

Individual Distance Learning Tid Bits

- We have two help desk systems that are running this fall. One is for [students/families](#) and [the other is for staff](#). Both systems allow users to submit tickets from anywhere. The help desk will be the best way for staff members and families to get the support they need. Also, the [help document for families](#) has been continuously updated and now has resources that are specific to IDLs.
- As teachers are streaming their Google Meets, it is important that they close other tabs and programs on their laptops. This will definitely help with speed and reduce glitches.
- Staff members should restart their computers **every single day**. This will allow updates to run on a regular basis.
- During the simulation, we noticed that the Chrome browser was out of date on many computers. If staff members are having trouble, they should check to see if [Chrome is up to date](#).
- We have already started to support guest teachers for the fall. Teachers should review the guest teacher information at the bottom of the [back to school tech checklist](#).
- Teachers should see their [IDLs](#) listed on their attendance this morning. This list is updated on a daily basis from Skyward and only includes students who chose IDL. (We did not include students who chose “other”.) If you have any students that change to IDL (even if it’s for a short period of time) it is critical that the Skyward Return to Learn Survey is updated.

IT UPDATES DAY 1

- As we were working through some Google Classroom issues, we noticed the Guardian Summaries were not turned on in all Google Classrooms. To turn these on, follow the steps below.
 - Change settings in class:
 - Settings  > General > Guardian Summaries > On
 - Check the “Add all the classes you teach to guardian email summaries” box to apply this to all your classes
Click SAVE (Upper right hand corner)
- The Google Meet links were not always visible in Google Classroom. The teacher will see the link, but the students will not see it if the settings are not set to show the link to students. To fix this issue, follow the steps below.
 - Change settings in every class:
 - Settings  > General > Meet > Make visible to students
Click SAVE (Upper right hand corner)
- Additionally, students are not able to join a Google Meet before the teacher. The teacher will need to join first and then students will be let in. If there is a change to the daily schedule, please let your IDLs know via email or a post in Google Classroom.
- Elementary teachers are encouraged to rename Google Classrooms to include the time of the Meet followed by the subject. The name of the teacher should go in the section part of the course name. To rename a class, follow the steps below.

- Change settings in class:
- At the top place the time and subject in the name and the teacher name in the subject.
- If teachers haven't already done so, they should complete/review the items on the [Back to School Tech Checklist](#). The [Staff Help Desk](#) and [Family Help Desk](#) have been very busy. Please thank your staff for sharing and utilizing these resources. It allows us to respond quickly when items are in the help desk.

IT UPDATES DAY 2

As we continue to support staff and families, there are a few items worth sharing with staff.

- If teachers want students to be able to share what is on their Smart/Epson board, they should review these [directions](#). Note: Teachers will need to use their projector remote to turn the volume all the way down to avoid interference.
- When using Google Meet, some students have indicated that they can hear their teachers better if noise cancellation is not turned on in the Meet.
- Additionally, depending on the classroom, sometimes the microphone that is built into the laptop will allow for better sound quality as well.
- With any sound issues, it is important to try different things to see what will work best for each specific classroom. If teachers or families need any help at all, please direct them to the Help Desks. ([Staff Help Desk](#) and [Family Help Desk](#)) I thank you and your staff for your patience as we adapt to these new environments. We will get through this part.

IT UPDATES DAY 3

Each day brings more new learning for our team. We learned a lot today and even got word of some exciting new features that are rolling out in Google Meet!

- We spent a lot of time in Google Meets today trying to work through some audio issues. We found that moving the webcam further away really helped IDLs. Also, we continue to find that it helps to turn **off** noise cancellation. Once again, depending on the classroom, we are finding that the internal microphone has better clarity.
- When in Google Meet, check that your video resolution is set to high definition.

Camera

HP Full-HD Camera (04f2:b671) ▼

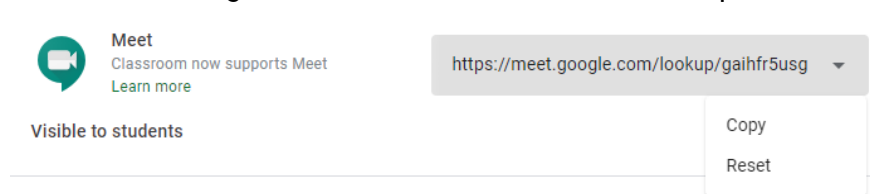
Send resolution (maximum)

High definition (720p)

Receive resolution (maximum)

High definition (720p)

- If your IDLs are indicating they are having a hard time joining your Google Meet, teachers should try resetting the Meet link in Classroom.
 - To reset the Meet link, click on the gear icon in Classroom and click on the arrow to the right of the Meet link. There will be an option to reset.



- We have enabled the USB ports on Chromebooks for students. This will allow them to connect to printers at home.
- Students have needed support to keep the view of the teacher on the Meet screen. To pin the teacher as the primary view follow the steps below.
 - In a participant's thumbnail image, click Pin 📌.
- Google has started to roll out some [new features](#) for Meet. Staff may start seeing these as early as this evening and at the latest within the next few weeks. These features are gradually released to users throughout the district. Many staff members have been asking for these items and we are excited to see that Google is responding to teacher feedback.

As I sit here at the end of day 3, I am incredibly thankful for each of your teachers. Their patience and willingness to troubleshoot has been so incredibly helpful. We will get through this part!

Take care,

IT UPDATES DAY 5

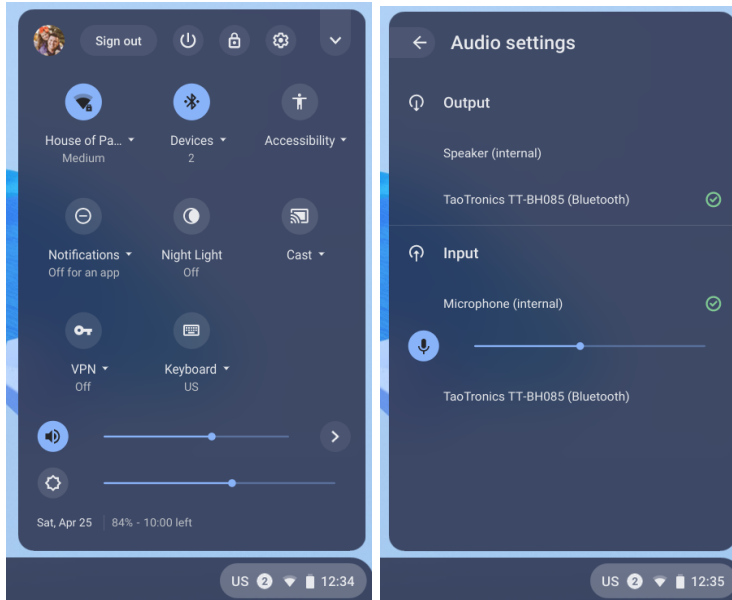
Good afternoon building admins and instructional coaches,

We made it through week 1! Thank you so much for sharing these emails with your staff. I have a few items that have come up today.

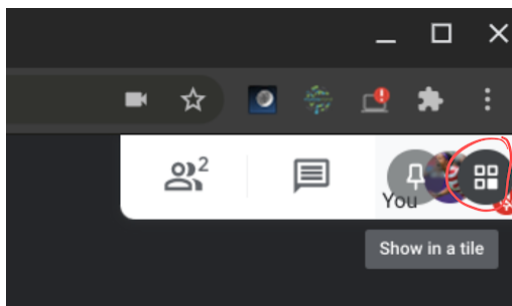
- Please make sure that you are posting your daily information in Google Classroom to all students. (Not just IDLs) We have received a few calls from families looking for a guardian summary, but one wouldn't be created if the content wasn't pushed out to all

students.

- Microphones on the Chromebooks are very sensitive. To adjust the sensitivity of the microphone, follow the steps below.
 - Open the menu by clicking the time in the bottom right corner.
 - Click the arrow icon next to the volume control to open audio settings.
 - Click and drag along the input control for Microphone (internal) to adjust the input level. The lower the input, the quieter it will be.



- Teachers have indicated that they want to be able to see themselves in the grid while in a Google Meet. To have your image displayed, follow the steps below. (One item to note, your view will be backwards. It is not backwards for your students.)
 - Just hover over your thumbnail and click the square icon. It then shows you in the video tiled view.
 - Another tip is if you want to show a certain person in the tiled view, you can: open the chat > select (pin) then, then unpin them. This will show that person in your tiled view.



Again, I thank you and your staff for working through this new environment. Please continue to

use the Help Desks ([Staff Help Desk](#) and [Family Help Desk](#)) for anything that comes up.

Directions for using Google Meet for meetings with individual families:

https://docs.google.com/document/d/1Xp_7181Q-X1NxFGu-SlAXYWEjWmeWCBgLBxyWgSJbfE/edit#heading=h.6rc2h6nf59tl

IT UPDATES DAY 7

Good afternoon building admins and instructional coaches,

Good news! We are seeing new Google Meet admin controls roll out to staff members. I have added some screenshots below as a reference. If staff members don't see these features right away, they will very soon. Google gradually rolls out features across the domain and it may take a few days for everyone to see the update. Please thank your staff for using the help desks. This definitely helps our technicians work through issues. If there is anything you need, please don't hesitate to reach out.

Take care,

Jen

- Access all moderator controls by clicking on the lock icon in the bottom left corner of the Meet. These controls allow the moderator to limit who can share their screen in the Meet and send chat messages. **Please note that moderators can still send chat messages to participants, but when the chat is turned off, students cannot respond to the messages. Moderators can still share their screen when screen sharing is turned off for participants.

Guardian Summary Updates in Google Classroom 9/14

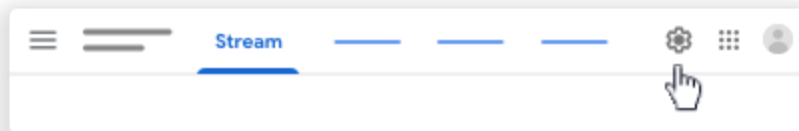
Good morning elementary principals! Thank you for your feedback regarding the Guardian Summaries in Google Classroom. At this point in time, we want to provide some flexibility regarding having the Guardian Summary turned on. In the event that we close, this tool could be

helpful for families, but we recognize that at this point in time, it may not be helpful. If a teacher plans to turn it off, they may want to communicate with their families to let them know they will not receive a Guardian Summary for their Classroom. To turn off the guardian summary, please follow the steps below. (This will need to be done for every individual Google Classroom they use.) Please let me know if you have any questions.

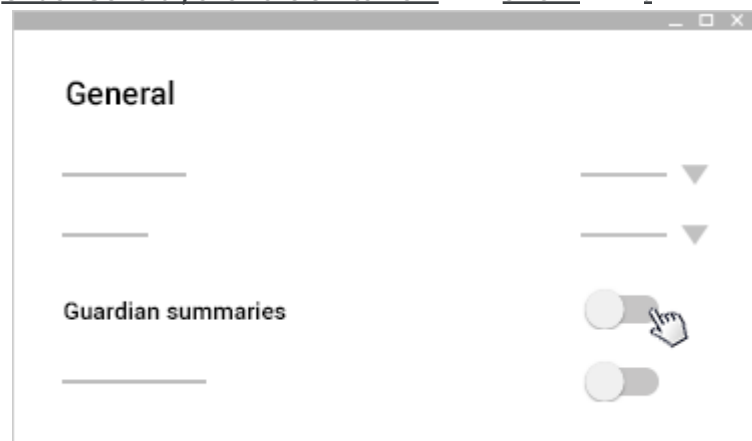
Take care,

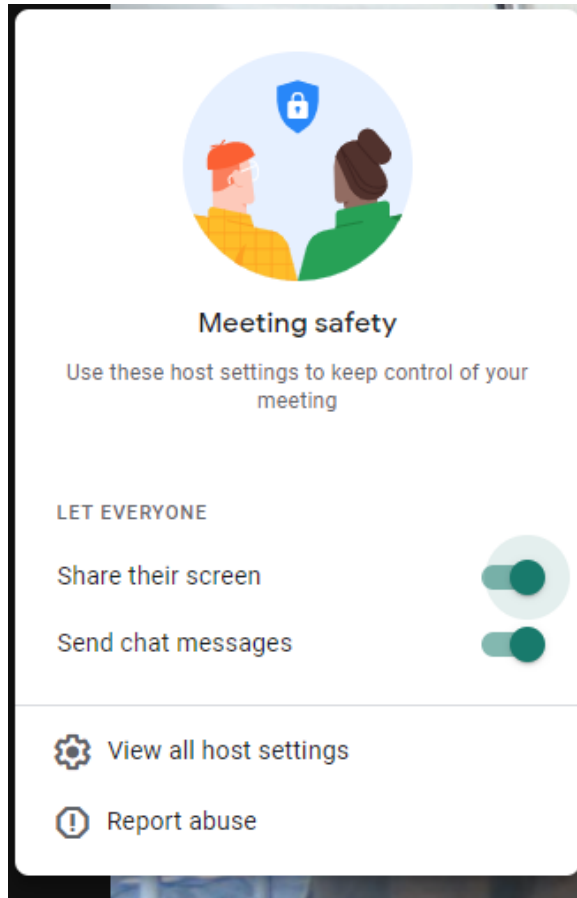
Jen

1. Go to classroom.google.com.
2. **Click the class** > **Settings** .



3. **Under General, click the switch On**  **or Off** .





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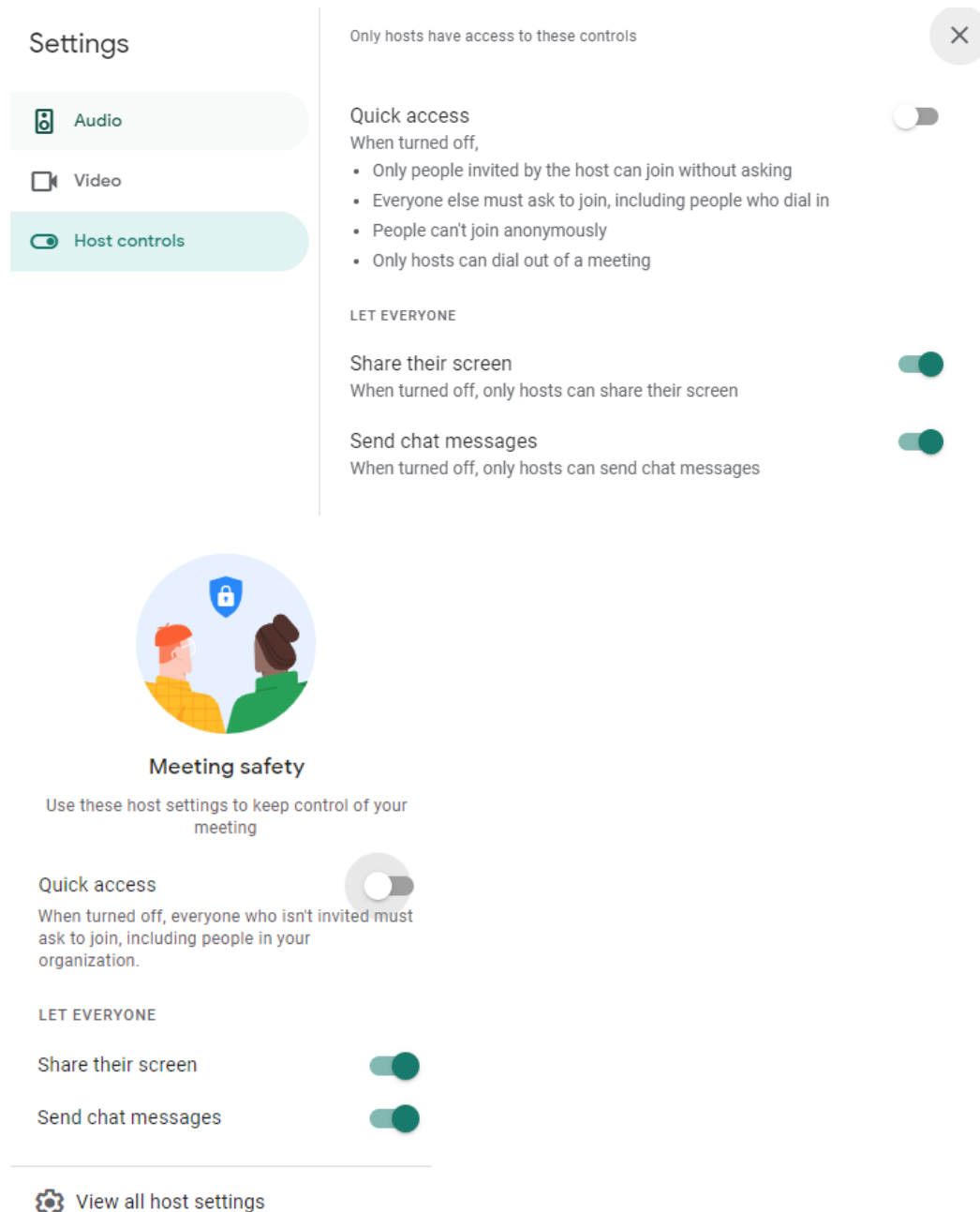
9/15 UPDATES ON GOOGLE MEET FEATURES

Good afternoon building admins and coaches,

Great news! We have been added to Google's Early Adopter Group! This allows us early access to unreleased features including breakout rooms, polling, Q/A and quick access controls for moderators. ****One item to note: breakout rooms are only accessible for staff at this point since Google has not fully released the features. Once breakout rooms are fully released (tentatively the beginning of October), students will be able to join breakout rooms.** Please keep in mind that these features are not fully released and may have some glitches. We will be adding additional

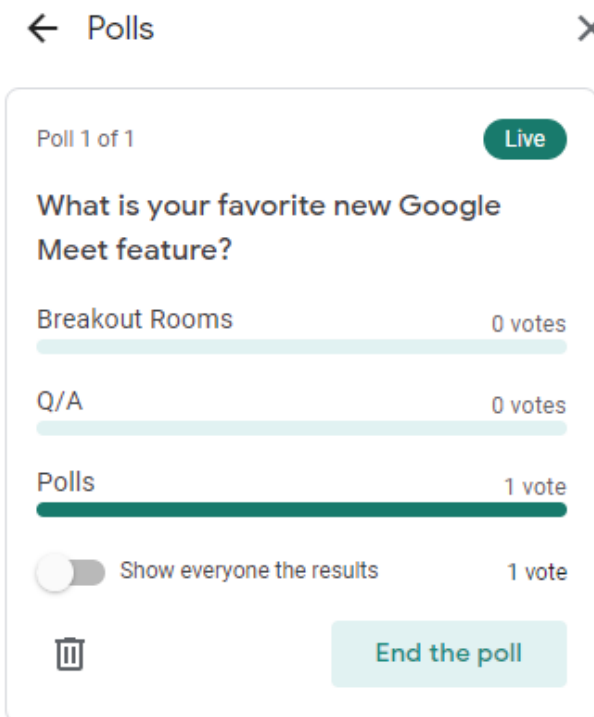
instructions in our Google Meet training resources. I have outlined each of the new features below. Please reach out if you have any questions.

- Quick access will allow teachers to have more control of when users can enter a Google Meet. These settings can be accessed from the lock in the bottom right corner of the Meet.

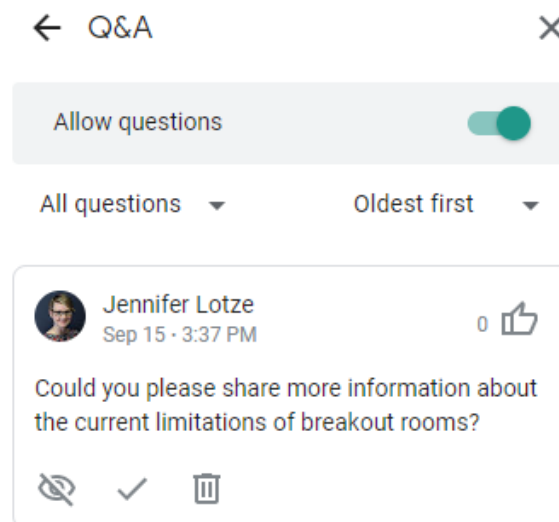


- Breakout Rooms will allow educators to split classes into simultaneous small group discussions. (Google has not made this available to students or on Chromebooks. It's only accessible to staff while on a laptop at this point in time.)

- Polling allows teachers to get real time responses to surveys created in the Meet. Only moderators can create polls. Polls can be opened by clicking the Meeting Tools icon in the top right corner of your meeting. Teachers have the option to have responses displayed or hidden.



- Q&A features provide a way for students to ask questions without disrupting the flow of the class discussion or lesson. Anyone can ask a question in the Q&A feature. Students can see other students' questions. Q&A can be opened by clicking the Meeting Tools icon in the top right corner of your meeting.



9/18 UPDATES ON NEW GOOGLE MEET FEATURES

Good morning building admins and coaches,

Now that the new Google Meet features are being used, we have resolved a few issues that I thought would be helpful to pass on. Please remind your staff to complete [help desk tickets](#) for any issues they are experiencing. If there is something going on, we definitely want to work on fixing it.

Have a great weekend!

Jen

When teachers start a Meet, chat and Q&A default to being on. If teachers will not be monitoring the Q&A feature, they should [disable it](#) right away when joining Meet. (At this point, this must be done in every new Meet.) Q&A is not affected by chat being enabled or disabled. If teachers disable chat, students can still post in the Q&A feature.

As a reminder, background blur is only available on Chrome and only works on more powerful devices. It may not work on Chromebooks at this time.

We've had a few reports of students being dropped from Meet and not being able to join again. This issue is often linked to extensions like Grid View interacting with new features in Meet. Teachers should not have Grid View or any other Meet extensions installed.

9/23 GOOGLE MEET ISSUE

TROUBLESHOOTING

Good morning building leaders and coaches,

We have noticed some new Google Meet issues popping up and have added some possible troubleshooting options below. Please continue to have both [families](#) and [staff](#) submit help desk tickets for anything that might be occurring. Have a great day!

Issue #1: Sound stopping mid Meet

Issue #2: Unable to open Google Docs when in a Meet.

1. Delete cache/cookies in Chrome browser
 - a. Click on the 3 vertical dots in the upper right hand corner
 - b. Go to More Tools
 - c. Select Clear browsing data
 - d. Leave the "Time Range: as All Time
 - e. Tell it to delete "Cookies and other site data" and "Cached images and files"
 - f. Click on Clear Data
 - g. Restart chrome and see if that takes care of the message.

Reset your settings to default.

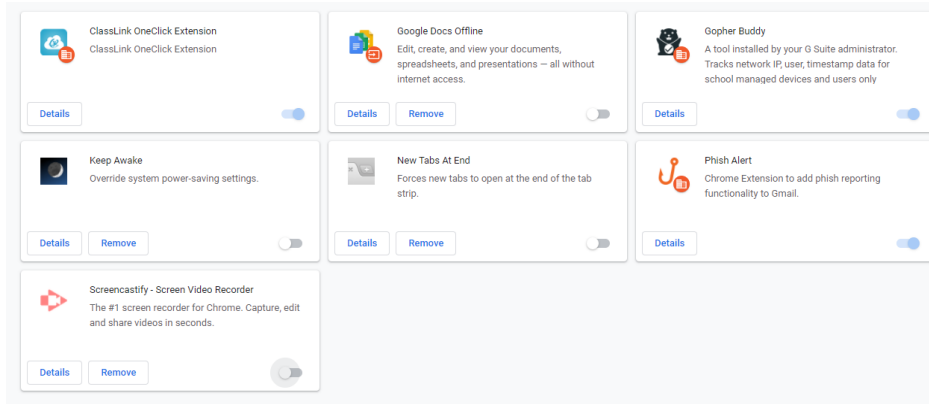
- h. Click on the 3 vertical dots in the upper right hand corner
- i. Go to Settings
- j. Scroll to the bottom of the settings screen and click on Advanced
- k. Scroll to the bottom and click on "Restore settings to their original defaults"
- l. Click on Reset Settings
- m. Restart chrome.

Make sure Chrome is up-to-date

- n. Click on the 3 vertical dots in the upper right hand corner
- o. Go to Help
- p. Click on About Google Chrome
- q. You will see a Version number [85.0.4183.xx (Official Build) (64-bit)]
 - i. If it says a different version number, it should have a blue button just to the right that says Update. Click on Update and let the update run

Issue #3: If students are struggling to open other websites, Google Drive files, Google Classroom, etc. while in a Google Meet, have them follow the steps below. (If this is an issue for students, please submit a help desk ticket with the specific details of what the student is trying to do when the failure occurs. Google is aware of this issue and are rolling out fixes as they become available.)

1. Follow the above 3 steps.
2. Turn off all extensions. This includes the Google Docs Offline extension. The Classlink and GoGuardian extensions can not be removed or turned off.
 - a. Click on the 3 vertical dots in the upper right hand corner
 - b. Go to More Tools
 - c. Extensions



3. Uninstall any that are no longer needed. Fully remove the GridView and Waiting Room extensions.
 - a. Extensions are causing the Chromebook speed to be eaten up and slows down the device and contributes to the lag opening other documents while in the Meet.
4. When possible, open extra documents and online textbooks before opening the Meet.
5. Close all tabs that are not needed. Only have open tabs that are needed for that class. Additional open tabs will also cause the lag in opening needed tabs and documents.
6. In Google Meet, update your video settings to the following and pin the teachers main video feed.

Send resolution (maximum)

Standard definition (360p) ▼

Receive resolution (maximum)

Standard definition (360p), one video at a time ▼

GOOGLE CHROME UPDATES 9/28

Good morning building admins and coaches,

Google has confirmed that there is a known issue that causes an approximate 30% increase in CPU utilization. This causes Google Meet to run incredibly slow and even crash at times.

Google has released a fix in the most recent Chrome update and all users will need to update their browsers by following the steps below.

All staff and students will need to run the Chrome update to have the most current version on their device.

1. Click on the 3 vertical dots in the upper right hand corner of your browser.
2. Go to Help
3. Click on About Google Chrome
4. You will see a Version number [85.0.4183.xx (Official Build) (64-bit)]
 - a. If it says a different version number, it should have a blue button just to the right that says Update. Click on Update and let the update run.

Please run the update by Friday, October 2 to ensure you have the most updated version of Chrome. If you have any issues, please submit a help desk ticket.

Take care,

10/1 Google Meet Updates

Good afternoon building admins and coaches,

Since Hudson is a part of the early access group for Google Meet, we receive access to unreleased features before the rest of the G Suite for Education users. There was a pretty significant Google Meet update this morning when we came in and it is important that your staff review these items. If you have any questions, please feel free to reach out. Please continue to encourage your [staff](#) and [families](#) to utilize our Help Desks.

Take care,

Jen

Important Google Meet Updates:

- Waiting Room Feature
 - If the teacher hasn't joined the Meet, students can now click the Meet link without getting an error message. Students will have access to the Join page. They can click "Join now" and be added to a waiting room. All students in the waiting room will be added to the Meet automatically when the teacher joins. (see screenshot below)

Ready to join?

No one else is here

Join now

 Present

Waiting for the host to join

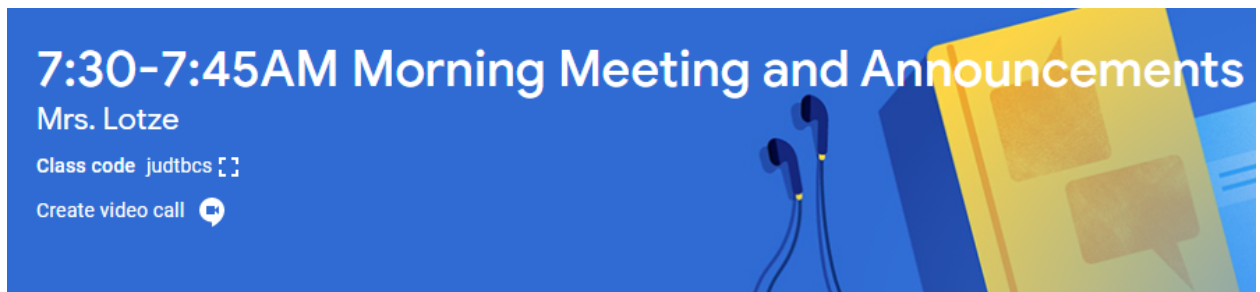
The meeting will start as soon as the host has joined

- Google Meets that are created in Google Classroom are now linked with Google Calendar. Whenever a Meet link is generated, a calendar event is created for both the teacher and students who are part of the Google Classroom. This limits the ability for students to add other users to the Google Meet.
- As a reminder, teachers still need to be the last person in the Meet. If there are still students in the Meet, please remove them by clicking on the  icon before hanging up.
- **Meet links in Classroom now expire 90 minutes after being created or reset.** After the 90 minute expiration students will not be able to join the Meet link via Classroom. The link will still be available in their Google Calendar. If students try to rejoin the Meet through the link in Google Calendar after the teacher has left, they will be added to a waiting room where they must ask to join. Students who were not on the invite list (those not in the class) will not see a calendar invite nor will they have access to the Meet link.
 - Students will not be automatically removed from a Meet when the link expires.
 - If someone is ejected from the Meet by the teacher (host), they cannot rejoin the call unless they are re-invited from the teacher. If someone accidentally leaves the call, they can rejoin without knocking as long as they are on the calendar invite. If the link has expired and the student needs to re-enter the Meet, they can find the link in their Google Calendar.
 - If you removed a participant from a video meeting, you can re-invite them.
 - In Meet, during a video meeting:
 - At the top, click People .

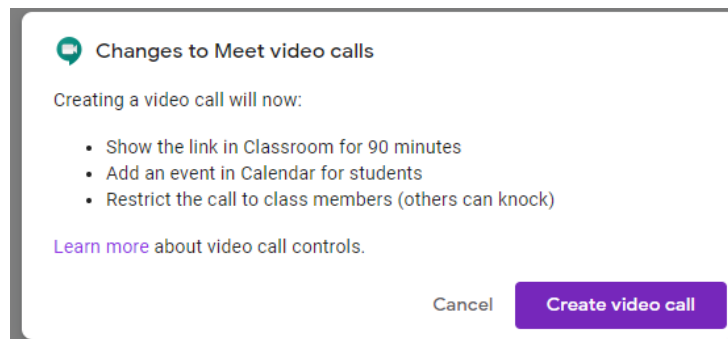
- Click Add people  and then enter the participant's email.
- Click Send email.
- After you send the email, the participant can join the meeting through your invite or the original link.
- **Elementary teachers** who use the same Google Classroom for their entire day, teachers will need to reset the Google Meet link every time they end the Meet or students leave the Meet for a special/lunch following the directions below.
- **Secondary teachers** will need to reset their links before each class following the directions below.

Steps for Resetting Google Meet Links in Google Classroom.

1. In the banner, click “Create video call”. “Create video call” will replace the Meet link when it expires.

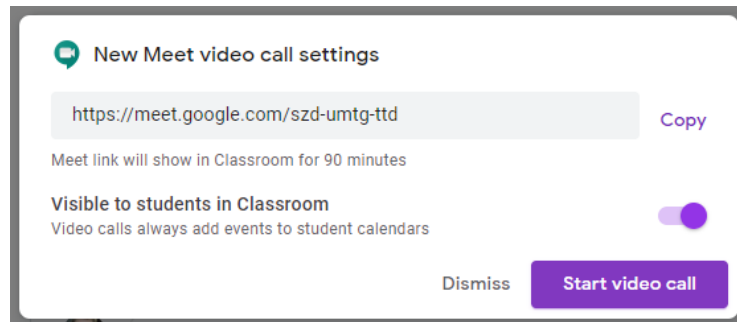


2. In the pop up box, click the “Create video call” button. This creates a new Meet link in the Classroom banner.



3. If you plan on joining the Meet right away, click “Start video call,” otherwise click “Dismiss.” You can join the Meet in the next 90 minutes with the new link

in the banner on your Google Classroom.



Google Updates - 10/2/20

Last week Google rolled out an update that required teachers to reset the Meet link in Google Classroom every 90 minutes and enabled a waiting room. After a lot of correspondence with our Google contacts, they were able to roll back this update and delay the release for us. I have a meeting scheduled with Google on Monday morning to share our feedback regarding these updates. When you access your Google Classrooms on Monday everything should be back to the way it was before the update came out. Our team is already working to prepare plans for IF this update comes out in the future. If you have any issues next week, please [submit a help desk ticket](#) or call x8070.