Wilmington Public Schools

Wilmington, Massachusetts 01887

Technology Plan

2020 - 2025

Wilmington Schools District Mission

The mission of the Wilmington Public Schools is to educate and develop students academically, socially, and emotionally to be active, civic-minded contributors to our global society.

Wilmington Public Schools District Vision Statement

Community—Inclusivity—Respect—Collaboration—Learning—Engagement

The Wilmington Public Schools, in conjunction with the community, provides an inclusive, respectful, and collaborative learning environment where all stakeholders are engaged in the development of the whole child.

Wilmington Public Schools Technology Mission

The Wilmington Public Schools (WPS) Office of Information Technology (OIT) aims to provide reliable, efficient, current and accessible technology in a consistent manner to maximize educational opportunities and communication for all students, teachers and staff. By fulfilling our mission in a timely, caring, and professional manner, we will build a technological foundation for learning and fostering administrative productivity.

Wilmington Public Schools Technology Vision

The Wilmington Public Schools (WPS) Office of Information Technology (OIT) vision is to integrate technology for maximum student engagement, collaboration, learning, and inclusivity within our communities.

Technology Committee Members 2019-2020

Members of the Technology Committee met over the course of several months to create this updated Technology Plan for the Wilmington Public Schools. The plan should be reviewed annually by the Director of Technology and Digital Learning to adjust goals and timelines. The Office of Information Technology (OIT) has primary responsibility for the implementation of the plan and its action items.

Laurie Bailey	Wildwood Preschool Teacher
Cheryl Cazeau	Shawsheen Grade 3 Teacher
Adam Dusenberry	WCTV Operations Manager
Jennifer Fidler	High School Graphic Design Teacher
Alexa Kelley	High School Student
Julie Kim	High School Science Curriculum Team Leader
Erin King	Parent - Assistive Technology Consultant
Kenneth Lord	WPS Director of Technology & Digital Learning
David Lozzi	Parent - Technology Consultant
Brighid McNeil	High School Student
Ramesh Parimi	Parent - IT Data Architect
Heather Peachey	WPS Head Librarian
Jeremy Phillips	Parent - Cloud Security Architect
Jeanette Quirk	Middle School Interim Principal
Jacquie Raffi	WPS Assistant Director of Administration & Finance
Neal Roberts	Middle School Visual Arts K-12 Liaison
Andrea Stern Armstrong	WPS Human Resources Director
Michael Teta	Parent - IT Business Analyst
Lori Tibbetts	Parent - Software Engineer
Kevin Welch	Shawsheen Interim Assistant Principal

Infrastructure

Action Plan Items	Timeline
Expand cybersecurity training to yearly training include all staff	SY2021-SY2026
Implement a schedule for patching of all network, computer and server systems	By end of summer 2020
Schedule regular cybersecurity risk assessments to identify weaknesses. Address deficiencies identified.	Annual
Complete configuration and testing of backup systems in the new data center. Develop a system of regular testing and monitoring of all backup systems	By December 2020
Collaborate with Town IT Director to explore the migration of fiber network from a star to a loop configuration	FY21
Complete upgrades to the Genetec system based on the audit. Examine system to determine any needs for any additional video camera	Upgrades by September 2020 Additional cameras - ongoing

Cybersecurity

Cybersecurity threats to public schools are a growing reality. Local school districts and towns have sustained attacks costing tens of thousands of dollars to resolve. Significant work is needed to prepare both our users and systems to defend and react to cybersecurity attacks. Town IT Director John O'Neil secured a grant for cybersecurity training for Town and School personnel that began in January of

2020. Less than a third of the staff participated in the training due to scheduling issues. Cybersecurity training for all staff needs to be a priority.

Due to staffing limitations in the OIT department, system patching is in need of improvement. Additional staffing requests were included in the FY21 budget to address this issue in part. Plans for regular patching and updating of all systems are needed. Perform regular risk assessment surveys to identify and address weaknesses.

Disaster Recovery

The OIT Department operates numerous in house systems to provide technology services. These in house systems were originally designed as a fault-tolerant system with little to no backup. While these fault-tolerant features provide system reliability, in the event of a major failure or cybersecurity attack, there are little to no backup systems in operation.

Utilizing funds from capital articles from FY18 through FY20, a new data center installation was underway in early 2020. This system is equipped with backup and disaster recovery systems. The configuration and implementation of these systems will continue into the 2020-2021 school year. Additional configuration, testing, and monitoring is needed.

Intercom systems

The existing intercom systems in all the schools, except for the HS and Middle School, are quite old and have become unreliable. An FY20 capital article funded the start of upgrading the intercom systems in the schools. Replacement consoles were installed in the Shawsheen and Woburn St Schools. The connection of these new systems to the VoIP phone system is still in progress. Completion of a replacement at the North and West Schools is part of the overall capital plan. Repairs to the Wildwood and Boutwell schools can be made while larger building project schedules are created. Connection of the Middle School system to the VoIP phone system will be accomplished as part of the future intercom capital projects. A small number of locations across the district either have malfunctioning speakers or no speaker coverage. These issues should be addressed through the operating budget or larger capital upgrades included in the capital plan.

Internet Access

The WPS network is currently served by two 1 Gbps FIOS connections. While these two connections serve the current need, future expansion will likely be necessary. Consideration for connections providing a higher level of service to detect and mitigate hacking attempts is advisable.

Internet filtering is provided by the current firewalls at the High School and Middle School. Planned upgrades to these firewalls are a part of the FY21 budget. Exploration of cloud-based filtering that can be applied to 1:1 devices should be considered for a future upgrade.

Network Switching & Infrastructure

The WPS wide area network consists of a 10 Gbps fiber backbone shared with the Town Departments. The current star configuration is vulnerable to failure at any one point. Investigation is needed to determine if the network can be reconfigured to a loop configuration providing protection from a single point of failure.

LAN wiring in the High School and Middle School was installed as part of those building projects in 2015 and 2000 respectively. Wiring at the MS was expanded in 2018 to accommodate the installation of the VoIP phone system. Wiring in elementary schools is of varying ages and conditions but still serviceable and suiting current needs. Rewiring of these buildings should be a part of any larger capital building upgrades.

Network switches and routers are of varying ages across the district. A capital replacement plan for all network switchgear should be funded and implemented. Please refer to Appendix A and B for inventory and replacement schedules.

Phone System

The existing district-wide Polycom Skype for Business VoIP phone system is serving our current needs. The system relies upon our self hosted Exchange email server along with several other server systems hosted on the WPS network. Microsoft has announced the end of life for these self-hosted systems by 2025 with an upgrade path to cloud-based Office 365 systems. These cloud-based systems require expensive annual per-user license fees.

Significant research was recently completed detailing the current options for upgrades of both the phone and email systems. The OIT department will be upgrading the existing Exchange 2010 system to Exchange 2016 within the 2020 calendar year. Migration to Google Gmail is planned for the summer of 2021. Research and selection of either an upgrade or replacement of the existing phone system is required before 2025 with funding included in the Capital Plan in Appendix A.

Security

The district is served by a Genetec video and access system. This system was recently audited by a vendor who recommended several upgrades to hardware and software. Funding for hardware upgrades

was included in the FY21 budget. Once these hardware upgrades have been completed, the system can be upgraded to the latest software version.

The system has been expanded to include several additional doors with swipe cards. An examination of coverage of the existing video camera system should be undertaken with recommendations for any additional cameras as needed.

Servers

A new data center consisting of new VMware host servers, iSCSI SAN and network hardware was installed in January of 2020. The migration of virtual servers to this new system is underway. The few remaining systems not planned for migration to the new data center have planned upgrade paths in the capital plan in Appendix A. There are current plans to migrate our mail system to Gmail in the summer 2021 and our ticket system to a cloud-based solution by the end of the summer of 2020. Consideration for migrating additional systems where practical and economical should be given.

Wireless Network

All schools except for the Middle School are served by our Aruba wireless network. The Aruba system is made up of a wireless controller for the High School and a second wireless controller at the Middle School serving the rest of the district. The Middle School wireless access points were upgraded with new access points managed by a cloud-based Meraki controller system in December of 2019. While the Aruba systems are functional, their age and reliance on a hardware controller strongly suggests the need for an upgrade as detailed in the capital plan in Appendix A. Upgrade to these systems will also provide greater coverage in high-density areas such as the High School cafe and auditorium.

Hardware

Action Plan Items	Timeline
Fund and implement hardware replacements through Capital Plan	FY21-FY26
Develop and implement a plan to address student printing needs.	SY2021

Chromebooks

Carts of Chromebooks are maintained in the High School and Middle School to provide loaners for the 1:1 program as well as enough spares for MCAS testing. Currently, only a managed Chromebook can be used for MCAS testing. A percentage of the students participating in the 1:1 program use either a PC laptop, Mac laptop or an unmanaged Chromebook. The elementary schools utilize carts of Chromebooks for classroom use as well as MCAS testing.

Google licenses the management of Chromebooks through a management license. These licenses expire after 5 years and cannot be renewed. The capital plan in Appendix A details a purchase plan that will address our needs for maintaining enough devices for MCAS testing as well as the expansion of carts for elementary school use. Chromebooks with expired Google management licenses can still be used for other purposes as long as the hardware lasts.

Desktops

The district maintains a small fleet of desktop computers, mainly for computer labs and administrative assistants. The capital plan in Appendix A details the replacement plan. The OIT Department has engaged in upgrading existing desktops to Windows 10 that are not scheduled for replacement in the summer of 2020. Microsoft has retired Windows 7 and will no longer release security patches for that version.

Educational Assistant Access to Technology

Educational Assistants in Wilmington utilize the fleet of Chromebooks to access technology. Additional Chromebooks are scheduled for purchase in the Capital Plan in Appendix A to address the current shortage of devices.

Laptops

A large inventory of laptops is maintained across the district including docking stations with external monitors and keyboards. The summer of 2019 saw the replacement of all laptops at the North, West and Middle Schools. The remaining laptops across the district are scheduled for replacement in the summer of 2020. This needed hardware replacement will also address the upgrade to Windows 10.

Printing

The bulk of printing is handled by a fleet of leased copiers. Copiers are replaced on the lease after 3 years. Classroom printing is managed with smaller laser printers in approximately every other classroom. Repair and replacement are handled by OIT staff through the OIT operating budget. Student Chromebook printing is either not functioning or not configured. OIT will develop and implement a plan to address student printing needs.

Projectors

Every classroom in WPS is equipped with a projector. New interactive projectors were installed in the North, West and Middle Schools in the summer of 2019. Approximately half of the projectors at the Shawsheen, Woburn St, Boutwell, and Wildwood are scheduled for replacement in the summer of 2020. The remaining projector replacements are detailed in the capital plan.

Software

Action Plan Items	Timeline
Inventory all software in use district-wide. Determine the effectiveness/efficacy of each title, provide guidance and training for classroom use. Develop a more centralized approach to software selection.	SY2021-SY2024
Migrate shared drives to Google drives for greater cybersecurity. Investigate backup system for Google Drive and other data.	SY2021-SY2024
Migrate from perpetual Office licenses to Office 365	FY22 budget
Join the TEC Student Data Privacy Alliance, use an inventory of software titles to obtain data privacy agreements, train and communicate with staff regarding the need for these agreements.	SY2021

Educational software

A wide variety of software titles are used throughout the district. There is a limited formal process for the review and selection of software district-wide. Selection and budgeting for software are decentralized. An inventory and examination of the use, success, and funding of software is necessary. A more centralized approach to selecting software should be developed. Collaboration with teachers, administration, curriculum leaders, Instructional Technology Specialists, and OIT is needed in this area. An inventory of software should be created.

G Suite for Education

  The use of G Suite for Education (Google applications) is ever increasing in Wilmington. With the reliance on storing data within Google Drive and other Google products, an investigation into a backup system is needed. Migration from network file shares to additional use of Google Drive will reduce our vulnerability to crypto-locker viruses. Training and planning are needed to migrate in this direction.

Microsoft Office

  The Microsoft Office suite is installed on almost all computers using a perpetual license for Office 2013. Migration to Office 365 should be considered for all users requiring access to the Office suite. Office 365 requires annual licensing fees rather than a one time purchase cost.

Student Data Privacy

  The proliferation of online resources and data breaches is a cause of concern with the storage of personally identifiable information (PII) in many systems. The use of most software requires the student to register for an account and enter a variety of PII. Many districts now require an agreement to be signed between the software vendor and the district regarding the handling of PII prior to using a new piece of software.

  The TEC Education Collaborative has sponsored the TEC Student Data Privacy Alliance to provide districts assistance in managing the agreements needed to address this issue. The FY21 budget includes membership in this alliance. After the inventory of software items in use is completed, we can secure agreements with the different software vendors to ensure our student PII is properly protected and the correct actions are taken should there be a data breach. Once this system is up and running, we should require a signed data privacy agreement prior to using any new software item or require parental permission. Significant training and communication with staff is necessary for this to be successful.

Support Services

Action Plan Items	Timeline
Examine the Assistive Technology inventory to determine the efficacy and effectiveness of equipment in use. Perform a regular inventory of assistive technology. Standardize purchase and inventory process.	SY2021
Work with the High School and Middle School administration to reduce or eliminate the teaching schedule for ITS staff.	FY22 budget

Assistive Technology

A variety of equipment is used in the Special Education Department and in regular education classrooms to provide assistive technology. An inventory of the equipment in use was recently completed. This inventory should be thoroughly examined to determine the success and efficacy of the devices in use. Standardized purchase and inventory processes need to be implemented with regular inventory performed.

Professional Development

A recent survey (see Appendix C) of staff revealed that almost half of respondents do not feel they have the skills to use technology for a project. We also receive frequent informal comments from staff requesting additional training as well. Current PD is offered mostly through Wilmington University. Newly hired teachers are required to complete 12 hours of technology professional development in their first three years.

Although the district is staffed with three Instructional Technology Specialists (ITS), the High School and Middle School ITS have between a .6 and .8 FTE teaching load limiting their availability to assist staff during the day. Our elementary ITS covers the 6 elementary schools with no teaching load.

Additional professional development opportunities are needed for staff. The most effective way would be to free the High School and Middle School ITS of their teaching duties to allow them to collaborate with the teaching staff during the day. Model teaching, co-teaching, and working with staff during their prep periods would provide a great deal of PD for the staff. This is the model for the elementary teachers and is quite effective.

Staffing

The OIT is staffed with a Director of Technology and Digital Learning, a Network Administrator, a System Administrator, (2) Computer Technicians and a Data Assistant. The ticket workload requires the current Network Administrator to spend approximately 80% of his time on help desk tickets. This leaves little time for network maintenance and monitoring. The FY21 budget includes a request for an additional Computer Technician to relieve the help desk ticket load from the Network Administrator to allow time for this much-needed network maintenance and monitoring.

Appendix A - Capital Plan

	FY21	FY22	FY23	FY24	FY25	FY26
Administrative Staff PCs		$35,000.00				
Chromebooks	$80,000.00	$20,000.00	$20,000.00	$20,000.00	$20,000.00	
Electronic Document Management System					$35,000.00	
Elementary Projectors	$23,000.00	$137,000.00			$70,000.00	
Elementary WiFi Network			$80,000.00			
Elementary Network Switches			$175,000.00			
Genetec Server replacement		$30,000.00				
HS Lab replacement		$102,000.00				
HS Network Switches				$205,000.00		
HS Projectors			$150,000.00			
HS Teacher Laptops	$195,000.00					
HS WiFi Network				$85,000.00		
MS network Switches		$180,000.00				
MS Teacher PCs						$100,000.00
North/West PCs						$125,000.00
PA System Upgrades		$70,000.00				
PK-3 Teacher Laptops	$195,000.00					
VOIP Replacement				$225,000.00		

Appendix B - Current Inventory

Inventories are color coded with green indicating equipment under warranty and/or fully capable. Yellow indicates equipment that is off warranty, starting to fail and should be considered for replacement. Red indicates equipment that is past lifespan and should be replaced.

Laptop Inventory

Total	97	87	24	33	36	42	18	18	6	7	12	380
	HS	MS	North	West	SS	WOB	BO	WW	OIT	RH	SSS	
2019	3	80	21	28					1	2		135
2018												0
2017		5	1	2		1	1				10	20
2016	1	2	1	1	1		1	1	2			10
2015	3				27	30	5		2		1	68
2014	88		1	2	8	11	10	17	1	3	1	142
2013	2						1			2		5

Red 1.3%
Green 43.4%
Yellow 55.3%
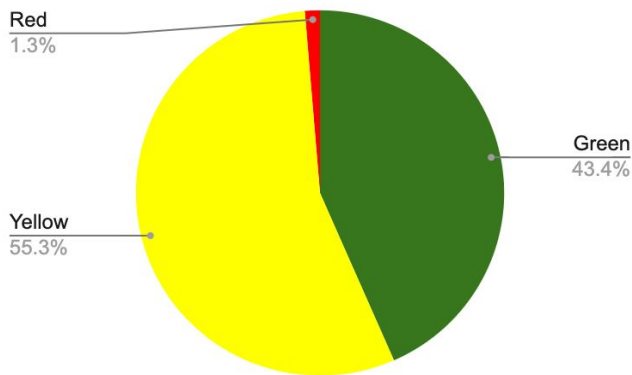
Desktop Inventory

Total	96	184	32	30	6	30	3	27	3	4	415
	HS	MS	North	West	RH	SS	SSS	WOB	BO	WW	Total
2019		100	2	2							104
2018											0
2017		48	25	26		24		23			146
2016											0
2015											0
2014	87	2	4		2	1			2	3	101
2013	1	1			4	1	3				10
2012	2										2
2011											0
2010											0
2009	5	8	1			4		4		1	23
2008											0
2007	1	25		2					1		29

Red
15.4%

Yellow
24.3%

Green
60.2%
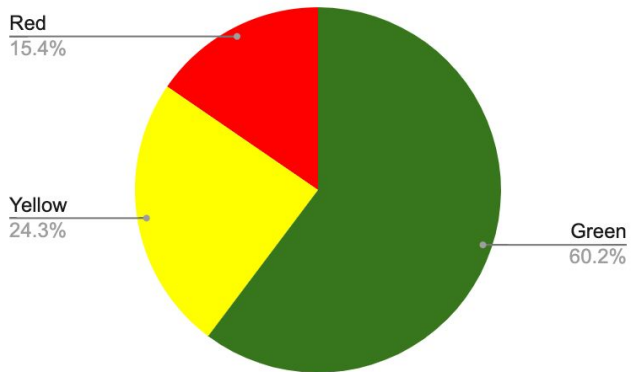
Projector Inventory

Total	67	68	21	28	31	28	11	14	268
	HS	MS	North	West	SS	WOB	BO	WW	Total
2019		68							68
2018			21	28					49
2017									0
2016					9		3	2	14
2015	67				3	1	4	9	84
2014									0
2013									0
2012					11	8	4	3	26
2011					2	3			5
2010					5	4			9
2009						10			10
2008						2			2
2007									0
2006									0
2005					1				1

Chromebook Support Expiration

Support Expires	Total	HS	MS	North	West	SS	Wob	BO	WW
2025	85	85							
2024	0								
2023	0								
2022	192		27	26	27	30	27	28	27
2021	0								
2020	321		130	53	30	56	52		
2019	124			25	49	25	25		

Appendix C - Survey

The following pages contain survey results of faculty, parents and students. Summary charts of each survey are followed by open response questions.

Faculty/Staff Survey Responses

June to August 2019

School

113 responses

School	Count
High School	37 (32.7%)
Middle School	31 (27.4%)
North Intermediate	12 (10.6%)
West Intermediate	10 (8.8%)
Shawsheen	14 (12.4%)
Woburn St	6 (5.3%)
Boutwell	15 (13.3%)
Wildwood	11 (9.7%)
Central Admin	6 (5.3%)
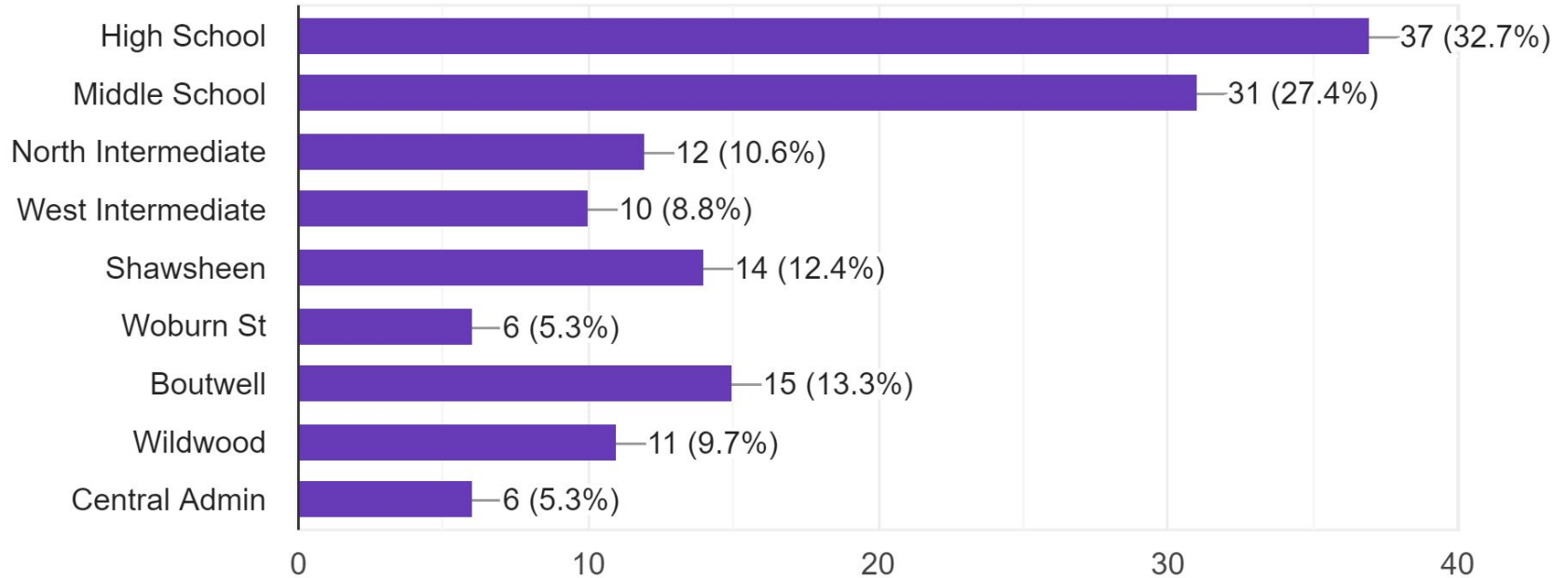
Grade Level

113 responses

Grade	Count	Percentage
PK	11	9.7%
K	18	15.9%
1	13	11.5%
2	11	9.7%
3	14	12.4%
4	15	13.3%
5	15	13.3%
6	14	12.4%
7	22	19.5%
8	16	14.2%
9	27	23.9%
10	32	28.3%
11	31	27.4%
12	29	25.7%
N/A	12	10.6%
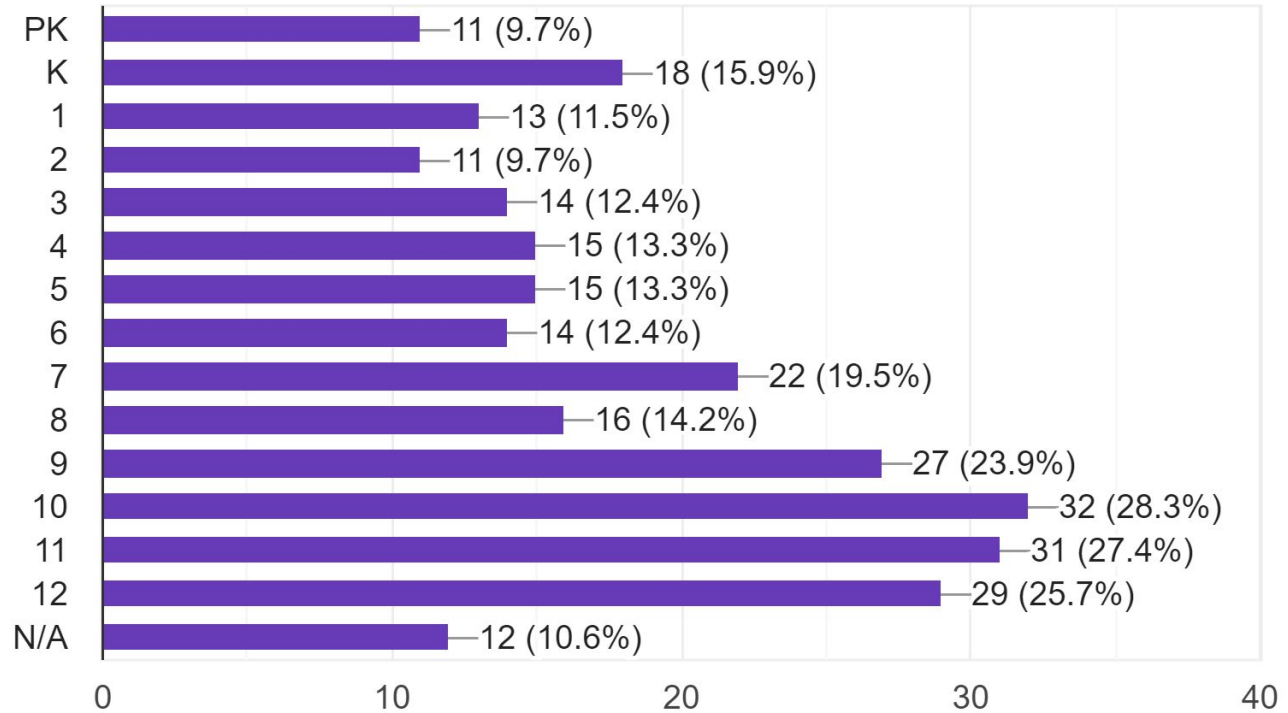
Staff Type

113 responses
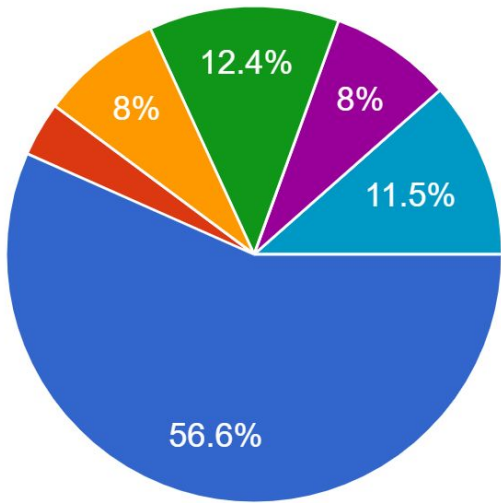
- Teacher
- Educational Assistant & Other Instructional Staff
- Specialist (Library, Art, Music, PE etc)
- Special Education
- Administrator
- Support Staff (non instructional)

Pie chart values: 56.6%, 8%, 12.4%, 8%, 11.5%

Faculty Questions

Please reflect on your use of technology in your instruction.

I can easily access the available technology in the school when I need it.

91 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Pie chart values:
- 24.2%
- 11%
- 40.7%
- 22%
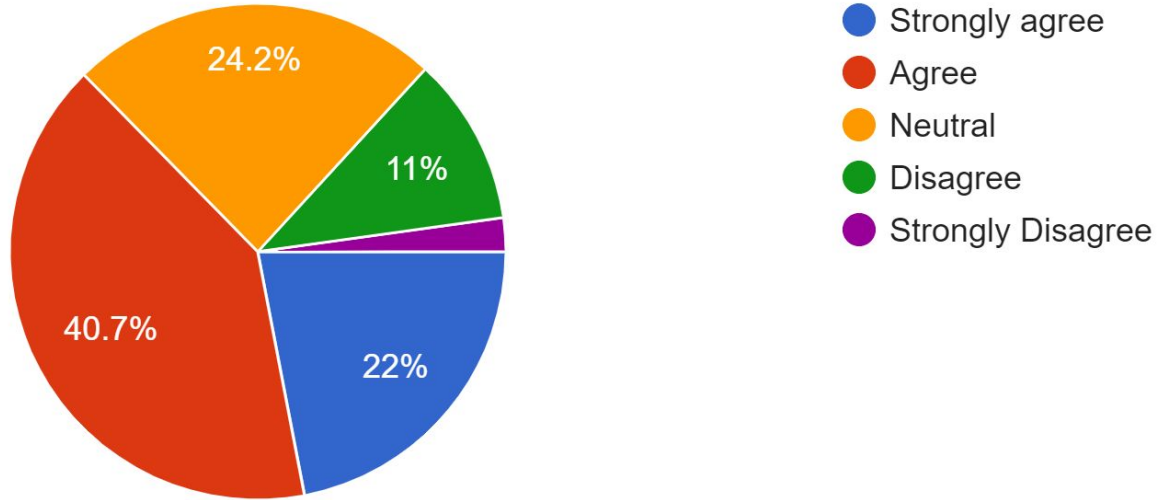
I feel confident in my ability to integrate multiple technologies into my instruction.

88 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

30.7%

9.1%

38.6%

19.3%
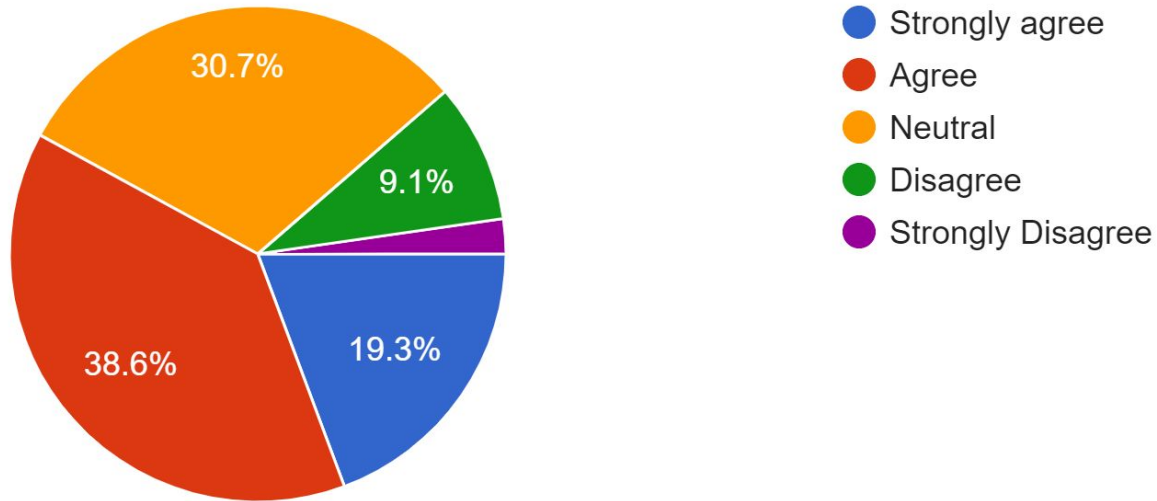
I have a variety of ideas and lessons for integrating technology into my teaching

88 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

28.4%

38.6%

22.7%
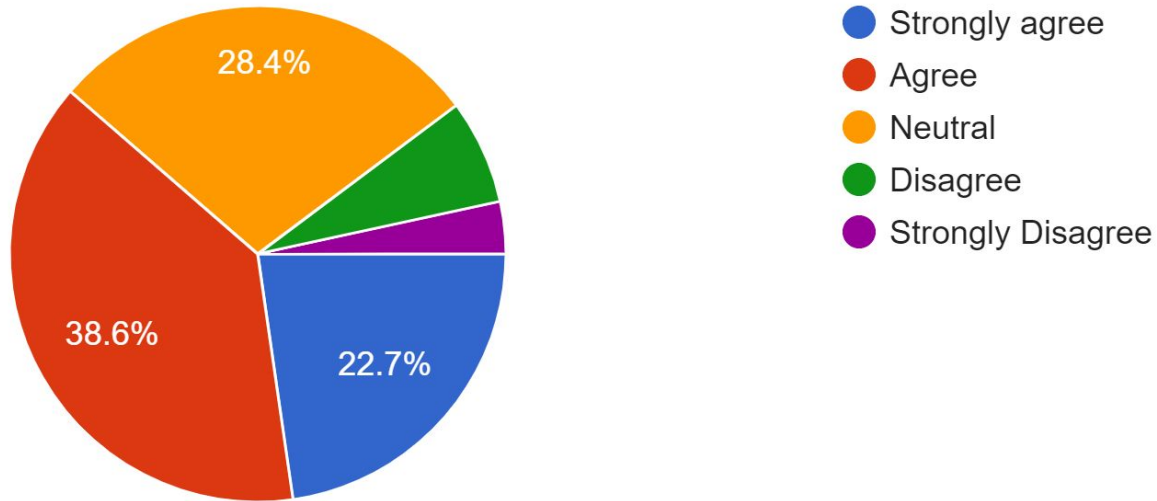
I have enough time to prepare technology-based lessons.

89 responses

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Pie chart values: 36%, 14.6%, 18%, 29.2%
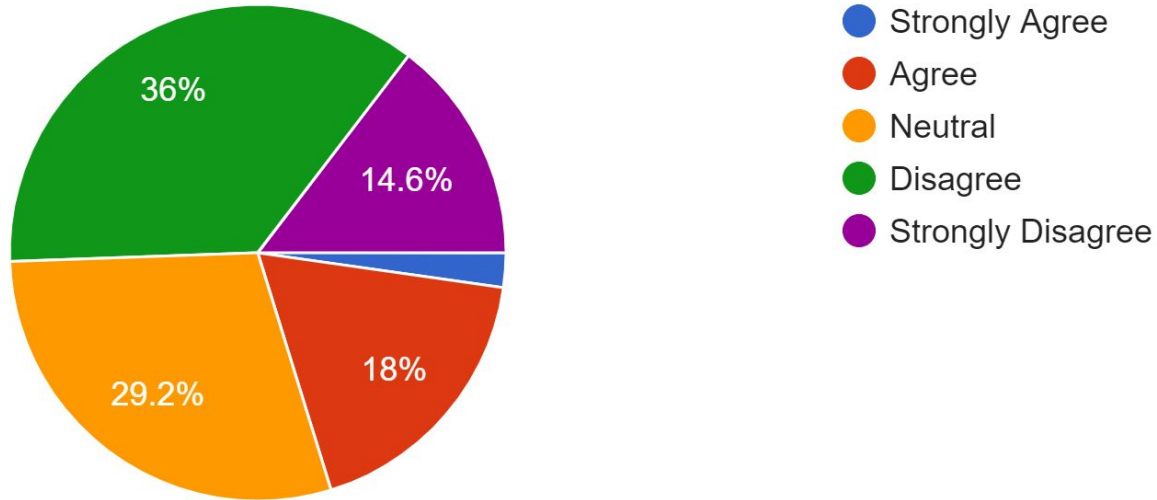
I believe that integrating technology into my curriculum is important for student success.

89 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

48.3%

14.6%

36%
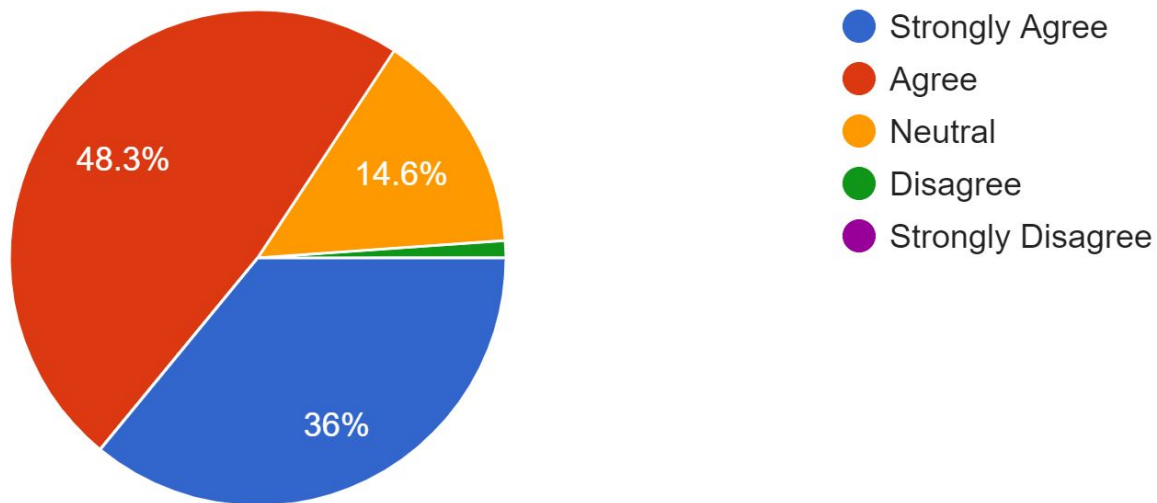
I am aware of the resources made available by the district that can help me learn how to integrate technology.

91 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

(Pie chart values: 24.2%, 15.4%, 9.9%, 49.5%)
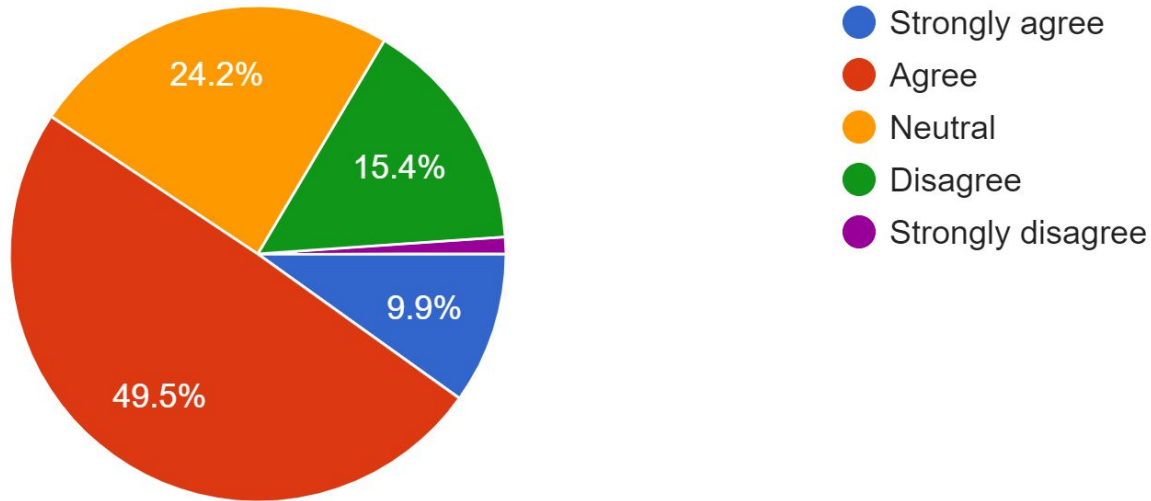
I do not have the technology skills to support the students when they use technology for a project.

89 responses

- 🔵 Strongly agree
- 🔴 Agree
- 🟠 Neutral
- 🟢 Disagree
- 🟣 Strongly disagree

34.8%

15.7%

14.6%

32.6%
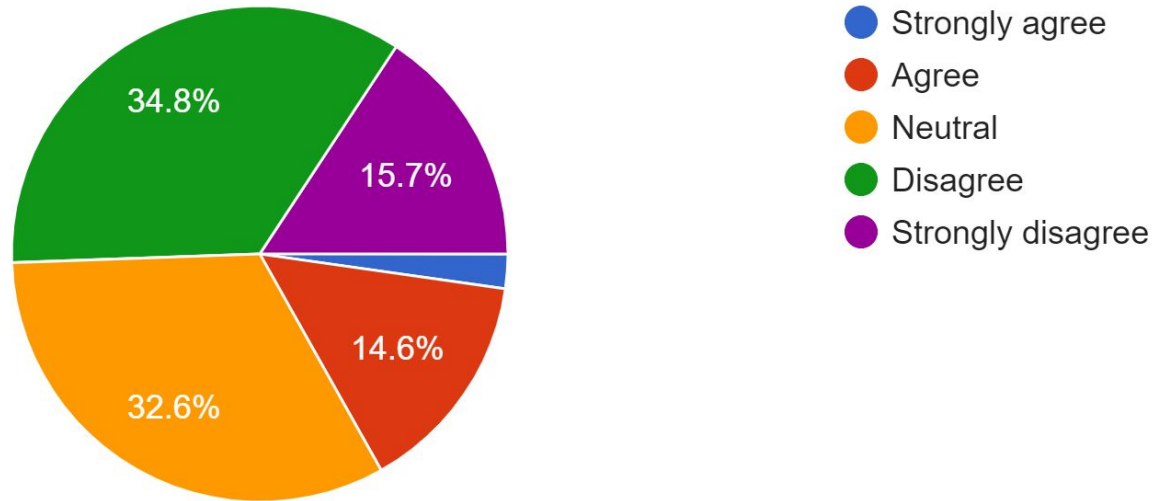
I am familiar with what technology is available to my students and me in our building.

89 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Pie chart values:
- 15.7%
- 14.6%
- 10.1%
- 57.3%
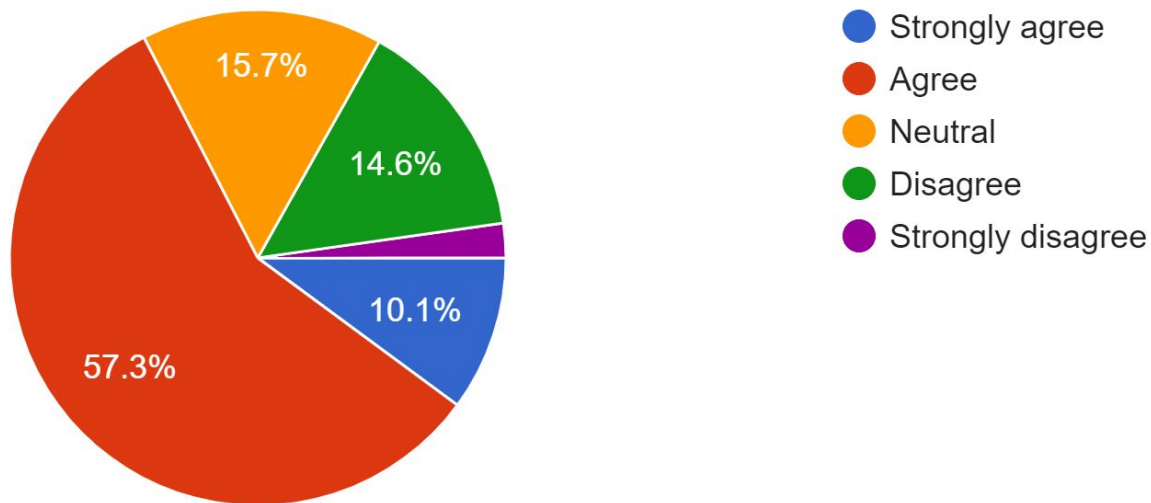
I am familiar with the copyright laws that govern the acceptable use of technology (including using material from the Internet).

90 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly disagree

25.6%
15.6%
13.3%
43.3%
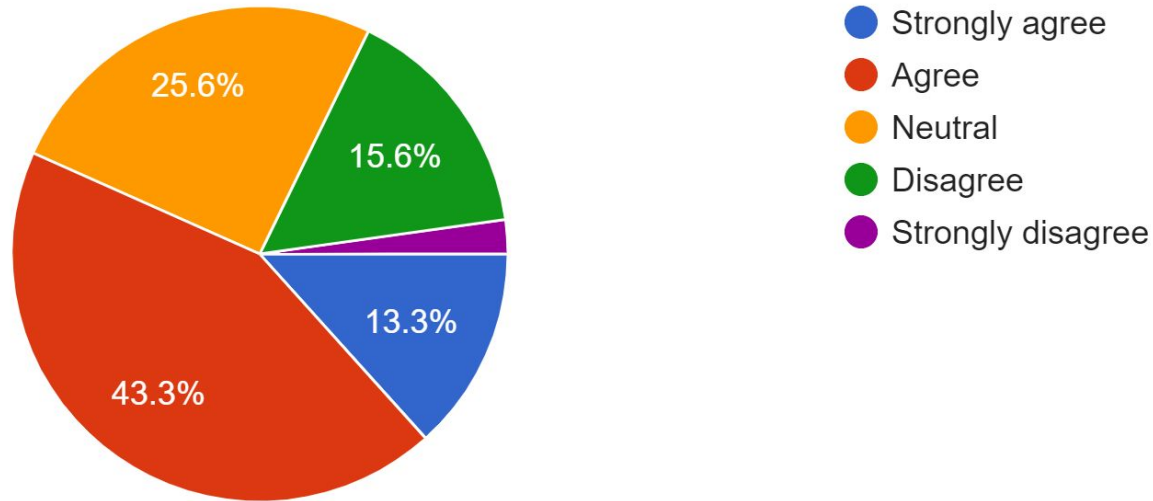
What, if any, obstacles do you face in using technology and the Internet?

88 responses
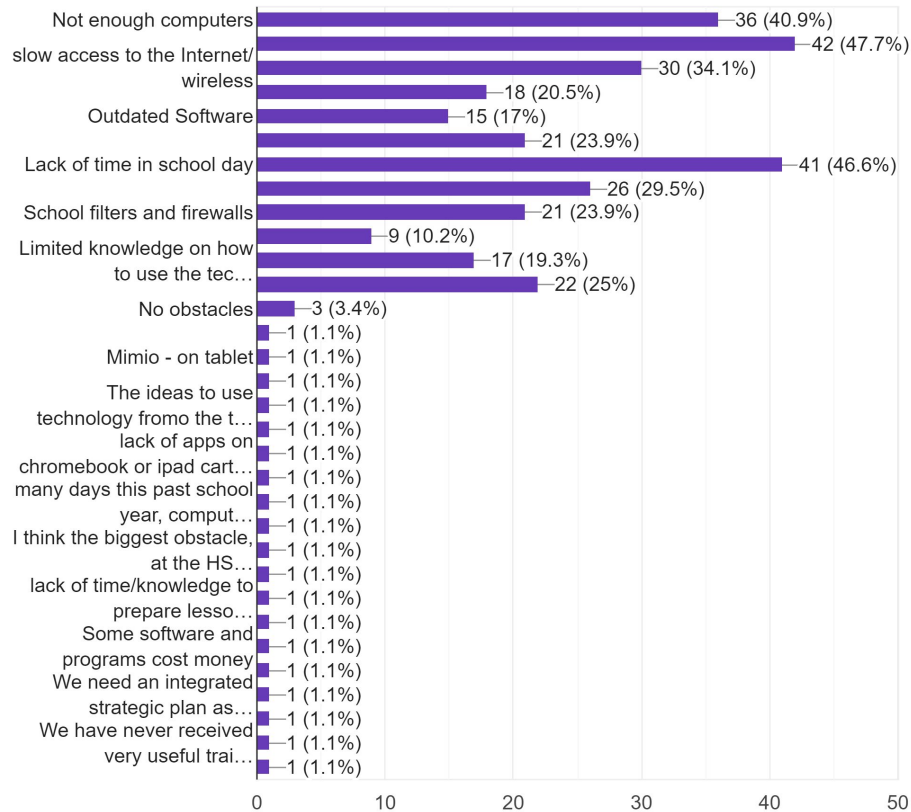
The questions in this section ask about the specific technologies you use in your classroom instruction, and the frequency with which you use them. Please read a description of each technology and rate the amount of time you spend working with that technology in your classroom

Apps for tablets/Chromebooks

89 responses

- Never
- Yearly
- Monthly
- Weekly
- Daily

38.2%
21.3%
20.2%
13.5%
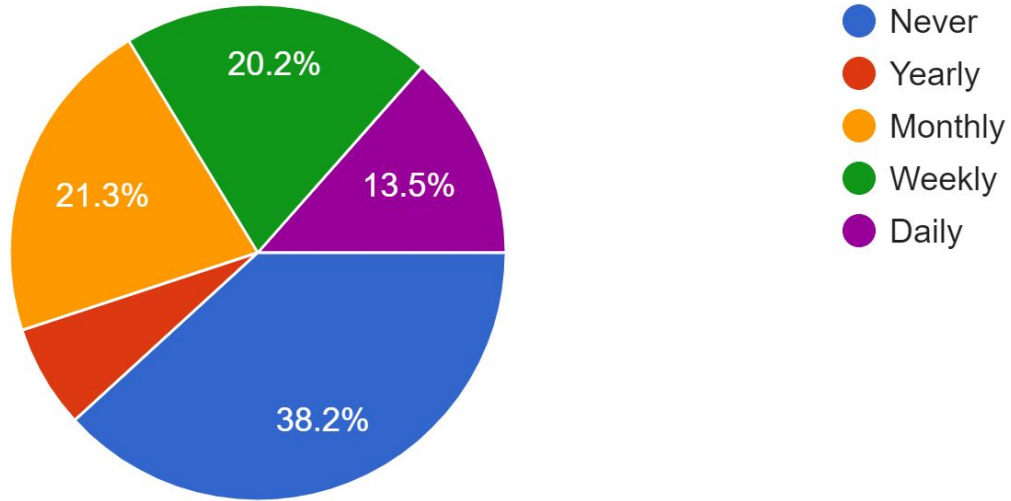
Internet for developing lesson plans/ideas

89 responses

🔵	Never
🔴	Yearly
🟠	Monthly
🟢	Weekly
🟣	Daily

56.2%

10.1%

16.9%

15.7%
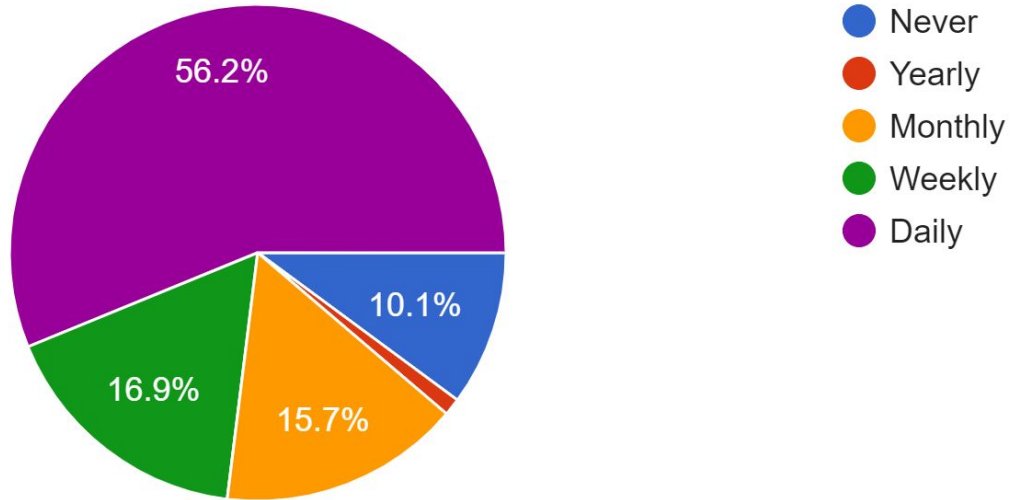
Assistive Technology Tools

85 responses

- 🔵 Never
- 🔴 Yearly
- 🟠 Monthly
- 🟢 Weekly
- 🟣 Daily

29.4%

9.4%

9.4%

11.8%

40%
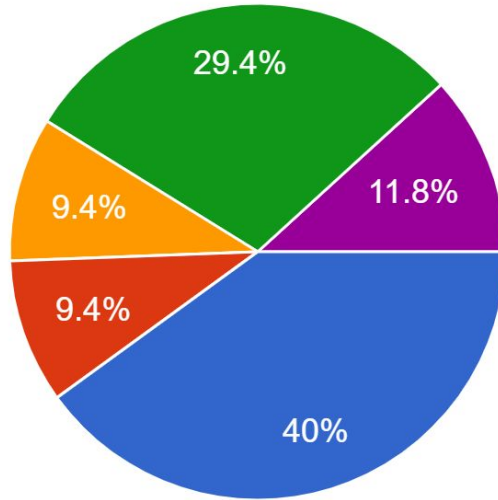
Test Preparation

88 responses

Legend:
- Never
- Yearly
- Monthly
- Weekly
- Daily

Pie chart values:
- 25% (Weekly)
- 29.5% (Monthly)
- 34.1% (Never)

Web Design

88 responses

- Never
- Yearly
- Monthly
- Weekly
- Daily

72.7%

15.9%

8%
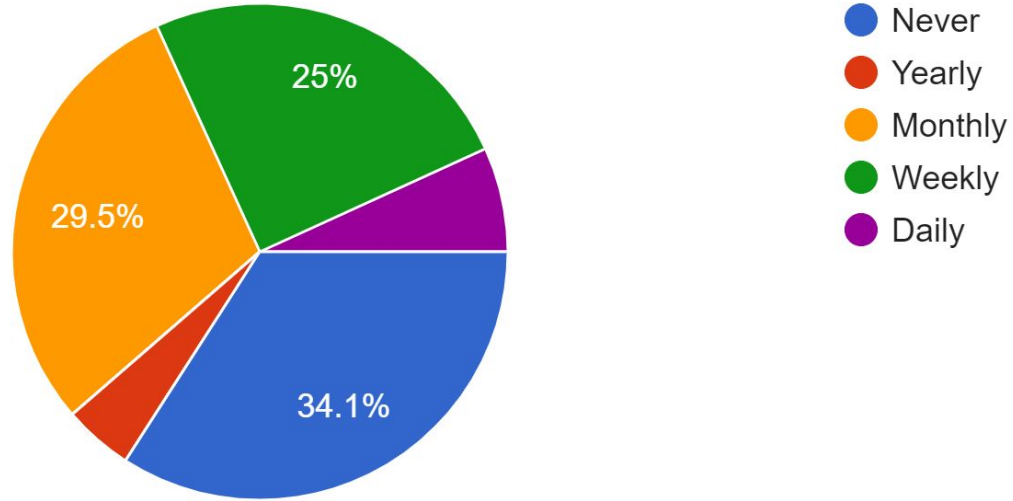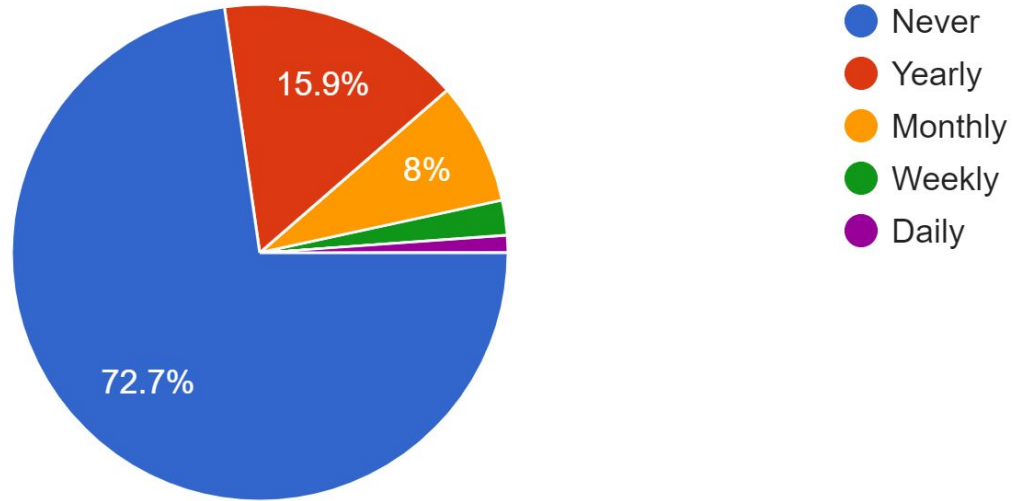
Management programs for student data

91 responses

Legend:
- Never
- Yearly
- Monthly
- Weekly
- Daily

Pie chart values: 31.9%, 23.1%, 17.6%, 24.2%
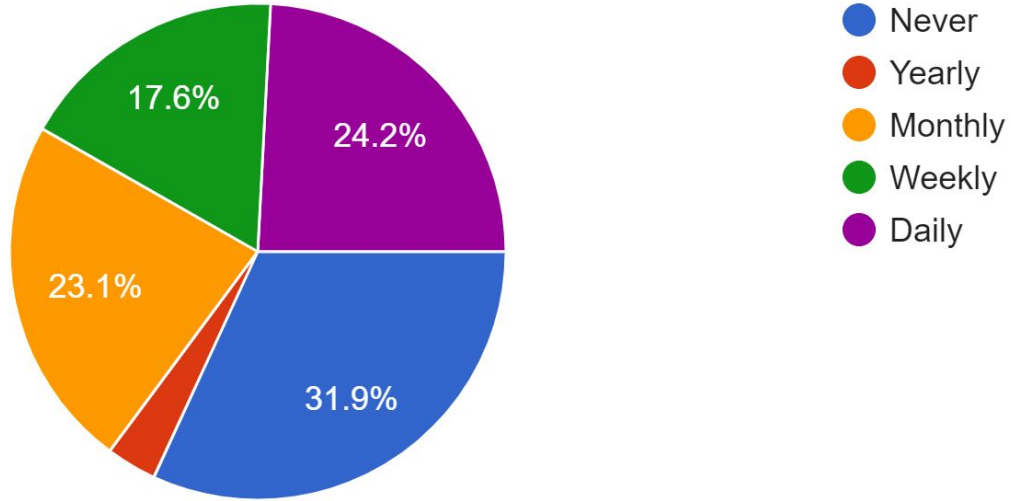
Computer/Tablets/Chromebooks in the classroom

89 responses

Legend:
- Never
- Yearly
- Monthly
- Weekly
- Daily

- 39.3% (Daily)
- 33.7% (Weekly)
- 14.6% (Monthly)
- 9% (Never)
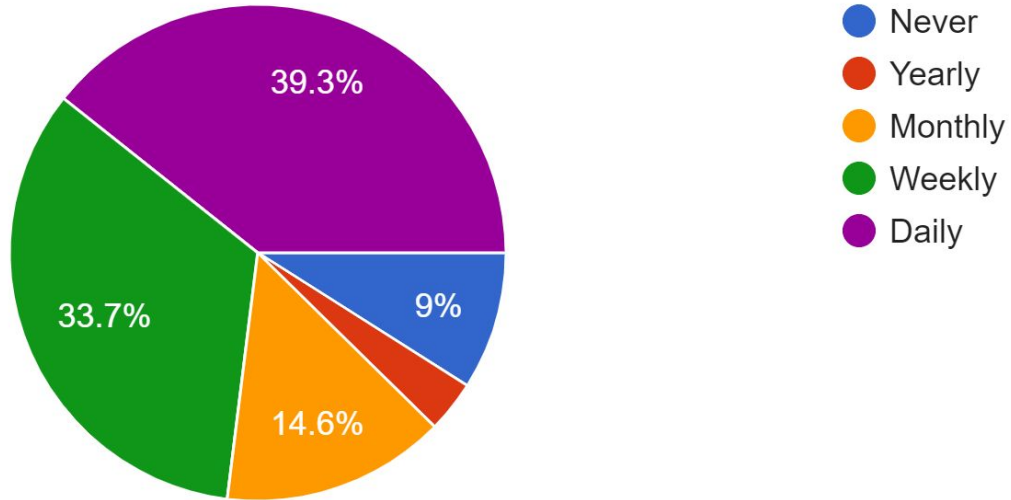
Google Classroom

88 responses

Legend:
- Never
- Yearly
- Monthly
- Weekly
- Daily

53.4%
22.7%
10.2%
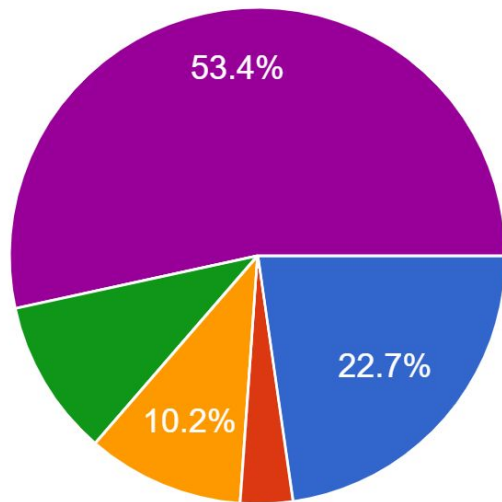
Google Apps (Docs, Sheets, Slides etc)

91 responses

Legend:
- Never
- Yearly
- Monthly
- Weekly
- Daily

51.6%
24.2%
18.7%
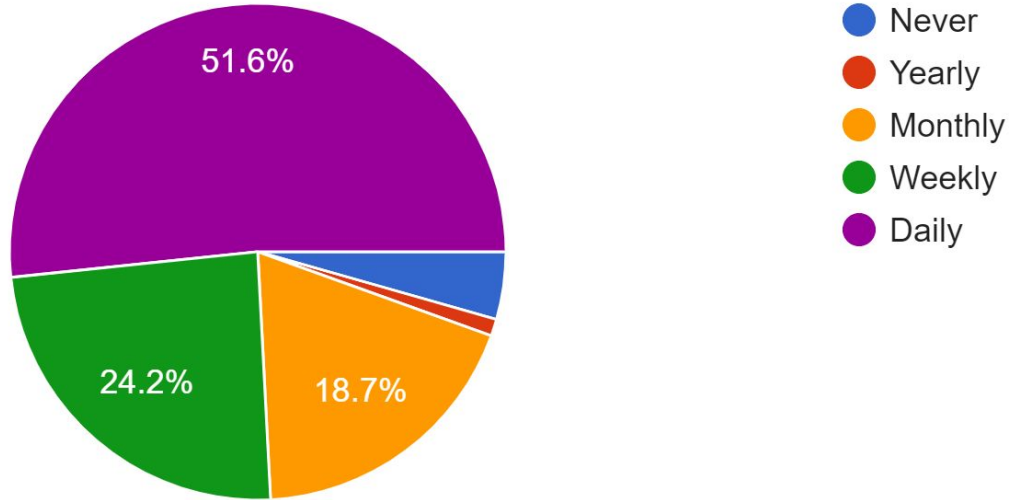
Faculty: OPINIONS AND ATTITUDES ON TECHNOLOGY INTEGRATION

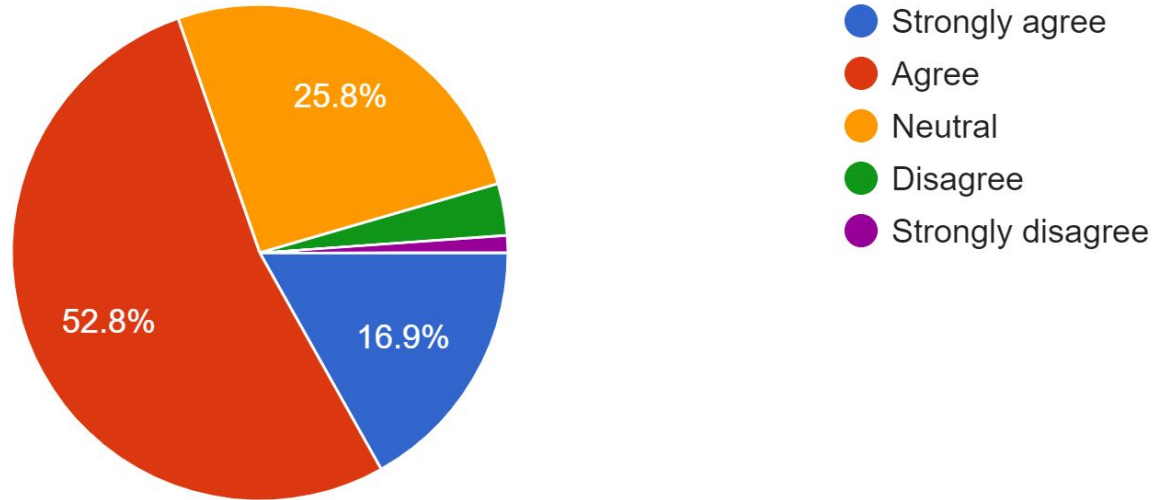# When using the internet students go to inappropriate sites

88 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

28.4%
33%
9.1%
25%
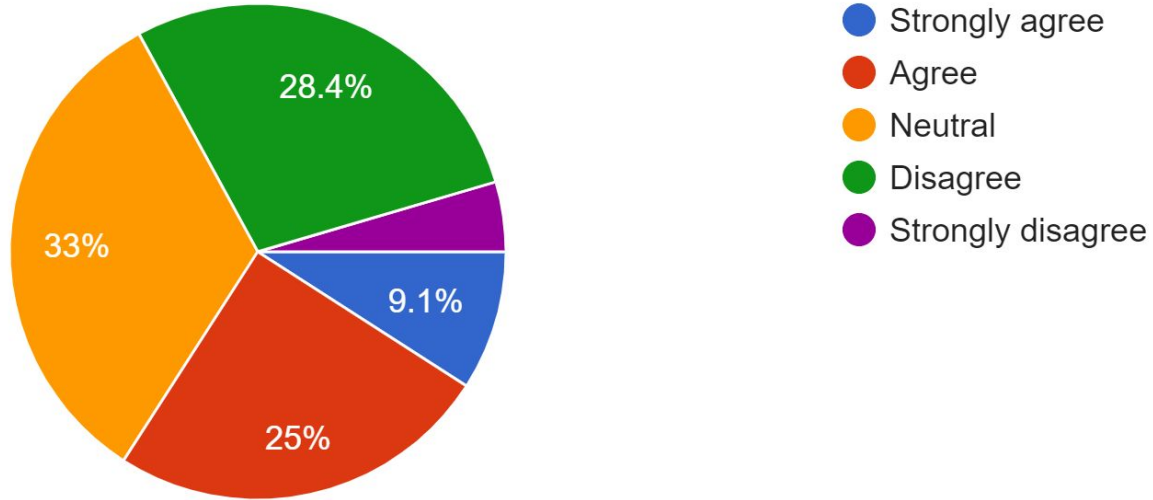
When using the internet students create products that show higher levels of learning

89 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly disagree

40.4%

12.4%

42.7%
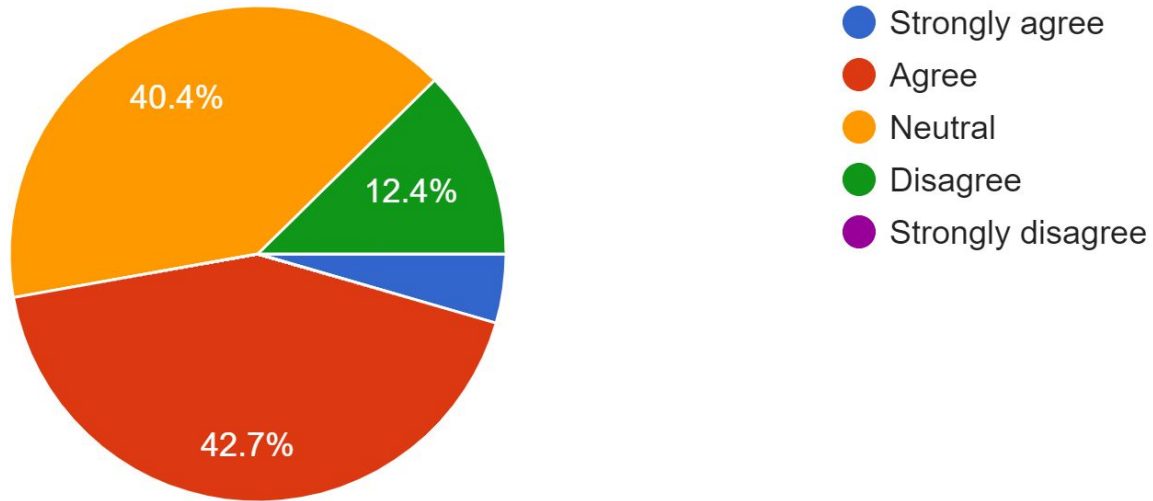
When using the internet students are more motivated

89 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

52.8%
25.8%
16.9%

When using the internet there is more student collaboration

89 responses

- 🔵 Strongly agree
- 🔴 Agree
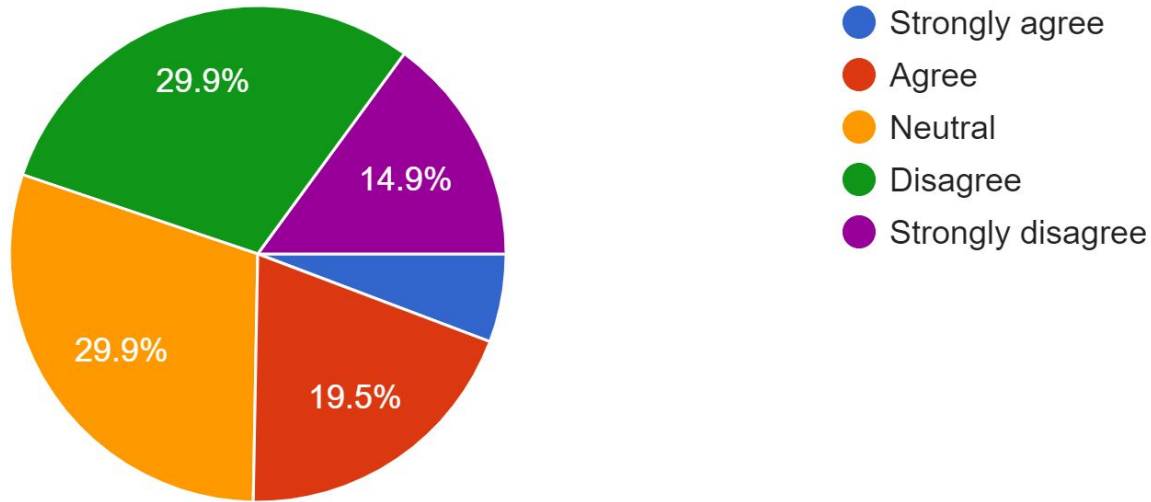- 🟠 Neutral
- 🟢 Disagree
- 🟣 Strongly disagree

44.9%

12.4%

7.9%

34.8%
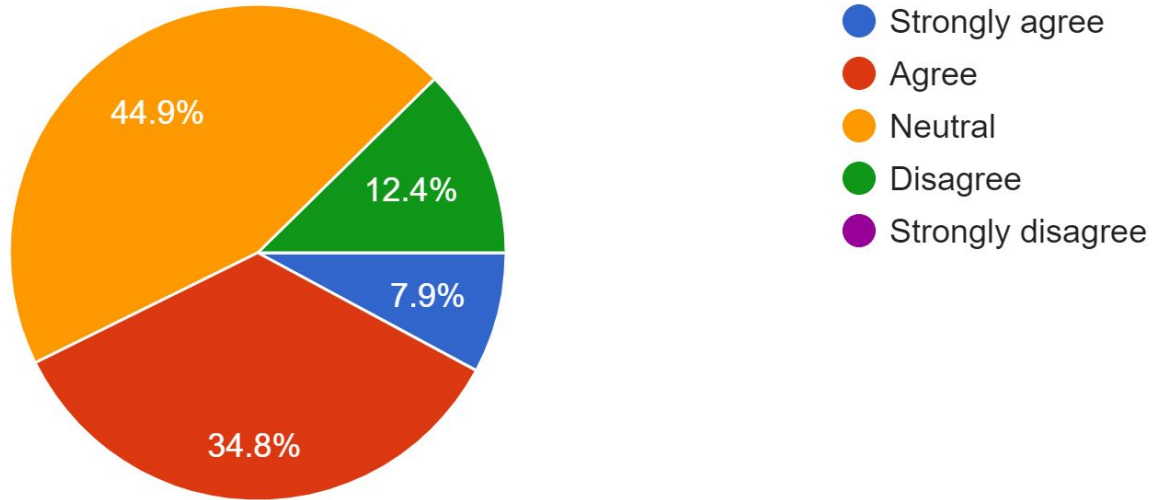
I think most technology would improve my ability to teach

89 responses
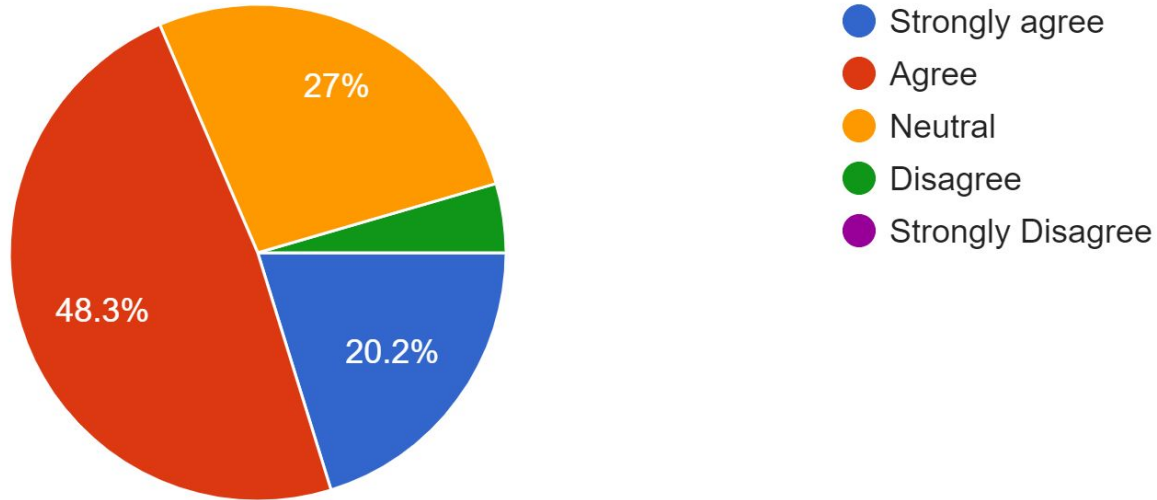
I think there is enough focus on technology at my PLC/Department/Grade Level meetings.
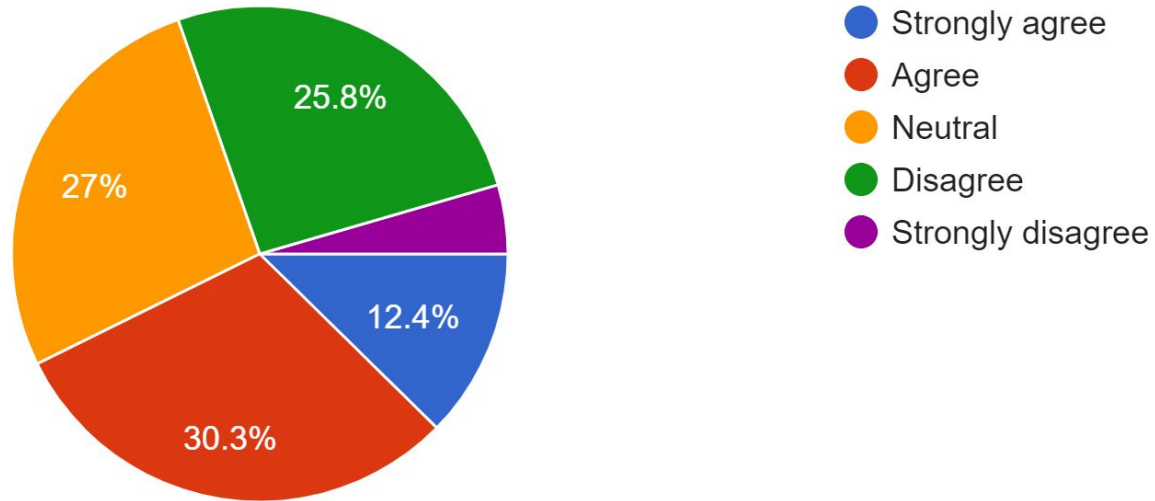
87 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Pie chart values:
- 29.9% (green, Disagree)
- 14.9% (purple, Strongly disagree)
- 19.5% (red, Agree)
- 29.9% (orange, Neutral)

I think technology has changed the way that I teach

88 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

53.4% — Agree
21.6% — Strongly agree
19.3% — Neutral
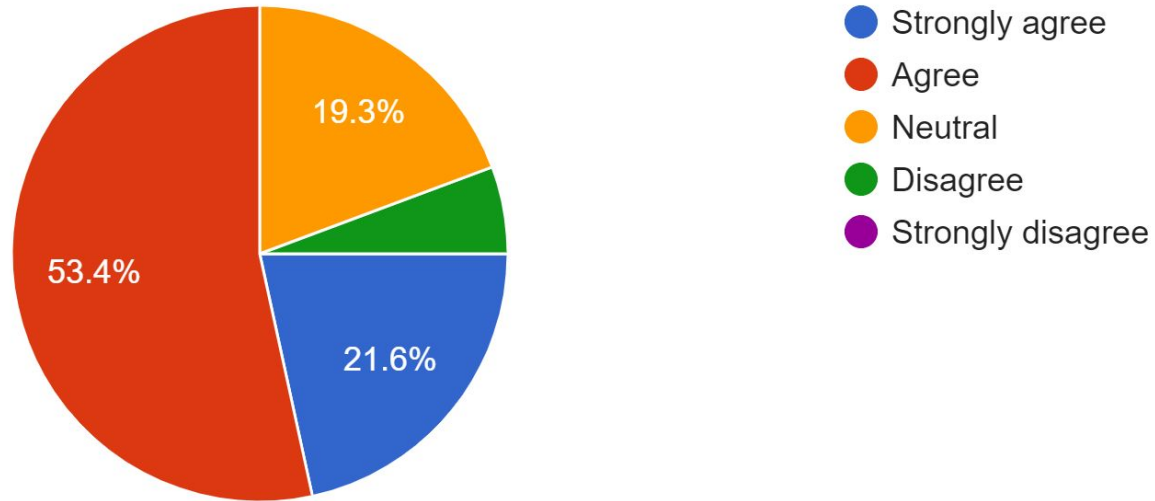
I think students are more knowledgeable than I am when it comes to technology

89 responses

- 🔵 Strongly agree
- 🔴 Agree
- 🟠 Neutral
- 🟢 Disagree
- 🟣 Strongly disagree

I think school systems expect us to learn new technologies without formal training

88 responses

- Strongly agree
- Agree
- Neutral
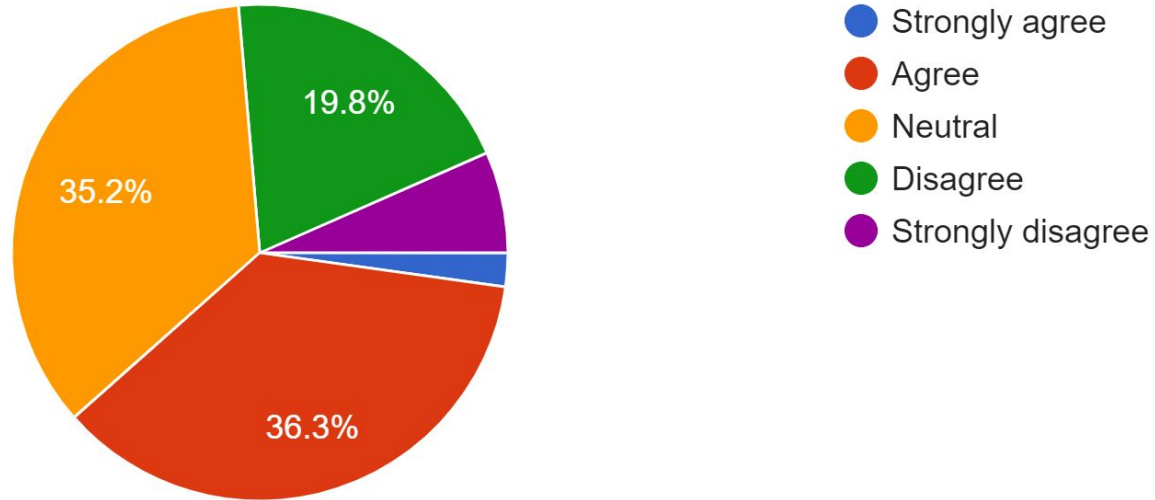- Disagree
- Strongly Disagree

17%

37.5%

9.1%

36.4%
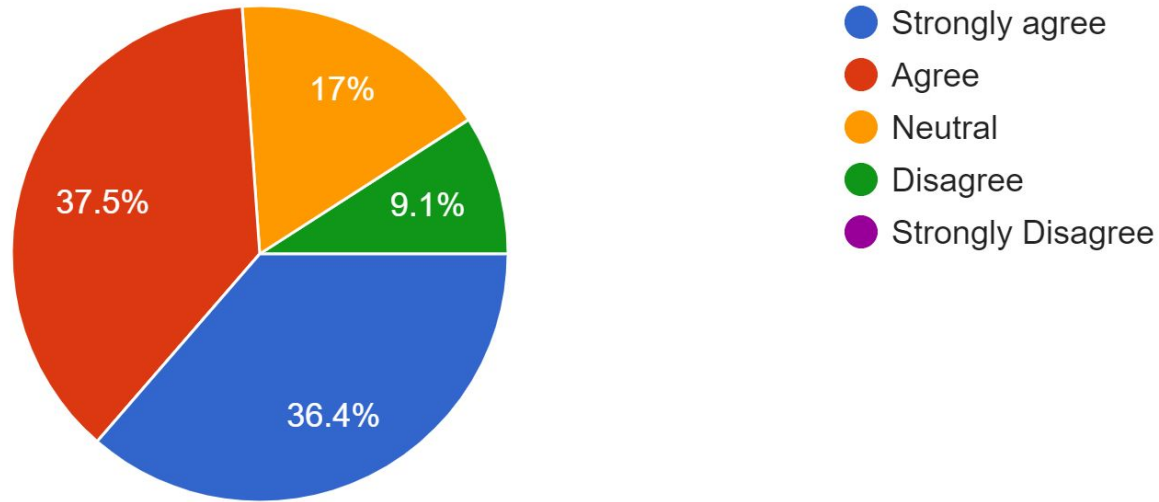
I think there are various opportunities for quality technology training.

91 responses
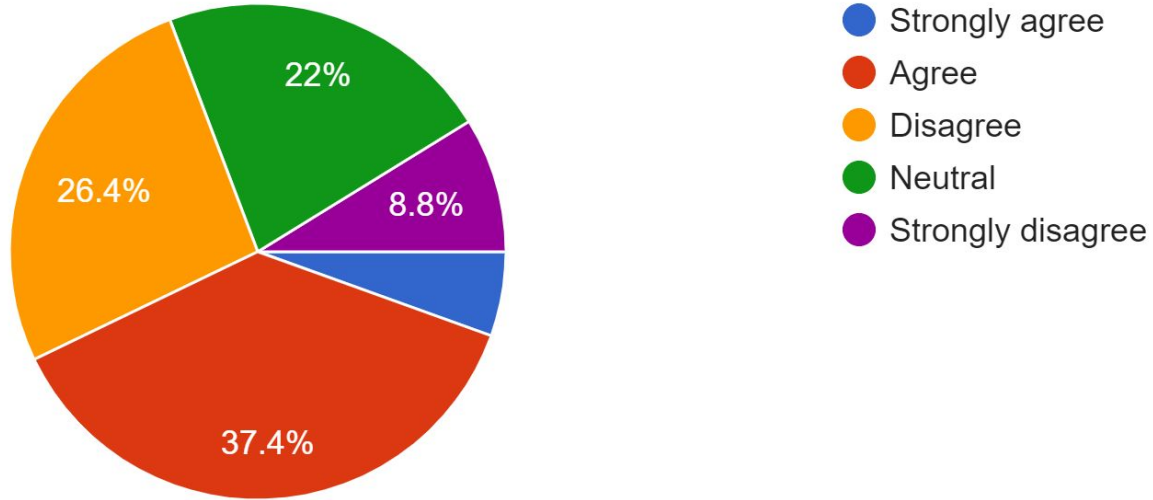
I think technology is reliable in our schools

91 responses

- Strongly agree
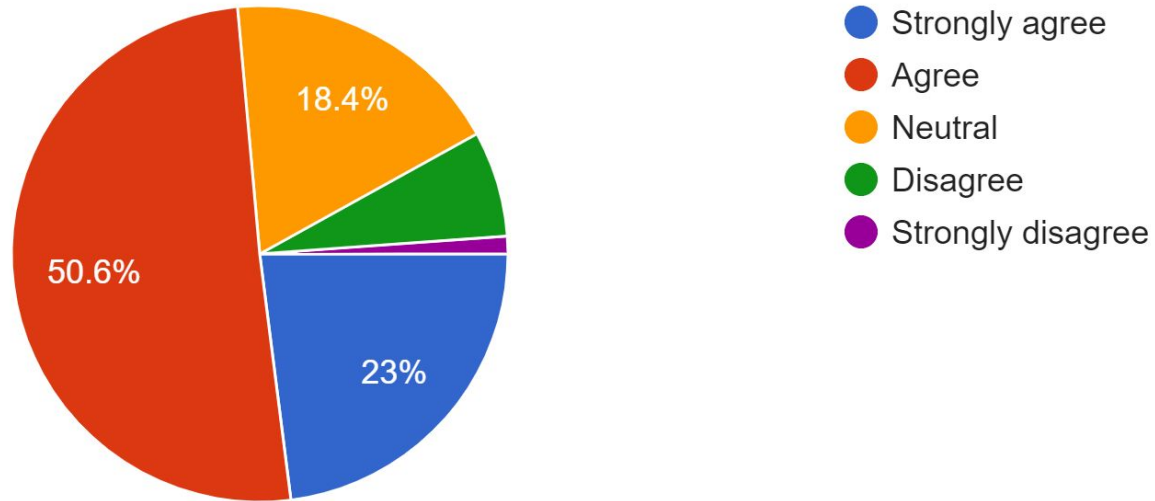- Agree
- Neutral
- Disagree
- Strongly disagree

19.8%

35.2%

36.3%

Faculty: AREAS OF IMPROVEMENT / TECHNICAL NEEDS

I need more access to technology tools to integrate into my classroom instruction

87 responses

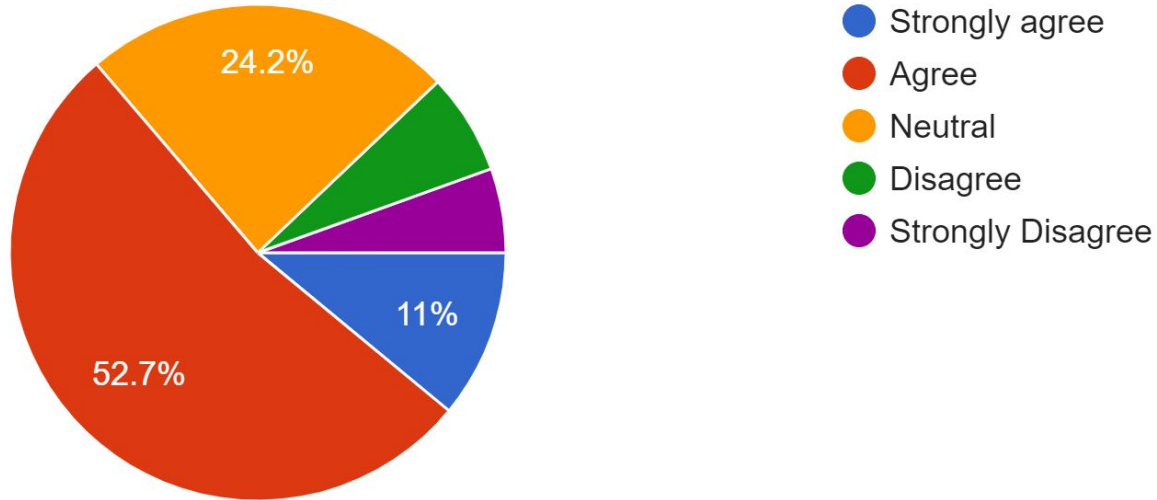- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

50.6%

18.4%

23%

I have an appropriate amount of support from the administration when it comes to my technology needs

88 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

38.6%
18.2%
8%
31.8%
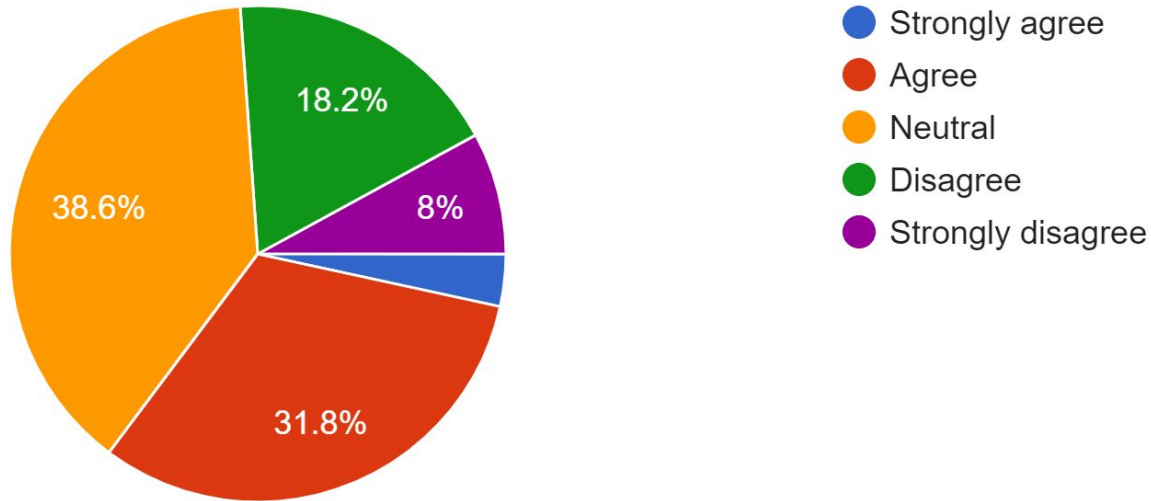
I receive technical support in an appropriate amount of time.

91 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

24.2%

11%

52.7%

Access to the internet/wireless network is reliable

91 responses

- 🔵 Strongly agree
- 🔴 Agree
- 🟠 Neutral
- 🟢 Disagree
- 🟣 Strongly Disagree

Pie chart segments:
- 26.4%
- 17.6%
- 46.2%
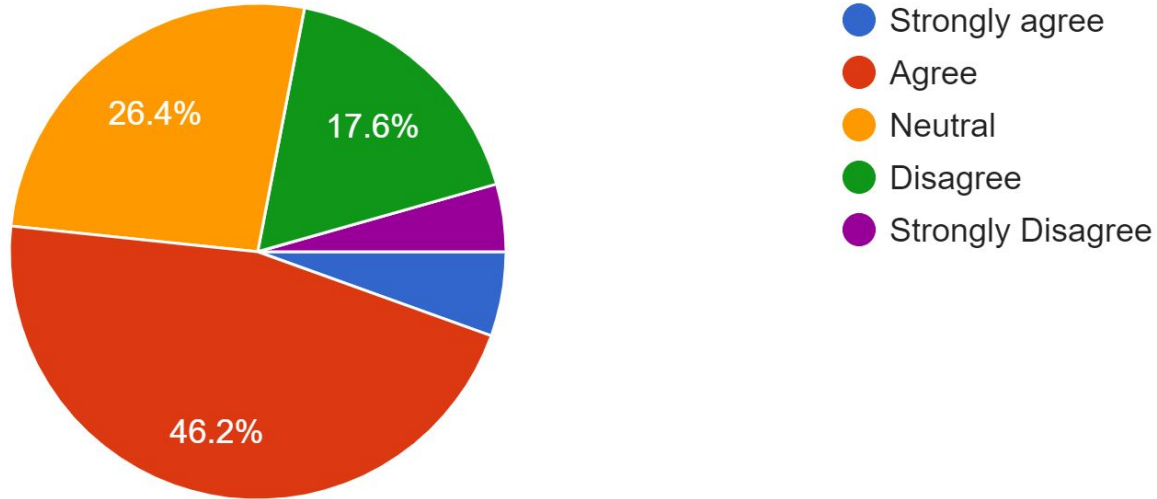
I receive appropriate updates when a tech support ticket is completed.

90 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

63.3%

26.7%
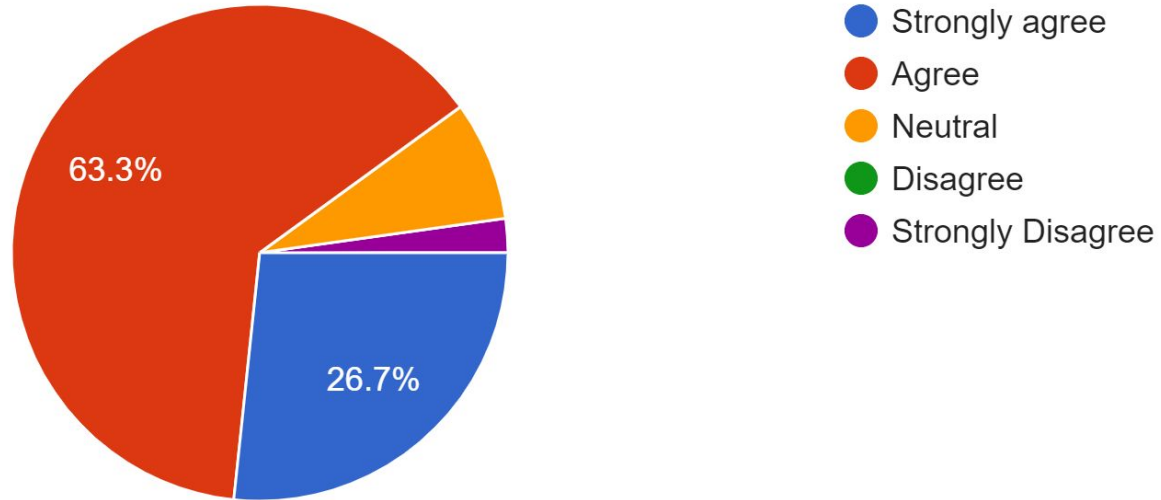
I need additional training in:

60 responses

Category	Count (%)
Aspen	18 (30%)
Google Apps	37 (61.7%)
MS Office	5 (8.3%)
Email/Calendaring	10 (16.7%)
Teachpoint	2 (3.3%)
	1 (1.7%)
ACE	1 (1.7%)
	1 (1.7%)
Google Classroom	1 (1.7%)
Bookcreator or something similar and/or…	1 (1.7%)
	1 (1.7%)
All of the Above	1 (1.7%)
	1 (1.7%)
New and interesting tech to make lesson…	1 (1.7%)
	1 (1.7%)
Math apps for students with chrome books	1 (1.7%)
	1 (1.7%)
How to work with my computer filling up…	1 (1.7%)
	1 (1.7%)
I/We always need more technology traini…	1 (1.7%)
	1 (1.7%)
Other software and programs to enrich m…	1 (1.7%)
	1 (1.7%)

Administration/Support Staff

I receive technical support in an appropriate amount of time.

22 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

59.1%
9.1%
31.8%
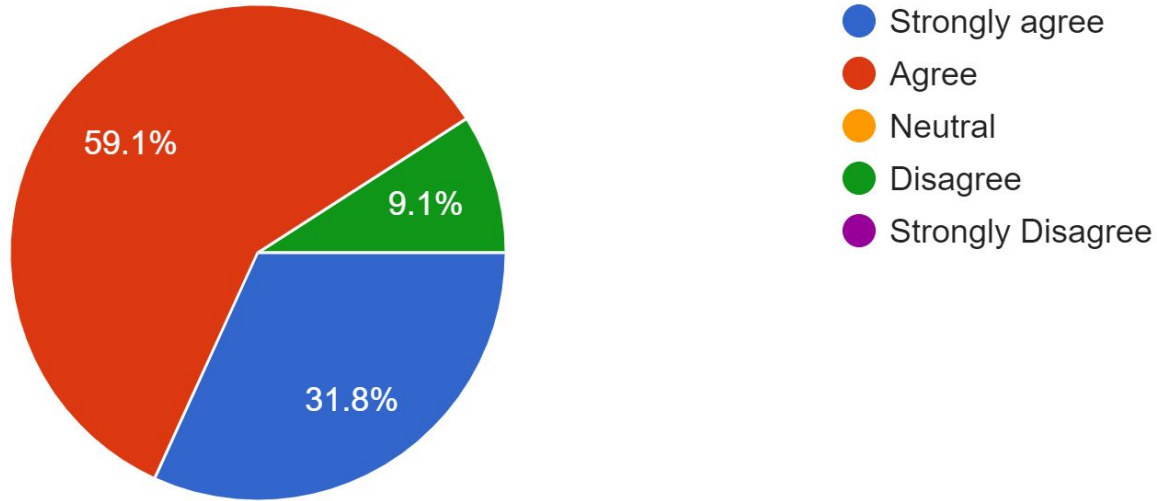
Access to the internet/wireless network is reliable

22 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Slice labels: 13.6%, 18.2%, 9.1%, 59.1%
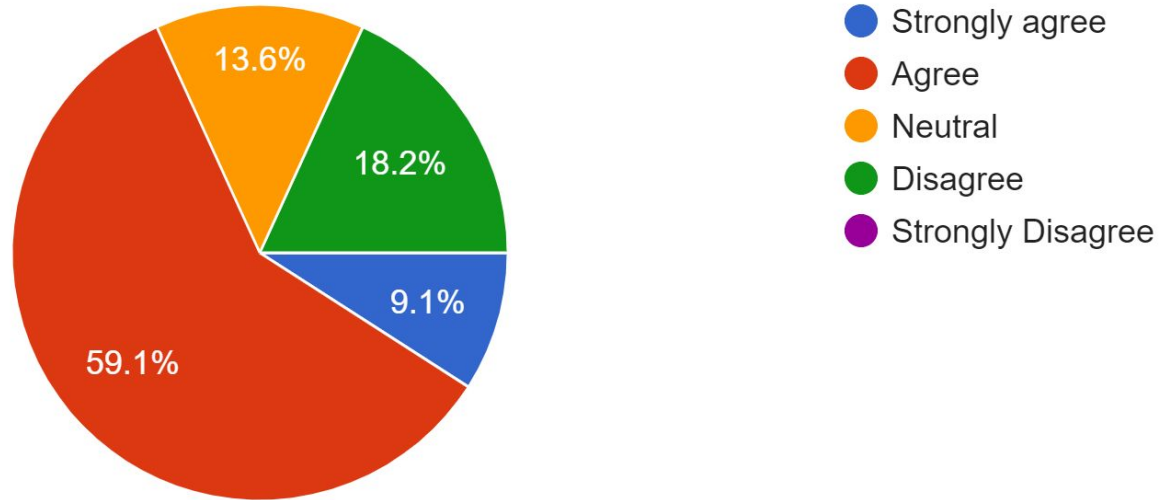
I receive appropriate updates when a tech support ticket is completed.

22 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

40.9%

9.1%

50%
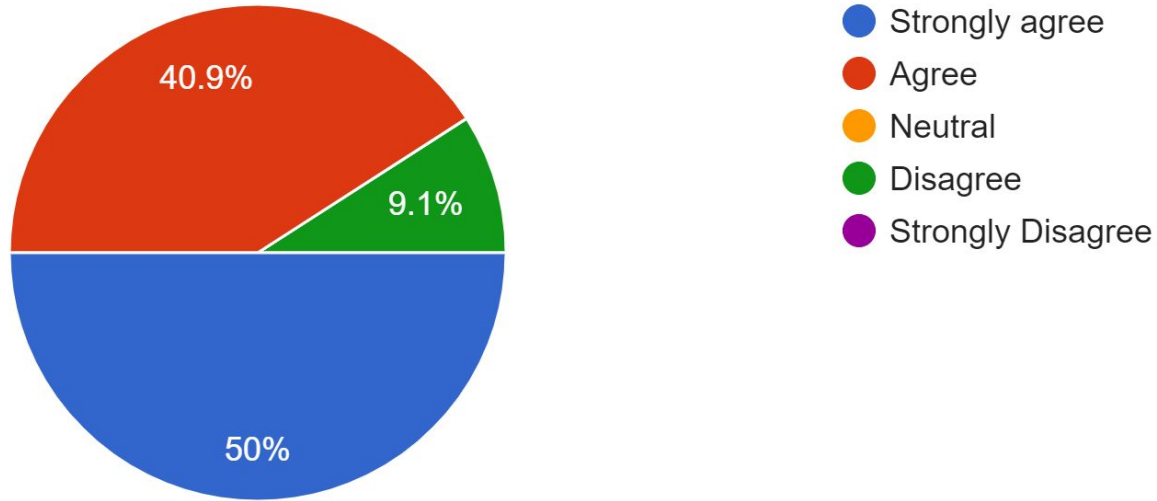
What, if any, obstacles do you face in using technology and the Internet?

22 responses

Label	Value
Computers that don't work or are outdat…	8 (36.4%)
	9 (40.9%)
Computers are not in a convenient locat…	0 (0%)
	3 (13.6%)
Lack of timely technology support when …	2 (9.1%)
	5 (22.7%)
Lack of support from our administrators	0 (0%)
	4 (18.2%)
Limited understanding of how to integra…	4 (18.2%)
	0 (0%)
Rare Aspen connectivity issues & Rare S…	1 (4.5%)
	1 (4.5%)
Not some thing of urgent need, but my s…	1 (4.5%)
	1 (4.5%)
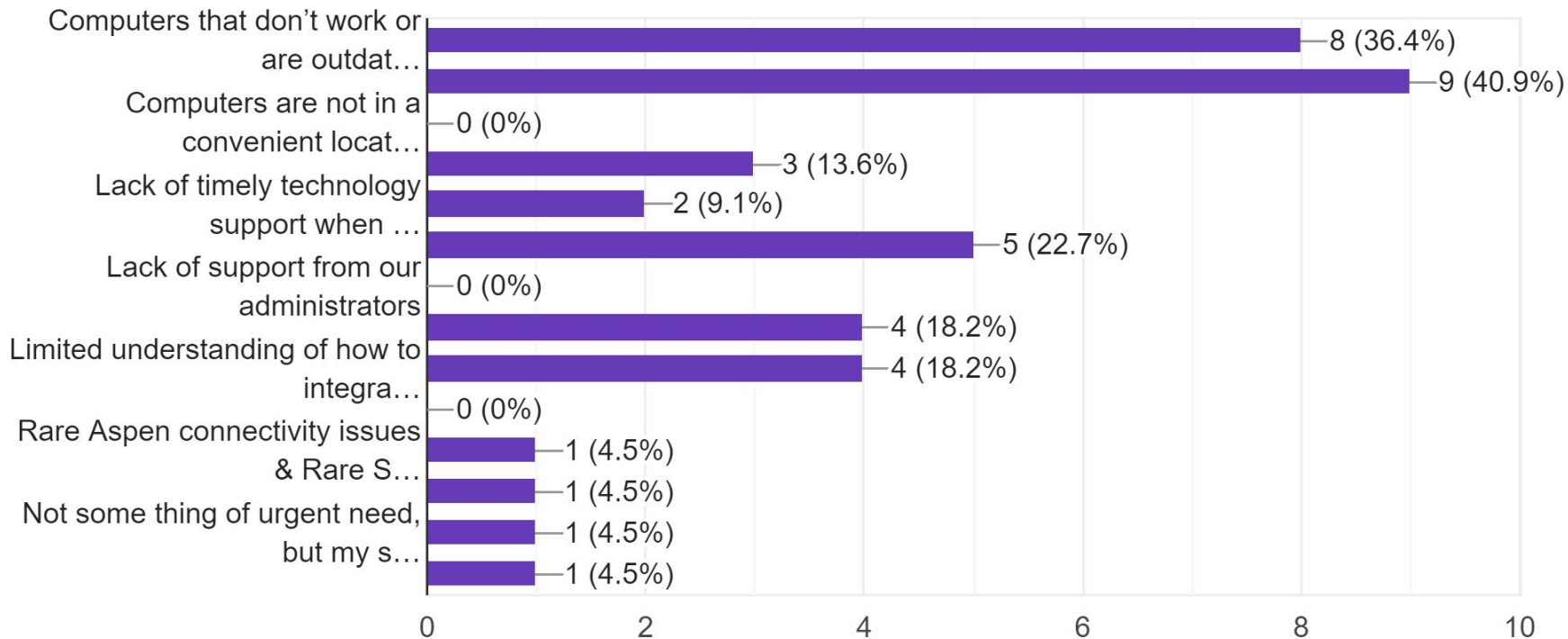
I need additional training in:

15 responses

Category	Responses
Aspen	4 (26.7%)
Softright	2 (13.3%)
Google Apps	10 (66.7%
MS Office	2 (13.3%)
Email/Calendaring	6 (40%)
Google - How to organize shared folders…	1 (6.7%)
TeachPoint	1 (6.7%)
I don't know what softright is, so yes …	1 (6.7%)
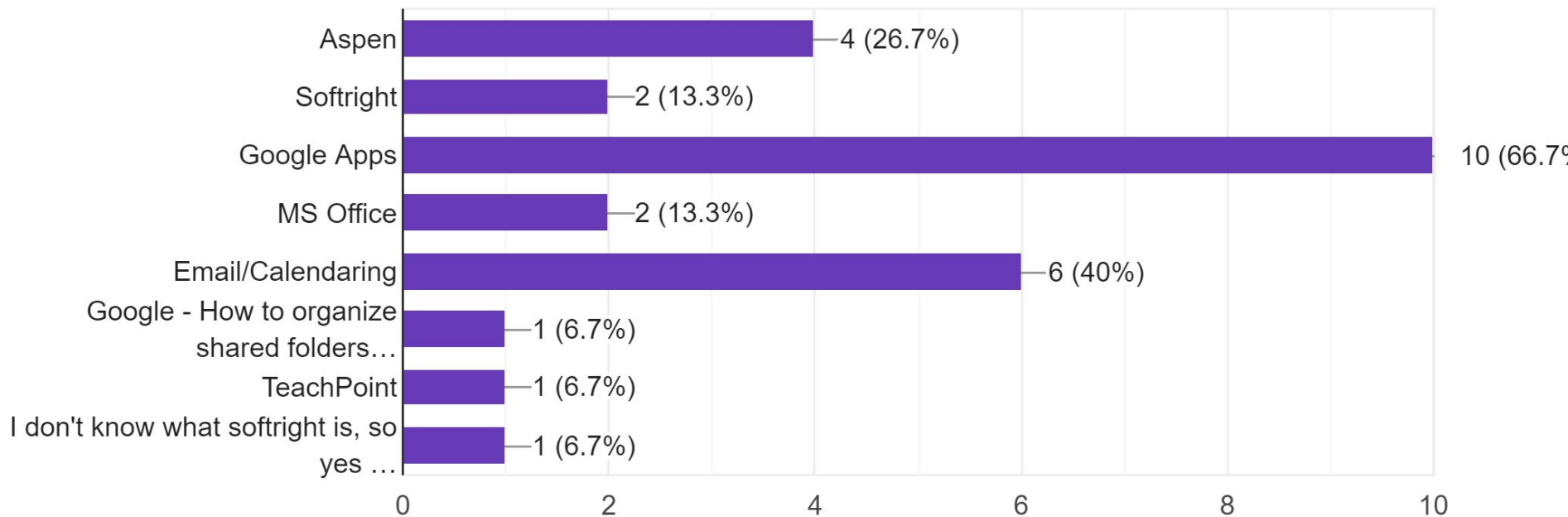
I receive appropriate access to technology

22 responses

- 🔵 Strongly agree
- 🔴 Agree
- 🟠 Neutral
- 🟢 Disagree
- 🟣 Strongly Disagree

63.6%

9.1%

27.3%
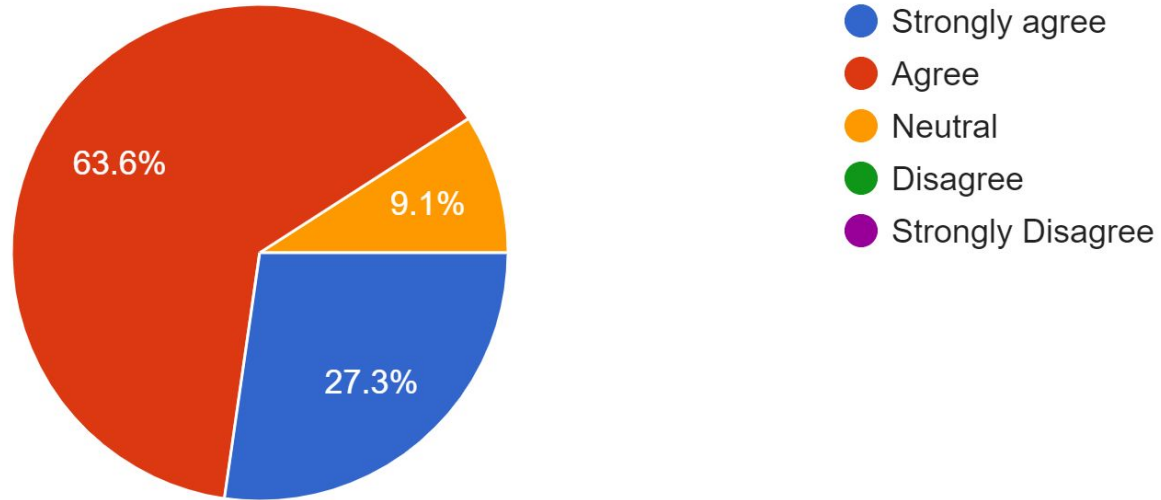
Faculty/Staff Survey Comments - June to August 2019

On the first page of your survey, you forced us to select one "role" that we fit, but there are many of us who overlap as teacher, admin, specialist, etc. It would have been better had that question been a checkbox option that allowed for multiple selections.

I would love to be able to use tablet with the mimio so I can take pictures of students example
And post on google classroom

I do pretty well with technology but many many teachers need extra training and support

I would say our internet is down 3-4 times a year. MCAS support was outstanding and there was never a connectivity issue during that time. Phones have been an ongoing issue. Computer lab start up is slow. Certain stations in lab are problematic. Students and teachers at intermediate level need more access to Chromeboooks. With 3 carts, Google calendar is always full. Thanks for reaching out to staff so soon!

I would use tablets daily with my students, however they are unreliable and outdated

Being at a 1-3 school, I find that we no longer perform crucial activities when using the chromebooks. When we first got the chrome book, we practiced unplugging them, holding them, plugging them back in and other general care to take when using chromebooks. Over time fewer and fewer teachers are doing this and I am concerned about the longevity them. I believe there has to be a general set of expectations that teachers must follow and a set that teachers must expect their students to follow. This is both for safety of the students and the chromebooks. I may come off intense, but these are expensive pieces of technology and I believe it is part of the job of the adults in schools to take care of them. I hope this is something that can happen in the future. If you have any questions, please let me know.
Shawsheen

The technology support programs that are offered to staff are not always scheduled at times that all district staff can participate due to school dismissal times, bus clearance, and time involved in traveling to the site of the class.

Welcome to Wilmington Ken! Looking forward to working with you!

Mrs. Jones and Mrs. Provensal have been amazing. They are very responsive and really know their stuff!

The phones are an integral part of my day, they have been very unreliable. Also having consistent training updates (maybe during CIT days) to keep us updated and fresh with all we can do in Aspen would be awesome. Our scan storage has been screaming in red since I have been employed here, can we clean that up?

It has been very hard to borrow chromebooks for students who do not have one. The need to keep track of the chromebook, has made the process of cheking them out very laborious

I teach in an auditorium and I can't project things when I want to without disrupting the flow of my class because of how the auditorium is set up. I don't have access to chromebooks if a student doesn't have one, I don't have access to laptop chargers if a student's battery is dea.

Would love to have a specialist set of chomebooks (at Shawsheen). We applied for a WEF grant for 4 chromebooks but we were not chosen. It would have greatly improved our student learning goals and communication home to parents for the SeeSaw app. Also. this past year access to the server was VERY spotty and effected everyone's ability to teach. Thank you for asking these questions! We appreciate being asked.

Education assistants should have access to their own laptops/chromebooks. This would allow for quick and easy communication to other staff, students, and parents. It would also be beneficial for all classroom staff to have chromebooks in order to assist students with their in school assignments. Lastly I feel that

education assistants would benefit from having access to Aspen; I often have students asking about their grades or assignments, and liaisons and other teachers will refer me to the student's Aspen to keep up with their current needs. Having more access to school technologies would greatly improve the effectiveness of education assistants in the classroom.

training or awareness in computer technology or apps on the chromebooks for students with special needs would be helpful

Welcome to Wilmington!

Nurses should should be included on your survey!

The IT support I get here is the best I've ever had at any school.

Overall internet/wifi service has improved and become more consistent in recent years. There are a lot of demands placed on elementary teachers in terms of the expectations for teaching technology to students- I do my best, but I know it isn't enough. I work with Kim Provensal to integrate fun ways to use technology and materials, but even still there is one of her and 6 buildings. This year our tech support has been great (Meghan is awesome).

I would use chrome books more on a daily basis if I had access to them. There are not enough chrome books to support our students.

With the significant amount of material that teachers are expected to teach daily, and the preparation that goes into the 4 core subjects, I personally think that students would benefit most from taking a class led by a trained specialist in the field. The majority of general education teachers do not have the knowledge (or time) required to design and implement lessons that teach students what is expected from the 2016 Digital Literacy and Computer Science Framework.

Overall, technology has worked well in my classroom. I have had difficulty with access though. I often use links to short videos or clips as well as interviews to support the content in my classroom. Almost all of them have been blocked to students this year. Also, when students try to access through other means, they are not always accessing a reliable website.

I would eventually like to be able to view where students are within their computer work areas from my computer screen instead of trying to walk around the room to attempt catching them in the areas. Also, I don't usually use all the "bells & whistles" and require a hard copy to reference until I utilize the materials enough and then am comfortable creating assignments, etc. (perhaps a "How to....." connection with what our computers are able to perform that we're able to reference?)

The hardware/mimio boards are always not working in some way. Usually the pen/stylus is wonky or most usually the sound does not work. It is not for a lack of putting in a ticket and getting help, but by the time help arrives, the lesson or moment has passed and you have to have moved onto other things. Our laptops are in need of replacements and most of the teacher laptop need battery replacements.

I would really like to use new technology, but we almost never receive training on new technologies. I feel like I have to teach myself if I want to try something new, and I often don't have the time to do it. Even the WUs are hard to attend because of other committee, staff, faculty, interdisciplinary meetings we already have to attend. I would like some training during CIT time so we can find technologies to incorporate into our lessons that we are creating from the start, not trying to add something after the fact - because we often don't because we don't have the time.

I would also like to learn more about google add-ons or apps that may be useful since we are using google classroom at the high school and are fairly comfortable with using it (after 3 years)

Faculty/Staff Survey Comments - June to August 2019

It would also be helpful if high school teachers knew what technologies were being used at the middle school since we will soon be a 6-12 one to one device district and I honestly don't know what the freshmen should or should not know how to do when they reach us.

Technology is helpful for me in organizing work, planning, communication with students and family. I am concerned about recent reports on the negative impact of screen time on young brains and would like more information on that before I change the amount of technology I use with my classes.

Student use of Chromebooks in the classroom is as much of a hindrance as it is a help. We collect phones so they do not become distracting to students, but the Chromebooks are just as distracting. It is impossible to keep track of what students have on their screens and they easily switch screens when the teacher moves around the classroom. Furthermore, the Internet makes certain tasks so easy for students that they do not understand how to approach certain tasks that require effort. Whereas research for a paper/project used to require students to visit the library, students now rely on the Internet. The wealth of information available on the Internet is wonderful and allows them access to information that they never would have found in the "olden days," but they have become so accustomed to everything being available at the touch of a button that they do not know what to do when an assignment requires more work than sitting at home and going online. Furthermore, students no longer have to do much of their own work any longer, because they can always find study guides online that have been made from students from other schools or students that have taken my class previously. I can change the test as much as I want...but the students do not need to make their own study guides because they rely on the work of those who have come before them. Therefore, they never develop this skill, nor do they benefit from the process of making the study guide themselves.

Students have a multitude of technology-related skills that most veteran teacher will never possess. At the same time, however, their ability to communicate via the written word (such as in an essay...not texting) has declined drastically over the past ten years. Many students think that the ability to communicate via the written word is no longer important. My feeling is that technology is not an excuse to be ignorant.

I find that many non-teachers believe that technology makes our students smarter. That is not true. Technology is a tool that provides our students the opportunity to become far more intelligent than those of us who grew up in the pre-Internet age, if it is used appropriately. The problem is that, for the vast majority of our students, technology is as much a source of wasted time than it is productive time.

Where do we go from here? That's the billion dollar question!

Thanks for reading/listening and welcome to the Wilmington Public Schools!

We need teacher/admin control/monitoring of student tech activity/access while at school. We need a well organized strategic plan to improve our technology education and resources.

Something specific to the science department at the middle school is we have Vernier equipment that is used with a PC or laptop. Now with the inclusion of Chromebooks, I don't know how we can still use the equipment (if at all) with them. It's a time-consuming endeavor to explore how that is handled and I have not had an opportunity to check on it. As a result, our very nice and useful Vernier equipment is sitting wasted in my cabinet. I'd love to be able to get this equipment back in rotation.

My desktop this year is extremely slow

The tablets(android) at the elementary level are currently very old and are running very slowly. The kindergarten students do not use the chromebooks due to login. Right now we are having kindergarten students log in with a username and password that the rest of the elementary are using and it is simply to hard for them to type in. Because students can not log in the chromebooks at the kindergarten are not being used. In addition, the district is paying for reading eggs for k-1 and I don't think it is being used by all the students. Lastly, 3-5 teachers have difficulty doing projects on the chromebooks because the have to be used for "math testing" When teachers try to book the chromebooks they are often being used to test students.

I have truly appreciated the efforts from the Nate, Dana and Trish - the three I have worked most closely with.

I currently use the free version on No Red Ink and it has helped my students immensely with grammar and writing. This is something I think the district needs to consider buying a license for so more students can access it. Also more skills are available for practice.

We need more training and TIME to play around with new technology we have learned!

I think the human element of the OIT department is pretty solid. I feel that needs are addressed as best as they can be. However, there seem to be a few structures that are outdated or do not work with other systems. The Exchange server system for email, phones, etc. That was a great idea fifteen years ago, but we have Google Apps for Education now. I should be able to get my email on Gmail now, rather than having to access it through Outlook. I just think we could streamline some processes and systems that would make life easier for the OIT folks and the staff.
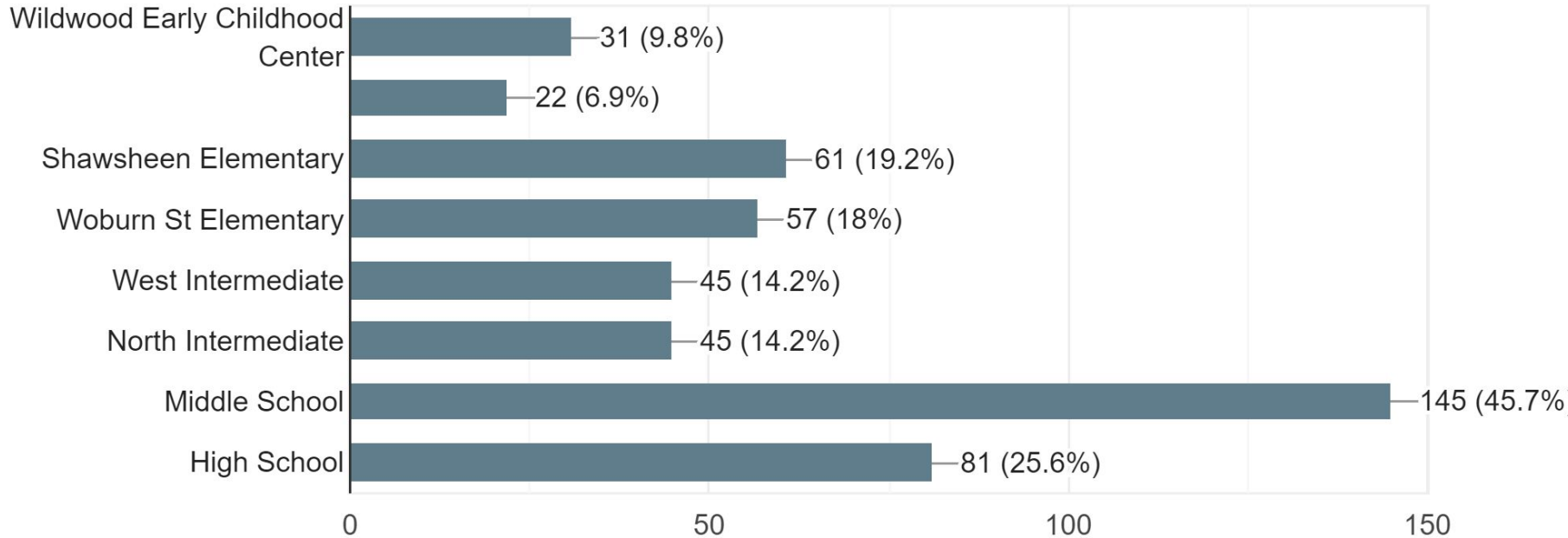
Wondering if we will ever intergrate our email into Google and get rid of Outlook. So much easier to have it all in one place.

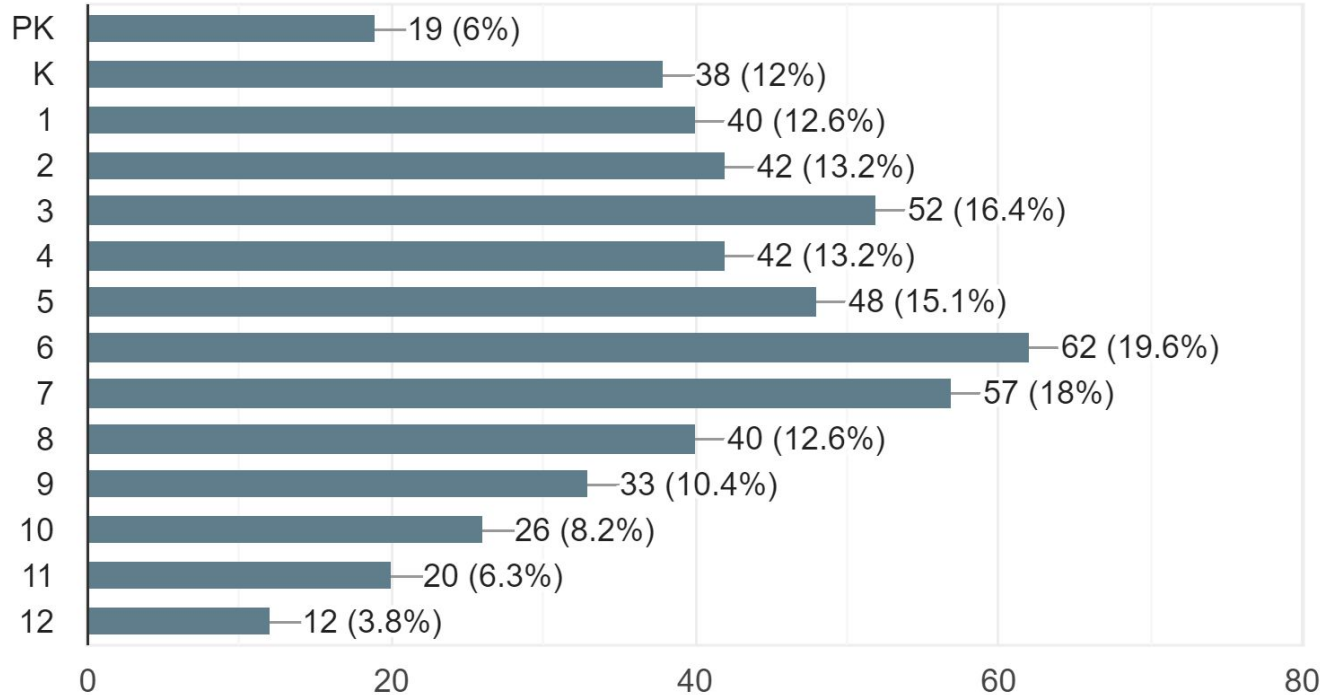# Parent Survey Responses

June to August 2019

Which school(s) do your children currently attend?
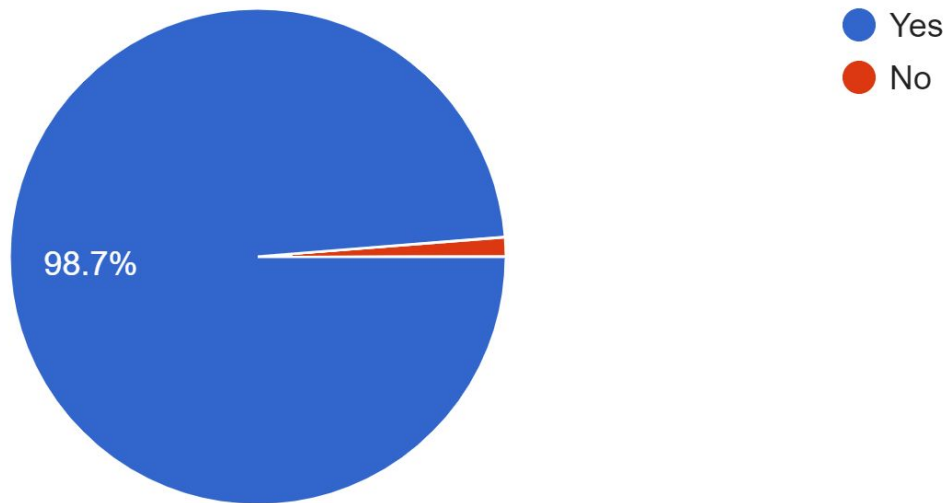
317 responses

School	Count
Wildwood Early Childhood Center	31 (9.8%)
	22 (6.9%)
Shawsheen Elementary	61 (19.2%)
Woburn St Elementary	57 (18%)
West Intermediate	45 (14.2%)
North Intermediate	45 (14.2%)
Middle School	145 (45.7%)
High School	81 (25.6%)

What grade(s) are your children currently in?

317 responses

Grade	Count
PK	19 (6%)
K	38 (12%)
1	40 (12.6%)
2	42 (13.2%)
3	52 (16.4%)
4	42 (13.2%)
5	48 (15.1%)
6	62 (19.6%)
7	57 (18%)
8	40 (12.6%)
9	33 (10.4%)
10	26 (8.2%)
11	20 (6.3%)
12	12 (3.8%)

Do your children have sufficient access to wireless Internet at home?

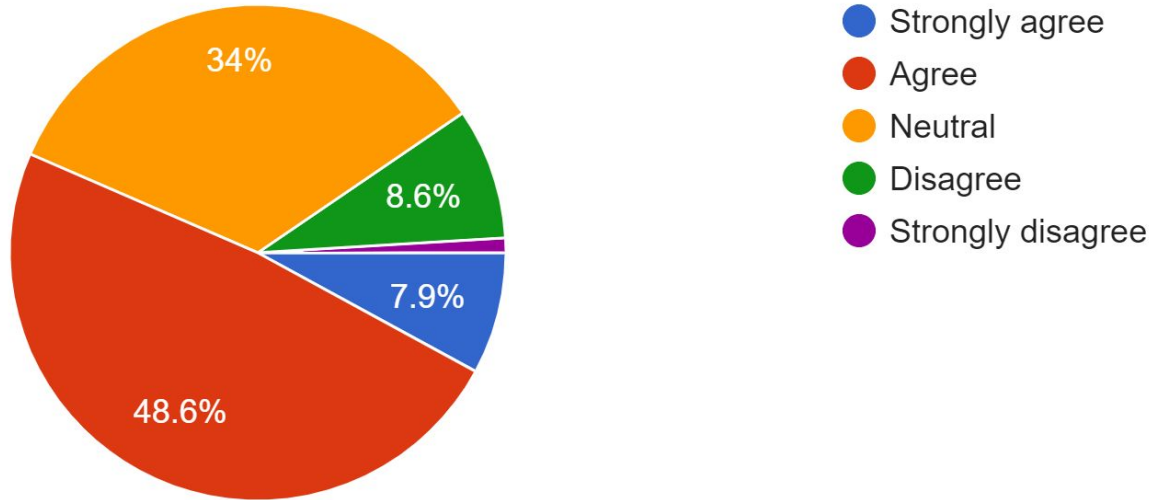317 responses

- 🔵 Yes
- 🔴 No

98.7%

My children have adequate access to technology in school.

316 responses
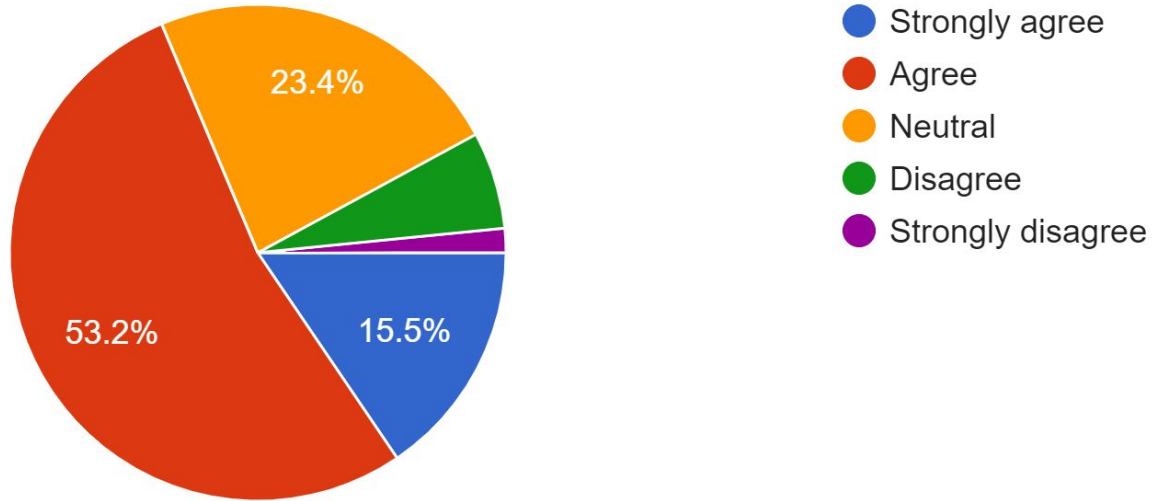
My children's teachers integrate technology into their lessons effectively.

315 responses

- Strongly agree
- Agree
- Neutral
- Disagree
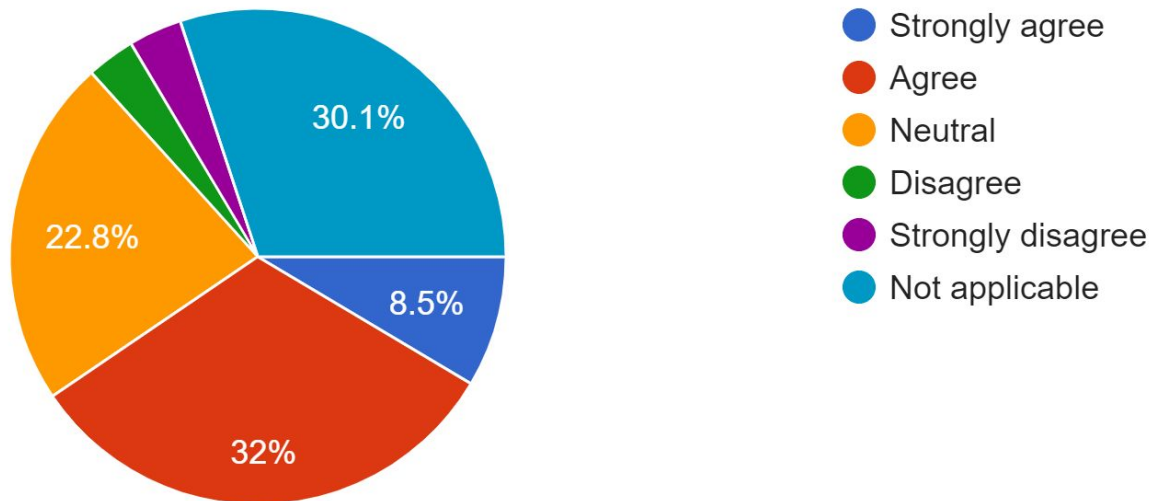- Strongly disagree

34%

8.6%

7.9%

48.6%

Aspen provides me with the information I need to monitor my child's progress.

317 responses
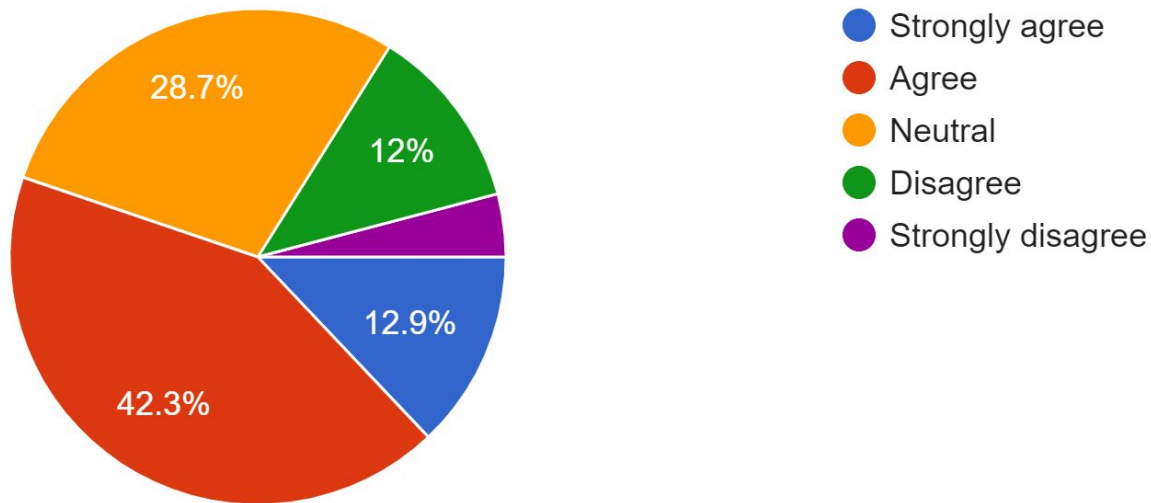
The Chromebook 1:1 program has positively impacted my child's learning

316 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Not applicable

Pie chart values: 30.1%, 8.5%, 32%, 22.8%

Parent Survey Comments - June to August 2019

My child's school does not use Aspen to communicate their progress.

We don't get sufficient information on what has been done at school

The Chromebook initiative, in my opinion, has been a bust. It is difficult to use the chromebook for anything other than school work, the hardware is subpar (recommended Dell). Replaced it with a BYOD MacBook after 6 months and never looked back. My son borrows a chromebook at school for MCAS as it is required.

Chromebooks are cheaply made. We've had to replace parts 2 times in 2 years. I wish the school would switch to iPads. The workplace is highly dominated by Microsoft products and we are doing our kids a disservice by not using their products.

Aspen is not used to track grades before middle school. I would like to see leas things sent as a google doc as it is blocked on my work computer and I can not access. Neither can my husband.

Aspen is Not effective as teachers take too long to enter grades and by that time the assignment has come and gone sometimes more than over a week, before I can see that my child is missing an assignment

Most teachers make no effort to post homework or daily updates on Google Classroom or Aspen. Several teachers stated at the beginning of the school year that they don't "do computers" and their students would need to write down assignments in a paper agenda and they would not be using computers except when absolutely required.

I'd like to see more integration starting in kindergarten and also not necessarily restricted to Chromebooks, e.g., we are an Apple household.

I have only used Aspen so far to input info about my child before the school year starts. If it's used for more starting in middle school, then it would be great to know how to use it and what info will be available there. And since they will also be using Chromebooks, what will be in Aspen and what will be in Chrome books? Thanks!

Not an integrated or well thought out technology plan at all. You really shouldn't have parents pay out of pocket for student Chromebooks when the school administration / teachers are not implementing structure or assignments that take full advantage of them.

We also use google classroom which is very good

As a parent I should be able to log into the chromebook as a guest. Currently that is disabled for all 3 chrome books that I purchased.

Aspen I find difficult and not often used correctly/updated often. No information provided for grades K-5. More often used in 6 and above, yet the younger children are to use computers for MCAS. How does this really help the children?

Special education classes definitely could use more FREE programs/access for students. Teachers, students and families should have free access. I feel the programs currently being offered should be organized and shared across all content areas. Teachers should have a shared folder with all these programs Please forward message to special education director. One example is that I pay for a reading app. It may be free for teachers but parents seem to have to pay for them. Epic reading app for example is not included. Reading a-z, etc. Thanks

If chromebooks were to take the place of books then why is my son's backpack still so heavy due to books?

Parent Survey Comments - June to August 2019

I think the 1:1 Chromebook initiative is great----but it seems inconsistent in its implementation. Some teachers won't use it, others seem to use it just because it's there, and still others have integrated it successfully into their curriculum. Technology for technology's sake isn't helpful unless there's demonstrated curricular benefits + adequate PD for teachers. Also, re: Aspen----teachers don't use it evenly, and there are often no grades listed for some classes, and partial imput for others. The names of the assignments on Aspen aren't always clear. For instance, if my 7th grader received a sub-par grade on an assignment, I'll ask him what it was, and he'll have no idea (because the descriptor is unidentifiable by my student). Because of this, we can't talk about how to improve his work or talk about feedback he received.

I wish that chrome books were available to students at a younger age on a more frequent basis. My younger son in PK typically uses a tablet at smartboard. In my older sons 4th grade there isn't as much technology integration as I would like especially for social studies as the text is quite old.. would be nice if chrome book 1:1 went down to 4th grade.

The reading eggs app has very limited educational value. It's mostly a game vs learning material. I strongly prefer Lexia Core 5 for my children. It is offered by other schools (example Northborough) and we buy it privately. School needs to provide value added technology and not just online time.
Also using technology to differentiate content can be powerful for both delayed and advanced learner's without taxing teachers to differentiate per child.

Welcome to Wilmington. I believe our staff need more professional development in using google classroom and integrating the technology into their classroom. My child uses a chromebook for assistive technology and unfortunately too many of his teachers to this point don't use the technology and my child is left to figure it out or simply just using it to type a response when there is so much more available to easier access the curriculum. With the 1 to 1 initiative there should also be more time spent teaching the younger grades on how to type so when they are required to use said technology it's not frustrating nor inhibiting them from completing assignments in a timely manner. There have also been times when certain assignments require certain technology however the students have never been taught the technology. This has added hours on to assignments and unnecessary anxiety for the students and parents.

The focus in elementary school seems to be taking mcas and math tests on the Chromebook. Aside from some other learning programs (reading eggs, study island etc) I don't see much technology integrated into the classroom at all. In my opinion, technology education should include more than having internet access and being able to navigate a Chromebook.

The information is slow at updating so what looks like is outstanding may not be and unfortunately the students know this using it to their advantage. I turned it in on paper, it's in the teacher's box, I gave it to her.

Not impressed with Chromebooks

There is t enough access at the k-5 levels.

Updating Aspen is not consistent so it does sometimes make it difficult to monitor my child's progress. I would also like to see online textbooks instead of traditional texts.

Would like to see more around technology and incorporate real working world scenarios.

Parent Survey Comments - June to August 2019

I'm not sure why parents are supposed to purchase Chromebooks if the school system wants them used. Shouldn't the school provide them just as they supplied books each year? Shouldn't this be part of the budget?

The Chromebook is ok- too bad we can't use Apple. LOVE Aspen- awesome resource. It would be nice if the schools could put extra learning on the computers/ Wilmington site to keep up with their Math and Reading skills.

Because all teachers do not use aspen, it is not totally reliable. ALL teachers should
have to use aspen for consistency.

My child likes using the chrome book but struggles with utilizing for math and testing on it for math related subject matter.

I don't know all the details of how my son uses technology in school but he does bring it up on occasion so it's a little tough to asnwer that question without more information. I've never tried to access my son's progress on Aspen - we see his papers come home and get updates from his teacher. I should probably explore that though - I didn't know that was available!

I think that in 6th grade the middle school should offer a typing and chrome book class instead of just tech ed and media.

I would like to see less use of chrome books for testing at the elementary level

Teachers rely a bit too much on electronic delivery. Seems like Kahn academy and other external websites are the complete curriculum.

If we as a district are embracing technology as a TOOL to help/assist in the learning process, it needs to be utilized in such a manner. One area is educating our teachers in the use of tools such as Aspen and Google Classroom so that they are able to integrate it appropriately into their curriculum. Currently, some of my children's teachers use Google Classroom successfully (Middle School) but do not update Aspen with grades in a timely fashion. In elementary school, my son's teacher used Google Classroom a little bit but Aspen was not used at all. (I don't think Aspen is used for grades until Middle School but perhaps that needs to change.) I also firmly believe that any student who is using any type of technology in the schools should have appropriate and adequate training in order to best use that technology. When used correctly, technology can assist learning. However, when it is used in other ways, it is just a "toy" that keeps students busy. Additionally, I am very against students being able to bring their cell phones into the classroom. There is absolutely no need for it and simply creates opportunities for students to be off-task or delving into social media.

I think a very important part of communicating with the parents is to have info readily available on the website. The current website and events calendar need a lot of work. Congrats on your new job and know that you are a welcome addition and we are looking forward to working with you!

My daughter was not part of chromebook program

I am not informed on what the chime pokes aren't being used for or how often. I am unaware of how I can track progress in Aspen. Honestly in second grade the children need more writing assignments. My son had no writing home work this entire year, just math which was too easy for him.

I am satisfied with technology in the schools. We need to work on the technology available in our school libraries and teaching our students to do research using reliable sources.

Parent Survey Comments - June to August 2019

My son broke his chromebook twice which impacted our ability to do HW as you cannot access google properly at home on our device... iPad.

Also. Not all teachers post to google classroom BUT we have to use it. THE TEACHERS should have to as well if we are required REQUIRE the teachers. Unfair and quite ridiculous honestly.

I am open to more electronic vs paper communication from school.

Teachers still need training. Tech could be utilized more. Parents are still spending a ton of money on supplies when the bulk of the work could be done on Chromebooks. Teachers just rely on the past. 1:1 is great, but the teachers need to take advantage of it.

I find some teachers do not use the technology resources as much as others. All teachers should be required to use google classroom and aspen to keep parents and students updated on curriculum and progress.

Aspen is only beneficial if grades are submitted in a timely fashion.

Would love to see more robotics, programming, and parental access to technology from school (ie SeeSaw, Google Classroom, ST Math, etc...)

Teachers need to be encouraged to update Aspen (at least once a month at the Middle & High School level) if parents are to be using Aspen as an effective way to monitor student progress. Most teachers are good about updating and it makes it much easier to help keep my child get back on track (when needed).

Welcome! I would love to see more early coding programs. Also, I am not sure what Aspen is designed to do besides contact management. Aspen is very clunky and has a terrible UI, even for usage for once a year. Also, my family routinely has issues getting email correspondence from school. I am not sure if that is an Aspen problem or user error. Best of luck!

While I think the 1:1 initiative is great, all teachers should be using the devices on a regular basis, especially if parents are required to pay for the devices. It's my understanding that it is a requirement for ASPEN to be updated at a minimum at midterm and that the end of every term. Many teachers are great at updating on a regular basis, but there are some that do not enter any grades at midterm times. I think there should be more consistent expectations and follow through to ensure that ASPEN is updated by all teachers on a regular basis.

I would like to see the children use technology more than they currently do. Having assess to a chrome book once a week is not adequate. They need to use computers more often. Technology needs to be incorporated into the curriculum.

My kids are advanced computer users so the Chromebook doesn't add anything and is just a very limiting format for them. The 10th grader has difficulty using just the Chromebook to complete assignments and limitations on the school account limit his ability to transfer to and from home tech. We've noted that some teachers make assumptions that students have access to more tech and software to complete assignments; which is very unfair to those without such resources. If the Chromebook is the computer to be used then all assignments should be able to be fullilled by them.

Aspen works when the teachers use it. Not all teachers are good about posting to it in a timely manner. I've heard complaints about some teachers that are horrible about posting assignments and schedules and posting grades.

This is sloppy and disrespectful to the kids.

Parent Survey Comments - June to August 2019

I wish there was a "don't know" option. I wasn't sure about the response to this question: My children have adequate access to technology in school.

Teachers do not regularly input grades into Aspen. At the middle school, there are some teachers requiring students to print out work and do not want students to share documents with them. They like the paper version. (Defeats the 1:1 chromebook initiative). Some teachers do not even have categories set up accurately in Aspen to correlate with their grading percentages listed on course syllabi. There are some teachers that need training in this and they need to use it regularly. Maybe it is time that teachers have time frames on when they grade work and when it is input into Aspen. It's a disgrace.

My children say that not all teachers use the Chromebooks in class. Some teachers don't update Aspen

We do not have a chrome book now. Just moved here. Trying to get caught Up

Upper elementary students should have more access to technology. I'm not sure if it's because there aren't enough chromebooks or if the teacher just didn't take the initiative to sign them out consistently.

It would be great if ALL teachers used chromebooks/technology equally. It would also be great if all text books were readily available to the students on the chromebooks. This would significantly cut down on the load the kids have to carry around every day.

Parents are not informed as to what level their children are using Chrome books at school

Too much screen time with chromebooks,

How are kids taught to not be distracted by the technology of the chromebooks when supposed to be doing homework...real issue.

Aspen is great when updated. Some teachers wait until end of term to enter anything which defeats the purpose.

My son has a math teacher this year (Mrs. Hubber) who never utilizes google classroom which I feel is a disservice for the kids, parents and the teacher. She is an older teacher and maybe she is technology challenged? It helps parents to monitor and assist our kids when it comes to projects, homework and more when the teacher utilizes google classroom.

Would be great to introduce the chrombooks a bit earlier. Maybe in elementary.

my neutral answer to the school providing technology is due to the fact that the parents have to purchase the chromebooks for the students. They are not provided as they are in other school districts. That being said, I feel the program in general has been a success and the items chosen were very sturdy. My son's has been going for 3 yrs now with no problems.

Since I am responding for two children, I tended to rate lower. I have not seen any tech integration at the West Intermediate. The Middle School is certainly in a better place, but I had hoped for greater and more authentic integration. Thank you for coordinating this survey and welcome to Wilmington.

Chromebooks have greatly helped my children as their handwriting and spelling has always been an issue. Typing assignments helps them get out their ideas easier and faster.

I have serious concerns about technology overuse in schools. I do not think kids should be using computers much at all in the classroom, and I don't think they should be taking notes on them (material is better remembered when written by hand). I am a professor at BU and struggling with how distracting devices are in my classes and beyond.

I also don't believe in monitoring my child's grades/scores during a school year. Parents are far too hyper-involved- kids need to learn to figure out how to track their scores, talk with teachers, etc. on their

own. Parents should see final grade on a report card each term (and not much until then)..so my vote would be no Aspen at all for parents.

Aspen is extremely helpful if utilized properly and efficiently by teachers. But, many teachers don't post/update grades in a timely manner so, Aspen does not really fulfill its intended purpose in terms of tracking my child's progress. Many parents wonder if there is anyone overseeing this and monitoring the communication or lack thereof by teachers in this respect.

The questions that I answered "neutral" to is because I cannot really say that I "agree" or "disagree" because I do not have enough information to do so. As the students become older, there is less and less direct communication from the school system, so it is difficult to know. For example, I don't know if teachers integrate technology into their lessons effectively or if my child has adequate access to technology in school or if the Chromebook 1:1 program has positively impacted my child's learning, because my child cannot really communicate those ideas to me and there is no communication from the school regarding this.

It needs more work and there should be a parental class to review how these are going to work to integrate the parents knowledge and ease to move within the google classrooms and Aspen. Some parents are still technologically challenged and need more know how to be one step ahead of their children, not behind.

I personally think that the children watch too much TV. Movies have gone from a nice treat to an everyday occurrence. If we are so worried about our children spending so much time in front of TV and devices, why is the school increasing the amount of time ?

Tech support for Chrome Book will be helpful

I dont know how teachers include tech. in classrooms.

I initially liked the use of the chrome books as they are a very cost efficient way of getting the kids onto computers, however as my son is now a graduate, he failed a pre-entrance technology test for the University of New Hampshire, and will need to take a course there as a freshman. He had little to no experience using Excel in particular. The curriculum at WPS is really focused on Google docs, but I think they could use more exposure to other platforms.

I love that the majority of the teachers use google classroom in the middle school, however; i wish all teacher's used it. I think it has been an incredible tool for parent/student collaboration!

The Middle School needs more consistency- 1. Teachers need to ALL be using the Chromebooks ...especially if families are being asked to provide them! 2. All SHOULD be required to use and update Google Classroom 3. All SHOULD be keeping grades updated in Aspen...some don't even put midterm grades in.

**If the school system initiative is to have Chromebooks and technology completed integrated in the classrooms...then teachers need to be held accountable...just like the students are held accountable to their assignments.

Aspen is a wonderful tool. I wish all teachers would utilize it on a more frequent basis. Knowing real-time that your child did not turn in a homework assignment or got a poor test score is helpful to a parent. Does not do any good to find out 4 weeks later that they missed 4 assignments. It would be great if teachers could update every few days, or at the least, weekly.

Parent Survey Comments - June to August 2019

It seems that they are unable to connect to a printer from the Chromebook

1) My daughter says wifi is difficult/impossible to access at WHS. Perhaps there are measures in place so students aren't goofing around online in class, however, during lunch or W2 or after school while still on site for activities or sports (or even as a parent visitor) I suppose wifi access should be easier? Throwing this out for consideration. If there is a good explanation for the way things are, could that be included in materials for students and parents to access, like in the responsibility document at the start of the year?

2) My daughter got her chromebook at the start of 8th grade at the middle school as required, this was part of the rolling initiative time. Do you really feel the chromebook is going to have a 5-year life span to see them through high school without issues? What is the EOL on this device and support policy for the district? I think this is a long period of time for such an inexpensive device. We have had to send it in twice since then (she's just completed grade 9) for service. Worst case scenario: I really don't want to have to invest in purchasing another chromebook in the middle of grade 11 or 12 that she likely won't use in college. She'll need a new laptop for that (already has a laptop now not using because we HAD to get the chromebook, sigh....) Updates about the chromebook and support posted online would be helpful. Thank you!

I do not know enough about the goals of the 1:1 program to answer. I do wish my daughter had better proficiency in touch typing than she appears to at the end of 6th Grade.

Aspen is a great resource unfortunately there are no requirements on teachers to keep it updated every few weeks. As a result some teachers wait to input their grades then it is too late for intervention.

Technology integration is not consistent among teachers. Some teachers seem to utilize it well while others are still doing the same projects that they have been doing for years with little student choice for digital products.

There needs to be more education about safety and security.

We love Aspen and set threshold for grades so anything below and 80 generates an email to us. Great conversation starter with our kid and early warning system. Hugely helpful but under communicated. Tell more Parents! Also the only issue with Aspen is when teachers don't add grades until last minute of semester. Don't know there is an issue in a class until it's too late.

I think at an early age they should spend more time learning how to actually type

We are required to enter information in aspen but then asked for the same information for field trips to re-fill out. It seems inefficient.

Will children learn to touch type? I'd be interested in having my son eventually learning how to do very basic coding in gr. 2-4. I hope something like reading eggs exists into elementary, where they can improve English, Math, and even sciences. My son loves the program. How early is robotics introduced?

I am both a parent & teacher in Wilmington. I teach at the North Intermediate. The Intermediate and lower elementary schools have always lacked sufficient technology. I would love to see this change. Thank you for asking for parents input.

Parent Survey Comments - June to August 2019

Not sure if online safety falls within IT or Health classes, but it is really important to teach our kids.

Aspen is only good if the teacher leverages the application. My 4th grader's teacher does not use it on a regular basis. My 8th grader's teachers do use it but some are very slow to update the information. It would be great if all the teachers updated Aspen with due dates for all assignments, projects, quizzes & tests that are due so I can monitor these more closely. A notification system would also be useful (e.g., if I set an alert to notify me when my child's misses an assignment, or have the ability to sync due dates with my google calendar.)

I have never seen my son use the Chrome Book at home so as far as I'm concerned it was a waste of money.

Using technology just reinforces that all answers canb be looked up, and doesn't seem to help children learn the logical and cognitive skills they need to become deep thinkers.

Perhaps in the coming grades there will be more use of computers in school. My daughter was in third grade and they did not use the chrome books that often.

I think the Aspen system is unreliable. There have been several instances this year when I have not received important emails from my children's schools due to malfunctions with the Aspen system. I missed two events at The Shawsheen because of it and showed up for a parent conference at The West that the teacher had allegedly canceled through email.

Because using Aspen isn't mandatory, I find that a lot of the time it's not updated. It's not clear to me if teachers are utilizing Chromebooks effectively. I don't think my daughter uses it as much as I was anticipating, but that may not be an accurate assessment and because my daughter is able to access Aspen and Google Classroom from her phone she doesn't need to use the Chromebook as much.

My daughter has sometimes has issues with her chrome book where a lesson may not have been working on it and resulted in her getting a 0 or at times she has passed in an assignment to only find out it school it didn't go through again resulting in a 0

My daughter benefits strongly from assistive technology. I want to be sure that she has consistent access to a Chrombook, even though she is entering grade 3. I'd love to perhaps purchase one for her to use at school and at home???

I don't know the technology or classroom work being done. I love aspen but not all teachers update on a regular basis so sometimes it's late before I know grades are slipping.
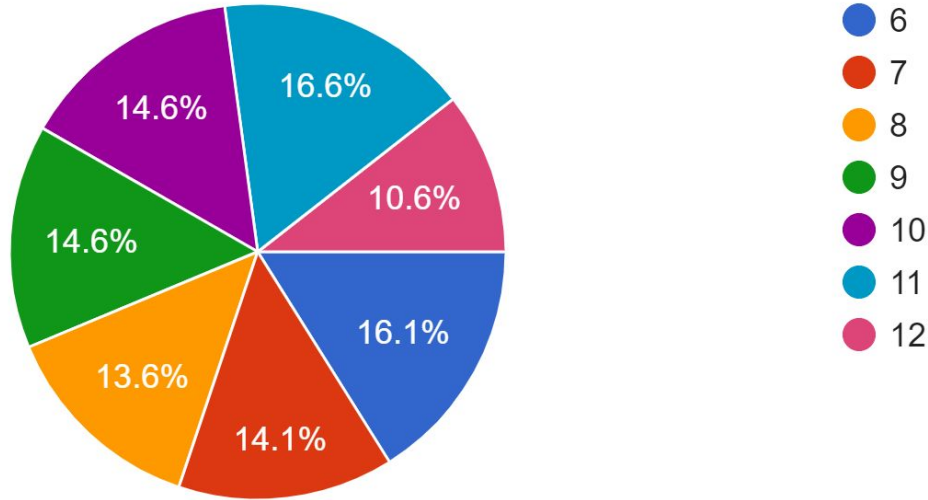
At the middle school level, it can be very frustrating to not be able to follow my child's progress. Grades are not entered by all teachers, nor are they entered in a timely manner. If the program was used consistently by all, it would be much more effective.
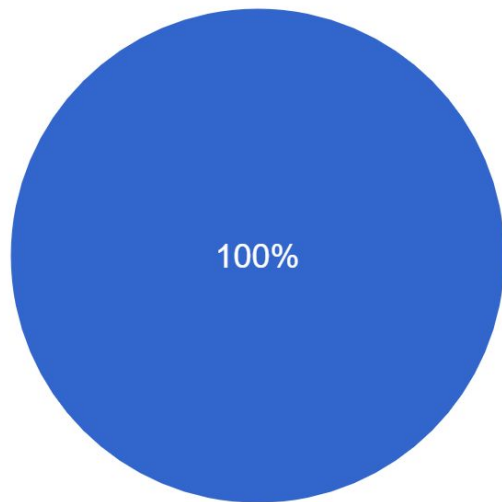
Student Survey Responses

June - August 2019

What is your current grade?

199 responses

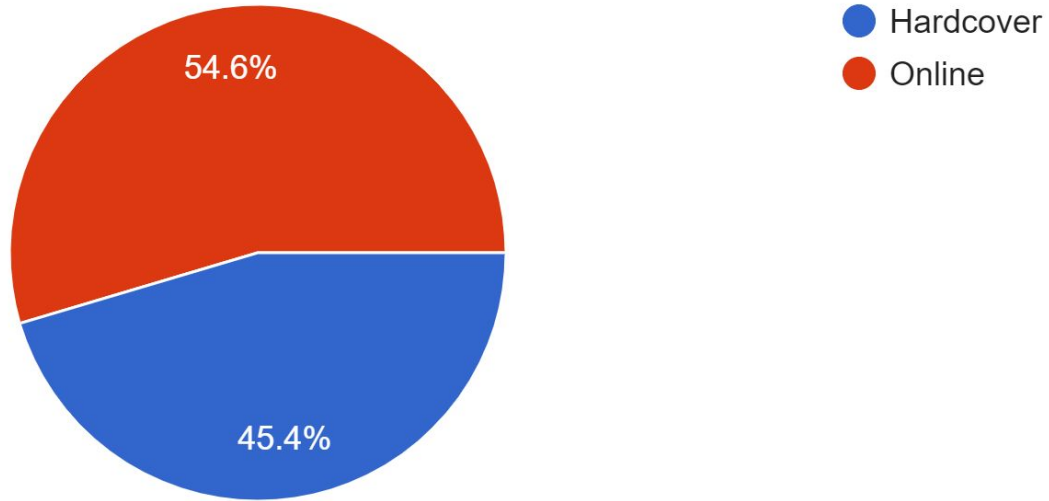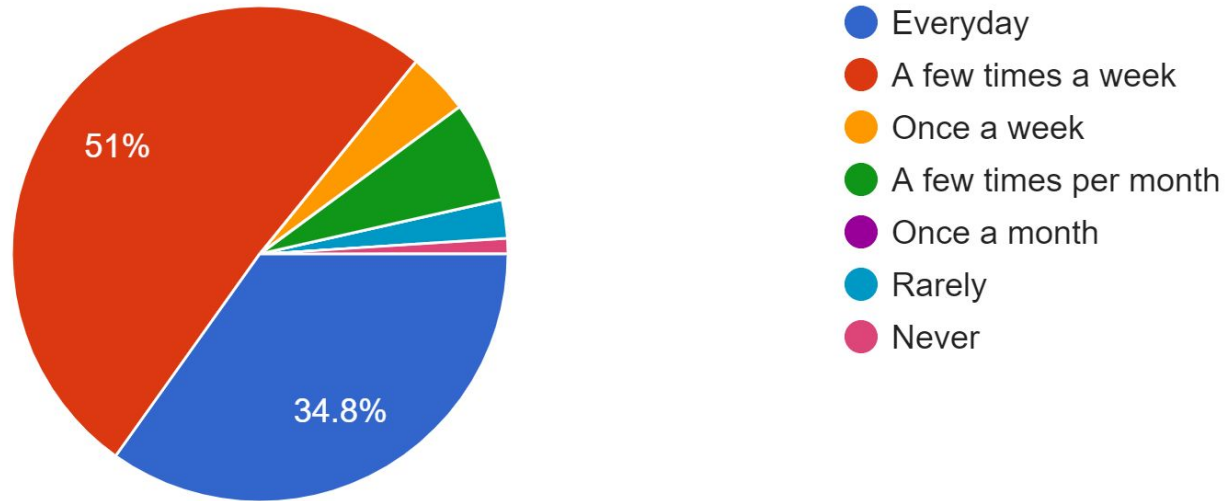# Do you have wireless access to the internet at home?

198 responses

- Yes
- No

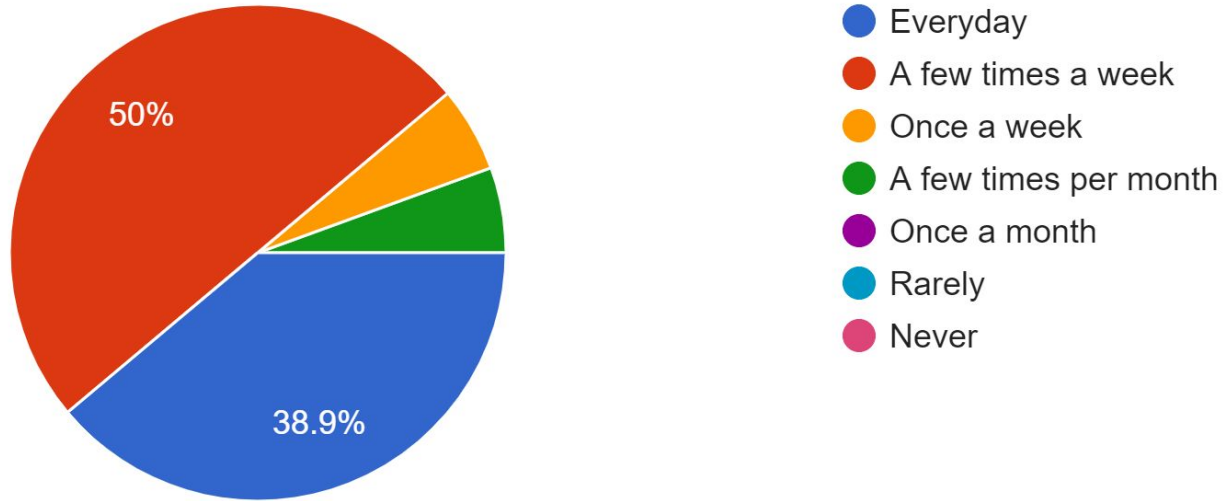100%

Which type of textbook do you prefer?

196 responses

- Hardcover
- Online

54.6%

45.4%

On average, how often do your teachers provide an opportunity for you to use technology in class?

198 responses

- Everyday
- A few times a week
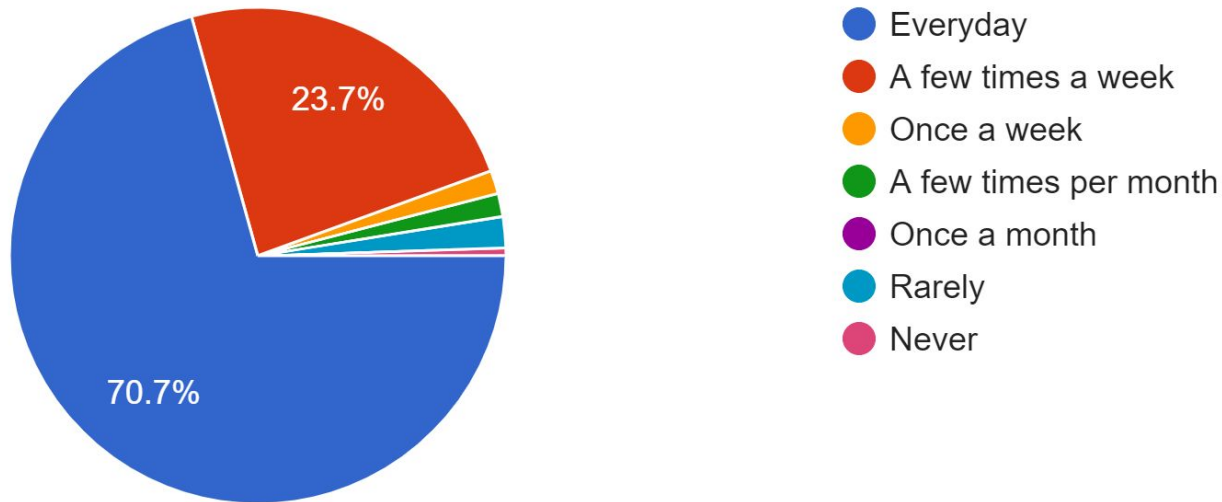- Once a week
- A few times per month
- Once a month
- Rarely
- Never

51%

34.8%

How often does your homework require a computer/internet?
198 responses

Legend:
- Everyday
- A few times a week
- Once a week
- A few times per month
- Once a month
- Rarely
- Never

Pie chart values:
- 50%
- 38.9%

How often do you use Google Classroom?

198 responses

- 🔵 Everyday
- 🔴 A few times a week
- 🟠 Once a week
- 🟢 A few times per month
- 🟣 Once a month
- 🔵 Rarely
- 🔴 Never

23.7%

70.7%

How often do you use Google Apps (Docs, Sheets, Slides etc)?

197 responses

- ● Everyday
- ● A few times a week
- ● Once a week
- ● A few times per month
- ● Once a month
- ● Rarely
- ● Never
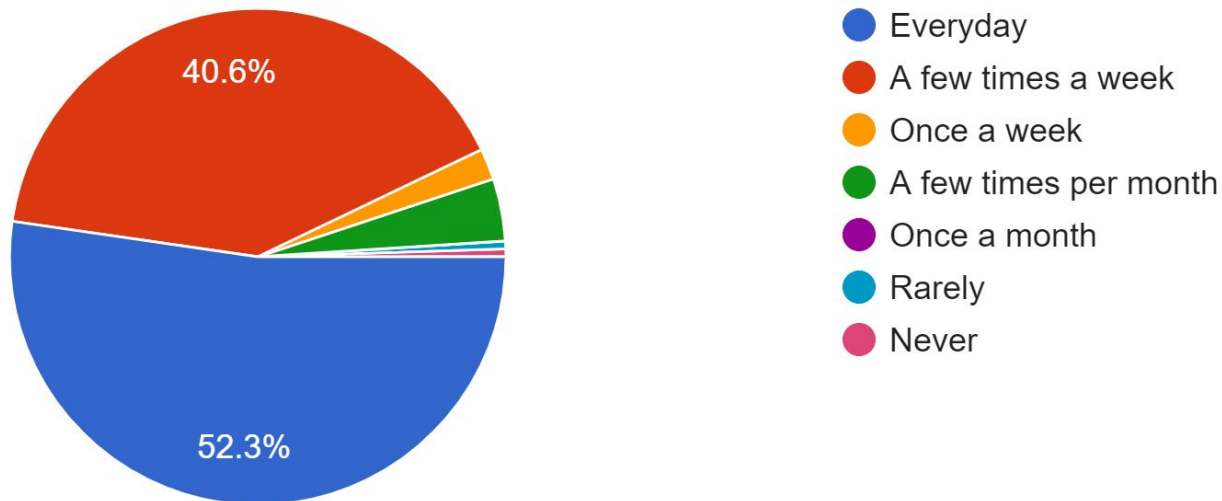
Overall, my teachers do a good job of incorporating technology into their lessons.

196 responses

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Strongly agree: 24.5%
Agree: 46.9%
Neutral: 24.5%
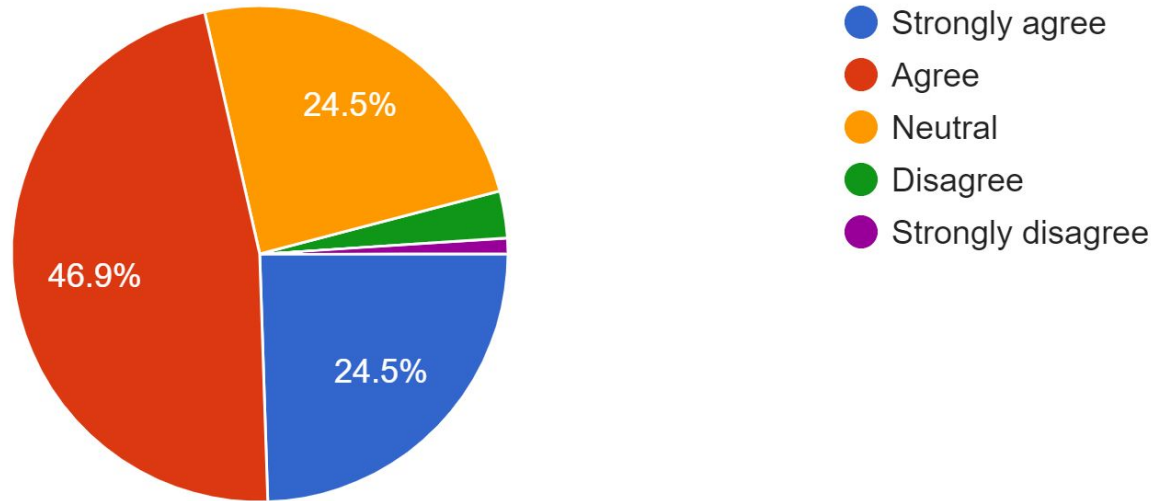
Student Survey Comments - June -August 2019

None

i am disappointed. i have felt the need to leave an "other comment" on the subject. i often times would enjoy to unwind at the end of the class period with some family friendly, calming club penguin gameplay. i have not gotten the chance to fulfill this sensation because of YOUR wifi blockage. this is insane. i am feeling insane. i cannot go six whole hours, six intervals of sixty minutes, without my PENGUIN. i have never felt this amount of rage and stress. i feel abused. xoxo hugs and kisses, disappointment.

No

it should be used for only stuff that is educational that you can learn off of.

I don't like technology so I won't be any help I would prefer to do things on paper and I don't feel like this is accommodated enough

Seniors didn't have chrome books which decreased the amount of technology we could use since not everyone brought a computer to school.

some classes do not allow you to use google docs for notes, they require you to manually write them in a notebook.

I prefer to have paper copies of stuff. It is good to use the computer and online stuff, but some worksheets and stories are just better to print out.

better wifi

Some classes use technology better than others.

I

Technology is a part of society now. Teachers should learn to utilize it and not try to withhold it from us.

i prefer it

my chrome book is currently not working and I am working on getting it fixed.

nothing

I would like classes do have a more diverse way of doing things and for technology to be used to help this.

i feel as if we shouldn't use too much technology because students tend to struggle with having to have working technologies at home, which causes that student to receive a 0 for that grade.

use for projects mostly or research which helps a lot

Everything seems to be going smoothly I have no complaints/suggestions.

When I entered 9th grade I was forced to buy a chromebook over the summer, so I bought a better version than the standard one, which an i3 processor, 4gb ram, 1080p display, etc. so I could use it as a normal laptop outside of school, running linux via crouton and W.I.N.E. but access to those abilities is blocked by administrative controls, which are more like a noose around the neck than a leash. Again, I paid about $700 for this computer and I can't even use it for anything but school.

I use it all the time in Tech Ed. Mr. Kaiser does great at using technology in our class but also having hands on learning.

None

N/A

I prefer using online over paper most times, as I know I can type faster than I can hand write

Student Survey Comments - June -August 2019

The network is REALLY bad

I don't think my teachers use technology enough

We are only usually allowed to use Chromebooks

Block less websites that would be useful for school

it was difficult being the only grade in the school without a chrome book at some points, especially in classes with multiple grades, also, chrome book carts were not always available during school

Unblock the valuable websites please.

I wish we had iPads instead of chrome books.

students shouldn't be required to leave their phones to get laptops in the library. Some students don't bring their phone to school or don't have one so requiring them to leave a phone is something bag shouldn't happen. make students simply sign the laptops out and if they never end up returning them by the end of their time at school or their time with the laptop, bill them

no

In moderation with hardcover materials it can be used to make the classroom more efficient; too much technology can defeat the purpose of learning.

Me personally I do not like using technology as I am right now to fill this survey i prefer doing assignments on paper helps me learn better.

Allowed to carry our phones on us, not on the phones during class unless the teacher says so but allowed to carry phones on us but on silence

Please have wifi be the same strength throughout the school.

Don't have any

I think we should use hard cover books during class because then we can see what we're learning. But we could use the laptops for homework, projects, etc.

I have believe I would have access to anything that I would need, but I don't always use it. But when I do need it it's there. I mostly use Google docs, for writing assignments and projects but thats it, I like pencil and paper still.

Have more students other than seniors have access to chrome books. I thought it was unfair that I could grab a chrome book whenever I wanted but other students weren't able to do that, and I'm not sure why.

Give a mini lesson for teachers that don't know how to use google classroom or other technology.

No comment

I think everyone having laptops is great and makes accessing work much easier especially at home, but it would be nice if students were allowed to use their personal laptops because there are many unnecessary limitations on my chrome book including the fact that I cannot print from it. I need to print papers almost everyday and it is much easier to print from the device I am already working on (my chrome book) instead of logging onto another device and printing from there.

I like using the chromebooks in class and google classroom has been very helpful for me.

it is fun

More electronic notes would be good. It is annoying to carry paper around all day, and a couple hundred sheets from 9 classes gets heavy, since no locker breaks.

Student Survey Comments - June -August 2019

Several classes involve written work when work on a Google Doc would be more practical. Teacher's mostly do at least some work online, though.

I don't like aspen and the school controlling my Chromebook. I don't like people invading my privacy when I'm just trying to e-mail my friend because I don't always have my phone at home. Also, the teachers need to give a heads up when we need to bring our phones to class because I don't like watching 22 other students grab their phone in their locker and I just sit there twiddling my thumbs.

Math XLs and tests

I personally think we should become a more technology based school district, so there is less to carry around in the halls, and also so it's harder to lose work.

None.

Can we also use other tech like a small laptop?

I dislike how the school enforces the setting that your Chromebook shuts down every time you close it.

many things are blocked so when teachers say you have a free period we can't use games or other apps.

I think we have enough technology in class.

I'm going into 8th grade