

(A) Getting Started

1. Can I login?
 Yes: *move on to step 2*
 No: contact LISD helpdesk support*
2. Can my students login?
 Yes: *move on to step 3*
 No: contact LISD helpdesk for full class issues*
OR, have students submit a service request for individual issues**
3. Have I received professional learning on the resources so that I understand the basics?
 Yes: *move on to step 4*
 No: work with your grade level or dept chair on identifying training opportunities and online resources - learn the basics before moving on
4. Have I introduced and informed parents about the digital resources for this class (*communication #1*)?

(LISD will provide a template letter for teachers to fill out and send home to parents. The purpose of this letter is to introduce any new and existing materials to parents, providing time to understand all available digital resources)

- Yes: *move on to section (B)*
 No: using the district provided template, send home communication to parents



LISD Online/Digital Homework

Before moving to online/digital homework, it is critical to take gradual steps into what students are doing and completing online. Remember that other teachers also assign digital homework in other classes, adding to the student homework load.

- Teachers must know the digital homework process and approximate time it takes for students to complete.
- Parents must be provided guidance about any time issues with new online/digital homework - students should not spend hours 'spinning their wheels' on homework.

(B) In the Classroom

1. Is the digital resource aligned to the LISD curriculum unit and have I used the resource myself?
 Yes: *move on to step 2*
 No: check for alignment in Eduphoria; experiment with the resource from both the teacher and the student perspective
2. Have I allowed for multiple, simulated homework opportunities with the digital resource in class?
 Yes: *move on to step 3*
 No: create and release multiple sample homework assignments for students to experience and practice in class
3. Are students experiencing any problems with the technology or the resources during in-class work?
 Yes: contact LISD helpdesk for full class issues*
OR, have students submit a service request for individual issues**
 No: *move on to step 4*
4. I know how long it will take students to work through assigned homework.
 Yes: *move on to step 5*
 No: using the district provided template, send home communications to parents
5. Have I communicated the support and alternative homework plan (*communication #2*) to parents at the first progress reporting period?
 Yes: *move on to section (C)*
 No: using the district provided template, send home communication to parents

(LISD will provide a template letter for teachers to send home to parents. The purpose of this letter is to communicate how students can request support and what alternative homework plans you will implement if a digital resource is unavailable)

(C) @Home

1. Have I sent the 2nd parent communication home (*see section B*)?

✓ Yes: *move on to step 2*

✗ No: prepare and send communication #2 before sending home any digital homework with students (*see section B*)

2. Have I sent home at least one ungraded, practice homework opportunity?

✓ Yes: *move on to step 3*

✗ No: assign at least one practice opportunity - be sure that your students know that it will not be graded and observe any issues or problems that may happen

3. Are there any informal or formal problems reported from students and/or parents?

✗ Yes: contact LISD helpdesk for full class issues* **OR**, have students submit a service request for individual issues**

✓ No: You have completed the guided release process! Please continue to report any issues that you experience during the year.



Requesting and Getting Support

LISD is committed to providing superior support for both teachers and students. Depending on your support needs, please use the following procedures to report problems and request support:

*Full Class/Teacher Issues:

Examples:

- Classes not setup
- No Teacher access
- System not responding in class
- Multiple issues/problems of the same type in class

Procedure:

- Call LISD Help Desk at: 972-350-1833
- Email LISD Help Desk at: helpdesk@lisd.net
- Submit a service request: <http://support.lisd.net>

**Individual Student Issues:

Examples:

- Individual Student has a problem w/device
- Individual Student has problem with login

Procedure:

- Student submits service request using link on iPad
- Use the student support link: <http://ipadsupport.lisd.net>
- Contact Campus Technician during the scheduled iPad support time at the campus

Technical Problems:

Technical problems should be routed through LISD Help Desk. This helps the district to identify problematic issues quickly or to resolve a problem in isolation if needed.

Content Problems:

If you experience issues with inaccurate or malfunctioning content (the content is the problem, not a technical issue), you will need to contact your department or grade level lead. All content issues need to be communicated to the appropriate LISD Content Supervisor by the department or grade level lead. Contacting the publisher directly is not allowed and will delay the response and/or fix to the original issue.