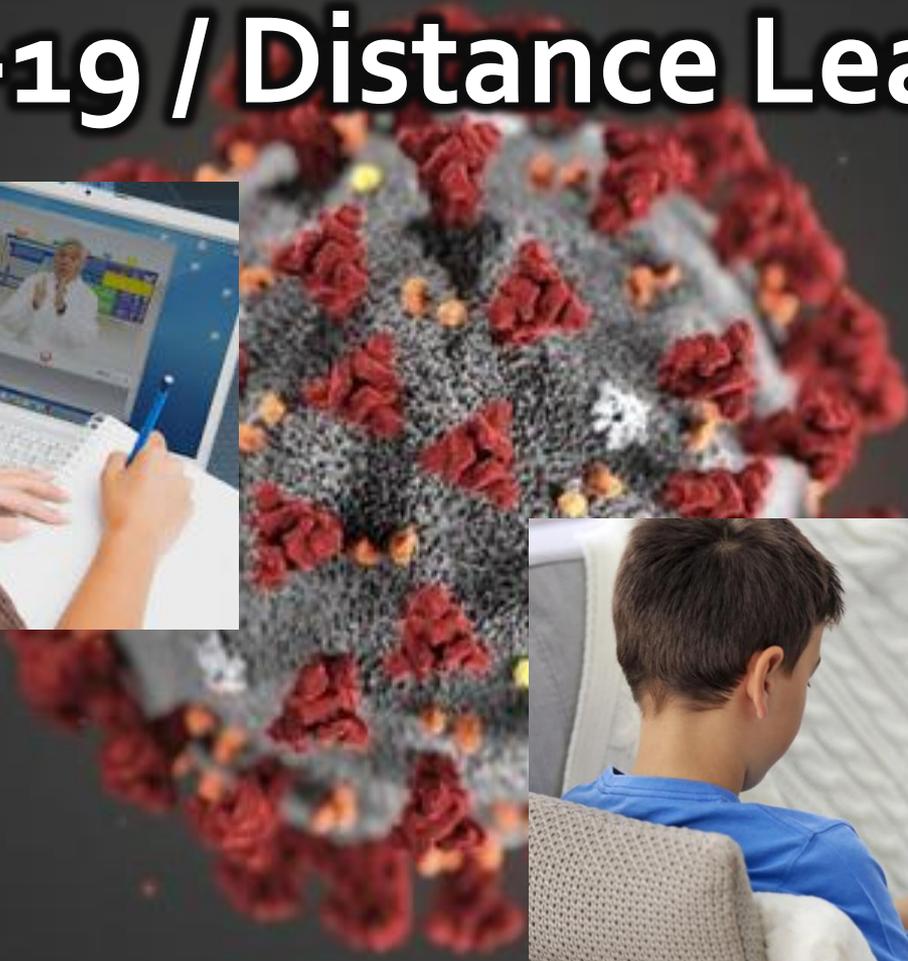




**William S. Hart  
Union High School District**

*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

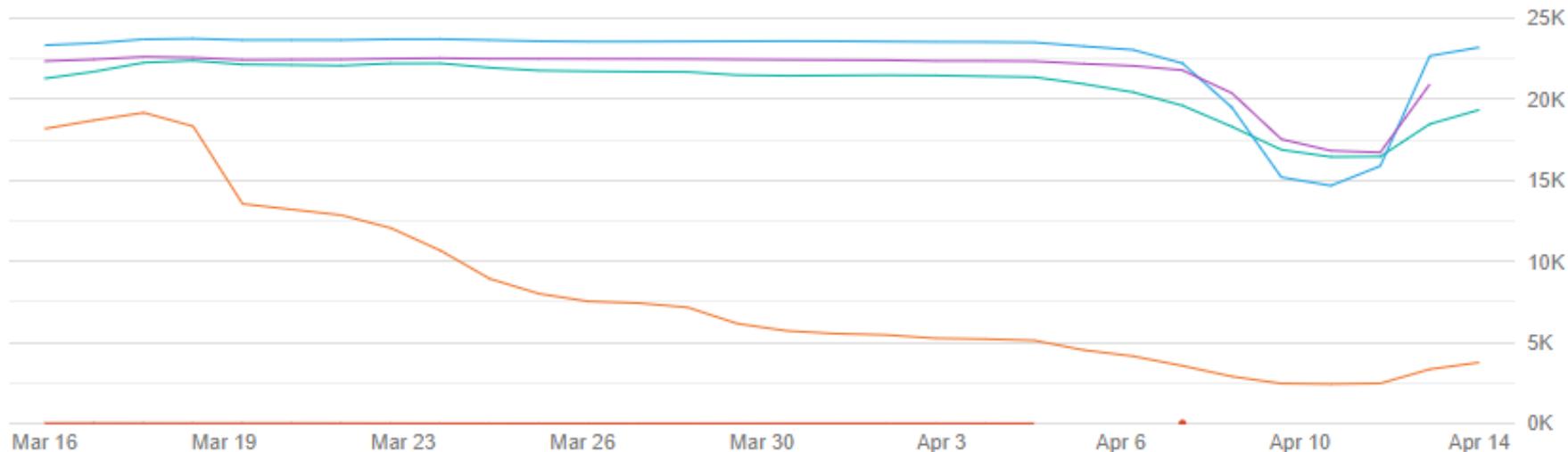
## Apps usage activity

Last 1 month ▾

Latest data available for: Apr 14, 2020

● Gmail ● Drive ● Calendar ● Google+ ● Classroom

Weekly active users



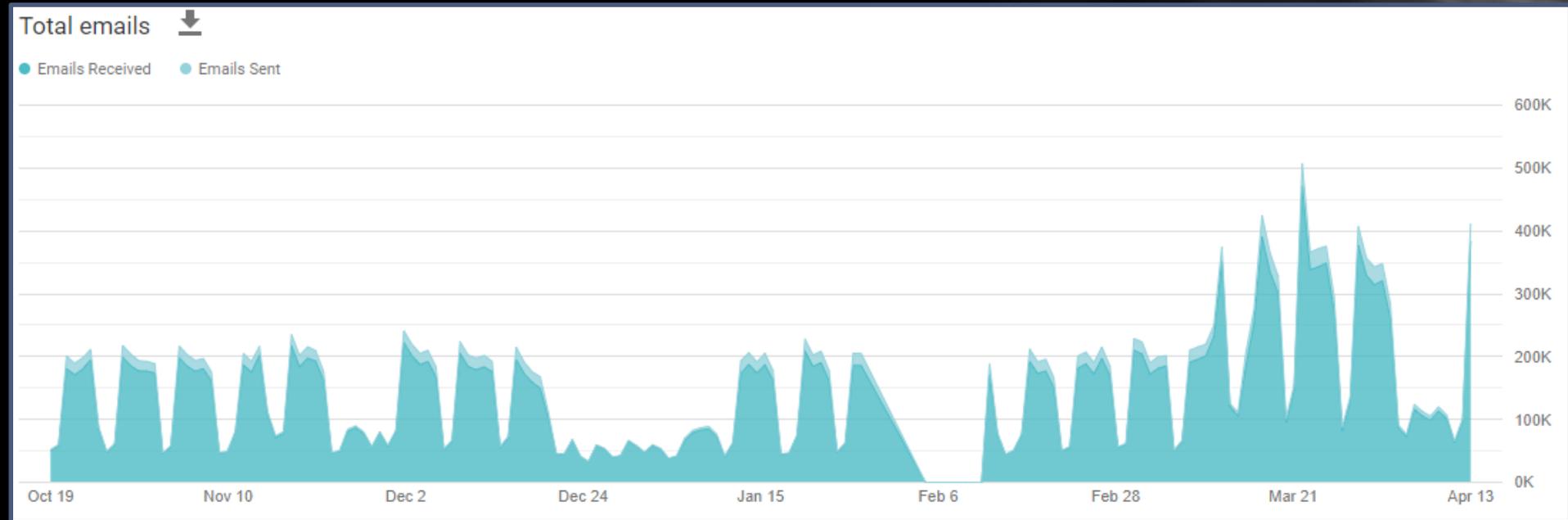
**7.3 M** +2.5 M (52%)  
Total Emails

**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

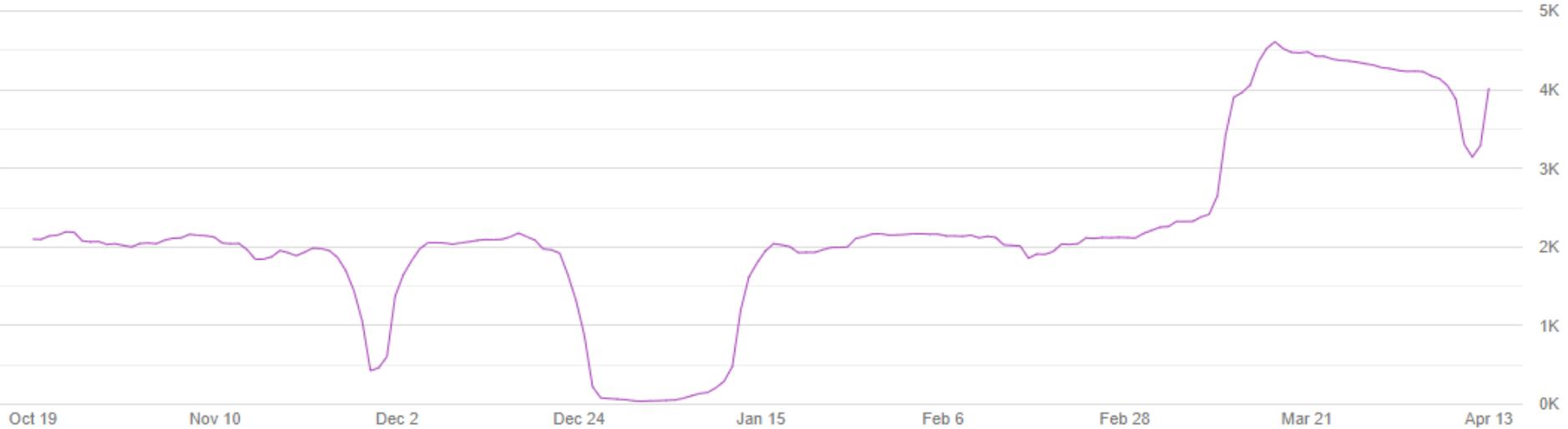




# Google Classroom

Active classes 

● 14-day active classes

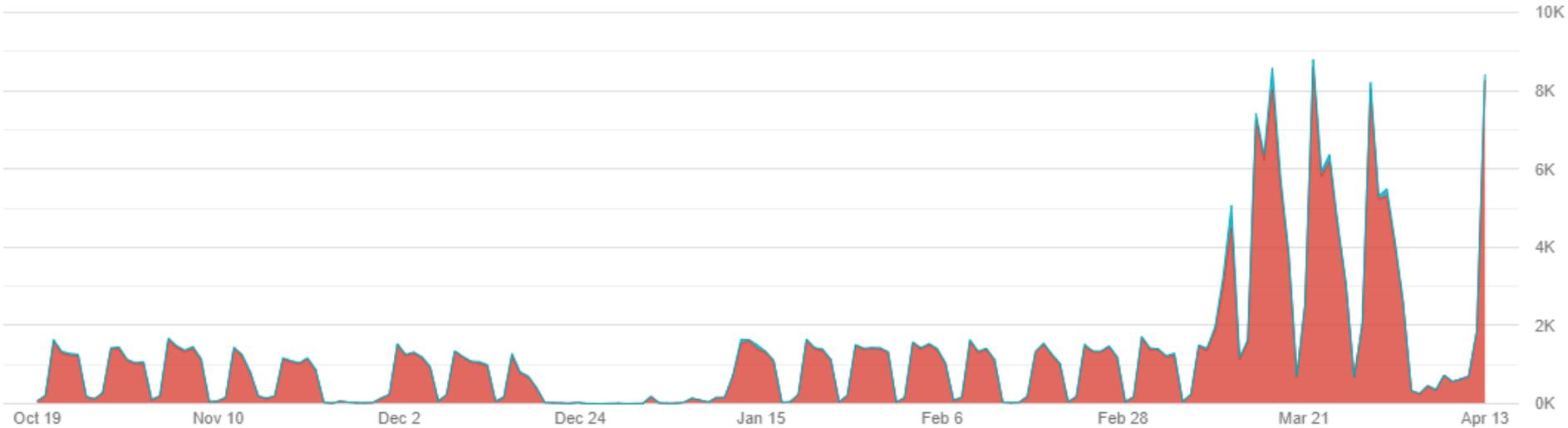




# Google Classroom

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



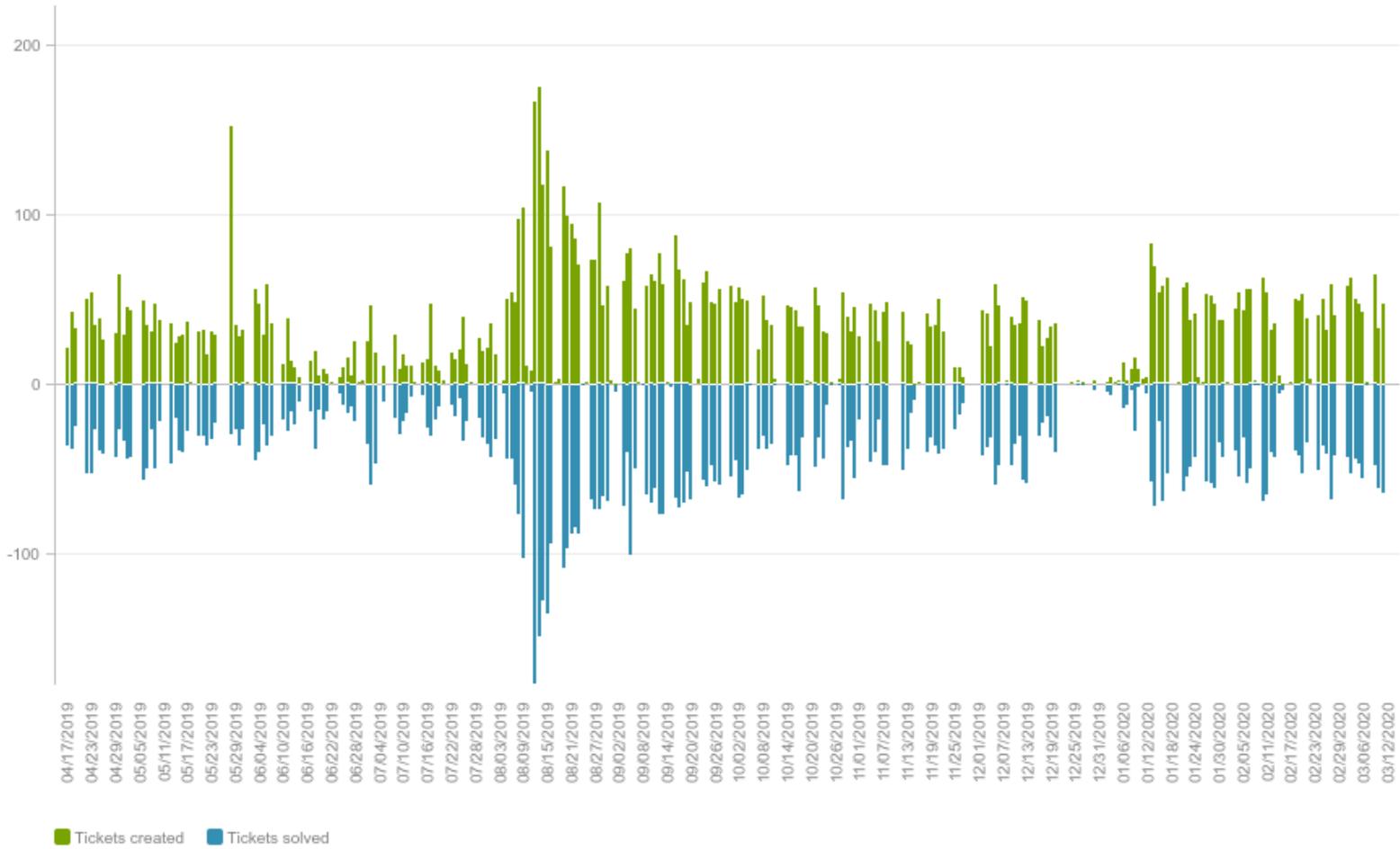


# Ticketing System

- 3<sup>rd</sup> 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<sup>®</sup>



# Technology Services



Thank you!