

**Technology Coordinator**  
**Report to the Pittsville School District Board of Education**  
**Monday, October 12, 2020**



**Student/Family Connectivity** – We had some initial problems with our US Cellular WiFi hotspots not allowing some Google services to connect on student Chromebooks. We had added Internet filtering to those hotspots over the summer, and the filter was not working as it should have been. After working with the company, all filter issues have been resolved and as far as I know families using our hotspots are getting the connectivity needed for student learning. We also had a few issues early on with one hotspot brand not working very well for a specific area (weak signal), but switching to another brand solved the issues.

**Chromebooks** – So far we have had good luck with our Chromebooks. Problems with Chromebooks not working have been few and most issues have been simple fixes.

**New Desktop Computers** – I had a problem getting our new desktop computers to connect to our imaging server. The imaging process is what I use to copy a hard drive image from one computer to many. What I do is set up one computer up with all the software and settings exactly as I want it, and then using the imaging services of our Zenworks Imaging server, I can copy that hard drive image to all the rest of the computers that are the same model. This saves a ton of time and makes it fairly easy to set up lots of the same computers all at once. After purchasing a support contract for Zenworks Imaging, the technician was able to quickly help solve the problem, and I am now able to image and setup the new desktop computers, which are to go to all our staff who still use desktop computers.

**Remote Instruction to the Classroom from Home** – We've had some primary teachers who've had to teach from home because of COVID19 issues. What we've been able to do is have them use their laptop at home and using a Google Meet session, connect to the CleverTouch display in their classroom back here at school (with an aide or sub also present in the classroom). This allows them to interact with the students and see their classroom from afar. It's been a big hit with the students! The big problem we've run into is that if the classroom still has an older LCD projector and SMARTBoard in the classroom, we cannot get things to work very well. As a result we are looking at getting a CleverTouch to mount on a cart so it can be wheeled from room to room as needed for situations like this. The sooner we can replace the remaining SMARTBoards the better.