

**SCC Campus Reps. Zoom Mtg.**  
**Thursday, Oct. 15, 2020**  
**Final Q & A**

**Questions Received Week of 10/5**

**Francisco ES**

1. **Could you add on to your SCC questions why the district is still insisting on us completing PLCs during this time?** This is valuable planning time that we now have to use on basically meetings, and it's one less planning time a week for us to record/plan lessons for that week or the following week.
  - A. PLCs are a process to help teachers share planning responsibilities, look at data, make decisions regarding lesson design and delivery, plus make critical decisions about appropriate student interventions. They are meant to help teachers, not to hinder teachers from planning. If they are not a help, then I would take a look at what is on the PLC agenda and reflect on whether the PLC members are truly collaborating and sharing the work responsibilities. If not, then get with the principal and look at what could be done to restructure PLC time and work responsibilities. When PLCs meet and how often they meet is a campus decision. However, the District believes and supports the power of the PLC. We believe that teacher collaboration is critical to help facilitate and hold system coherency and alignment tight. Without teacher collaboration, the possibility of random variation occurring in delivery is greatly increased.

**HHS**

2. I am writing to suggest that financial compensation be offered to teachers that take on the students of other teachers that are out on various types of leave; such as FMLA, CARES, or quarantined. We have a shortage of substitutes and vacant sections are being assigned to other teachers. These additional students create an additional hardship on teachers that are at work without providing additional compensation. FMLA, CARES leave or quarantining a teacher is a long-term absence that is burdensome on our current teachers when a substitute is not assigned or the substitute cannot enter assignments, access assignments, or enter grades on the various platforms.
  - A. We discussed this concern at Cabinet on Monday (10/5) and we are going to continue to pay teachers that use their conference period to cover an absent teachers' class when a substitute is not available. That rate currently is \$15 dollars for that conference period.

**BHS**

3. **Would it be possible to provide students with a login and password to Canvas that they can use in the event of another portal outage?** The portal is helpful and convenient, but when the portal has issues, like today (10/6), school basically has to stop (especially for online students) because all of our stuff is in Canvas and no one can access it. I just think there should be some redundancy in our log in processes so that when one system goes down, we are not left with no way to move forward.

### **BHS (#3 continued)**

- A. One of the purposes of the Single Sign-on Portal was to eliminate the number of usernames and passwords students have to remember for all of the online systems used for their learning. We understand the frustration that was experienced when there were issues with the portal, and so does ClassLink. I am going to include an email that I personally received from the CEO of ClassLink after pressing him for answers. It provides details on some of the redundant processes they have implemented in the system to reduce this type of issue from impacting us again in the future:

**Message to ClassLink's CEO:** ClassLink is down again and this is completely unacceptable. Please advise.

#### ***ClassLink CEO's Response:***

*I agree, it's unacceptable. Although our overall system reliability has continued to improve significantly over the years, even a one-hour-long outage, right at the start of the school day, is too much. No doubt it's especially disruptive when so many are in a remote learning mode.*

*As all things tech, we're seeking to understand what's causing the issue, while at the same time implementing remedies. Sometimes these riddles are solved within minutes and hours... sometimes it takes a couple days to get to the root of it. Timelines like that (hours to days), to understand a brief outage, are very reasonable in big cloud infrastructure land, and without a doubt that's what instructional technology platforms like ClassLink are these days. For yesterday's/today's situations, we've been at it about a day now, and although we don't yet have an exact cause determined, we have some plausible ideas. It's unwise for us to assert the root cause of an issue unless we have evidence. We're still gathering evidence.*

*We have two safety nets to prevent a similar outage in the future. One safety net is to install a backup ClassLink Gateway Server and have it on ready standby. This backup ClassLink Gateway Server can be activated in <1min. The second safety net is to have a backup login server cluster in the cloud on ready standby. This backup server cluster can be activated in <5 min. Both of these remedies have been implemented and tested. We are confident they can prevent a similar outage.*

*Our people are gifted at solving these riddles and coming up with solutions and safety nets... whenever we trade notes with other shops, even companies orders of magnitude larger, it's almost always the case where the other side says 'dang... you guys have way better monitoring and tracking systems than us'. As frustrated as some of your students and teachers feel when they can't access online resources, never doubt they are in the best of hands with our development/operations teams.*

**SCC Campus Reps. Zoom Mtg.  
Thursday, Oct. 15, 2020  
Pre-Meeting Q & A**

**Questions Received the week of Oct. 15**

**West Birdville ES**

1. Can we look at the calendar to add any half days for teacher workdays in the spring?
  - A. Dr. Brown is going to share his plan to change some of our full days to half days (for students) for the fall AND spring semesters. This will provide teachers additional time to plan, assist students and grade assignments.

**Haltom Middle**

2. Regarding lock-down drills, **has there been any consideration given to the close proximity that the children will be in, in respect of Covid-19?** It would be my suggestion that we can reach the same outcome by having the whole class's attention, but selecting five pupils to demonstrate their understanding of the drill and answering any questions that come from that. Surely in these unprecedented times of Coronavirus, the same learning outcomes could come from a demonstration and a Q&A session. The more immediate threat at present is the spread of a disease without cure, which is spread by people being in such close proximity.
  - A. Yes, we have considered Covid-19 protocols and the potential for close contact during an emergency drill such as Lockdown. The principals have been instructed to modify the drills to a verbal command and have students point to the appropriate area in the classroom instead of moving to a close contact situation.
3. When a staff member is asked to quarantine due to contact with a student, does the district provide a list of current places for someone to get tested or is it up to the individual to find a place?
  - A. We do not recommend or require exposed employees to be tested. Testing is recommended for individuals with symptoms, not for people who have been exposed. Due to the fluid status of testing sites, insurance plans determining coverage and the wide range of testing options we do not provide a list. When we are asked for a suggestion, we are here to help with the website that can help the employee find a place that meets their needs.

### Green Valley ES

4. Please provide information on hiring, plans and updates for online teachers.
  - A. Dr. Hyman and her team have been conducting interviews for the past several weeks. Currently, we have three secondary teachers (science, social studies, and math) who will be recommended to the Board this month. Elementary interviews will be concluded tomorrow, October 15. Four teachers will be recommended and will also go to the Board on October 22. Plans for these teachers will be to establish and manage an online help desk to provide just-in-time support to online/remote learners, to develop online lessons and resources, and to assist campuses in connecting with online/remote students who are failing; the secondary online teachers will provide additional support for students working towards credit recovery. We are also interviewing individuals interested in providing tutorial services after school.

### Hardeman ES

5. On our campus, we have some families that are not engaging at all. Our campus teachers and admin have made numerous attempts to get these families engaged, but it still isn't happening. **Does the district and/or TEA have a plan for what could/should be done about this?** We are already in the 2<sup>nd</sup> six weeks of school and we have some families, with multiple students within that family, not engaging in online learning or participating in the agreed district assessments (BAS, Istation, etc.) **What, if anything, can be done about those situations?**
  - A. We agree that it can be difficult to get all students and families to fully engage. As has been shared before, we can only do the best we can do. If multiple attempts have been made in a variety of methods to connect with families, we need to review what is at the center of the disconnect. Have home visits been made? Has the counseling staff connected with the family? If the family has an option to remain online or return, has the family been asked to return to campus for face-to-face learning?

As a principal group, we are discussing and monitoring failures, particularly of students who are online and opting out of learning and brainstorming alternatives. Please ask your principal to work with Dr. Ownby to collaborate and create a plan to address these students/families.

### Middle Schools

6. Multiple middle school campuses have asked about GoGuardian for their campuses in prior SCC meetings.
  - A. We were able to get GoGuardian enabled for 6<sup>th</sup> and 7<sup>th</sup> grade for the remainder of the school year. If schools want to continue using GoGuardian beyond this school year, we will need to look at funding options for future school years and will include this as a discussion item as part of the 2021–22 budget process.

It was already available for eighth-grade students.

## Chat from Oct. 15, 2020 SCC Zoom Meeting

### Richland HS/Patrick Kelley

1. Are there truancy officers still checking on families to help with these issues of non-attendance?

A. **From Lorene Ownby:** Patrick, yes, we have attendance officers working to check on families.

**From Patrick Kelley:** Thanks.

**From Dr. Clark:** Yes, if students are actually not meeting requirements for attendance, then a truancy officer can be used. However, graduation coaches for secondary would be another great option to utilize.

### Green Valley ES/Carrie Growald

2. Personal pet peeve: **Can the leave request form generate a response to let the sender know when it has submitted?** I feel I always hit submit multiple times unsure if it has been submitted.

A. **From Dave Lambson to Carrie Growald (Privately):** Thanks Carrie. Send me the link and I'll cover it with Cabinet.

**From Carrie Growald to Dave Lambson (Privately):**

<https://www.birdvilleschools.net/cms/lib/TX01000797/Centricity/Domain/3568/disclvfm.pdf>

### BCTAL/Tyler McCoy

3. Sorry, I lost audio for a bit when Dr. Brown was presenting the half-day proposal ... just to clarify, **the proposal has to be approved by the board before it is publicly announced, correct?**

**From Tyler McCoy:** Great! Thank you sorry about that!

**From Tyler McCoy:** We GREATLY APPRECIATE IT! Cannot thank you enough!

**From Dr. Marnie Choate to Mark Thomas:** User Error on my part ... just sent you email.

**From Mark Thomas:** Thank you

**From Dawnya Morrison:** Thank you for the early release days!!