

Summary of the March Webcast for KY K-12 Education Technology Leaders from the 300 Building, Frankfort

In case you missed it or want a refresher, the following is what we talked about during the March 17, 2020 webcast from the 300 Building in Frankfort, Kentucky.

Public viewing of the archived webcasts and written summaries are also available on the KDE Media Portal at: <http://mediaportal.education.ky.gov/>. Numbers in **RED** indicate the timestamp for that portion of the discussion so it can be easily located on the full digital recording.

For the first time all our OET leadership team and OET field staff joined me in the our KDE studio audience at the same time.... via Microsoft Teams and all of the districts joined via YouTube webcast for our KY K-12 CIO/edtech leaders webcast on Tuesday morning. No surprise that we had a very large live audience. We've been practicing bringing in folks into our webcast via Microsoft Skype/Teams for over a year, so I'm not surprised that it went well even though we've never tried to do it to this scale before. I liked the result. Always please make the appropriate people in your district, including your Supt, aware of the content that we cover in the webcast or the e-mails (like on Saturday and Tuesday) that I send you that could or does pertain to their position and responsibilities.



We are sharing a copy of our 17 March webcast much faster than usual for those that couldn't join all or part of it yesterday...or for those needed/wanted to be able to listen to certain parts of again. A copy of the video and audio can be found at <https://mediaportal.education.ky.gov/technology/2020/03/edtech-march-2020/>

Below are your responses to our GoSoapBox poll questions and discussion questions as well as the general questions that bubbled up from district CIOs/edtech leaders during the webcast. Thank you.

1. Does your district use Campus Learning?

70 responses recorded

CHOICE	VOTES	%	
Yes	7	10%	
No	60	86%	
Unknown	3	4%	

2. If you answered “No” to the question above, does your district plan to take advantage of the Infinite Campus offer to districts to use the service at no cost for the remainder of the school year?

60 responses recorded

CHOICE	VOTES	%	
Yes	8	13%	
No	33	55%	
Unknown	19	32%	

Reach out to Lisa Rhoten for available training and resource materials so you can see if this is a good option for your district.

3. In regard to your district's Edtech preparedness for extended NTI time, do you feel you are:

66 responses recorded

CHOICE	VOTES	%	
Very prepared	20	30%	
Somewhat prepared	45	68%	
Ill prepared	1	2%	

Less than half of our school districts were previously approved for NTI and there is now a window for districts to apply using an expedited waiver process. It's good to see the high percentage of districts that feel prepared or somewhat prepared to implement some version of NTI days in their school district.

4. Will your district leverage the state shared VPN service for teachers and administrators?

70 responses recorded

CHOICE	VOTES	%	
Yes	46	66%	
No	24	34%	

We mainly want folks using VPN if they are using a WI-FI that is not located in their home. If they are using a WI-FI service that is located outside of their home (i.e., from a McDonalds, from a hotel, etc.) then that is when they need to use VPN when connecting their KY K-12 supplied computer to the Internet.

1. In regard to your response to poll question #3, briefly describe the reasons behind your success or biggest challenges to overcome in relation to extended NTI time.

Replies

We are totally one to one yet so we had to use paper packets as well.

We have had NTI in place for a few years and the district had embraced Google Classroom.

Challenges - Not one to one - Some students with limited or no home access to internet Success - Admin and teachers doing a great job of utilizing available tools - Free tool offers from companies

We were 1:1 with home use in grade 9-12. Sent devices home in grades 3-8 last week. K-2 felt packets would be more effective so those devices stayed at school. Biggest issue so far is due to our web filtering setup, devices prompt for proxy authentication and just have to work through an initial flood of parent/student requests if they get stuck there. But another day or so and we should be through that.

There were a lot of parents/students that have access, but still request paper. Obviously, the hardest group is K-2 students.

We've been doing NTI since 2015, so our parents and students are pros at this by now. Of course, we have never had such a long period of time where we did it, but I think we are prepared.

We have used NTI days in the past. Teachers are using Google Classroom and other online tools we have had in place for several years. Our challenge has been printing the large number of packets at once. Typically we only send 2 days home at time.

We have been doing NTI for a few years now, but of course not for an extended time. We are 1|1 grades 6-12, elementary felt more comfortable with paper packets. We do have a number of students do not have Internet access at home, they are in remote/rural areas. Our staff are doing their best right now to prepare.

Limited time to prepare

Success for grades 8-12 was due to having Google Chromebooks in place along with Gsuite. Also, for grades K-7, having Gsuite in place allowed for collaboration and for teachers & staff to access their files from home.

We are completely 1:1 with heavy investment in Google G-suite, Google classroom, and all of the subsequent apps. We are also leveraging video conferencing software in order to meet our students one to one, actually have class, and share experiences.

Internet access at home has been an issue, so we offered both online and paper options. Parents/students chose their preferred option. Teachers/administrators were surprised with the results - 54% chose online, 46% paper. Many students have access at

home, but it may be unreliable, or their access is via phone or other device tied to a data plan. With students working online daily, data plans are quickly depleted, especially with multiple students in a household.

We were not an NTI district and are not 1:1 district-wide, so we are trying to get emergency plans in place to start after spring break. We do have tools like Google Classroom and Canvas in place and are providing online training opportunities to help teachers.

We are also looking for secure ways for staff to contact students by phone

Our NTI days officially begin tomorrow. We've had extensive planning meetings with all staff and have a plan. Of course, this plan will have to bend and flex as needed. We will utilize our Microsoft Teams as our LMS in grades 6th-12th. K-5 is using a host of other district supported digital tools. We are not 1:1 and have a large, high poverty number of students and families with inconsistent Internet access that we are preparing paper packets for.

We use Google Classroom very heavily throughout the year and on NTI days, so it is common practice for us. We do struggle in the lower grades but those elementary teachers make it work. One of our biggest challenges is for extended NTI is those students (younger students) who need packets and actually getting the packets to them.

We are one to one at High and Middle. We allowed students who did not have devices at home to check out" devices to use at home during this time. We have used NTI days for several years which helped with being prepared. Google Classroom being used in district as well as packets being set home for students. Google Hangouts, teacher videotaping lessons for Elementary students, Remind app. Plethora of tools being used. Teachers are the rock stars of our innovative lesson delivery.

We are 1:1 in grades 6-12 with students taking the devices home and have been for a couple of years. We have a LMS in place for those grades as well. For grades 3-5 we use Google Classroom but do not send devices home so we are somewhat concerned for those students. Grades PK-2 we do not use Google classroom with students on a regular basis and we have sent home paper packets. The concern will be the extended days and how to get packets to parents. All schools have in place communication plans that they have been using with parents and we feel pretty good about getting information to parents and students.

We have used NTI for three years. We include homework options that include technology activities as well as pencil/paper activities for students that do not have technology access at home. Students have options as to what to complete each day using Gsuite tools and subscriptions we have in place for certain programs, etc.

Like some others, we have done NTI for a few years, but we are not prepared from an instructional design perspective for the challenges of designing extended remote learning. We can do the short sprints for instruction, but the marathon is a different challenge.

A major challenge is data privacy. We have a big push to just use whatever app pops up and is free and easy" without any regard to data privacy and what is being collected by that vendor.

2. During this unprecedented time, when maximizing the effective use of education technology" is driving conversation for many leaders (distance/digital/remote learning), what has been the most interesting EdTech-related question/challenge/problem you have been asked to help think through or solve?

Replies

Getting parents to understand that the speed their child's devices connects at, is 100% dependent upon their home internet.

This is not a problem I have been asked to solve, but it is a fear. With so many people working from home, I fear that the ISPs do not have the bandwidth to support as many people all using these applications at the same time. This is where shared services such as cable modems can crash quickly.

I have major apprehension about 1:1 video conferencing between teachers/students and the level of parental consent required and potential liability issues this could raise. We have capable devices and I would love to use them to their fullest especially in these circumstances, Talk me off the ledge here, please.

Internet access and devices to our students that do not have it at home.

We have been asked to support other local agencies with teleconferencing/telecommuting assistance.

Helping a grandparent troubleshoot her grandchild's device because parents had to go to work has been super challenging.

Questions that bubbled up during the webcast:

Ask

17	<u>Given the current situation, what are school districts doing in the move to password changes? We had planned to require staff passphrases after our spring break.</u>	8	
16	<u>Absolutely! KUDOS to the KySTE Board and my good friend Brandon!</u>	1	
7	<u>Our SpEd and OT folks are asking what is the most secure way to conduct IEP, TeleHealth and other online meetings with families that are secure and HIPPA compliant.</u>	2	
7	<u>Reminder: Any new apps and extensions that you are deploying during NTI should still go through your district's vetting process. It's easy to jump on the "FREE" bandwagon, stay diligent.</u>		
6	<u>I would like to know for sure what HIPPA compliance means. I understand FERPA, but not HIPPA. Number of providers needing this is larger group than I ever thought of.</u>	4	
4	<u>Erate PIA seems to be extra aggressive with the number of inquiries this year. If there is something that needs some relaxation, it is PIA></u>	1	
4	<u>Love how the OET team is using captions Bravo, Bravo!!</u>		
3	<u>Is anyone using Doxy.me for telehealth with counselors, IEPs etc.? Experiences?</u>		
3	<u>Are there plans to have a "one stop shop" for FAQ in regard to the situation (technology related) on KDE's webpage? Also, it would be great to have a place and links to free services being provided by companies</u>		
3	<u>Congrats, Marty (on the new baby)!!</u>		
2	<u>If you are using Campus Learning, did you purchase the upgrade mainly for the Google Classroom grade passback feature?</u>	1	
2	<u>In reference to students with no home internet access, this resource has been shared by national organizations: https://www.everyoneon.org</u>		
2	<u>Pictures? Marty?</u>		
2	<u>It would be great if the KDE Digital Learning Team were to put some things together regarding Teams in a similar fashion to how they have helped districts on the G-Suite front :)</u>		
1	<u>I plan to try to use this event to get more people to opt in for MFA since they are working from home. I have told them that from home they do not have the security that we have in place on their school computers for most employees.</u>		

<u>1</u>	<u>Should districts promote the free home internet offers from Spectrum/Charter and others? My Super has reservations about doing this.</u>	<u>3</u>	
<u>1</u>	<u>David keeps mentioning "Teams in Europe"...why is that significant/important? Is there a short/sweet explanation?</u>	<u>1</u>	
<u>1</u>	<u>I lost his audio....anyone else?</u>	<u>2</u>	

Once again, high fives to all for the tremendous success of our statewide on-line KPREP testing. Close to 800,000 successful online tests. Largest ever for KY. Showcased the good work we've all put in place for schools over the years.

We had an excellent **CIO Summit** and we greatly appreciate your presence and your feedback. Right after our CIO Summit ended, the situation began quickly changing and continues to do so. Brandon Blackburn and the KySTE leadership did an excellent job preparing for the conference and handled the entire situation with calm and grace as the decision was made to end the KySTE Conference early.

Covid-19 Update - As an introduction, we spent some time going over the events as they unfolded throughout the past week regarding the direction (whether it be closing/postponing/cancelling, etc.) from Governor Beshear for schools to close; for government/state agencies; for businesses/restaurants, sporting events, childcare facilities, and etc. Please refer to the full video & audio within a copy of this webcast (<https://mediaportal.education.ky.gov/technology/2020/03/edtech-march-2020/>) or the emails sent to our KY K-12 CIOs/edtech leaders on Saturday & Tuesday for the complete details. When the Covid-19 situation began, we didn't expect it escalate to our current situation this quickly. Going forward will be more like a marathon over the next few months than one quick loop around the track. During the webcast we spoke about just focus on and try to make it to the next telephone pole each day. The technologies implemented by KY K-12 over time have put us in a very favorable situation to institute all the current directives for our schools and our KDE staff. We have an excellent edtech team with our district CIOs/edtech leaders, KETS vendor Partners and OET staff and we are very prepared with our cloud-based computing, non-traditional instruction, telecommuting, etc. A significant challenge for us will be the tremendous increased usage of these services and tools at the same time.

Acting Commissioner Kevin Brown has created a KDE task force to provide ongoing support for the school districts. A larger percentage of the KDE staff than normal have been moving to a full telecommuting schedule and many have not been previous telecommuters, so there will be a learning curve with our KDE staff like your staff in the districts. In addition to this, your OET leadership and field staff will be touching base daily so that we can discuss and address these rapid changes.

At this time, it is our intention to move forward with some of our planned technology upgrades/updates for your district so your edtech services continue to work with quality and reliably for the folks in your school district buildings as well as when your staff are using the KY K-12 edtech services from outside your building. We may have to modify this, but we do hope to continue moving forward if district staff and vendors are available.

Conducting board meetings virtually. The Kentucky Board of Education (KBE) is meeting virtually today and will be meeting the requirements of open meetings. The things that we learned from our virtual KBE board meetings over the past 18 months may be helpful with your district board meetings, so we'll regularly share what we learn with you. You are not required to use any of our tips (this is not a "thou shall"), just trying to be helpful. Lots of these tips are within the video and audio from this KY K-12 CIOs/edtech leader's webcast and can be found by listening to <https://mediaportal.education.ky.gov/technology/2020/03/edtech-march-2020/>.

Below are some, not all the things that were discussed yesterday on the topic of a virtual board meeting. Like our KBE board, most of your board members have never had to meet with a large percentage of the board members joining virtually... and that's a really big deal given the fairly stringent legal requirements in KY for how virtual meetings must work for a board meeting. A high percentage of your board members most likely have never had virtual meeting at all. We covered a lot of those requirements and tips that we've learned from doing a KBE meeting virtually during yesterday's webcast that can be found by listening to <https://mediaportal.education.ky.gov/technology/2020/03/edtech-march-2020/>.

We've used Microsoft Skype (now Teams) for our KBE meeting beginning 18 months ago but never have had the entire board or a large portion of the board virtually join the full KBE meeting or committee meeting until recently. We used Skype one for one member for a full KBE meeting and a couple of times for a committee meeting over the past 18 months. For all of those full and committee meetings, they joined the meeting virtually by using the Microsoft Skype app (now Teams) on their Smartphone. The Microsoft Teams app works really well on all types of Smartphones, unless it's a really old Smartphone (i.e., 5 years or older). Here are some of the things discussed by David during the webcast that are hopefully helpful for you:

- I've always thought the virtual requirements of board meeting to be extremely excessive and hardline, especially in light of the way every other type of important meeting can and do work. However having said that, here is the latest info for what OET knows about the recent and the upcoming virtual KBE board meetings.
- Given the legal requirements in regards to board meetings, here's what we need to do to help the board meeting be successful when being done virtually: (1) KBE members need to use their own personal Smartphone with the Microsoft Teams app loaded on it as "the" primary device and KDE issued laptops (not their home PC) as the backup to their Smartphone while using their home Wi-Fi Internet service for the upcoming virtual KBE meetings and (2) test multiple times, individually and as an entire group to ensure it works and (3) every and I mean every time they meet virtually, they can't wait to the last second to try join and instead need to connect and confirm everything (Smartphone's video & Smartphone's voice is working through the Teams app, the board member clicked on the right Team meeting invite link, etc.) is working 15-30 minutes ahead of time...otherwise expect to spend the first 15-30 minutes of every KBE meeting trying to work out the issues for those having issues that try to wait to the last second to join. It's also great standard practice for the moderator of the meeting to reach out to every attendee prior to the start of the session to ensure that every attendee can hear, be heard, and be seen as appropriate.
- Using the Smartphone is by far the quickest, simplest, reliable and best way for board members to virtually do a board meeting. However they'll need to download that app and test/practice the audio & video...including learning how to mute and unmute their own phone.
- All of KY K-12, including all 172 school districts, KSB, KSD, KDE the agency and all of our KY K-12 educational cooperatives get Microsoft Teams product and service at zero cost; It's always been that way for Microsoft Skype for Business and now for Microsoft Teams.
- We can and will be using Microsoft Teams for our virtual board meetings for the KBE. You don't actually have to see every board member at the exact same time, however each board member participating virtually in the board meeting must have their video capability always on, so if they speak during the Teams meeting you'll instantly see them. Microsoft Teams allows us to confirm that every board member, on the virtual meeting, always has their video capability up and running...and lets us to know instantly if any board member on the virtual meeting has suddenly lost their video or intentionally/unintentionally turned off their video camera in Teams. That way we know that we need to immediately stop the entire board meeting until either that board member can rejoin Teams with both video and audio capabilities...or if that person is unable to rejoin the virtual meeting or doesn't want to continue joining virtually, then getting their agreement to continue the rest of the board meeting without them via an e-mail from them.
- No home desktops/laptops will be permitted for use for Microsoft Teams. There are lot less moving parts and potential issues with Smartphones than personally owned laptops and desktops when it comes to meeting the legal requirements for virtual board meetings. The KDE issued laptop will be backup option (and the only other acceptable option but only to be used to join Teams if their Smartphone totally fails during the virtual meeting) to connect them to Microsoft Teams. Any board member that uses something personal device (e.g., iPad, desktop computer, etc.) other than their Smartphone with Teams on it or KDE issued laptops to join a virtual Teams meeting, should always expect sudden and constant issues with no ability for our OET staff to help them...they are totally own their own since they have chosen that path .
- Much like any telecommuter, the board member has to ensure none of the other members of the house that they are in are doing things (watching YouTube videos through their Smartphone, playing on-line games, watching Netflix videos through their Smartphone, streaming movies through their TV through their home Internet service) that will

crush their home Wi-Fi through the same Wi-Fi in their home that the board member is joining the KBE virtual meeting. The board member will need to make everyone in their household much more conscious of the bandwidth they are consuming for entertainment while others are doing work. During the webcast yesterday, I gave examples of how my family had to operate much more frugally and in coordination with each other in the home when we had to use a small generator for limited power to the house for a week when the power was out due to an ice storm a few years ago.

- It's ok and preferred that they mute their phone/device when they are not speaking. A few may not know how to mute their Smartphone so spend time showing them how to do that. Turning the speaker volume down on a phone is not the same as muting...most people get turning their volume down confused with muting. Two totally separate things... Which takes me to my next point.
- You'll also have a few that may confuse a mic for the speaker. Just because a home desktop computer has a speaker, where the owner can hear something, doesn't mean it also automatically has a mic. Can't tell you over the many years how many times people were trying to join a virtual meeting and fussed about no one being able to hear them because they didn't understand that the speaker on their desktop computer doesn't mean the computer also has a mic... most desktop computers don't automatically come with a mic, you have to get/buy/connect a mic separately in desktops.
- If the board member has a Smartphone but are insistent on using their personal computer/device to join Teams, that significantly ups the odds that they will have issues during the virtual meeting, which is a major major issue for a variety in regards to meeting the strict legal requirements of virtual board meetings.
- As already mentioned, you need to ensure individually and collectively the board members test their ability to join a virtual meeting. Testing individually and collectively does not violate open meetings law as long as nothing work related is discussed during the testing.
- Every board member needs to join every board meeting virtually at least 15 to 30 minutes ahead of time to ensure they clicked on the right meeting invite (it's the equivalent of getting on the wrong school bus if they click on the wrong meeting invite, they will go to and join the wrong meeting), they have joined with the right logon credentials and their audio and video works. Right after all that is confirmed to be working, then the board member needs to mute their mics until the meeting starts. Unlike face to face meetings, virtual meeting are not the type of meeting that you wait to the last second to try to walk in the door or try to join. If you have even one board member that waits to the last minute, expect holding up the entire board meeting for 15-30 minutes each time to get that board member working.
- When taking individual votes, board members must pause and wait to hear the voting member's Yay/Nay otherwise their Yay/Nay may not be heard because of the next person saying Yay too fast muffling what they said.
- By law, right now, we can't have any single or group of board members joining by dial-in or call-in, voice only phone for a board meeting. So that eliminates the ability to use the voice only phone for those KBE members that may struggle with Teams for a variety of reasons during a board meeting.
- KSBA's eMeeting service is not a virtual video meeting product/service. However eMeeting helps keep our board members focused on the agenda and seeing the materials used for the meeting throughout the board meeting. KBE board members can continue use e-Meeting through their KDE laptop at their home (like they normally do for on-site meetings at KDE) or can even their home pc to access eMeeting since it's not as crucial that eMeeting be up every second during a virtual board meeting as it is that their Teams video conferencing service is working every second, in order to meet the very strict virtual conferencing requirements for board meetings. The remote KBE board member should point their Smartphone toward themselves while they are using Teams while at the same time the board member is on e-Meeting through their KDE laptop or their personal home computer.
- Remind your board members that they should always operate as if they are in a television studio in front of a live camera pointing at them throughout the virtual video board meeting. This is significantly different from pure audio conferences they've likely been on where no one sees them for even one second of the meeting. People can see them (and everything around/behind them) every second on a Microsoft Teams meeting and everyone can also hear them or anything/person in their background every second, if the board member doesn't mute their Smartphone mic when not talking.
- It will take the virtual meeting participants a while to get used to unmuting themselves when wanting to speak or being asked to speak.
- **This was bullet point was not part of yesterday's webcast. The Kentucky Attorney General (AG) just issued this opinion at 5 pm today (March 18th).** This indicates that given the current state of emergency, it is not feasible for public agencies to identify a physical primary meeting location for video teleconferencing meetings to occur. This will be applicable to local school districts who will likely begin having board meetings by video teleconference (e.g., Teams). Instead of having a meeting room where the public may gather to watch, the AG opinion advises that public

agencies can identify a web link for watching. As such, CIOs/edtech leader in districts may get questions/inquiries from your Supt about live streaming/broadcast a meeting that is occurring via Microsoft Teams - that is providing a web link for the public to be able watch your Teams meeting but not participate in the meeting. So here's a simple way for districts to meet that requirement, there are others. Have one person in the district during the Microsoft Teams meeting take their iPhone and point it toward their computer screen while the Teams meeting is occurring and broadcast it on Facebook Live, YouTube Channel, etc.

There will likely always be some new info, challenges and logistics to work through as we go forward. Leveraging the use of virtual meeting tools will be a priority for us. In KDE's environment, Skype for Business will be our back-up for Teams should we experience an outage or issues with Teams.

(44:55) STLP State Championship – On March 12th, OET Leadership made the final decision to cancel the STLP State Championship at Rupp on April 9th. We are going to make every effort to move portions of this to a virtual environment and attempt to reschedule the parts that cannot be completed virtually. Keep working on your projects and presentations and we will keep you informed on how we can/will move forward if we are able to get back to school and have some sense of normalcy.

Since the weekend, it has been a 100% focus on the Covid-19 situation. Governor Beshear is communicating and updating everyone on a regular basis. Direction to our schools and our state employees continues to grow and evolve as changes are announced and executive orders are made public. Of paramount concern is flattening the curve so that our healthcare system will not be overloaded and we are able to provide medical care to all who need it. Please make sure you are prepared for Non-traditional Instruction (NTI) and telework. Communication will be key as we find our way.

(55:00) Data Security Issues –

- Many of the viewers questioned our timeline for the password upgrade/implementation that has a current deadline of June 30, 2020. Deadlines for certain things will most certainly shift and some vendor resources are being made available during this time.
- Cybercriminals will not take a break during this time and could potentially even taking it to a higher level.
- We also need to think about those who are telecommuters for the first time and what the risks are. Covering the basics of passwords/security repeatedly will be necessary and we have to balance all the chaos with some flexibility. The physical security of telecommuter laptops is important as well as basics with Human Resources.
- The use of VPN is an additional layer of security, but may be too much for new telecommuters
- As a result of this situation, we feel like our non-telecommuters will be able to work much more effectively with our telecommuters moving forward. This will also transfer to NTI for our schools as well.

One major item that bubbled up through the social Q & A--What is our plan to create a one-stop shop for all things edtech? We feel like it is best to continue our current practices. Because of these unprecedented times, please read everything that comes to you in email from David Couch. We may develop a FAQ or complete a short notice meeting invite and, of course, we will still look to our KETS Service Desk as a primary point of contact for technology issues. Things can change and probably will change on short notice.

Other Items:

- E-rate filing has been extended to the end of April.
- It is also important to note that some project related activities will continue. If you are currently scheduled for a project activity, we will reach out to you to confirm that your district is still available and agreeable to moving forward. It is going to be important for us to show progress and success.
- Even though we are heavily telecommuting, our KETS Service Desk is still fully engaged and very sensitive to your needs.

Closing:

We may move to a weekly meeting and/or call for the immediate future. We are having daily calls for OET Leadership and KETS Field Staff to keep up with the rapidly changing situation.