

TECHNOLOGY P.I.E. MEETING

[Problems, Issues, & Events]

September 21, 2022

Present

Ryan Alruwaily

Brett Brown

Cheryl Brumett

MaryEllen Bunton

Kayla Butler

John Conner

Robert Cundiff

Joshua Edwards

Nathaniel Gleason

Brian Golish

Scott Hannah

Mathew Harmless

Paul Hubbard

Annette Hummel

Gail Lewis

Mark Lyman

Christine Martin

Tamara Medina

Mandy Mourer

William Niles

Michael Orr

Karen Petersen

Jessica Poulson

Alan Rivers

Jarren Saucedo

Caleb Seripinas

Jason Smith

Cheryl Swafford

Michelle Troxel

Andrea VanLeer

Kristi Wagle

CRP Job Description & Duties

MaryEllen reviewed the recently revised CRP Job Description with the committee. Some of the highlighted responsibilities include providing professional development to help teachers use technology in the classroom, assist in all technological areas of the building, assist with Help Desk tickets, and attend bi-monthly meetings. A comment was made, asking to provide more clarification about the expectation of maintaining and updating technology in their building. Bob Cundiff stated that Help Desk tickets have been very well communicated to him and he has appreciated it.

Scanner Setup/Adding Names

Teachers in K-6 buildings have been asked to let their building LRC know when they need more consumables for math and ELA. MaryEllen commented that students have 7-9 math books & around 8 ELA booklets and LRC's have been phenomenal at helping get these to teachers when needed. CRPs were asked to check with their LRC to see if they need assistance learning to use the copier to scan, and getting their name and email added so they can send their scanned documents.

ELA & Math Resources

The Math & ELA building leaders setup a helpful link to provide a list of resources for Math & English that can be used in the classrooms:

<https://docs.google.com/document/d/1hRg49QDI6XPRfCkCS5eYABoDGLwyBBZs9eTbAopUq3Q/edit?usp=sharing>

These resources are vetted and approved. They can be used as a supplement, as an intervention, and some can be given to parents for use at home. The ones recommended to parents for their child to use at home cannot be used in the building because they couldn't be vetted or pass SOPPA regulations. If there is something on the list that you really like, but your building has not purchased it, reach out to MaryEllen Bunton.

Chromebook Update

We have had a couple of issues with chromebooks so the Techs & LRCs have been working together to make sure all buildings have what they need. We have ordered more chromebooks and many more power adapters, but at this time it seems we may be in good shape. We are still trying to figure out the CTE laptops at DHS. The laptops we were getting were retired so we had to get a newer model. Then there have been issues imaging the newer model and we're still working to resolve that. If you have any questions about chromebooks in your building, please contact Annette Hummel.

Miscellaneous

Mike Orr asked if anyone needed training for Lightspeed classroom. Andrea asked about some things that are being blocked. Mike commented that certain things will be blocked but the software will give you more control over your classroom. Sometimes teachers can do an override for a set period of time, but a log will be created when this is done. Mike commented that he normally sends training videos out for assistance he was asking for feedback from CRPs to see if they thought it was needed or not.

Paul Hubbard mentioned that teachers can use Canva for Education: <https://watch.screencastify.com/v/UHvHrST5LYNkUaiRpDWC>, which is free for educators, and SOPPA approved, when looking for pictures to use in the classroom.

Building Concerns / Needs

Andrea VanLeer recently sent a list of technology needs from the high school that the IT Department is reviewing. Annette commented that the Help Desk is also taking a lot of phone calls from parents, not just staff, and the line has been overwhelmed. There is a Help Desk schedule the IT Techs follow, so someone is always taking calls. If a call is not picked up on the Help Desk line, it is generally because the Tech is working with another caller. We have looked into other options to help resolve this but nothing has worked out so far.

The DS Razor tool can be used for password resets but there have been some issues Mike Orr has been trying to work out. If you try to use this tool and get the syntax error, click ok, and most of the time it will allow you to continue with options to reset a password. Mike is still working to try to resolve issues with this tool.

Mike addressed a concern that was mentioned about the Wi-Fi disconnecting. The certificate server started pushing out two certs that caused problems, but he believes this is cleared up now. If you have a windows laptop that will not connect to DCCSD118, and you are using a docking station, the dock could be causing an issue. If you are using a laptop and get the message that Wi-Fi was disconnected, the laptop may need reimaged. Put in a Help Desk ticket if your staff laptop is dropping on & off wireless. Make sure to provide the laptop name in the ticket, and if you are connected to a docking station or not. Alan Rivers commented that he has had some teachers unplug their laptop from the dock & connect directly to the smartboard to resolve the problem.

Tim Hubbard commented they are having a lot of issues with the copier in their building. Buildings & Grounds is aware of the problem, but the issues have not been resolved. Alan recommended to have their building principal contact the Business Office about this issue.

Gail Lewis commented that her building is having trouble with Papercut. Alan recommended the first thing staff should do is reboot their computer to see if that resolves the problem. The wireless issue can also cause this problem. If the reboot doesn't help, put in a ticket. Alan also commented when a staff member takes their laptop home, then they bring the laptop back to work, they should always reboot to reconnect to the district network. More often than not, rebooting your computer will help resolve many issues users have.

Meeting adjourned at 8am

The next Virtual Tech P.I.E. meeting will be Wednesday, October 12, 2022