Update on Virtual Learning
‘Our community deserves better.’ Unsolved software outage mars Miami’s first day of school

Houston ISD website goes down on the first day of school

BREAKING: APS Experiencing Technical Issues on First Day of School

Technical problems disrupted remote classes throughout nation
Lessons Learned So Far

- Encouraging appropriate set up of classrooms and roles in Teams
- Use calendar invites instead of just sending a link to Teams help students remember what they are supposed to be doing and when
- Schedule changes for students can cause disruptions that need to be addressed in advance
- Younger students need reminders about charging their device, muting their device, etc. regularly
Things to keep in mind about student activity data:

- SCS will not withdraw “no show” students until the end of this week. Once these students are removed from the enrollment roster, online learning and attendance rates will likely increase.

- Kindergarten students have had staggered entry, so they tend to have lower activity rates so far by design.

- Some students showing lower levels of online activity in week 1 may be using other devices (like phones) to log in or contingency plans such as paper workbooks when they have device or connectivity problems.
92% of enrolled K-12 students have accessed Microsoft Teams for class.

The percentages use the total enrollment as the denominator.
Microsoft Teams usage has increased by 12.7% since the start of school.

The percentages use the total enrollment but excludes KK due to staggered entry process.
3% of enrolled K-12 students did not pick up an SCS device and have not logged into Microsoft Teams or Clever.

K-12 Students without SCS Devices or Platform Usage

<table>
<thead>
<tr>
<th>Has Not Picked Up Device</th>
<th>No Device, Clever, or Teams</th>
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<td>5,070</td>
<td>2,955</td>
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Significant Decreases to Average Wait Times

Avg Call Wait Time

- 8/17/2020: 5.28
- 8/24/2020: 14.23
- 8/31/2020: 17.43
- 9/7/2020: 9.23
Four SCS call centers received over 29,000 calls the first week of school.

Top Themes Identified by the Call Centers include:

- Log-in/password assistance with platforms
- Tech support for device/hardware
- Navigating the Teams platform
- Enrollment & transfer questions
- Questions about device deployment and screen protectors, cases and hotspots
46% of teachers chose to work on site, 37% chose remote teaching, and 17% chose hybrid.