

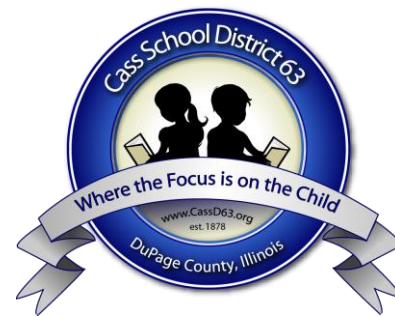
# CASS JUNIOR HIGH SCHOOL

## CASS SCHOOL DISTRICT 63

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*Mrs. Christine Marcinkewicz*

School Principal & District Director of Technology



Thursday, August 27, 2020

Good Evening Cass School District 63 Families:

I wanted to share some tips to help get ahead of student device performance problems that other schools are experiencing. Many students are experiencing lagging, drops, and general slow performance while connected to synchronous learning sessions.

Many internet providers are reaching their full capacity and unable to keep up. Other third-party services are also being overloaded with many schools across the country switching to Remote Learning. Just this week alone there were national outages of Zoom, Clever, Canvas, Blackboard and many others. While we have not had extreme problems with those specific applications, a national outage of cloud services can interrupt our Remote Learning plans. Even Amazon Web Services (which runs nearly 40% of all cloud services) had multiple minor outages this week, causing interruptions across many online resources.

We are working with Google to identify some growing pains within the Google Suite. Some Chromebooks may be using nearly 100% of the device's processing power when connected to video applications. This is a very new issue and is being experienced in districts across the state and country who use devices with a similar processor. The majority of our Chromebooks are supported under the Google Chrome OS and GSuite Application agreements until June of 2026, so we know this is not an obsolete device problem. Even the oldest Chromebooks we use are covered until July of 2022.

Please know our team is able to recreate these performance issues and are working to improve and resolve the issues as quickly as possible. We can submit high priority support tickets on this matter with Google, as needed. If there is anything significant to report in the future, it will be shared.

In the meantime, the below suggestions from Google can improve your experience:

1. Minimize use of Grid or Tile view. These views are extremely processor and bandwidth intensive. We encourage students to only view their teacher during direct instruction. There is not a need to be on grid or tile view.
2. Encourage students to close other tabs or applications while on Zoom, unless the teacher requests otherwise.

### Administrative Office

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*Mark R. Cross*

Superintendent

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*Laura Anderson, Ed.D.*

School Principal & District Director of Teaching & Learning

3. If experiencing connection issues, have your student turn off his/her camera when not actively participating. While the best case is to have all students with their video showing, if you are experiencing connection issues, turning off the camera provides a marked improvement and less bandwidth utilization when the student camera is off.
4. Have devices plugged into their power charger at home when using Zoom whenever possible. Chromebooks automatically limit the processing power when unplugged to extend battery life.

Please continue to use the Technology Helpdesk (<https://cassd63.mojohelpdesk.com/login>) for any **Technology** Questions. We are processing all the requests as quickly as possible. For any specific classroom/teacher questions, please contact your teacher directly.

Sincerely,

*Christine Marcinkewicz*

District Director of Technology

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