



RETURN TO SCHOOL

TECHNOLOGY UPDATE

SALLY ASKMAN, ASST. SUPERINTENDENT, TECHNOLOGY AND INFORMATION SERVICES

SEPTEMBER 14, 2020

READY FOR REMOTE

33,000 student laptops and 600 hotspots

Classroom Teams [Family Guides](#) on LWSD.org

Community Teams Live Event – August 19

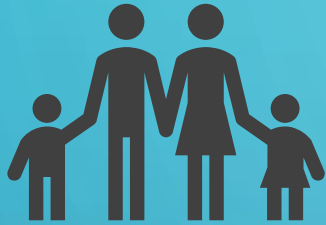
Family Support Enhanced 7am-7pm – 7 days/week

282 million curriculum / digital tools accounts provisioned

10,063 Classroom Teams Sites created



AMAZING EFFORT GETTING STARTED!



9,000+ hours Teams training by teachers



Day 1 – over 25,000 students connected



Schools' Family Technology Liaisons "new"



Support Desks fully engaged

SUPPORT REQUESTS AND RESPONSE



Help Tickets – staff 2,700, parents 3,300

Students struggled with connecting

Problems for some students joining or audio/video

Weekly Guardian Digest distribution to parents

IMPROVING & EXPANDING SUPPORT

Responding to and analyzing help requests

Daily engagement with Microsoft executives and their teams

- Pushed out the very latest Teams update
- Fine-grain admin dashboard

Kirkland City Collaboration – connecting families

Teams Training and Office Hours for Parents



STAFF ONGOING SUPPORT

- ✓ Internal helpdesk (Family Help Desk)
- ✓ Internal portal – help central
- ✓ Classroom Teams Support Site
- ✓ Ongoing targeted professional learning
- ✓ School-based Technology Integration Facilitators



FAMILY AND STUDENT ONGOING SUPPORT

Family Technology Access

7am-7pm, 7 days a week

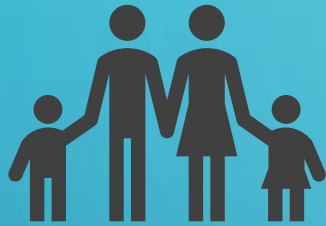
Email: ftaccess@lwsd.org

Call: 425-936-1322

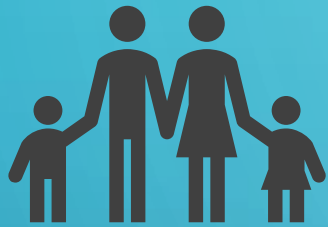
LWSD Website – <https://www.lwsd.org/fall-2020/technology-support-during-school-closure>

- ✓ Family Guides
- ✓ Wednesday Live Events and Office Hours

Schools – Technology Liaisons and Librarians



CLASSROOM TEAMS BASICS LIVE EVENTS AND OFFICE HOURS FOR PARENTS



Microsoft Store and LWSD

Starting Wednesday 9/16/2020 – 4 weeks

“Classroom Teams Basics for Parents”

- Noon or 4:30 one hour live events

“Office Hours” Live Event- 6:00 p.m.

- An hour for parents to ask technical questions



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THANK YOU! QUESTIONS?