



BWRSD IT Team “Release Notes” Spring 2017 Update 1.3



We are springing into action in becoming [Future Ready!](#) Please take some time to read through our latest update so that we can share the exciting technology news that is happening in our BWRSD family!

Telephone System Upgrade



Our prior telephone system was out of date and was not supported any longer by the vendor. It was time for an enhancement! We are very excited to be unveiling our new telephone system and would like to introduce you to the modern features that are available: Emergency services (911) are immediately directed to the room of the incident, quality voice connections are assured and there is a great voicemail to email feature which sends your voicemail message right to your email account for you to listen directly from your device!.

This project was completed because of the cooperation of everyone as we are aware that there were some inconveniences. We appreciate your patience during this transition.

Digital Learning Team



This year's DLT has been working very hard piloting emerging digital learning tools and strategies to enhance teaching and learning in their classrooms. You can check out an [overview of their projects here](#). Their findings have led to the creation of a new [Digital Learning Strategies & Tools](#) guide for teachers across the district, a resource that is currently still in development. Many DLT members have also been recognized nationally for their innovative instructional strategies, including [Jen Saarinen's work with FlipGrid \(Video\)](#), [Rachel Beagan's work with SeeSaw](#), Wayne Lima's work with [Formative](#), Susan Castigliero's work with [Reading Glue](#) and Jen Crandall's work with [Swivl](#) and [Recap](#). The entire DLT team's work was also feature in a [recent blog post by Digital Promise](#). The teams are currently working with school and district leaders to develop strategies that will help us scale proven digital learning approaches across our schools in a strategic way that provides guidance, inspiration and support for all of our educators.

Aspen Student Information System

Student photographs have been uploaded into Aspen and student bus information is now being updated in Aspen on a nightly basis!



A common occurrence is for a new student to arrive and he/she does not know what his/her credentials are to be able to login to the network or to get access to the Aspen Student Portal. As a result, we have improved our account creation process in that, student user accounts are created the day after the student is enrolled in BWRSD! Two fields are now located in the Student>Details page labeled “Computer login” and “Aspen System Login”. You will find the student usernames in these fields. The default password is

Welcome16. Students will then need to change their password.

Device Refresh Plan-We are working hard to increase equity in access to devices and technology in our district . We have developed a 1:1 device and refresh plan for our students, staff and support personnel. Take a few moments to [review the plan](#) which has the goal of placing a device into each student's hands by the year 2020.

Best Practices and Protocols

Have you ever clicked “Reply” to an email, wrote the message, clicked “Send” and then regretted that you sent that note? A good practice is to click “Reply”, delete the recipient from the message, write the message and close it. You can then go back to your “Drafts” folder to review and revise the message. If it is something that you want to communicate, place the recipient's name in the “To:” field and click on “Send”.

I'm So Tired



Give your computers a fresh start! Hold the power key so that the device powers off, and then press it again quickly. This “reboot” procedure helps to solve many issues!

power key down for about 10 seconds. Let go of the power key so that the device powers off, and then press it again quickly. This “reboot” procedure helps to solve many issues!

District Technology Planning Committee

A very dedicated team of professionals have been collaborating with the goal of continuously improving technology in our district. Recently, our [Future Ready Plan](#) was approved by the TPC and was presented and approved by our BWRSD School Committee! Discussions during the meetings have included projection solution problem solving, student data privacy, website upgrade project and 1:1 strategies. You can access a compilation of [agenda items and TPC minutes here](#). Please consider joining our next meeting on Tuesday, June 6, 2017 at Hugh Cole Elementary School from 3:30-4:30. All are welcome!



A Note from Spiceworks-The Database that Does Not Rest



“Please submit a ticket to **Spiceworks!**” **Spiceworks** is the software that we use to manage our technical request (ticketing) system. Users can access **Spiceworks** multiple ways: Click on the orange icon on the desktop, click on the link on the district website, email ithelpdesk@bwrso.org and/or call extension 5200.

When you submit a ticket, it goes into the system’s permanent “to do” list that cannot be ignored until the request is completed. **Spiceworks** is continually monitored by IT staff members. It helps us to support your individual needs and to detect widespread issues that may be occurring. You may copy others on the tech requests so that interested parties are aware of the issues being reported. Should your request get closed and you are not satisfied with the solution.....you may reopen the ticket simply by replying to it.

Spiceworks is very busy and is very successful!! From June 2016 through March 2017, your IT team has completed approximately 3900 technology requests! As issues occur (and they will occur), please submit your requests so that we can be of assistance!

IT Spotlight- IT Team Member and Gladiator-Kate Mills



Have you met (physically or virtually) Kate Mills, our Technical Support Specialist? Kate grew up in Western Massachusetts and enjoys working with people. Her very thorough and well-rounded background is integral to our BWRSD family, as she is always quick to problem solve. Kate began her career in healthcare, working at the RI Blood Bank and in the medical laboratory services. She became interested in educational technology when she served as a Special Education Census and Data Manager at Cranston Public Schools. Kate is an avid knitter, was a member of a vintage dance troupe and has earned international recognition as a professional roller skater! Kate works to do “whatever it takes” to continuously improve our district by streamlining processes and supporting our users. Currently, she is attending the Leadership Academy at Roger Williams University and has been accepted to the University Business Program. Reach out to say hello to Kate-her quick wit, smiling face and helpfulness will always make your day!



Your Technology Team

Rose Muller – Technology Director
Brian Coutu – Network Manager
Chris Csanadi-Technology Intern
Tom Driscoll-Director of Educational Technology
Barb Kelleher – Data Manager
Kate Mills – Technology Support Specialist
Joshua Parkinson – Systems Administrator

@BWITDreamTeam