

East Central Ohio ESC has been instrumental in supporting our districts, teachers, and students during the COVID-19 pandemic. Examples of these activities by department are as follows:

TECHNOLOGY:

Preparation prior to closure (the week of Mar. 9th)

- Opened PO for Zoom Pro Accounts
 - Provided Training & Documentation
- Integrated Zoom with Teams
- Created Spreadsheet for free services
 - Paid services that allow premium accounts free to schools
- Expedited VPN accounts
 - Building Administration
- Prepared laptops for staff to work at home
- Prepared servers to sync with Google
 - Email/Password synchronization for GAFE
- While in DC, had World Language staff create short, informational videos that could be shared with any teacher who wanted to try Zoom.
- Sent directives to all World Language staff and information to all purchasing course districts detailing that ECOESC World Language delivery would continue as normal, given the fact that all teachers currently teach in a remote environment anyway.

Support during the closure:

- Remote Support
 - Installed Teamviewer on every district PC
 - SCCM remote control
 - 24/7 remote access support
- Ongoing Email Support
 - Email policies for foreign exchange students who have gone home
- Onsite Support to provide maximum uptime
 - On-premise PC can still be accessible from home
 - Voicemail server will relay to email
- Zoom training with several districts including multiple state-wide trainings with 300+ attendees, including email follow-up
 - OhioDLA support - daily zoom support is open-office, manned by Michele and others, to provide support to state teachers as they request it.
- Transitioning Governing Boards, including our own, to conducting monthly meetings using Zoom, partnered with live streaming options- Facebook or YouTube.
- Tech Department spun up alias phone numbers, in order for staff to call homes and students with a personal device, while still originating the caller ID as the ECOESC office.
- Additional Google Classroom training to ECOESC staff and districts asking for help. (5 webinars, and 2 live trainings have taken place so far.)

- Additional ECOESC Laptops configured for home-based work for Fiscal and office staff - deployed to identified users
 - Additional VPN permissions added for essential staff to work from home.
- Specific Zoom setup for HIPPA Compliance obligations
- Visiting Chinese teachers, and their face-to-face school classrooms have been given training to begin delivering Chinese via Zoom as a transition from face-to-face instruction.
- Driver's Education transitioned to Zoom connections in order to conduct class bookwork previously scheduled.
- Assistance with whitelisting previously disabled apps for use by staff members to access from home - Chromebook access
- Additional orders being placed to help districts obtain enough technology to supply work from home orders

ALTERNATIVE EDUCATION:

During this mandatory time of school closure, the ECOESC continues to support the academic needs of our students in our 8 Alternative School settings through the following:

- The first week all teachers came in to compile work packets for all students. Teachers continue to come into school every Monday and Tuesday (2 days to limit the number of teachers in the Building) and collect completed work for grading and compile another week's worth of work.
- We are also following up weekly and sometimes daily with children; a mix of calls from teachers, mental health techs and therapists.
- Staff and teachers have been calling, zooming and working with the children to complete academics. We are keeping a call log of all communications with students and parents.
- A series of Zoom Professional development opportunities have been completed with staff and will continue to happen daily. PD topics include Lexia Software, Consistent grading practices, Zoom Meeting basics, Google Suite (Docs, Sheets, Forms, Calendar, Google classroom training), IXL & Renaissance Learning.
- The Focus has been to continue to provide online learning for students with access to the internet from their home OR to identify those students who are unable to access the internet and make them meaningful learning packets.

STUDENT SERVICES:

ECOESC Student Services department support provided to districts during school closure:

- Scheduled and facilitated regional Student Services Directors Meetings each week via Zoom. Participants include:
 - Belmont, Guernsey and Tuscarawas County Student Services Directors
 - Representatives from State Support Team Region 12
 - Representatives from Tuscarawas Co Board of Developmental Disabilities
- Created and shared a Google Drive and Google Group that includes updates and information where the district directors can access and share information.

- Scheduled and facilitated weekly ECOESC department meetings via Zoom for all of the service providers working in districts including School Psychologists, Speech Therapists, Occupational/Physical Therapists, and Preschool Staff.
- Created guidelines for staff during the school closure:
 - Follow all district guidelines/procedures related to the school closure
 - Participate in IEP/ETR meetings via phone or virtually
 - Fulfill responsibilities with regard to IEP and ETR development/review
 - Contact students on their caseload on a regular basis (varies depending on each position)
 - Provide services to students on their caseload in accordance with the district method of service during the closure, which includes but is not limited to:
 - Educational/Instructional Packets
 - Google Sites
 - Google Classroom - request to be added as a co-teacher
 - Service/Instruction/Therapy provided directly to students via Zoom or Google Meet if possible
 - Document ALL contact, services, information provided to families
- Collaborated with ECOESC marketing/tech department to develop an online information system for parents and districts to access support materials.

EDUCATIONAL SERVICES:

- Team has provided ongoing guidance and updates for principals, curriculum directors, gifted coordinators, and teachers.
- Team has organized, vetted, and shared online learning resources for students, educators, and families. Resources have been shared via social media, email, Google classroom and on ECOESC website on a targeted COVID-19 link.
- Team has organized and facilitated Peer to Peer Network meetings for teachers (by grade level and/or subject), curriculum directors, and principals.
- Team has worked with individual students sharing career oriented resources, time management strategies, graduation planning, student success plans via Facetime, Zoom, email, and Google Classroom.
- Team members continue to communicate with Resident Educators and assist them in the transition to online learning.
- Team has assisted teachers in ongoing professional development and the completion of online modules for LETRS.
- Team has worked with districts in the development, writing, and/or providing feedback on various grants such as Comprehensive Literacy Grant and 21st Century new and continuation grants.
- Team has provided ongoing facilitation and planning for Striving Readers grant funds.
- Team members embedded within districts have helped generate COVID plans, packed and delivered meals, and created district-specific resources to meet the needs of families.