Office of the Superintendent of Schools
MONTGOMERY COUNTY PUBLIC SCHOOLS
Rockville, Maryland

October 28, 2020

MEMORANDUM

To: Members of the Board of Education

From: Jack R. Smith, Superintendent of Schools

Subject: Technology Support and Language Accessibility for Families of Special Education
                Students (SPC-08-27-20-02, -03)

Question 2

During the PowerPoint presentation, Mrs. Smondrowski requested the addition of a tech support
in Spanish and other languages.

Response

Families that experience difficulties with technology access should work with their student's
teacher or school. If the technical difficulty specifically is related to special education technology,
the teacher and/or school will contact the special education area supervisor and support will
be provided to the family in the appropriate language.

When families call the Montgomery County Public Schools (MCPS) Community Tech Support Line,
at 240-740-7020, the recorded operator offers to connect them to support in either English or Spanish.
Requests for support in other languages may be accessed using the Language Line.

Question 3

Mrs. Smondrowski suggested that staff creates an FAQ document to be available to the public.

Response

In April 2020, the Google document, *How to Use Technology for Common Special Education Tasks*,
was created to provide assistance and support with special education technical issues. The document
is attached for your information.

If you have any questions, please contact Mr. Kevin E. Lowndes, associate superintendent of special
education, via e-mail.

JRS:JSW:KEL:pgw
Attachment
Copy to:
  Executive Staff
  Ms. Webb

How to Use Technology for Common Special Education Tasks

The chart below identifies the tools to use for specific tasks in the provision of special education services.

Task	Audience	Tool / Technical Notes	Supporting Resources / Contact
Individualized Education Program (IEP) Meetings	● IEP chair or case manager ● IEP team members ● Families ● Students ● Interpreter/language line	***Google Meet Video Call*** ● Student Google accounts cannot access the Google Meet app, so parents and students must join the video call from a non-MCPS account ● Use Add Guests to a Google Meet by Phone for participants without computer access	● Quick Guide: Add Guests to a Google Meet by Phone ● Questions: Derek M. Ritzenberg, Project Specialist, Division of Business, Fiscal and Information Systems
Related Services Tele-Visits	● Related Services Provider ● Families ● Students	***Google Meet Video Call*** *(if directed to parent with student)* ● Use Add Guests to a Google Meet by Phone for participants without computer access ***Zoom*** *(if directed to student)*	● Quick Guide: Add Guests to a Google Meet by Phone ● Questions: Derek Ritzenberg
Preschool Parent Educator Tele-Visits	● Preschool parent educator ● Families	***Google Meet Video Call*** ● Use Add Guests to a Google Meet by Phone for participants without computer access	● Quick Guide: Add Guests to a Google Meet by Phone ● Questions: Derek Ritzenberg
Montgomery County Infants and Toddlers Program (MCITP) Tele-Visits	● MCITP provider ● Parent/caregiver ● Other MCPS providers	***Google Meet Video Call*** ● Use Add Guests to a Google Meet by Phone for participants	● Quick Guide: Add Guests to a Google Meet by Phone ● Questions: Derek Ritzenberg

	● Department of Health and Human Services (DHHS) staff members (nonMCPS staff)	without computer access	
Staff Telephone Calls to Families	● Special education staff members ● Families ● Students	● Telephone calls from **Google Hangouts** ● Inputting ***67** on a personal telephone before placing the call ● Telephone call scheduled in advance with notification so that number calling will show as "*unlisted*" or "*unavailable*"	● Quick Guide: Placing Calls with Google Hangouts ● Questions: James Kleimola
Making Live Class Sessions Accessible to Deaf and Hard of Hearing Students	● Teacher (Zoom "Host") ● Students ● Cued speech or sign language interpreters (MCPS staff members)	***Zoom Video Call*** ● Invite interpreter to Zoom meeting ● At the top of your screen, hover over the video of the participant you want to pin and click. From the menu, choose *Pin Video*.	● Questions: Derek Ritzenberg ● Questions for Students Requiring Cued Speech or Sign Language Interpreters: Mrs. Michelle L. Fyock, Instructional Specialist, Deaf and Hard of Hearing Program
Modeling Academic Tasks with Short Screen Recordings	● Teachers ● Students	***Screencastify*** Chrome Extension ● unlimited recording/editing for	● Professional Learning from OCTO: Capturing Lessons

How to Use Technology for Common Special Education Tasks

	● Parents/guardians	educational institutions during the COVID crisis - Promo code: CAST_COVID)	using Video & Document Camera ● Video: Screencastify for Chrome ● Quick Guide: Capturing Lessons using Screencastify ● Quick Guide: Using Screen Recordings for Teachers and Students ● Questions: Alvin McCray
Making Videos Accessible	● Staff who create and share video content ● Staff members who need accessible video content ● Students who need accessible video content ● Families and community members who need accessible video content	● *Zoom* (to the Cloud where it can then be downloaded to local storage) ● *YouTube* (to caption the videos) ● *Google Docs* (to develop transcript of spoken text in a video)	● **Professional Learning**: #89199 Delivering Accessible Video Instruction ● Handout: Accessible Videos for Instruction and Distance Learning ● Questions: HIAT Team ● Questions about Students Requiring Cued Speech or Sign Language Interpreters: Michelle Fyock
Using Reading and Writing Supports in Chrome	● Teachers ● Paraeducators ● Students ● Parents/guardians	● *Read&Write* Chrome Extension (full premium version available and installed for all students during Continuity of Learning) ● *Immersive Reader* in *myMCPS*	● **Professional Learning**: #89195 Using Accessible Tools ● Website: Things to Know About *Read&Write* ● Questions: HIAT Team
Math Supports for Showing Your Work in Chrome	● Teachers ● Paraeducators	● *EquatIO mathspace* Chrome Extension (full premium	● **Professional Learning**: #89195 Using Accessible

	● Students ● Parents/guardians	version available and installed for all students during Continuity of Learning) ● Additional tools available in Chrome	Tools ● Website: Math Universal Design for Learning (UDL) Tool Finder ● Quick Guide: EquatIO mathspace ● Questions: HIAT Team
Creating and Sharing Accessible Curriculum Materials	● Teachers ● Central office curriculum staff members	● *Accessibility 101,* a self-paced class (PDO #89194), is required for all school and all central office staff members who will create materials for students	● **Professional Learning**: #89194 Accessibility 101 ● Guidelines for Preparing Accessible Curriculum Materials ● Curriculum Materials and Required Accessible Formats ● Accessible Videos for Instruction and Distance Learning ● Questions: HIAT Team

Frequently Asked Questions and Additional Resources

Accessing Online Learning: *Parents/Guardians and Students Continuity of Learning* webinar - Directions for remote learning are here**;** webinar is here.

Directions for Requesting Remote Access:
The supervisor (director, principal, or assistant principal) must initiate the request. The supervisor of the applicant must log in to the MCPS webpage http://orar-m.mcpsmd.org to initiate the Remote Access Request.

Directions for accessing a Virtual Private Network (VPN) via a Chromebook and/or an MCPS laptop are here**.**

Directions for Connecting to a T-Mobile Hotspot are here.

Directions for using Google Hangouts are here.

U.S. Department of Health & Human Services: guidance on HIPAA compliant video conferencing platforms during COVID-19 emergency is here.

Zoom Resources

- Guidance for MCPS staff members can be found here, Getting Started and Troubleshooting for MCPS Staff Members.
- Directions for Students using Zoom are here.
- Directions for Students using Zoom in Spanish are here.
- A tutorial for students can be found here, Video tutorial.
- A recorded Zoom webinar training can be found here, Zoom Webinar Training**.**

Troubleshooting and FAQs

How to Use Technology for Common Special Education Tasks

- I'm a student and don't know my username and/or password
- I'm a student and I can't see the MCPS Resources folder
- I tried to log into myMCPS Classroom and got a 403 error
- I'm using the Google Chrome browser
- I'm not using the Google Chrome browser
- My student got a "Canvas does not have an account for this user" error when logging into classroom.mcpsmd.org
- I'm a parent and want to access the course from my own account. How do I do this?
- Have a portal account?
- Don't have a portal account?
- I don't have an email address.
- Browser recommendations
- How do I navigate within the Instructional Resources *myMCPS* Classroom courses?