



## The BWRSD IT Team News!

We have been very busy working to improve technology in our schools and providing the foundation for us to be Future Ready!

### UPCOMING EVENTS:

Our next BWRSD Technology Planning Committee meeting is **Wednesday, January 10th, 2018 at Mt. Hope High School in room D104, 3:30 p.m. - 4:30 p.m.** Please feel free to add to the meeting agenda [HERE](#) and we hope to see you! All are welcome!

### NEWS:

[BWIT is recognized](#) for RI Tech Collective's Tech10 [Award in the field of Intrapreneurship!](#)



*(Photos credits: Rhode Island Monthly & blueflash)*

Intrapreneurship is defined as “Leaders or teams with long-established companies who are applying a start up or entrepreneur mindset to solve problems.”

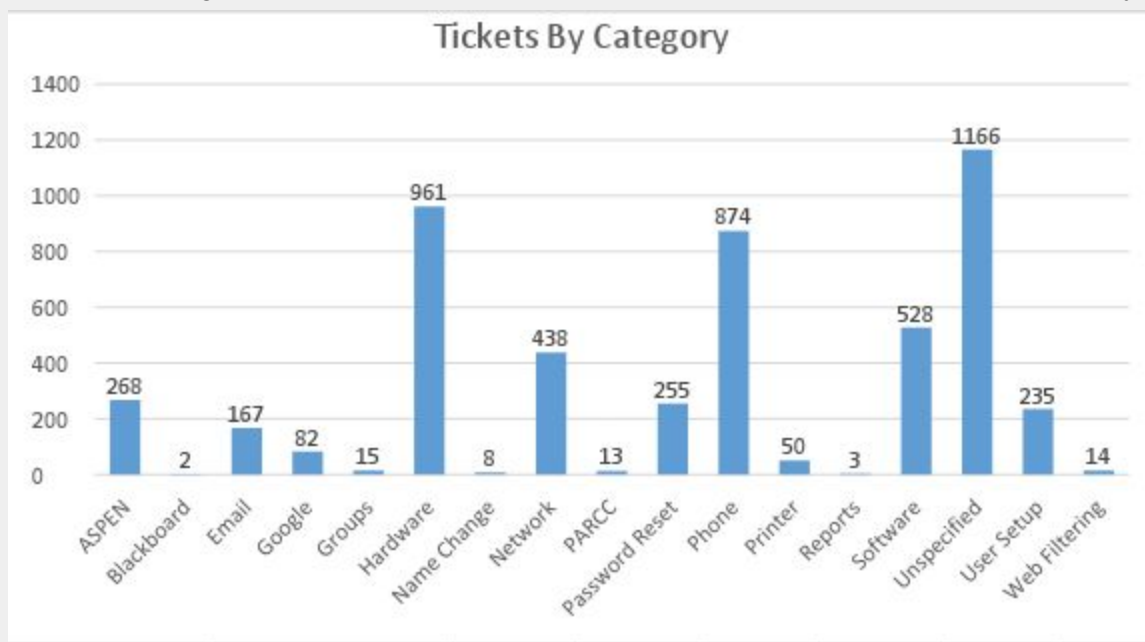
## Upgrades & Projects

**UPGRADE: The BWRSD Website** will be launched during the first week of January 2018! Teachers who have websites outside of the current EdLine system will be trained so that their website can be included in our new website. The software is very user-friendly and has many great options! Stay tuned for training announcements!

**UPGRADE: Wireless Network Upgrades** were performed at MHHS and at KMS. These upgrades provide us with the strong infrastructure which is essential for our 1:1 chromebook environment. The Elementary Schools are scheduled for upgrade during the 2018-2019 school year.

**UPGRADE: Emergency Notification System & New BWRSD Website** - Our emergency notification system was upgraded and our fantastic support staff has mastered all of the new features. This upgrade was essential to ensure compatibility with our new Website!

**UPGRADE: Spiceworks**, our ticketing system, has a couple new features to help us provide you with better service. When a ticket is closed, there is an opportunity for you to take a 3 question survey on the service that was provided to you. Please take a moment to give us feedback as we are always looking to improve. Additionally, we implemented some data analytics to help us to detect trends and dedicate resources. Below are tickets, by category (we have been updating old tickets marked as Unspecified to determine trends more accurately):



**UPGRADE: BWRSD LaunchPad** is our new Single Sign on portal which allows students and staff access to our many resources via one click. This limits the passwords that our users need to remember and helps to make our environment more secure. Make sure you follow the directions to connect your google account. This will make the sign in process even quicker and more seamless!

**PROJECT: Digital Learning Teams** are working on personalizing learning. At the heart of our district's Future Ready journey has been, from the very start, personalizing learning for all of our students. Our Digital Learning Teams (DLT) provide clear examples of how we can leverage technology in ways that foster personalized learning environments. One of the best ways that we can scale these practices is to, collectively, clarify why we are personalizing instruction, demonstrate what it looks like in practice, and think of innovative ways to take this to the next level. The DLT's are working towards this goal and are working on effective methods of support and sharing resources.

**PROJECT: Mt. Hope High School's Student Technology Team** is in business. We have a few highly motivated, skilled students helping with tech support!. High school students and teachers will benefit from this experience as we help our students learn valuable workplace skills.



**IT Spotlight - IT Member & Data Guru, Barb Kelleher**



Behind every great Student Information System, line of query coding, and customization there is a great data manager. The position of Data Manager is sometimes an unsung place to be in a school district, we are lucky to have one of the best in the business. Barb, a former teacher, moved into database systems and has worked in Franklin, MA, Dartmouth, MA, and DCYF, to name a few. She is sought after by Rhode Island districts through the RI Aspen User Group forum for her expertise and advice. Barb works to improve and integrate our many systems to create an efficient, economic process for our users. Barb lives in Swansea, MA with her husband and two dogs, Dickens and Handsome.

### **Your Technology Team**

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



(Find us on Twitter: [@BWITDreamTeam](https://twitter.com/BWITDreamTeam))

**Tech Tip-Submitted by Laura Cabral, Mt. Hope High School**



Have you ever wished you could remove yourself from the "reply-all" of a large group message? You can! Gmail has a nifty little feature called "mute" - use this feature with caution as you may miss information that could be sent in subsequent emails. The muted messages will simply skip your inbox and go to your "all mail" folder.

1. Open GMAIL
2. Click on the the gear icon and select setting
3. Click "enable keyboard shortcuts"
4. Open up the reply-all message you received and type the letter M
5. You should see a message that says "your message has been muted" (you should no longer see replies from that email thread)



## The BWIT How-To Info-Hub



### **Helpful Information - Policies & Guides**

Take a few moments to review the important documents that provide us with guidelines, processes and help us to plan for technology in our schools.

- Use this path to navigate to the [Technology/Technology Related Policies](#): -BWRSD Homepage>District Offices>Technology Office>Policies
- Access our new employee technology guide from BWRSD Homepage>District Offices>Technology Office>New Employee Tech Handbook link [New Employee Technology User Guide 2016/2017](#)
- [Five Year Device Refresh Plan-The Road to 1:1 by 2020](#):BWRSD Homepage>Future Ready Schools Website>1:1 Initiative
- [Common Tech Issues and Their Solutions](#): We have compiled a list of the most common technology problems and their solutions.

### **Methods of Contact**

The IT Department supports staff and teachers. If students require support, please coordinate via the staff and teachers. Parents are supported via email for the Parent Portal.

When requesting support, please make sure that you are as specific and detailed as possible so that we can troubleshoot the issue.

1. Submit a ticket via the **orange Spiceworks icon** on your LaunchPad or via the **Spiceworks** link on the Technology webpage.
2. Email us- [ithelpdesk@bwrsg.org](mailto:ithelpdesk@bwrsg.org)
3. Phone - x5200-Please leave a message with your full name, and a telephone number. Please speak clearly and slowly as an electronic ticket is generated.