

Meeting with Elementary School Principals

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Observations from Two Weeks In-Person

- When we were all virtual, the SCS computer network had been operating at about 20% of the total capacity and there were some general complaints about Microsoft Teams, etc.
- As we returned all teachers and approximately 20,000 students to buildings, the network hit nearly 100% usage because we consolidated all of the “broadcast” signals from teachers in on one network at the same time we also began receiving 20,000 signals on that same network
- During peak usage times, teachers have experienced lagging transitions to screen sharing, inability to play videos, and generally unsatisfactory performance from the network
- Customer dissatisfaction has been expressed through calls, texts, and emails to the Superintendent, Board Members, directly to the Deputy Superintendents, and in multiple – and very clear - ways



What We've Done About It

- Over last weekend, SCS IT and our internet vendor, ENA, worked to identify solutions to our bandwidth challenges
- We compressed video over the weekend and you hopefully experienced some improvement on yesterday...we hope
- We're firing up a new internet circuit that will be ready when you come back from Spring Break – this will provide additional capacity and quality should be immediately noticeable
- We've stopped systems updates and other notifications that would occur during the school day – pushing these to after-hours saves bandwidth for instruction
- We've also looked at possible behavioral changes and that's where you come in...



How You Can Help

- Because the video signals we are “broadcasting” from teachers and receiving by students take a lot of bandwidth, the goal is to reduce the number of video signals we’re handling on the network
- Beginning as soon as you can, help your teachers take steps to reduce the number of video signals your classroom is using WITHOUT disrupting instruction:
 - For students in-person in classrooms, adopt a “lids down” approach
 - Show video to in-person students only on Promethean boards, TV monitors, via projectors, etc.
 - Have in-person students mute their video in Teams
- Reach out to itservices@scsk12.org for help
- We have a former principal as a resource to help you and your team navigate this transition