Technology Services Bulletin

"Teachers need to stop saying, 'Hand it in,' and start saying, 'Publish It.'"
– Alan November

From the Director

Welcome back! As our team met recently to discuss our plans for the new school year, one of the better suggestions was to send out a 'start of school' newsletter in early August so that we could provide helpful information that would be useful as we get ready to start the new school year.

As part of our continuous improvement effort, we've identified three focus areas for our team for this year. They are: Focusing on the Big Issues; Improving Customer Service; and Providing More Self-Help Resources. In my mind the big issues are technology problems that we're seeing in multiple locations such as intermittent Apple TV connection problems. Solving those sorts of common problems help a lot of people at once. Our effort to improve customer service will include an effort to communicate better as well as a survey that we'll send out near the beginning and end of the school year. As for self-help resources, we are creating a web page where you can come and find solutions to common technology issues, online training and other resources to help you be more self-sufficient so you get a quicker solution and we have more time to address issues that require our attention. Expect more about these focus areas in future newsletters. Enjoy the new school year!

Staffing Changes in Technology Services

As we start the new year, we've made some staffing changes in our department. In June, our own Jim Delameter was selected to fill our new Technology Support Specialist III position. In his new role, Jim will focus more of his time on server and application administration to make things run more smoothly.

In July, we welcomed Trieu Pham, as a Technology Support Specialist II, filling the position Jim vacated. Trieu comes to us with experience in several other K-12 districts and state agencies. The interview panel was impressed by Trieu's customer service attitude, which I'm sure you'll see as you have a chance to work with him.

Google Training

The product formerly known as Synergyze is now known as Training for Google Apps after its acquisition by Google. If you're using the Chrome browser, you can access the training videos by clicking on the rainbow question mark icon you see at the top right if you're in any of the Google Apps for Education services.

You can also go directly to the videos in any web browser by visiting https://portal.synergyse.com/a/#videos/en/mail directly. Just pick the appropriate Google App icon at the top and scroll through the available videos for that app.

Summer 2016 Technology Services Projects

By the way, this picture **is not** one of our wiring closets. Our biggest project this summer has been the start of the LAN Cabling Upgrade Phase II project. Our vendor, IT Management has been working at Majestic Way, Piedmont, Summerdale, Toyon and Laneview to replace the network cabling with CAT 6a, which will support speeds of up to 10 Gbps and to install outdoor wireless access points. We ran into more cable routing issues than expected, so we delayed some of the work at Laneview until later. We're working with the vendor to make sure everything is ready for the start of school. Other schools will be re-cabled over breaks and next summer.

Self Help Resources

As we mentioned earlier in this newsletter, we've created a Self-Help page on the Insider (*Click Other Resources -> Technology Resources -> Self-Help Resources*) to provide solutions to common problems and answers to frequently asked questions. We're starting to the add resources now. Our hope is that by providing these answers, people can resolve their technology issues more quickly and allow more time for the Technology Services team to focus on the more difficult to solve problems. Feel free to email us recommendations for solutions and answers that you think should be on the page.

Password Expiration Warnings

We get a lot of questions about the password expiration message with the subject *"BUSD Active Directory Password Expiration Warning"* from users. The good news is that people are skeptical of emails they receive. The bad news is that this is a legitimate message. You can safely follow the instructions in the email to update your password. It is good security practice to change your passwords on a regular basis and this expiration process helps to encourage that. As always, if you have questions, you can create a ticket or email support.

100+ Great Google Classroom Resources

As you're starting a new school year, you might be looking for new resources or tools to add to your favorite unit. This page from Vicki Davis is a great place to start. It includes a lot of great resources to help you use Google Classroom more effectively.

District Technology Committee

With the start of the new school year, the District Technology Committee will hold its first meeting on Monday, August 29th from 3pm-4:30pm in the District Office board room. Anyone is welcome to attend. The committee will be focused, for the first half of the year, on creating the objectives and timelines for our updated District Technology Plan which goes to the board in December.

Sharing Technology Resources

Please visit the Technology Services department blog. New instructional resources and tips are added there daily. If you have something you want to share, let us know! You can also see the blog posts by following us on Twitter! The archives of this newsletter are available on our web site. Follow BUSD on Facebook or Twitter!