

MEMORANDUM

July 10, 2017

TO: The Honorable Chair and Members of The School Board of Miami-Dade County, Florida

FROM: Alberto M. Carvalho, Superintendent of Schools 

SUBJECT: STAFF FOLLOW-UP: BOARD MEETING OF MARCH 15, 2017, AGENDA ITEM H-9, INTERACTIVE WHITEBOARD (IWB) TECHNOLOGY

At the School Board meeting of March 15, 2017, the Board approved Agenda Item H-9, proffered by School Board Member Dr. Martin Karp. Agenda Item H-9 requested the Superintendent to explore and identify strategies for expediting the repair or replacement process of non-functioning interactive whiteboard systems and report back to the School Board on or before the July 2017 School Board meeting to provide recommendations, which may include guidelines of a cost analysis regarding repairs versus replacing interactive whiteboards, and a maximum amount of time teachers should be without the use of interactive boards in their classroom.

With the successful deployment and installation of over 12,200 interactive whiteboard (IWB) systems, the District has made great progress in its efforts to close the digital divide and eliminate digital deserts by ensuring equitable access to modern technology in all schools. All classrooms now have IWB technology to help teachers deliver exciting and engaging lessons. While all classrooms have IWB systems, an estimated 7,000 were independently purchased by schools over time and were identified as functional by school site personnel at the initiation of the District's General Obligation Bond (GOB) project. Therefore, the district has limited information regarding the warranty of the preexisting IWB systems.

Troubleshooting and replacing a non-functioning IWB requires a multi-pronged approach and coordination among several stakeholders. Due to financial constraints, there are no staff resources solely dedicated to this effort and no centralized budget for this purpose. The support is led by the 176 school-site technicians who oversee all technology support at schools. The troubleshooting process can be cumbersome and involve several stages; however, all efforts are made to address the existing non-functioning boards in a timely manner to minimize disruption to classroom instruction. The timeline for troubleshooting and repairing/replacing non-functioning IWB systems varies with each request because of factors such as the age of the board, availability of staff to perform troubleshooting, the scheduling of service appointments, and the availability of parts and equipment.

In its assessment of the troubleshooting process, from evaluation to installation, staff has analyzed the steps to ensure efficiency. This process is reviewed with school-site technicians during summer meetings and trainings and will be conveyed to teachers and school administrators via a Weekly Briefing in August when school opens. Furthermore, contact information for IWB manufacturers and District-authorized service providers will continue to be provided to school-site technicians as well as all

administrative personnel. The steps outlined below detail the flow of the troubleshooting process.

Steps in Troubleshooting a Non-functioning IWB

- Step 1: The teacher or staff member will create a Heat Ticket for the IWB.
- Step 2: The school technician will assess the IWB.
- a. If the issue is a software problem, the technician will resolve the software issue.
 - b. If the issue is a hardware problem and the IWB is under warranty, the technician will contact the manufacturer to address the issue. School proceeds to Step 3.
 - c. If the issue is a hardware problem and the IWB is NOT under warranty, the technician will contact the local service representative and request further evaluation. School proceeds to Step 4.
- Step 3: Warranty repair: The manufacturer will guide the school technician through the troubleshooting process.
- a. If replacement components are needed, the manufacturer will send the components to the school. The school technician will be responsible for the installation.
- Step 4: Non-warranty repair: The service representative will schedule a visit to the school to assess the IWB. Service companies typically charge for a troubleshooting visit, and the school is responsible for payment.
- a. Upon completion of the visit, the service representative will forward the report with detailed findings and a cost estimate to the school. The school is responsible for funding the repair.
 - b. If the report recommends full system replacement, the school should request assistance from the Division of Instructional Technology. If replacement equipment is available in the District's General Obligation Bond (GOB) funded IWB inventory, staff from Instructional Technology will place the school on the list to receive a replacement system.

While funding permits, the District will utilize remaining GOB technology funds to continue an effort that began this past school year to replace boards that are 10 years and older.

If you have any questions, please contact Ms. Marie Izquierdo, Chief Academic Officer, Office of Academics and Transformation, at 305 995-1451; Ms. Debbie Karcher, Chief Information Officer, at 305 995-3750; or Dr. Sylvia J. Diaz, Assistant Superintendent, Innovation and School Choice, at 305 995-7602.

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cc: School Board Attorney
Superintendent's Cabinet
Superintendent's Senior Staff