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Community Letter

TUCKAHOE UNION FREE SCHOOL DISTRICT <email@blackboard.com>

Fri, Sep 25, 2020 at 3:42 PM

Reply-To: email@blackboard.com

To: mazilloj@tuckahoeschools.org



September 25, 2020

Dear Families,

As we move into week four, we continue to celebrate our innovative teachers and resilient students. We are constantly impressed with the systems our administrators and staff oversee on a daily basis, ensuring the health and safety of our children. We are a community overcoming the obstacles of COVID-19 with ingenuity, patience, and creativity.

During our first Asynchronous Learning Day this week, teachers developed engaging activities for learners and provided targeted support. Staff also received training in early literacy, social-emotional learning, and emergency procedures. Teachers met to plan innovative learning experiences that bridge the connection between learners at home and learners in their classrooms. Many teachers received new document cameras, and are devising new ways of sharing with students, and our Technology Peer Coaches worked with teachers in all three buildings.

As learning from home is such a large part of hybrid instruction, we wanted to provide you with some information to help you navigate district technology. We are eager to support you and your child during this time and hope the information below is helpful.

Devices

When students are at home, students can use *any* device to participate in virtual learning at home. Some may have better results with a desktop or laptop. When in school, students can only use school-issued devices. This is due to security and compliance measures, and our school Chromebooks perform better on our school network.

It is important to note that there is a regional and national shortage of Chromebook devices. Despite placing orders for new Chromebooks well in advance, delivery supply chains have been significantly interrupted by a number of obstacles including postage delays, low staffing at manufacturing sites, weather-related conditions, and wildfires along the west coast. This may affect our ability to quickly reissue new replacement Chromebooks or provide students with temporary loaners. We will do our best to turn over calls as quickly as possible, but please understand that there may be a delay.

Troubleshooting

For Fully Remote Learners: If students are having issues with devices while at home, please submit a Service Ticket using the link below. The device may need to be dropped off to the MS/HS building for repair. The link below is only for students who are not on campus. Our network and hardware specialist will be in touch to help troubleshoot:

[Student Help Desk](#)

For Hybrid Learners: If students are having issues with devices in school or at home, they should bring their devices to school. MS/HS students will be directed to drop off their device to the library, while elementary school teachers will submit service tickets for student devices.

Connectivity

It is very hard for teachers to help students solve issues with connectivity. As a result, we have the infographic below that can help your child walk through a few steps a teacher would recommend. Discussing these strategies with your child in advance of virtual learning can help them if they find they are dropped from a call.

[Troubleshooting Connection Issues](#)

Access

Many families are troubleshooting connection issues on their end. Some have found success working with their internet provider, or by purchasing additional WiFi boosters or extenders. If there are financial hardships that preclude your family's ability to access the internet, please reach out to your child's Principal.

Instructional Learning Platform

We use Google Classroom for posting assignments and announcements. Below, there is a link to informational videos that can help you understand the layout of Google Classroom.

[Google for Students and Families](#)

Soon, teachers will post "Back to School Night" videos on their school webpages, providing you with a glimpse into their classrooms. While we wish we could invite all families on campus, we are eager to have teachers share all the wonderful things happening in our schools. Our Technology Coaches are also designing materials to support families with District technology.

As we conclude our first month back at school, we reflect on just how singular our September was. We reflect also on the small wins and successes of the past few weeks. The return of students to our campus is energizing, for teachers, staff, and students. Our administrative team finds pride in observing our dedicated teachers and staff practice their craft. Tuckahoe is a special place, and we continue to welcome your partnership.

Sincerely,

Dr. Amy Goodman

Superintendent

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