

TECHNOLOGY SUPPORT SYSTEMS

Lake Washington School District

School Board Meeting

April 6, 2020

TECHNOLOGY SYSTEMS TO SUPPORT STUDENTS, STAFF AND FAMILIES

- Technology Operations
 - Goal: Provide a safe and secure environment for students to learn.
 - Goal: Provide a system of support for students, staff and families.
 - Goal: Provide hardware that allows access to resources for learning and work.
- Technology Integration
 - Goal: Ensure staff have training and resources to implement current and new technology systems.
 - Goal: Provide relevant support to ensure current and new learning systems are safe and secure for students, staff and families.
- Data, Research, and Accountability
 - Goal: Ensure data systems are maintained and functioning at required levels.
 - Goal: Evaluate systems for student and staff data accounting to determine valid methods for collection and reporting.

TECHNOLOGY SUPPORT FOR STUDENTS AND FAMILIES

Technology support

**For student laptop, technology and
password questions**

ftaccess@lwsd.org

425-936-1322, 7 a.m. - 4:30 p.m., Monday -
Friday

For parent access to district tools

parentquestions@lwsd.org

STAFF, STUDENT, AND FAMILY HELPDESK SUPPORT

	Helpdesk	Parent Questions (1)	Family Access (2)	Total
Total Opened Since Closure	2145	272	934	3351
Closed	1903	186	605	2154

(1) Updated training for third party 24x7 email from parents to address closure issues

(2) Created separate iSupport entity to track family and student issues.

EXPANDING ACCESS TO TECHNOLOGY AND CONNECTIVITY

- Students:
 - All LWSO Secondary students are outfitted with a District issued and imaged laptop
 - 2,585 Elementary students have requested and received a District issued and imaged laptop (192 requests currently being fulfilled)
 - 500 WiFi Hotspots have been procured and allocated to families (31 requests currently being fulfilled through an order that will be delivered by the end of April)
 - Students receiving assistive technology support through 504 or IEP services have access to LWSO Assistive Technology Specialists for questions, support, and hardware setup
- Staff:
 - Many LWSO staff are outfitted with a District issued and imaged laptop
 - Staff that are "desktop workers" or not assigned a 1:1 device are able to access District technology through a request process
 - LWSO has procured 500 (112 received) additional staff laptops that are being delivered over the next few months. Those that have been received have been imaged and are ready for distribution.

INFRASTRUCTURE AND ARCHITECTURE

1

Reconfigure Microsoft Direct Access to support expansion.

2

Whitelist trusted domains to access cloud resources directly.

3

Expand server farm, including new server hardware and multiple virtual servers, to support direct access by all students and staff.

4

Create and deploy group policies (in Active Directory) to enable student and staff devices to connect.

5

Add 15 terabytes of storage to manage increased content and video production

DATA SERVICES AND REPORTING FOR STUDENTS AND STAFF

- Collaboration between departments to evaluate student privacy and safety protocols for web applications and platforms
- Developing plans for collecting new student enrollment information
- Continuing to prepare for and provide required state and federal reports
- Supporting requested reports to understand unique aspects and impact of the school closure

REMOTE LEARNING AND FEDERAL SAFETY REQUIREMENTS

- Child Internet Protection Act (CIPA)
- Children's Online Privacy Protection Rule (COPPA)
- Family Educational Rights and Privacy Act (FERPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- LWSD is committed to providing robust learning for students while ensuring the digital environment is safe and protected

DISTRICT SYSTEMS TO SUPPORT REMOTE WORKING AND LEARNING

- Direct Access for Staff and Students
- Office 365 Suite
 - Outlook, PowerPoint and other productivity
 - OneNote
 - Teams (Staff-to-Staff and Classroom Teams)
 - Stream
- PowerSchool Learning
- Approved Applications for Staff and Student use

MICROSOFT TEAMS

Staff-to-Staff Collaboration

Teams Usage Comparison – Before and After Closure

7-day periods	3/1 - 3/7	3/19 – 3/26
Active Staff Users	2,618	6,163
1:1 Calls	900	4,941
Channel Messages	1,871	11,811
Chat Messages	20,908	216,293

MICROSOFT TEAMS

Staff-to-Staff Collaboration

Teams Audio/Video Communications Usage For most recent 7-day period:

- Audio - 18,182 hours
- Video - 16,777 hours
- Screen sharing 8,522 hours

MICROSOFT TEAMS

Classroom Teams

To support two specific aspects of Remote Learning:

- Streaming Video
- Virtual Conferencing

SUPPORT FOR STAFF TO PROVIDE REMOTE LEARNING

- Supported development of remote learning resources for parent and students
 - Learning and "how to" resources
 - Vetted digital resources for compliance with student and data privacy/protection
 - Leveraged Technology Integration Facilitator and Librarian at each building to support staff in using digital resources and for adherence to student privacy laws
- Developed Staff-to-Staff Teams training (previously scheduled to be completed by March 13 LEAP)
- Developed and delivered professional learning webinars using Teams and Live Stream to provide just in time support for use of our core instructional delivery tools (see data below). Webinars are posted and available to any staff any time.
- Developing professional learning to support district wide implementation of Classroom Teams for teachers K-12 to support virtual communication and use of Stream to host video content/ lessons

TEACHER WEBINARS OFFERED TO SUPPORT REMOTE LEARNING

Date	Course	Number of Participants
3/23	Teams 10am	50
	PSL Basics 10am	63
	Teams 2pm	42
	PSL Basics	38
3/24	FlipGrid	250 (400 attempted)
3/25	Resource Vetting	62
3/26	Teams Introduction	35
3/30	Power School Learning: Interactive Tools	176
	OneNote Class Notebook: Instruction	137
3/31	Power School Learning: Embedding Content and Other Tools	72
	Screen Recording in PowerPoint	230
4/1	OneNote Class Notebook: Embedding Tools and Features	162
4/2	Intro to SMART Learning Suite Online	124
	Total Webinars offered: 13 over the past two weeks	Total participants: 1,441

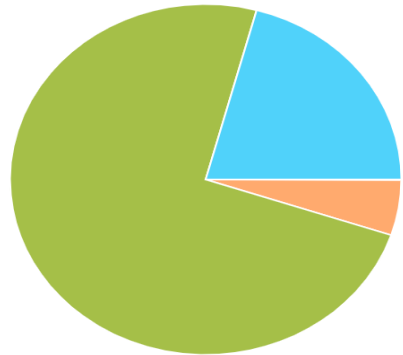
PSL DATA :UNIQUE VISITORS MARCH 2ND-APRIL 5TH

Domain Overview

ACCOUNT ROLE: All | ACCOUNT ORGANIZATION: All | DATE RANGE: Mar 2 2020 - A...

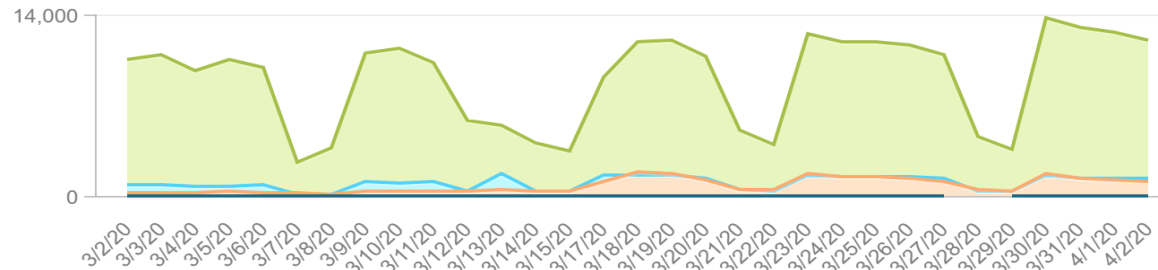
34,187 Unique Visitors	628,105 Visits	82,940 Total Hours	5,584,796 Total Hits
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Total Activity By Role

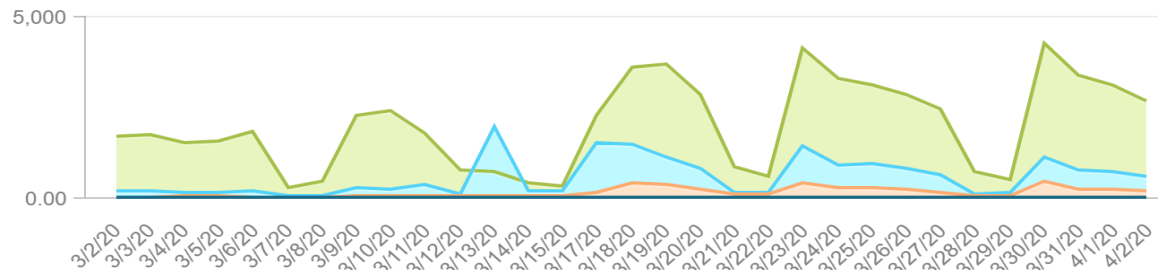


Org Admin (grey), Parent (orange), Student (green), Teacher (blue)

Unique Visitors Per Day



Total Hours Spent Per Day



- Unique Visitors:
 - 1,951 this past week
- Visits:
 - 158,214 this past week
- Total Hours:
 - 22,860 this past week
- Total Hits:
 - 1,663,464 this past week.

Number of Visits by Group

User	Number of Visits	Number of Visits	Number of Visits
	Last 7 days	Last 30 days	Last 60 days
Teacher	13,441	48,131	72,352
Student	86,752	404,414	822,855
Parent	8,876	25,503	33,894

SHIFTING PRIORITIES TO SUPPORT STUDENT AND STAFF SUCCESS

- Departments have had to shift resources and focus to meet demand
- While focusing on the current situation, staff are continuing to prepare for the 2020–21 school year
- Significant hours to problem–solve with internal stakeholders and external partners
- Continued work to meet current demand and requirements