445 out of 131,418 — presented with two or more fixable technical issues at sign-on

What the Data Shows About Failure Modes

Across 19 partner institutions since 2017, the technical failure modes driving early-term helpdesk volume are not infrastructure problems — they are device-hygiene problems that arrive with the student:

- Outdated browsers: 4 in 10 students at sign-on (unchanged for nearly a decade)
- Outdated operating systems: 1 in 3 students at sign-on
- Bandwidth: effectively solved — median student has 146 Mbps; only 13% below 25 Mbps, the FCC's pre-2024 broadband floor (down from 47% pre-pandemic)

The fixable issues are browser and OS currency — problems students can resolve in minutes with the right guidance, at the right moment.

What TechReady Touches — and What It Doesn't

TechReady is entirely browser-based. Nothing is installed on student devices. Nothing is deployed to institutional infrastructure. No student PII is collected or stored. The scan runs in a browser window at sign-on, takes approximately 30 seconds, and produces a pass/fail result against your institution's own documented technical requirements.

When a student has a fixable issue, the scan surfaces a knowledge-base article with instructions — browser update links, OS guidance, connectivity test steps. The student resolves it. The institution gets a dated record. Your helpdesk gets fewer first-week tickets for problems that should have been caught before the semester started.

"No software to deploy. No data to protect. No FERPA review backlog. TechReady sits upstream of your stack without touching it."

Security and Compliance Posture

Because TechReady collects no PII and installs no software, the compliance surface is minimal. FERPA review — which can take quarters for tools that touch student records or require software installation — is largely sidestepped here: with no PII and no software, there is little for legal or compliance to evaluate. The architecture that makes TechReady easy to deploy is the same architecture that makes it easy to approve.

Two granted US patents (Nos. 11,233,842 and 12,160,461) cover the core system and method. The operational record TechReady produces is owned entirely by your institution.

Stack Integration — Included at No Upcharge

TechReady integrates with your existing stack through two standard channels, both included in every subscription at no additional charge. LTI integration connects TechReady to Blackboard Learn and Ultra — the scan deploys as a required activity inside any course or orientation workflow, no separate login required. An API feed pushes flagged student data into your student success or early-alert platform at the moment of scan, so a device-readiness flag appears alongside behavioral signals in Navigate, Starfish, or equivalent tools before the student has generated any LMS activity at all. No integration project. No separate licensing conversation. No upcharge.

Level 1 Today, Level 2 Already Built In

Everything above is Level 1: TechReady catches device problems before they become first-week tickets and gives your help desk a scan-ID lookup for the ones that do. That value is real and it stays. But the same scan — and the API feed described above — is also Level 2: a pre-behavioral retention signal your student-success team can act on in week zero, before the LMS shows any activity. Level 2 asks nothing more of IT than enabling the feed; the action lives with student success. Most institutions run Level 1 and have never switched on Level 2 — and with the federal accountability landscape now turning on outcomes, Level 2 is the capability that has moved from a nice-to-have to the one that counts.

Beyond Online Programs

Face-to-face students access the LMS, submit assignments from personal devices, and use the same browser-dependent tools as online students. The device-readiness problem does not belong to online education — it belongs to any student using a personal device to access institutional systems, which is now effectively all of them. Institutions that deploy TechReady through a required orientation course for all incoming students close the coverage gap across the full entering class and produce an institution-level evidence trail, not just an online-program record.

30-Day Readiness Audit — No Cost

500 scans on one incoming cohort. No deployment, no data agreement, no FERPA review required. See exactly what your students are arriving with before the first help desk ticket opens.
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