



SDUC: An update on technology

1 message

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Health of a Lion

**THE SCHOOL DISTRICT OF
UNIVERSITY CITY**
Transform the Life of Every Student Every Day!

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Dear U. City Schools Families:

I thank you for your patience and understanding this past Monday, August 24 when the District was part of a worldwide glitch with Zoom. We were among thousands of school districts affected. By early afternoon, however, Zoom was up and running and the vast majority of our students were able to engage with their teachers on Zoom and various Google platforms.

We planned explicitly for the start of school, and providing devices for our students is top priority. There is a slight shortage of Chromebooks for students due to unexpected repairs and order delays. There is currently a high demand for Chromebooks nationwide, which prevented us from getting all of our devices prior to the first day of classes as we expected.

We are working diligently to ensure that every student has a device so they don't miss learning time. If your household has a school-issued Chromebook and you are not using it, we would love to be able to repurpose it for another student. You can return any unneeded Chromebooks to the McNair Administration building this week between 9 a.m. and noon or 1 p.m. to 4 p.m.

If you are still waiting for a device, please contact the IT department if you have not done so already. Please be assured that we are using the first 10 days of school to get everyone connected, comfortable and adjusted to online instruction. Your child will get a device and will not be left behind.

We have added additional temporary staff effective tomorrow to help parents with logins and passwords, maintenance and other IT issues. Anyone who has a technology need should email mbasi@ucityschools.org or call the department directly at 314-290-4003. The phone line will be

supported with additional staff to ensure that you are able to reach a person quickly and have your questions answered. You are also welcome to fill out a [service request form here](#) and a member of our staff will respond to you.

If you would like additional support regarding technology and online learning, please join us tomorrow at either 9 a.m. or 5 p.m. for our **Zoom Parent Café, Get Ready, Get Set, Click!** We will have IT and instructional staff available to further support you in utilizing digital learning platforms and supporting your children. To attend, please [register here](#).

I also wanted to remind our families that they may [still register](#) their students for the fall **Grab & Go Meal program**. Each child registered will receive 15 free meals a week. Pick-up days and locations remain the same: every Tuesday from 10 a.m. to 1 p.m. at Barbara C. Jordan, Jackson Park, Pershing or Brittany Woods.

Our first two days in our new school year went well and we expect everyone to be in a groove very soon. Thank you for your patience and the energy you bring as a partner in your child's education. If you have any further questions or concerns, you may always contact me at shardin@ucityschools.org or on my cell phone at 314-399-0941.

In Service of Our Children,

Sharonica Hardin-Bartley, Ph.D, PHR
Superintendent

ucityschools.org



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