

Researching Wireless Bring Your Own Technology (BYOT) at CyRanch High School

Frankie Jackson visited CyRanch high school on **November 29, 2017** to research a wireless Bring Your Own Technology (BYOT) issue. While she was presenting at the Superintendent Parent Leadership (SPLC) Committee meeting on **November 14, 2017**, a parent representing CyRanch high school expressed a concern about her 9th grade daughter not being able to connect to the wireless network using her smartphone. This prompted an analysis of the wireless systems at CyRanch. The following are the actions and findings.



CyRanch Science Teachers and Staff with Richard Zelenka (Campus Technician)

- Looked up the student's schedule to determine a starting point for troubleshooting.
- On **November 15, 2017**, we sent our wireless engineer, Ray Leung, to the student's classrooms to run wireless network speed tests. The speeds and bandwidth were excellent.
- On **November 16, 2017**, our wireless technician, Glen Carpenter, visited CyRanch and ran another set of tests. All were successful.
- On **November 28, 2017**, Frankie Jackson visited the 9th grade Science teachers. Debra Hill, the Secondary Science Coordinator, was also visiting at the same time. The following (to the right) are Frankie's findings.

- ✓ The teachers were not connecting to the CFISD_BYOT network. As a result, the wireless service defaulted to their cell phone's data plan. Cell phone service is unreliable in the building so they thought the school's wireless system wasn't working. Before Frankie left, she assured all BYOT smartphones were working and they understood the wireless connection process.
- ✓ Coincidentally, as Frankie was leaving CyRanch she ran into the parent that was at the SPLC meeting. Frankie had the opportunity to explain the issue. The parent was thrilled that CyFair administration followed up on her concern.

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While at CyRanch, Frankie also visited classrooms on the English Language Arts (ELA) hallway to check out their wireless connectivity. She visited with Rebecca Wilson, an ELA teacher, about the use of technology in the classroom and wireless access using both district devices and BYOT devices. Frankie found her comments to be insightful. The following is a summary of Frankie's findings.

- ✓ Ms. Wilson loves her new teacher technology tools. She loves her teacher laptop with all the features it provides. She's enjoying her Promethean board and all other tools that are now available in her classroom. Her enthusiasm was inspiring!
- ✓ Ms. Wilson believes BYOT wireless access is stable. She has no problems with the wireless connectivity, access, or stability. She finds the wireless access to be reliable. If a student has a BYOT wireless issue, it is normally because of one of these 4 things:



CyRanch Campus Technician with English Language Arts Teacher

1. The student is not connecting to the CFISD_BYOT network.
2. The student is not authenticating to the wireless network meaning they are not logging in with their student network id and correct password. The student login when prompted, which is every 7 days.
3. The student is being blocked by the district's Internet content filter; when this occurs the student believes the wireless is not working because the content is blocked (even though they get a message telling them that the content is blocked).
4. There is an issue with their BYOT device, which could be an older device with outdated wireless compatible features, or older operating system that doesn't allow the device to connect, etc.

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Next Steps

- Provide more teacher and student BYOT wireless training. Frankie will work with to Becky Cook on devising a training plan.
- Instruct campus technicians to provide additional wireless access support for teachers. At the next campus technician meeting, provide wireless access training, specifically designed to help teachers with BYOT access.
- Go back to the idea of starting a marketing campaign with a commercial video. A video was completed in the Spring of 2017 by the media department but it was not finalized or aired throughout the district.
- Continue to address any and all wireless issues reported through iSupport (the district's service request system) and analyze the types of requests that are coming in to identify problems and/or trends of service issues.
- Emphasize that any and all wireless issues need to be captured and addressed by submitting an iSupport service request.



Richard Zelenka
CyRanch High School Campus Technician

**Thank you Richard for
Accompanying Me
During My CyRanch Visit!**