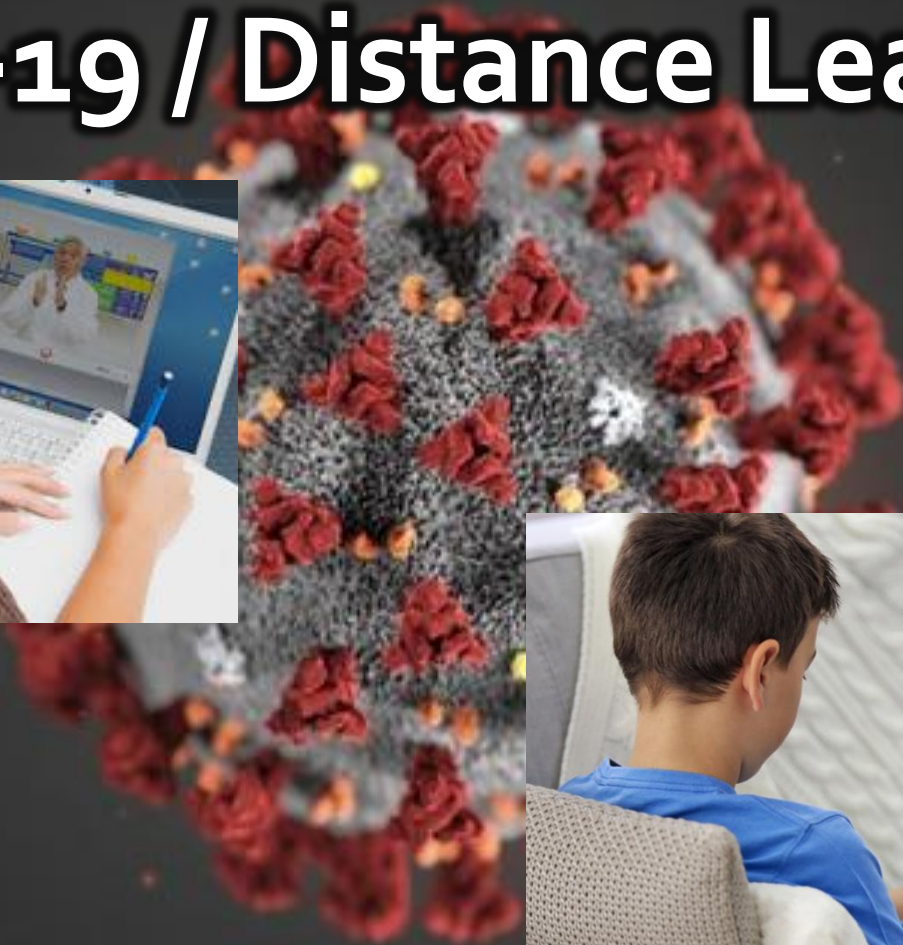




William S. Hart Union High School District

Technology Services Update – 2019/2020

COVID-19 / Distance Learning





Distance Learning

- Google G Suite for Education
 - Gmail / Calendar / Drive
 - Docs / Sheets / Slides / Forms
 - Classroom / Chat / Meet
- Google Chromebooks
 - Ease of Use & Management



Google G Suite Apps

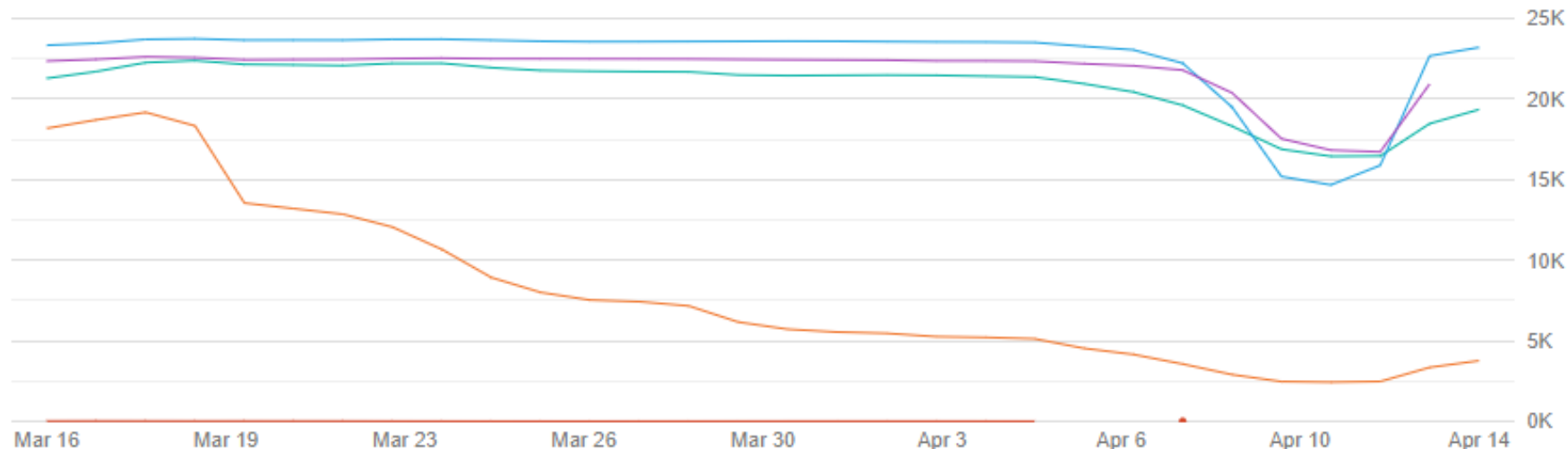
Apps usage activity

Latest data available for: Apr 14, 2020

Last 1 month ▾

● Gmail ● Drive ● Calendar ● Google+ ● Classroom

Weekly active users



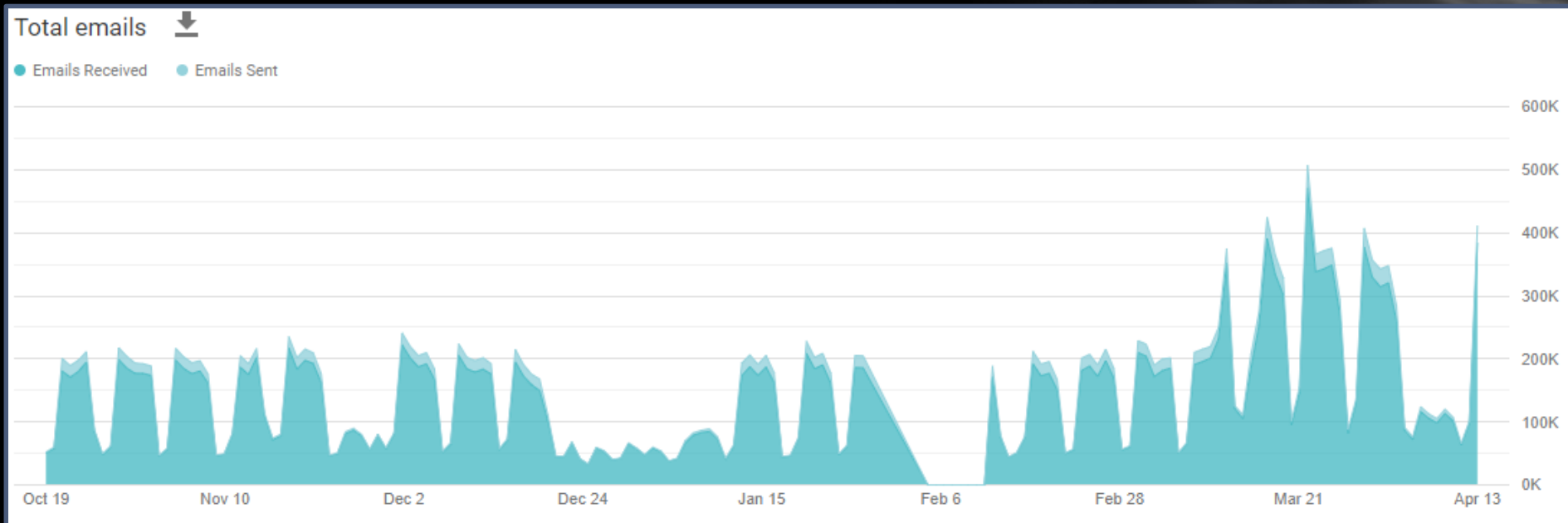
7.3 M +2.5 M (52%)
Total Emails

1.4 M +762,001 (104%)
Files added

15,054 +12,985 (628%)
Video Hangouts



Google Gmail





Google Chat

Active Rooms



● Hangouts Chat 1-Day Active Rooms ● Hangouts Chat 7-Day Active Rooms ● Hangouts Chat 30-Day Active Rooms



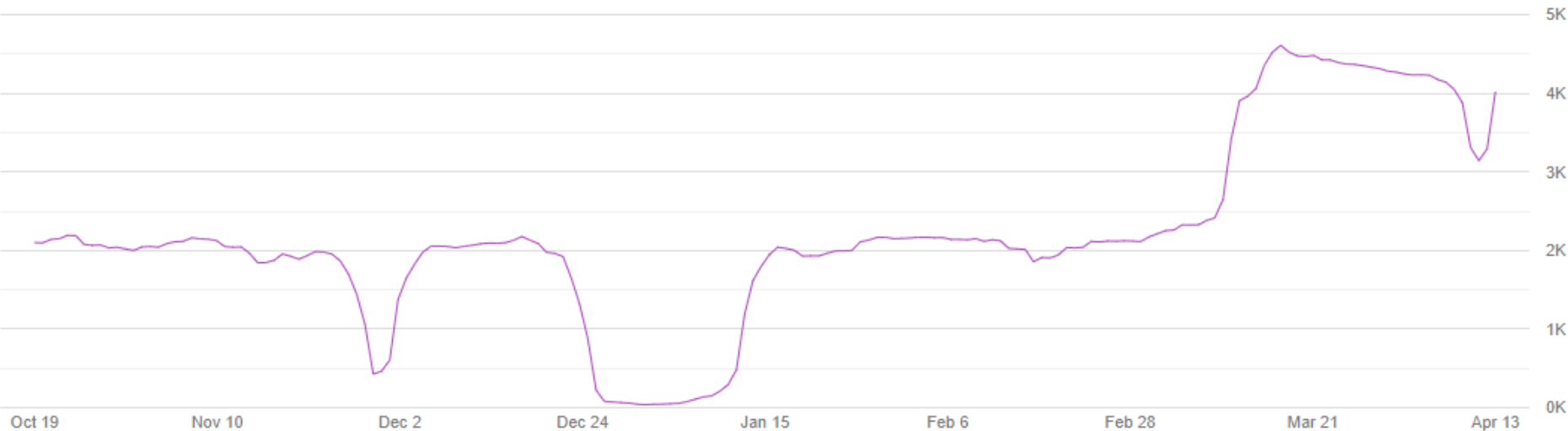


Google Classroom

Active classes




● 14-day active classes

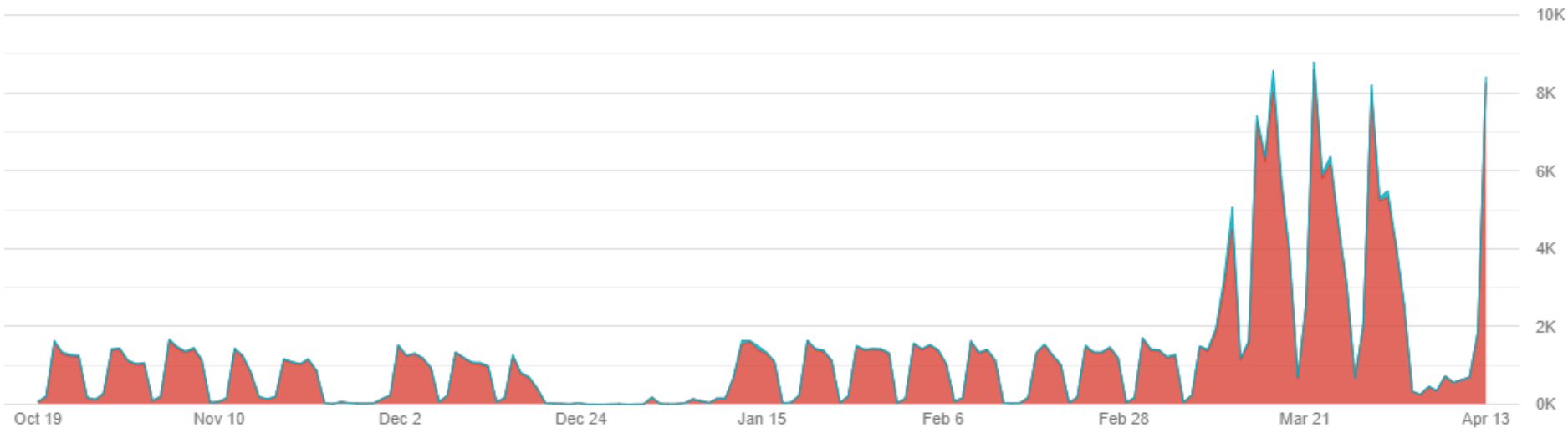




Google Classroom

Posts created 

● By teachers ● By students





Distance Learning

- Increase Access to Technology
 - Student & Staff Mobile Devices
 - Device & Infrastructure Upgrades
- Professional Development
- Teacher & Staff Adoption
- District Leadership & Planning



Distance Learning

- WiSH Chromebook Program
 - 2018/2019 School Year – 1,495
 - 2019/2020 School Year – 4,170
 - Before March 2020 – 325
 - Since March 2020 – 3,845
 - Total Distributed To Date – 5,665

Infrastructure





Infrastructure Projects

- Cyber Security Audit
 - No Major Findings
- Summer Upgrades
 - Wireless Controller Replacement
 - Server & Storage Consolidation

Devices





Current Device Counts

- 4,584 Desktop Computers
- 1,212 Laptop Computers
- 418 Macs & Macbooks
- 1,081 Apple iPads
- 32,430 Chromebooks
- **39,725 Total Staff & Student Devices**



Student Mobile Devices

- ✓ **2019/2020** – Added 2,507 Chromebooks
- ✓ **2019/2020** – Refreshed 4,987 Chromebooks

School Year	2017/2018	2018/2019	2019/2020
HS Student / Mobile Device	≈ 1.65:1	≈ 0.81:1	≈ 0.69:1
JHS Student / Mobile Devices	≈ 1.03:1	≈ 0.68:1	≈ 0.66:1
DW Student / Mobile Device	≈ 1.39:1	≈ 0.76:1	≈ 0.68:1

Support



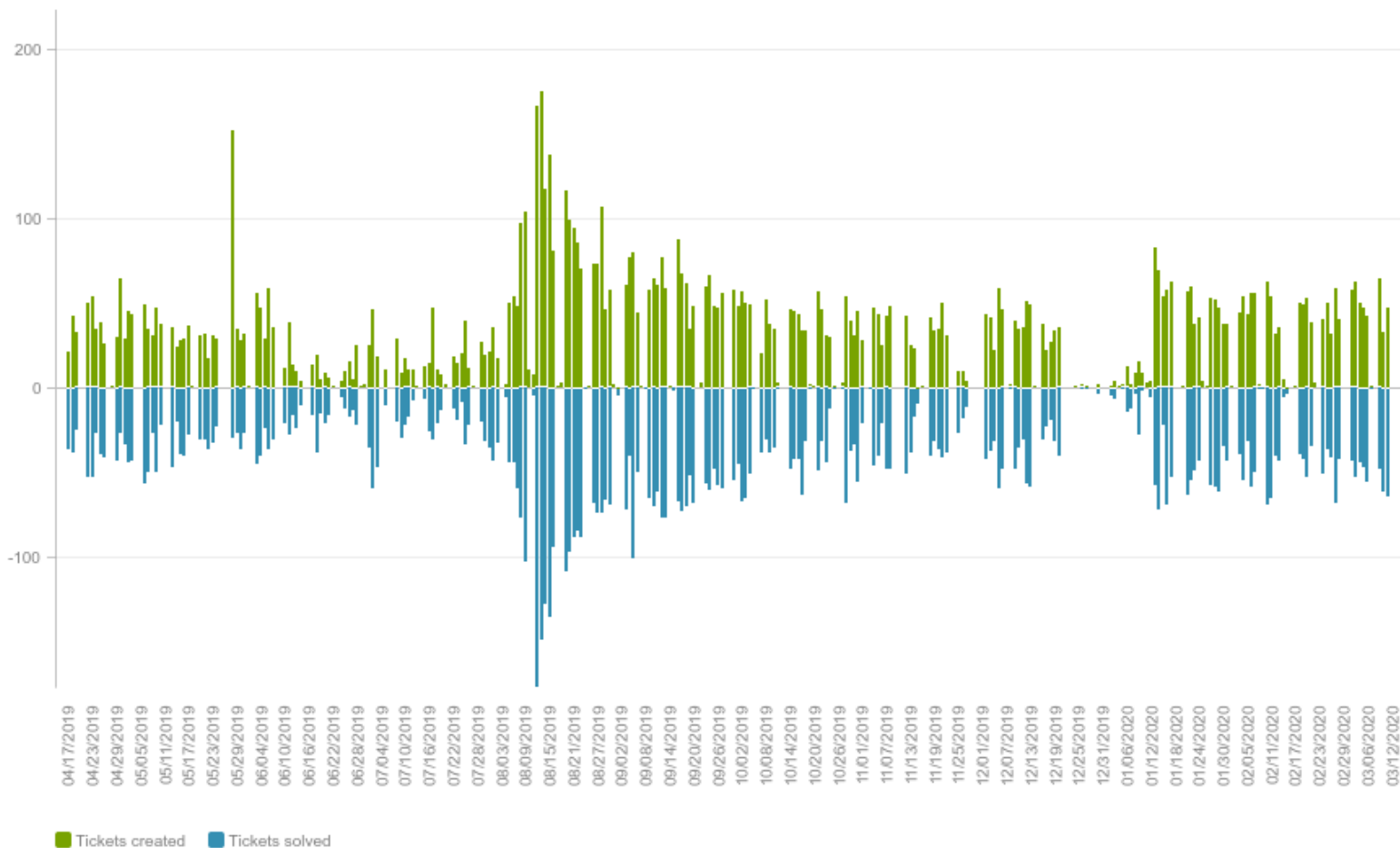


Ticketing System

- 3rd School Year – Zendesk Support
- Since April 2019...
 - 9,551 New Tickets
 - 9,512 Solved Tickets
 - Median First Reply Time: 82 Minutes
 - Average Resolution Time: 20 Hours
 - 99.6% Satisfaction Score



zendesk®



Technology Services



Thank you!