

SCC Campus Reps. Zoom Mtg.
Thursday, Sept. 10, 2020
Q & A

From Daphne Smyrl/Watauga ES:

1. **Are there any plans for an all-day help line where parents can call in and get assistance?** Many of our parents are not tech-savvy and need our assistance to walk them through everything; they need a phone call or an in-person meeting. We are using all of our conference period being tech-support for the online learners. Then, we start teaching our face-to-face students, and these families have to go the entire day without any support, and the students aren't able to move along in their work. After school, we have to switch from face-to-face learning, and go help the on-line learners and are left with no time to plan or build the Canvas assignments.
 - A. We understand many families need technical assistance. Before the health crisis hit, we only had the staff on hand to support our teachers and staff across the District. Now that we are supporting all 4,000+ employees, 23,000 students, and their parents/guardians, we adapt daily to support the demand. We are exploring adjusting hours; however, many existing staff members are unable to work late evenings. The best way to receive technical support is to submit a ticket. We receive and solve several hundred tickets per day. We are also working with the Cabinet to explore options such as hiring more staff, hiring students, or even paying a cadre of teachers to provide students' assistance after hours.
2. Other area districts are rolling out an online COVID dashboard that allows their stakeholders to track active cases within the district. **Is Birdville planning on doing the same regarding active cases within the district?**
 - A. We are looking at options before posting online.

From Veronica Schilowsky/Haltom Middle

3. In the event that more students opt in for face-to-face learning in the future, would it be possible to adopt an A/B schedule so that we are more equipped to mitigate the risk of COVID spread while providing high quality instruction?
 - A. The concern related to daycare for parents with their children attending on alternate days and with the school district having to continue with an online format to mesh with a block schedule at the campus did not make it feasible for us to consider the Hybrid model.

From Dawnya Morrison/Snow Heights ES:

4. Teachers at our school have heard from parents who find Canvas a difficult platform to maneuver through to access daily assignments for their child. **Is there any consideration for the district to adopt a more user-friendly platform or allow teachers to use a more user-friendly platform?**
 - A. If a course design is intuitive, such as the templates suggested and provided by the District, these concerns will be relieved. Reach out to our Digital Learning team or the Curriculum Coordinators for assistance. We can help implement best practices in the Canvas course structure to ensure it is simple for students, teachers, and parents. Canvas, like all Learning Management Systems, is only as complex as you make it.

From Veronica Schilowsky/Haltom Middle

5. Students are still having issues with this despite the heat tickets being submitted. The issue will be resolved for a day or two and then it will happen again. **Has the district found a permanent fix to issue with iboss?**
 - A. We are monitoring internet performance daily to support the exponential increase in traffic due to remote learning. All internet traffic must be filtered to help maintain a safe learning environment. We are aware of some proxy messages that pop-up when students are accessing some websites or content that iboss® has difficulty filtering.

A permanent solution has already been implemented to fix the internet performance. Last spring, we operated on two cloud servers, and our network team proactively increased the number to seven for the first day of remote/online school in August. When there were issues, we worked with iboss to increase from seven to 14. When there were issues on day two, we worked with iboss to increase from 14 to 27. Our network team monitors overall internet bandwidth daily, and we are currently experiencing a more consistent internet speed on all District devices.

From Patrick Kelley/Richland HS:

6. A student is just absent from F2F school (non Covid). Just regular absence. If the student does all their work that was assigned remotely (thus satisfying ONLINE attendance criteria), can the teacher go back and count the student Remote-Present?
 - A. The instructional plan submitted to the TEA stipulates that if a F2F student is absent, the student can complete their assignments online in order for them to keep up with the assigned work while absent and still receive credit. If a student completes the assigned work or assessment by 11:59 p.m., then the student can be marked “remote-present” regardless of the reason for the absence. If a student is accumulating unexcused absences and the teacher perceives the student is taking advantage of our current situation, then the teacher should inform the office so that the student and parent can be referred to our attendance officers.

From Heather Becraft/Porter ES:

7. I still want to know if they will consider hiring an online teacher since it's a lot to do both face-to-face and online. I am devoting 90% of my day to balancing both. Was there thought given to potentially having a district online school where both the online students and the face-to-face students could have been given more equity in their instruction and teachers could have focused on 1 platform?
 - A. We considered several options when deciding what works best for students and teachers. We interviewed many teachers with the thought of them being completely on-line; however, we were not able to find the caliber of teacher we need for BISD. Principals were given flexibility in building their schedules in order to meet the needs. This situation is not ideal and we need to not only give our students grace, we also need to give ourselves grace and do the best we can. If there is a way to have your online students Zoom into some of your live lessons, that would reduce the need for having to record an additional lesson. Teaching and Learning is also working to create lessons that can be shared.

From Mary Huston/Shannon HS

8. Is the District going to provide charging stations/cords/chargers for students who need to charge their Chromebooks in class? What does social distancing look like with the charging stations?
 - A. Students should bring Chromebooks charged and bring their power cords. The Chromebooks should last all day and not need to be charged during the day. If required, students can charge at lunch or at times when they are not using the devices.

Technology provided each classroom with power strips as part of the 2014 Bond program a while back. With the District moving to 1:1 over the summer, we want to increase the access to available electricity for charging and placed orders for more power strips. Due to supplier shortages, they have not arrived yet at our warehouse. As soon as they arrive, we will get them delivered to each campus.

From Patrick Kelley/RHS to Dave Lambson (Privately):

9. Quick question ... **Do we not have the ability to send a message to a single person in the chat?** I only see you and "everyone". I was trying to send a message to Mrs. Bowman but had to put it out to everyone instead of just her.

From Dave Lambson:

Private messages can only be sent to the host.

From Nicole Anderson/Walker Creek ES:

10. PPE--we did not have enough black masks for the actual number of face-to-face students that came on Tuesday because of the last-minute changes made by families. **Will we receive additional masks?**

From Katie Bowman:

- A. Nicole, your principal may add a ticket in the online system to request additional PPE. Feel free to call me if your principal has any issues.

From Taylor Greene/Smithfield ES:

11. Regarding fully online teachers: **Is there a specific cap on the number of students in an online class at the elementary level?**

From Lorene Ownby:

- A. Taylor--the caps are the same for online as in-person.

From Nichole Wood/Binion ES:

12. A question I received was **some districts aren't requiring pre-k to 4th to wear masks, why is BISD?**

- A. The area districts are consulting with one another to share ideas and suggestions of how to best meet the needs of our students and staff. Currently, there are not districts that Dr. Brown is working with that have removed the mask expectation for pre-K-4. While we are asking that our pre-K-4th grade students wear masks, there is flexibility in the lower grades, specifically pre-K-2 in the amount of time students have to wear a mask. Students are given breaks from masks when they can be socially distant from one another, especially in the lowest grade levels. Mask breaks are also given when appropriate. We have asked our principals to give teachers of the lowest grades flexibility, but with safety measures in place.

From Taylor Greene/Smithfield ES to Dave Lambson(Privately):

13. Elementary teachers who use Seesaw at our campus lost their students when the district updated to Seesaw schools. We have reached out to our DLS, but I'm sure other schools had a similar situation. We are having to have parents join again—but home learning codes are blocked by the administrator.

From Dave Lambson:

- A. Hi Taylor, students will no longer use the class codes to access and will be able to get in through the Seesaw link on the portal. Communications went out from Digital learning last week with the details and instructions. New courses should be showing up with your students rostered. You won't lose access to any of the activities and items in the library that you may have created, but you do have to start using the new courses from here on out. Seesaw worked on the rostering today. Let us know if you don't see the classes in Seesaw first thing in the morning, but it should be matching Skyward.

14. Do teachers need to wear gloves when using the sanitizing wipes?

- A. Gloves are not needed with the wipes. The sanitizer is diluted to 99.5 percent water. It will not harm the skin.

On another note, gloves are one of the items that are very difficult to purchase right now. TEA cancelled our glove order due to shortages. The gloves we have in the warehouse are for child nutrition, custodians, nurses, and special education teachers that must change diapers. We do not have the ability to get glove supplies for all teachers. That is why we are using a sanitizer for the classrooms rather than a disinfectant. A disinfectant is harsher than a sanitizer. A disinfectant wipe would be a Clorox wipe that teachers might use at home.