

did they really **block** that??

YouTube

YouTube shouldn't have been blocked because a lot of my teachers will make a video or send us a video to watch and most of the time I can't watch them.

Angie Zumbrunnen, 11

Research Sites

"I can't really name a specific website but I've had some work for classes that I've gone to do research on and they have been blocked same as YouTube videos teachers have assigned us to watch have been blocked."

Bryan Zamora, 12

Streaming Services

"I can't access any streaming services on my computer, like Hulu, Netflix and certain websites I need for research purposes."

Hailey Stuck, 11

fast **facts**

What students did when they had tech issues

43%

of students did not know about the help desk before covid

28%

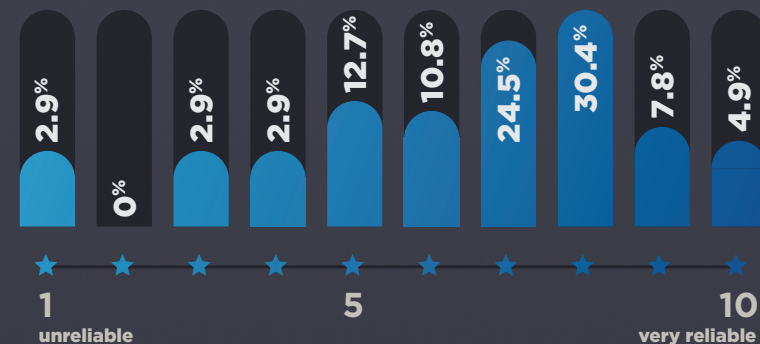
of students had to call the help desk

31%

of students submitted a help desk ticket

5%

of students do not have a reliable internet at home



Students rate technology reliability on a scale of 1-10

we're having **trouble**

Students talk about the technology issues they have



"My dog chewed through my charger. They also had to wipe my computer before spring/summer break because I had a VPN on it, even though it didn't do anything."

Alexis Wendel, 12

"My mac will just shut down in the middle of class, sometimes it freezes and I can't click anything. Sometimes Webex won't actually load and I end up missing class. Also my wifi goes out at night, because Spectrum is trash."

Vernice Washington, 12

"I had some problems last year. My screen would flash occasionally, but it took maybe 3 emails with someone to fix it."

Tayten DeGarmo, 9

the man in **charge**

Technology administrator Dustin Jamison answers questions about new challenges during COVID-19

How did this year differ from last year in terms of technology preparation?

One major shift was the fact that students didn't turn in their MacBooks at the end of the year or have to check them out at the beginning of the year. We didn't have to organize, prepare, and have contact with each other during the pandemic, but a lot of the connectivity issues that we saw wouldn't have happened if students had turned in their computers.

How has Canvas changed things?

I think Canvas has been a blessing, I love the fact that we have one learning management system that all the teachers use and the students only have to learn one system. In addition, I think Canvas has all the necessary tools to make either the remote or hybrid learning possible. It's easy to use and student friendly.

How has covid affected your job and your ability to help students?

Frustrating at times because you can't be close and build relationships like we have in the past, but good because we've had to think outside the box on some issues and that has led to innovative ways to do some things.

With school starting remotely everyone relied on technology until something went wrong,

over

9000

heat tickets

were submitted during the first 2 weeks of school

Not turning devices after the end of the school year led to a number of technology problems when school started

some more **numbers**

40

MacBooks had damage by food or drink

15

MacBooks had physical damage

20

Chargers need to be replaced

100

MacBooks brought in to accommodate freshman

