



PARKLAND SCHOOL DISTRICT

Educating For Success, Inspiring Excellence.

Administration Center

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www.parklandsd.org



ParklandSchoolDistrict



@ParklandSchools



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Dear Parkland Families,

I wanted to take a moment to check in as we wrap up our first week of mandatory e-Learning. The last three weeks have been challenging, to say the least. We know this hasn't been easy for you either. Parents are working from home, while trying to help their children stay focused on their studies while also teaching them about the meaning of social distancing and how to wash their hands for a minimum of 20 seconds all while trying to keep the house clean, handling endless family chores, and trying to keep their own worries in check about loved ones, friends, businesses, and unemployment. I just wanted to take a moment to thank you for your partnership in this uncertain time. You are doing a great job! I know this because we saw just about every child in the district this week log in and connect with their teacher.

Here are a few updates we think you may find helpful:

Tech support: The District has approximately 8,000 devices out in the "field" and has set up a tech support shop to make repairs and swap out devices as needed. If you need tech support, please submit a support ticket at <http://support.parklandsd.org>. Login with your student's ID and password. Don't know your child's ID? Not a problem. Issues can also be submitted via email to psdtechhelp@parklandsd.org.

Schoology – Schoology has experienced a 400% increase in the amount of traffic on their platform this week and we are aware that intermittent outages occurred on Monday, Tuesday and Wednesday this week. We have been in constant communication with them and they are refining their ability to handle the traffic. Happily, on Thursday and Friday, there were no reported outages. We ask for everyone's patience as Schoology nimbly adapts to this new traffic. Staff are also adapting new workflows for posting assignments in a more efficient manner; please look for a folder marked eLearning in your child's Schoology course. It will have information regarding your son or daughter's assignments for the week.

Zoom Virtual Conferencing – Who knew that Zoom-bombing (an outside interruption of the virtual conference) would become a worry this week? On Wednesday, Zoom locked down all Zoom meetings with required "waiting rooms" which allows teachers to welcome participants in one at a time so that strangers don't "zoom-bomb" their class meetings.

You are not alone - Social distancing is an important way to slow down the spread of the coronavirus. But for many Lehigh Valley residents, keeping distance from other people — especially during a time of stress and uncertainty — can feel isolating and lonely. Here are some services that can help:

PA Department of Health: Fear, confusion, anxiety? It's OK to ask for Help: Text PA to 741-741 for free 24/7 confidential assistance.

Warmline: telephone support service for Lehigh Valley adults challenged by loneliness, isolation, stress and anxiety or who need information about available services. Workers answering the phone are not counselors, but are kind, caring and compassionate people, trained in active listening and referral support. 6 AM - 2 AM, every day, call 610-820-8451.

For Parkland students, our Guidance Department is here to help. Feelings can be complex and scary for our students. If your child is feeling anxious or distraught, please reach out to us via email at ParklandGuidance@parklandsd.org. Please leave your name, phone number, child's name, and grade. A counselor will be in touch. Remember to answer the phone, even if you do not recognize the number. **If you or your child is in serious crisis, please dial 911 for emergency services.**

Our administrative team has been meeting virtually this week to discuss other ways we can support parents. An email blast from our technology department will be forthcoming with parent zoom meeting opportunities next week that are designed to help parents support their children with e-Learning.

As a reminder, a list of many resources as well as an archive of all of our communication since the schools closed on March 13, 2020, may be viewed at www.parklandsd.org/coronavirus.

The health and safety of our students, staff and families is our paramount concern. We hope you are all staying safe and well.

Sincerely,

Richard T. Sniscak
Superintendent of Schools