TECHNOLOGY SERVICES

AUGUST 2021 NEWSLETTER

Term: Fall | Issue 1 | Date: August 30, 2021

WELCOME BACK!

ONE TO ONE: WORK REQUEST SYSTEM

Welcome back to the 2021- 2022 school year!

During the summer, the Technology Services Department was busy getting ready for the new school year.

The department has had endured some changes including hiring of new building technicians. Here is a list of building technicians throughout our district:

Jason Picciano
High School North

Louis Carbajal
High School South

Orazio (Raz) Saraceno
JT Lambert & Resica

Timothy Vrabel
Smithfield, ESE, and JM Hill

Brad Fitzpatrick
Lehman, Bushkill, and Middle Smithfield

To ensure that issues are resolved quickly, please remember to complete a work request and **DO NOT** email your building technician.

The Technology Services Department is happy to announce One to One Plus, the district's new technology work request system that is available to staff, students and parents. This new system is user friendly, responsive and intuitive and makes submitting a work request easier. All you have to do is click the ***Sign in With Google button.***

Staff members will have four options to complete work requests while students will only see the Student Technology Ticket option:

Staff Technology Ticket: Use this option to submit your typical work requests such as Hardware (laptops), Projectors, Whiteboards, Emails, Software, and User Account/Password .

Student Technology Ticket: Use this option to submit a work request on behalf of a student for any of their Chromebook, email, software, and user account/password issues.
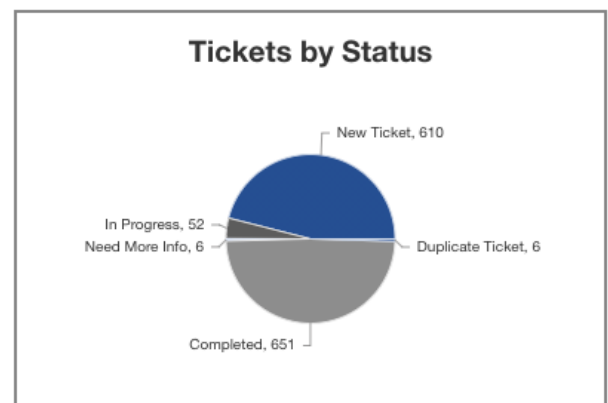
Content Filter Ticket: Use this feature to submit content filter requests.

Sapphire Ticket: Use this option to submit Sapphire related concerns such as Login, Parent/Community Portal, Scheduling, School Nurse Health System and Teacher Grade Book issues.

Parents now have the ability to submit work request using One to One's Email-to-Ticket option. This allows parents, and any outside agencies (IU, Headstart, St. Lukes, etc) to submit work requests. The email address to submit a ticket to email is: email.ticket@esasd.net. *Please note, only non-ESASD email addresses will be accepted into the system.*

The chart reflects the efficiency of the new ticketing system since its inception on August 18th with the bulk of the requests coming on the first day of school consisting of password related issues.

Tickets by Status

- New Ticket, 610
- In Progress, 52
- Need More Info, 6
- Duplicate Ticket, 6
- Completed, 651

To submit a work request or view tutorials go to esasd.net/workrequests.

PASSWORD UPDATES

Staff and students in grades 3 -12 will be required to make several password changes this year. It is imperative that both staff and students change their password after receiving a password expiration notification or as a directive from the technology services department. Failure to reset the password during the given time frame will result in being locked out of your district account.

Students (grades 3-12) and staff should have completed a password change during the first few weeks of the school year.

Please see the documents below for more information on how to change passwords. If you or a student is having difficulty changing a password or forgot their password, please place a technology work request using our One to One system.

Student Password Change Instructions

Staff Password Change Instructions

ONLINE RESOURCES: COPPA

In addition to being committed to the safety of our students while using online resources, we also have an obligation to their parents informing them of the privacy policies and terms of use within each of these digital resources.

We have curated a list (esasd.net/coppa) of COPPA (Children's Online Privacy Protection Act) compliant interactive websites to inform parents of the privacy policies and terms of use for each resource. This list provides the name of each site, along with the description/educational use of the site and their respective privacy policies describing how that site collects and/or uses student data.

A mass distribution was sent to the Community Web Portal in Sapphire on August 9, 2021, requesting all parents/guardians complete a "COPPA Acknowledgment" form. In order to allow students to use interactive online educational resources, parents must sign off on this form. For new students, it will be completed as part of the enrollment process. All students are required to have a COPPA Acknowledgment Form in the Student Document Center.

As ESASD evaluates other online resources that meet our strict privacy standards, we will continue to update this list of websites. If you would like to use a resource that is not currently on the COPPA list, please complete a work request with "Software " listed as the work type. We encourage you to check back periodically for the most updated information.

KEEPING YOUR DEVICE CLEAN

Okay. Let's address the elephant in the room. We are using devices, which require us to "touch" quite a bit. How do we keep our devices clean? In an effort to keep devices sanitized for personal use, it is advised to use a disinfecting wipe that is not completely saturated (wet) and carefully wipe down the device. It is recommended that keyboards, screens, and any other areas of your device be kept clean and sanitized (especially if you are taking your device to school and bringing it home).

COMMITMENT TO RESOURCES

To help support student engagement and improve instruction, the district and school board have made a four-year renewal commitment to continue the following resources that were purchased during the pandemic:

- BrainPop (K - 5)
- EdPuzzle
- Mote
- Nearpod
- Screencastify