

Lisa J. Mails Elementary School

35185 Briggs Road • Murrieta, CA 92563 • (951) 304-1880 • Grades K-5
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2018-19 School Accountability Report Card Published During the 2019-20 School Year



Murrieta Valley Unified School District

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School Description

Lisa J. Mails Elementary School school serves students in kindergarten through fifth grade. We have a unique focus on arts education and a strong emphasis on academic achievement. Students receive curricula and instruction similar to that found in the other schools in our district. This academic framework is enhanced by the arts focus, which includes music, theater, visual art, and dance as well as integrating the arts to support learning in the regular curriculum. The school focus is also brought to life through arts-related assemblies, field trips, and school-wide events, such as our Student Showcases, Artist-in-Residencies, and our annual Artist Fair. At Lisa J. Mails Elementary School, we have a mission of HEART: Harmony, Empathy, Achievement, Reflection, and Transformation. This mission is taught to each student and supported through school-wide recognition and daily character development.

Lisa J. Mails has an active parent community. Our PTA is integral to our mission, and parent participation occurs at many levels, supporting academics, our arts focus, and community-building events. We are a school in which, truly, parents and teachers come together to partner on behalf of the students we are serving!

- Lisa J. Mails has earned a positive reputation for challenging and supporting students academically and for enriching students' lives through our focus on the arts. As a school of choice, Mails maintains a strong level of support from families in Murrieta and the surrounding area, as evidenced by our consistent enrollment.
- At Mails, there are numerous opportunities for student enrichment. The students in all
 grade levels continue to receive instruction in both visual and performing arts. Our
 School Site Council allocated funds to provide an artist-in-residency program for each
 grade level. School events are abundant, including a school-wide showcase of student
 work (both visual and performance), an Artist Fair, Artist-in-Residencies, and artsrelated assemblies and field trips.
- We also have an after-school enrichment program that offers a wide variety of classes run by teachers and parent volunteers.
- In spring 2019, Mails students grade 3 5 participated in the CASSPP assessments. In English Language Arts, 54% of 3rd graders, 63% of 4th graders and 74% of 5th graders met or exceeded standards in English Language Arts. In math 64% of 3rd graders, 65% of 4th graders and 56% of 5th graders met or exceeded standards.

About the SARC

By February 1 of each year, every school in California is required by state law to publish a School Accountability Report Card (SARC). The SARC contains information about the condition and performance of each California public school. Under the Local Control Funding Formula (LCFF) all local educational agencies (LEAs) are required to prepare a Local Control and Accountability Plan (LCAP), which describes how they intend to meet annual school-specific goals for all pupils, with specific activities to address state and local priorities. Additionally, data reported in an LCAP is to be consistent with data reported in the SARC.

- For more information about SARC requirements, see the California Department of Education (CDE) SARC web page at https://www.cde.ca.gov/ta/ac/sa/.
- For more information about the LCFF or LCAP, see the CDE LCFF web page at https://www.cde.ca.gov/fg/aa/lc/.
- For additional information about the school, parents/guardians and community members should contact the school principal or the district office.

2018-19 Student Enrollment by Grade Level

Grade Level	Number of Students
Kindergarten	161
Grade 1	126
Grade 2	158
Grade 3	178
Grade 4	182
Grade 5	200
Total Enrollment	1,005

2018-19 Student Enrollment by Group

Group	Percent of Total Enrollment			
Black or African American	4.6			
American Indian or Alaska Native	0.4			
Asian	2.8			
Filipino	5			
Hispanic or Latino	34.2			
Native Hawaiian or Pacific Islander	0.6			
White	42.6			
Two or More Races	8.9			
Socioeconomically Disadvantaged	27.7			
English Learners	5			
Students with Disabilities	15.3			
Foster Youth	0.1			
Homeless	1.1			

A. Conditions of Learning

State Priority: Basic

The SARC provides the following information relevant to the State priority: Basic (Priority 1):

- Degree to which teachers are appropriately assigned and fully credentialed in the subject area and for the pupils they are teaching;
- Pupils have access to standards-aligned instructional materials; and
- School facilities are maintained in good repair

Teacher Credentials for Lisa J. Mails	17-18	18-19	19-20
With Full Credential	41	41	41
Without Full Credential	0	0	0
Teaching Outside Subject Area of Competence	0	0	0

Teacher Credentials for Murrieta Valley	17-18	18-19	19-20
With Full Credential	+	+	919
Without Full Credential	+	+	13
Teaching Outside Subject Area of Competence	+	*	47

Teacher Misassignments and Vacant Teacher Positions at Lisa J. Mails Elementary School

Indicator	17-18	18-19	19-20
Teachers of English Learners	0	0	0
Total Teacher Misassignments*	0	0	0
Vacant Teacher Positions	0	0	0

Note: "Misassignments" refers to the number of positions filled by teachers who lack legal authorization to teach that grade level, subject area, student group, etc.

^{*}Total Teacher Misassignments includes the number of Misassignments of Teachers of English Learners.

Quality, Currency, Availability of Textbooks and Instructional Materials (School Year 2019-20)

All textbooks used in MVUSD are aligned with the State of California's standards and curriculum frameworks, they are field tested with students, and reviewed by administrators, teachers and parents before being adopted by the Board of Education.

Textbooks and Instructional Materials

Year and month in which data were collected: September 2019

Core Curriculum Area	Textbooks and Instructional Materials/Year of Adoption
Reading/Language Arts	Big Day for Pre K (Scholastic) Grades Transitional Kindergarten Adopted in 2013 Wonders (McGraw Hill) Grades K-1 Adopted in 2017 Benchmark Advance (Benchmark Education) Grades 2-5 Adopted in 2017 READ 180 Universal stage A (Houghton Mifflin) Grades 4-5 2016 System 44 (Houghton Mifflin) Grades 3-5 2010
	The textbooks listed are from most recent adoption: Yes Percent of students lacking their own assigned textbook: 0
Mathematics	Go Math California (Houghton Mifflin), Grades K-5 Adopted in 2014 Math 180 grade 5 (Houghton Mifflin) Adopted in 2013
	The textbooks listed are from most recent adoption: Yes Percent of students lacking their own assigned textbook: 0
Science	California Science (Macmillan) Grades K-5 Adopted in 2008 The textbooks listed are from most recent adoption: No Percent of students lacking their own assigned textbook: 0
History-Social Science	Scott Foresman History Social Science for California (Pearson) Grades K-1 Adopted in 2007 Reflections Social Studies (Harcourt) Grades 2-5 Adopted in 2007
	The textbooks listed are from most recent adoption: No Percent of students lacking their own assigned textbook: 0

Note: Cells with N/A values do not require data.

School Facility Conditions and Planned Improvements (Most Recent Year)

Lisa J. Mails Elementary School opened in August, 2007 as the eleventh elementary school in the Murrieta Valley Unified School District. The campus has 39 classrooms, a multipurpose room with a kitchen, 3 computer labs, a library, an outdoor eating area, an amphitheater, administrative offices, a health office, teacher workrooms throughout the campus and two play areas, one for kindergarten students and one designated for students in grades 1-5.

The district's Facilities and Operational Services Departments provide upkeep, maintenance, and cleaning of district schools. Classrooms and restrooms are cleaned daily, and the principal works with the custodial staff to ensure a clean and safe school. The district's maintenance staff picks up litter and maintains landscaping using a regular, weekly schedule.

School Facility Good Repair Status (Most Recent Year) Year and month in which data were collected: June 18, 2019

System Inspected	Repair Status	Repair Needed and Action Taken or Planned
Systems: Gas Leaks, Mechanical/HVAC, Sewer	Good	No apparent problems.
Interior: Interior Surfaces	Good	Minor repairs completed under work order system
Cleanliness: Overall Cleanliness, Pest/ Vermin Infestation	Good	No apparent problems.
Electrical: Electrical	Good	Minor repairs completed under work order system
Restrooms/Fountains: Restrooms, Sinks/ Fountains	Good	Minor repairs completed under work order system
Safety: Fire Safety, Hazardous Materials	Good	Minor repairs completed under work order system

System Inspected	Repair Status	Repair Needed and Action Taken or Planned
Structural: Structural Damage, Roofs	Good	No apparent problems.
External: Playground/School Grounds, Windows/ Doors/Gates/Fences		Minor repairs completed through work order system.
Overall Rating	Good	

B. Pupil Outcomes

State Priority: Pupil Achievement

The SARC provides the following information relevant to the State priority: Pupil Achievement (Priority 4):

- Statewide assessments (i.e., California Assessment of Student Performance and Progress [CAASPP] System, which includes the Smarter Balanced Summative Assessments for students in the general education population and the California Alternate Assessments [CAAs] for English language arts/literacy [ELA] and mathematics given in grades three through eight and grade eleven. Only eligible students may participate in the administration of the CAAs. CAAs items are aligned with alternate achievement standards, which are linked with the Common Core State Standards [CCSS] for students with the most significant cognitive disabilities); and
- The percentage of students who have successfully completed courses that satisfy the requirements for entrance to the University of California and the California State University, or career technical education sequences or programs of study

CAASPP Test Results in ELA and Mathematics for All Students Grades Three through Eight and Grade Eleven Percentage of Students Meeting or Exceeding the State Standard

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Subject	School 17-18	School 18-19	District 17-18	District 18-19	State 17-18	State 18-19
ELA	63	64	60	64	50	50
	F.C	62	40		20	20

Note: Percentages are not calculated when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

Note: ELA and mathematics test results include the Smarter Balanced Summative Assessment and the CAA. The "Percent Met or Exceeded" is calculated by taking the total number of students who met or exceeded the standard on the Smarter Balanced Summative Assessment plus the total number of students who met the standard (i.e., achieved Level 3—Alternate) on the CAAs divided by the total number of students who participated in both assessments.

CAASPP Test Results in Science for All Students Grades Five, Eight, and Ten

Percentage of Students Meeting or Exceeding the State Standard

Subject	School	School	District	District	State	State
	17-18	18-19	17-18	18-19	17-18	18-19
Science	N/A	N/A	N/A	N/A	N/A	N/A

Note: Cells with N/A values do not require data.

Note: This is a placeholder for the California Science Test (CAST) which was administered operationally during the 2018-19 school year. However, these data are not available for inclusion in the 2018-19 SARC posting due February 1, 2020. These data will be included in the 2019-20 SARC posting due February 1, 2021.

State Priority: Other Pupil Outcomes

The SARC provides the following information relevant to the State priority: Other Pupil Outcomes (Priority 8):

Pupil outcomes in the subject area of physical education

2018-19 Percent of Students Meeting Fitness Standards

Grade Level	4 of 6	5 of 6	6 of 6
5	18.7	26.8	31.3

Note: Percentages are not calculated and double dashes (--) appear in the table when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

School Year 2018-19 CAASPP Assessment Results - English Language Arts (ELA) Disaggregated by Student Groups, Grades Three through Eight and Eleven

Student Group	Total Enrollment	Number Tested	Percent Tested	Percent Met or Exceeded
All Students	552	549	99.46	64.30
Male	288	288	100.00	62.50
Female	264	261	98.86	66.28
Black or African American	25	25	100.00	44.00
American Indian or Alaska Native			-1	
Asian	18	18	100.00	72.22
Filipino	22	22	100.00	77.27
Hispanic or Latino	196	195	99.49	56.41
Native Hawaiian or Pacific Islander			-	
White	231	229	99.13	70.31
Two or More Races	51	51	100.00	66.67
Socioeconomically Disadvantaged	161	160	99.38	53.75
English Learners	53	53	100.00	52.83
Students with Disabilities	119	118	99.16	38.98
Homeless			-	

Note: ELA test results include the Smarter Balanced Summative Assessment and the CAA. The "Percent Met or Exceeded" is calculated by taking the total number of students who met or exceeded the standard on the Smarter Balanced Summative Assessment plus the total number of students who met the standard (i.e., achieved Level 3–Alternate) on the CAAs divided by the total number of students who participated in both assessments.

Note: Double dashes (--) appear in the table when the number of students is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

Note: The number of students tested includes all students who participated in the test whether they received a score or not; however, the number of students tested is not the number that was used to calculate the achievement level percentages. The achievement level percentages are calculated using only students who received scores.

School Year 2018-19 CAASPP Assessment Results - Mathematics

Disaggregated by Student Groups, Grades Three through Eight and Eleven

Student Group	Total Enrollment	Number Tested	Percent Tested	Percent Met or Exceeded
All Students	552	549	99.46	61.57
Male	288	288	100.00	68.06
Female	264	261	98.86	54.41
Black or African American	25	25	100.00	48.00
American Indian or Alaska Native		1	1	
Asian	18	18	100.00	61.11
Filipino	22	22	100.00	68.18
Hispanic or Latino	196	195	99.49	53.33
Native Hawaiian or Pacific Islander		1	1	
White	231	229	99.13	67.69
Two or More Races	51	51	100.00	72.55
Socioeconomically Disadvantaged	161	160	99.38	50.00
English Learners	53	53	100.00	39.62
Students with Disabilities	119	118	99.16	35.59
Homeless				

Note: Mathematics test results include the Smarter Balanced Summative Assessment and the CAA. The "Percent Met or Exceeded" is calculated by taking the total number of students who met or exceeded the standard on the Smarter Balanced Summative Assessment plus the total number of students who met the standard (i.e., achieved Level 3—Alternate) on the CAAs divided by the total number of students who participated in both assessments.

Note: Double dashes (--) appear in the table when the number of students is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

Note: The number of students tested includes all students who participated in the test whether they received a score or not; however, the number of students tested is not the number that was used to calculate the achievement level percentages. The achievement level percentages are calculated using only students who received scores.

C. Engagement

State Priority: Parental Involvement

The SARC provides the following information relevant to the State priority: Parental Involvement (Priority 3):

Efforts the school district makes to seek parent input in making decisions for the school district and each school site

Opportunities for Parental Involvement (School Year 2019-20)

Parent involvement is a key component of our success at Lisa J. Mails. Parent volunteers are welcomed in the classroom to support teachers and instruction. Many of our parents volunteer once or twice a week to assist the classroom teacher or to lead a small learning group. They can also serve as a room parent or take on a leadership role with our active Parent Teacher Association (PTA), which is responsible for overseeing numerous events and activities that enhance our school culture. These include the Book Fair, the Reflections Visual and Performing Arts Contest, Red Ribbon Week, Family Fun Nights, student assemblies, staff appreciation, and field trips. If you are interested in assisting with our PTA activities, please contact our PTA president, Stephanie Asconaguey. Parents are also important members of our School Site Council and provide essential input regarding school improvement goals and budget decisions.

We work hard to involve parents in their child's education. Parents are invited to attend Back-to-School Night in the fall, Open House in the spring, and parent-teacher conferences in October. Last year, our school continued to run the Watch DOGS (Dads of Great Students) program to support school safety and promote parent involvement. The Watch DOGS program involves fathers and other adult male relatives who volunteer for one day to help supervise students, provide classroom academic support, and participate in many other activities during the school day. This program has been well-received and has brought a positive male presence to our campus daily. Furthermore, parents are encouraged to attend the many family events and community-building activities that we offer throughout the year, such as the Spring Fling, holiday activities, movie nights, and student Art Showcases. Administration and our PTA invite parents to attend several parent coffees throughout the year. These serve as another means of effective communication between the home and the school.

Lastly, MVUSD continues to be deliberate in its efforts to engage parents of diverse backgrounds and to obtain feedback regarding each student's academic journey, emotional supports and engagement within their school site. MVUSD parents are invaluable partners and each parent group is comprised of dedicated parents who are steadfast in promoting strategic efforts to support student learning and college/career readiness. Group opportunities for parents are; Action Team Partnership (ATP), African American Parent Advisory Council (AAPAC), Latino Parent Advisory Council (LPAC), District English Learner Advisory Council (DELAC) and Special Education Parent Advisory Council (SEPAC). Additionally, our school sites offer a variety of student and parent groups including: School Site Council (SSC), English Learner Advisory Council (ELAC), principal/student advisory groups, PTA/PTSA/PTO and staff leadership teams.

State Priority: School Climate

The SARC provides the following information relevant to the State priority: School Climate (Priority 6):

- Pupil suspension rates;
- Pupil expulsion rates; and
- Other local measures on the sense of safety.

School Safety Plan

School safety is a high priority at Alta Murrieta Elementary. Administrators, teachers, and aides monitor the campus, supervise the students, and ensure a safe learning environment. School resource officers are available to respond to the school if assistance is needed. Alta Murrieta Elementary is a closed campus that is fully fenced. Visitors and volunteers must report to the office for permission to be on campus. We utilize the Raptor Visitor Management System to monitor parent volunteers on campus to ensure all volunteers are screened against California's Megan's Law database as well as all 50 states' sex offender databases. Video surveillance cameras across our campus are a deterrent to trespassers, vandalism and other illegal activities. They also help administrators with discipline issues and help with the investigation of any crimes that occur on campus during the school day or after school hours, making our school safer and more secure.

The district holds monthly safety meetings and our School Site Council (SSC) works on our Safety Plan throughout the year. We adopted a Comprehensive School Safety Plan that we review annually; our last review took place in November 2019. The plan is presented to all staff and parents, and we hold numerous student assemblies to address safety issues.

The district has a strictly enforced anti-discrimination policy that prohibits harassment of students or staff based on race, gender, disability, religion, or sexual orientation.

To prepare for emergencies, evacuation drills are conducted regularly throughout the school year, and our school actively participates in the statewide Great Shakeout. In addition, our school has an Emergency and Disaster Preparedness Plan that aligns with the federal NIMS emergency system. The plan specifies procedures for dealing with fire, flood, earthquakes, lock downs, hazardous materials, disaster recovery organization, and student accountability following a disaster. In the event of an emergency or urgent situation, our school uses a computerized calling system through Aeries Communication, to immediately notify all families of an emergency via email, phone call, text and app alerts.

Suspensions and Expulsions for the School	2016-17	2017-18	2018-19
Suspensions Rate	0.0	0.1	0.6
Expulsions Rate	0.0	0.0	0.0

Suspensions and Expulsions for the District	2016-17	2017-18	2018-19
Suspensions Rate	1.5	1.7	1.5
Expulsions Rate	0.0	0.0	0.0

Suspensions and Expulsions for the State	2016-17	2017-18	2018-19
Suspensions Rate	3.6	3.5	3.5
Expulsions Rate	0.1	0.1	0.1

D. Other SARC Information

The information in this section is required to be in the SARC but is not included in the state priorities for LCFF.

Ratio of Academic Counselors to Pupils (School Year 2018-19)

	Title	Ratio
Academic Counse	elor*	3350.0

One Full Time Equivalent (FTE) equals one staff member working full time; one FTE could also represent two staff members who each work 50 percent of full time.

Student Support Services Staff (School Year 2018-19)

Title	Number of Full-Time Equivalent (FTE)
Counselor (Social/Behavioral or Career Development)	.3
Library Media Teacher (Librarian)	
Library Media Services Staff (Paraprofessional)	
Psychologist	
Social Worker	
Nurse	
Speech/Language/Hearing Specialist	1.0
Resource Specialist (non-teaching)	3.0
Other	1.0

^{*} One Full Time Equivalent (FTE) equals one staff member working full time; one FTE could also represent two staff members who each work 50 percent of full time.

Average Class Size and Class Size Distribution (Elementary)

Grade Level	2016-17 Average Class Size	2016-17 # of Classes* Size 1-20	2016-17 # of Classes* Size 21-32	2016-17 # of Classes* Size 33+	2017-18 Average Class Size	2017-18 # of Classes* Size 1-20	2017-18 # of Classes* Size 21-32	2017-18 # of Classes* Size 33+	2018-19 Average Class Size	2018-19 # of Classes* Size 1-20	2018-19 # of Classes* Size 21-32	2018-19 # of Classes* Size 33+
К	24	1	5		27		5		26		6	
1	23	1	5		23		6		25		5	
2	24		6		27		6		26		6	
3	23		7		24	1	6		29		6	
4	30		5		31		6		30		6	
5	27	1	6		30	1	2	3	29	1	5	1
Other**									9	1		

^{*}Number of classes indicates how many classes fall into each size category (a range of total students per class).

Professional Development provided for Teachers

Measure	2017-18	2018-19	2019-20
Number of school days dedicated to Staff Development and Continuous Improvement			3

All teachers in the MVUSD school district participate in ongoing professional development as a part of the district's commitment to continuous learning.

New teachers are provided support and the opportunity to clear their credential through the district's Teacher Induction Program, which takes them through a rigorous and reflective learning process with the help of a mentor teacher. All teachers who are new to the district also receive three days of training to learn about key focus areas, as well as district expectations and procedures.

All teachers take part in monthly staff meetings that are used for training, community building, and communication. Regular Early Release days provide teachers with time for Professional Learning Communities (PLC). This learning time is designed by teachers and focused on supporting all students in meeting the state standards. Staff development days are held three times throughout the school year. The design of these days may be facilitated by the site or district and involves training on district-wide focus areas. The district also provides training in the new standards to all teachers, both by grade level and by subject. These occur during the school year (release days) or in the summer. Individual schools also fund professional conferences for teachers based on current areas of focus.

The district also provides a foundational training entitled, Elements of Effective Instruction. The program is made up of fourteen modules, including topics such as classroom environments, student engagement, designing instruction, and digital learning experiences along with topics for special education teachers. These modules, along with follow up sessions, are repeated throughout the school year and summer and are available to all teachers, in both online and in-person capacities.

^{** &}quot;Other" category is for multi-grade level classes.

Staff development is provided in the form of community teams for those teachers taking part in or leading the implementation of intervention programs, such as Read 180/System 44. These regular meetings provide teachers with a deeper understanding about issues related to the programs and to intervention, as well as a forum for collaboration, reflection, and goal setting.

Staff development in 2019 – 2020 will focus on the following priorities: instructional shifts aligned with state standards for math, ELA, and NGSS; supporting English Learners through integrated and designated support; differentiation to meet the needs of all learners; equity and equitable practices; PLCs; and social emotional support for students.

FY 2017-18 Teacher and Administrative Salaries

Category	District Amount	State Average for Districts In Same Category
Beginning Teacher Salary	\$47,086	\$48,612
Mid-Range Teacher Salary	\$77,970	\$74,676
Highest Teacher Salary	\$109,510	\$99,791
Average Principal Salary (ES)	\$125,285	\$125,830
Average Principal Salary (MS)	\$133,343	\$131,167
Average Principal Salary (HS)	\$145,509	\$144,822
Superintendent Salary	\$240,000	\$275,796

Percent of District Budget	District Amount	State Average for Districts In Same Category
Teacher Salaries	42%	34%
Administrative Salaries	5%	5%

For detailed information on salaries, see the CDE Certificated Salaries & Benefits webpage at www.cde.ca.gov/ds/fd/cs/.

FY 2017-18 Expenditures Per Pupil and School Site Teacher Salaries

Level	Total	Restricted	Unrestricted	Average Teacher Salary
School Site	\$6,538	\$968	\$5,570	\$89,558
District	N/A	N/A	\$7,627	\$87,542.00
State	N/A	N/A	\$7,506.64	\$82,403.00

Percent Differences	Unrestricted	Average Teacher Salary
School Site/District	-31.2	2.3
School Site/ State	-29.6	8.3

Note: Cells with N/A values do not require data.

The California Department of Education issued guidance to LEAs on August 1, 2018, regarding how to calculate school-level per-pupil expenditures that will be reported on 2018-19 report cards.

Types of Services Funded

The district provides a wide array of programs to meet the needs of our diverse student body. This includes programs to identify and support students and their families through times of crisis and stress. A health technician, nurse, counselor and psychologist are also available to meet with students.

The district provides a full-time elementary counselor to our school to support social-emotional and academic success. Counselors teach guidance lessons and facilitate small groups on social skills, anger management, grief and loss and they provide support for military-connected students. They also provide individual responsive services, interventions and referrals on an as needed basis.

Homework clubs, before and after school tutoring programs, and extended learning opportunities during the summer break provide additional support for students who need assistance with basic curriculum.

DataQuest

DataQuest is an online data tool located on the CDE DataQuest web page at https://dq.cde.ca.gov/dataquest/ that contains additional information about this school and comparisons of the school to the district and the county. Specifically, DataQuest is a dynamic system that provides reports for accountability (e.g., test data, enrollment, high school graduates, dropouts, course enrollments, staffing, and data regarding English learners).

Internet Access

Internet access is available at public libraries and other locations that are publicly accessible (e.g., the California State Library). Access to the Internet at libraries and public locations is generally provided on a first-come, first-served basis. Other use restrictions may include the hours of operation, the length of time that a workstation may be used (depending on availability), the types of software programs available on a workstation, and the ability to print documents.