

Scaling Schoology for Increased Demand

Posted in [Community](#) | March 31, 2020

During these unprecedented times with students around the world learning from home, the demands on education technology have shifted significantly — almost overnight. As a leader in distance learning, with over 20 million users using Schoology, educators across the world are turning to us for help more than ever. We are a dedicated partner, and we are doing everything we can to help keep the learning going and ensure every student continues to have access to the education they deserve.

As a result of this demand we've seen a very large spike in usage of Schoology in the past days with nearly a 400% increase in usage of the platform over our largest peak at any time in our 10-year history.

Over the last few weeks, we have added significant investment and resources to prepare for this increased usage, however certain use cases have put a strain on parts of the software and resulted in some service interruptions. This is the cause for issues you may have experienced. This is not an acceptable situation especially during these times.

We want to make sure you know our #1 priority across the entire team at PowerSchool and Schoology is stability, responsiveness, and the availability of Schoology. We know how critical this is to you right now and we are committed to ensuring you have what you need.

Based on the increased usage of the platform, we have made further changes and updates to Schoology. These changes and updates allow us to scale the system beyond what we believe

we need to support our users. Here are some of the steps that we are taking to address these issues:

- Increasing monitoring, specifically looking for areas of the site that are causing performance degradation
- During peak usage periods throughout the day, turning off certain resource intensive processes that have minimal impact on our users
- Implementing specific throttles that allow us to quickly mitigate potential performance issues in certain features
- Tuning our infrastructure to account for the much larger volumes

This is happening 24 hours a day, 7 days a week.

We are rapidly adjusting to the current situation and assure you that we will continue to add the resources and investments needed to make sure Schoology is available for all our customers, all the time.