

A woman with dark hair and glasses is shown in profile, looking at a laptop screen. She is wearing a striped long-sleeved shirt. The background is a classroom with other students and laptops, slightly out of focus. The text 'TECHNOLOGY SERVICES' is overlaid on the image, with 'TECHNOLOGY' on the top line and 'SERVICES' on the bottom line, separated by a horizontal orange line.

TECHNOLOGY SERVICES

Resources
Handbook and
Guide



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INTRODUCTION

The Technology Resource Handbook and Guide is intended to be a comprehensive resource to help Santee School District staff understand the process, timelines, and expectations related to obtaining technology services and the operations of the Technology Support and Services Department (“TSS Department”).

This is a “dynamic” document that will be continually edited and updated as procedures changes and technology standards and functionality evolve.

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1. TECHNOLOGY STANDARDS

The District has developed technology standards for hardware and software in order to save on overall costs of ownership, leverage purchasing power, and maximize the use of support staff. Periodically, technology standards will be reviewed and amended to incorporate changes in the industry, the needs of users, and maintenance considerations.

	Admin	Certificated	Classified		
			Clerical	Instructional Support	Others
Hardware					
Laptop	X	X	O		
Desktop			X		O
iPad	X	X		X	O
External Keyboard		O		O	
Crayon		O		O	
Kickstand		O		O	
Cellphone	X				O
Software					
Office 365					
Word	X	X	X	X	O
Excel	X	X	X	X	O
PowerPoint	X	X	X	X	O
Adobe					
Professional Reader	X		O		
Reader		X	X	X	O
Google					
Doc	X	X	X	X	
Sheets	X	X	X	X	
Forms	X	X	X		
Reflection		X			
Communication					
MS Teams	X	X	X	X	X
Google Meet		X			
Outlook/OWA	X	X	X	X	X
SchoolMessenger					
Communicate	X	X	O		
Mobile App	O	O			
Cloud Storage					
Microsoft OneDrive	X	X	X	X	O
Google Drive	O	O	O	O	O
Local Drive	X	X	X	X	X

Services

- Active Directory
- Email
- PowerSchool
- Google Account
- Website

Curriculum Apps

- Based on Schedule

	Admin	Certificated	Classified		
			Clerical	Instructional Support	Others
Active Directory	X	X	X	X	X
Email	X	X	X	X	X
PowerSchool	X	X			
Google Account	X	X	O	O	
Website	O	X		O	
Based on Schedule		X	X		

(X = Standard, O = as needed)

2. TECHNOLOGY BEST PRACTICES

1. DATA STORAGE ON MICROSOFT ONEDRIVES

To ensure the safety and security of your data, all files and folders should be stored on your District assigned Microsoft OneDrive cloud storage. Data stored in Microsoft OneDrive is secured by a backup system and accessible from any technology hardware or platform.

An alternate data storage method is your District H-Drive (local network storage). Data stored in the local network storage is backed up nightly, however, your H-Drive is only accessible from within the District network.

DO NOT store your important data directly on your local computer's hard drive. The data cannot be backed up and technology cannot guarantee data safety during an equipment upgrade and/or during equipment repair

How to Back Up Your Folder/Files to OneDrive

Accessing Your OneDrive Folders and Files

2. DISTRICT STANDARD COMMUNICATION AND LEARNING SYSTEMS

To ensure your digital communications are secure and comply with privacy requirements, only use the following systems:

Communication Platform:

The standard platform for audio/video and chat communication is Microsoft Teams, which is a Microsoft Office 365 product and vetted for compliance with student privacy laws and regulations.

Classroom Learning Management System (LMS)

Teachers may use one of the following Classroom Learning Management System (LMS)

- a. Microsoft Teams
- b. Google Classroom
- c. SeeSaw (available for K-3 and Special Day Classes [SDC])

3. ENHANCING YOUR TECHNOLOGY EXPERIENCE

Here are some “best practices” which can help enhance your technology use experience:

- a. Restart your laptop at least once a week.
- b. MacBook users are encouraged to use Outlook Web (Mac Outlook Mail application does not manage file size on MacOS which can lead to hard drive storage issues).
- c. Make sure your laptop is serviced by Technology annually.

4. CYBER SECURITY

As we become more reliant on computers for our daily work, we must be mindful of how we can protect ourselves and the organization from unauthorized access to organizational and personal assets. Here are some tips to be cyber safe:

- a. Have a unique password using a combination of uppercase letters, lower letters, special characters, and numbers. Consider using a passphrase such as YellowTree@2979 or WrinkleShirt\$6480
- b. Do not store password in your browser
- c. Beware of phishing email. Do not open or reply to suspicious emails
- d. Do not open any links or attachment if you do not know what they are.
- e. Ensure that your software is up to date
- f. Backup your files regularly
- g. Report any suspicious occurrences to Technology.

5. STRONG PASSWORD REQUIREMENT

The District requires passwords to have the following characteristics:

- a. Minimum password length of 8 characters
- b. Containing characters from at least 3 of the following categories:
 - a. Upper Case (A through Z)
 - b. Lower Case (a through z)
 - c. Number (0 through 9)
 - d. Special Characters (~!@#\$%^&* -+=`|\(){}[];'"<>.,?/)
- c. Password will change every 12 months
- d. Password cannot be repeated

6. ADHERE TO ["BP 4040 – Technology Acceptable Use"](#) and ["AR 4040 – Technology Acceptable Use"](#)

7. USE STANDARD TECHNOLOGY HARDWARE

Standard Technology Hardware

Below is a list of standard technology equipment. The list will be updated based on availability of supplies, change in technology, and change in the need of the District. All Technology purchases must be cleared through the TSS Department ([Section 6 – Technology Purchase and Requisition](#))

Desktop	Lenovo ThinkCentre M70q	
Laptop	Apple Windows	MacBook Air Lenovo or DELL
iPad	Apple iPad Air	
Printer	Color Black/White	Lexmark C3426 DW Color (or equivalent) Lexmark B3340 DW B/W (or equivalent)
Projector	Standard Short Throw	Epson Power Lite 118 XGA Epson Power Lite EB-L200SX
Doc Camera	Lumens DC193	
Apple TV	Apple TV 4K 32GB	
iPad Accessories	Keyboard Lightning Cable Case Headphone	Brenthaven Edge Rugged Keyboard Tech Armor 6ft Cable (black) Brenthaven Edge 360 Case Think Write Ultra Ergo Headset

3. NEW STAFF ONBOARDING

New Employee Onboarding Timeline

When new staff members are hired, Human Resources and the TSS Department will endeavor to ensure new staff are equipped with the necessary accounts, access to network resources, and equipment to be successful and productive on their first day in the job. Therefore, an employee’s first day of work will be scheduled, and may be delayed, to coincide with the provisioning schedule outlined below.

Please keep in mind that access to curriculum applications is contingent upon input of class schedules to the District’s Student Information System. Consequently, access to these systems may not be available on the first day of employment.

Below are the maximum number of working days required for each Staff Group for the technology provisioning process after hiring notification is received from Human Resources:

	Admin	Certificated	Classified		
			Clerical	Inst. Support	Others
Onboarding Days (Approximate)	5	5	3	5	2
Transfer (outside)	3	3	3	3	3
Transfer (within)	3	3	3	3	3

Standard and “As Needed” Equipment, Account and Access

Assignment of technology equipment and, access to services and applications for new staff will be based on the Technology Standards for the different staff groups.

4. STAFF TRANSFERS AND SUBSTITUTES

The following process will be used by the TSS Department when staff transfers occur, or substitutes are provided. Transfers are generally not common during the school year. Most transfers occur at the start of the school year.

Grade Level Transfer

Teachers may be transferred from one grade level to another grade level within the same school. The TSS Department will process the transfer within 2-3 working days upon notification from Human Resources with the necessary information. The following actions will occur:

- Update PowerSchool
- Update Active Directory
 - Phone Extension
 - Classroom Location
 - Email Group
- Update Teacher's Curriculum Account Access

Room Transfer

For teachers moving to a different classroom and needing support to move and setup technology items in the classroom, please submit a work order ticket thru the [Santee Incident IQ Work Order System](#).

School Transfer

On occasion, teachers may transfer from one school to another. When this transfer happens, the TSS Department will process the transfer and complete it within 2-3 working days upon notification from Human Resources the necessary information. The following actions will occur:

- Update Active Directory Information
 - User Account Membership
 - Email Group
 - Phone Extension and Voicemail
 - Classroom Location
- Update PowerSchool
- Move Teacher Classroom Webpages
- Update Equipment Inventory information

Substitute Staff (initiated by HR)

There may be situations where substitute staff are necessary to cover for classroom teachers or office staff that will be absent for various lengths of time.

Technology will process the substitute staff and ensure the following actions are completed within 3-5 working days upon notification from Human Resources with the necessary information:

- a. Update PowerSchool
 - i. Personal Information
 - ii. Classroom Grades
- b. Update Active Directory
 - i. Email/AD account
 - Long-term substitutes will be assigned District email.
 - Short-term substitutes will use the temporary emails that are assigned to each school.
 - ii. User Account Membership (email group)
 - iii. Phone Extension and Classroom Information
- c. Update Curriculum Account Access
- d. Assignment of Technology Equipment:
 - i. Laptop
 - i. Short-Term Sub – from school site equipment pool.
 - ii. Long-Term Sub – assigned by Technology.
 - iii. Tech to provide school with laptops for Short Term substitutes.
 - ii. iPad – assigned by Technology

5. TECHNOLOGY SUPPORT AND WORK ORDER

“Incident IQ” Tech Work Order System

All Technology Support requests are to be submitted through the Santee Incident IQ Work Order System. The work order system allows support tickets to be assigned and monitored. The system also provides the originator of the work order with status updates.

Sign in with Microsoft Azure.

When submitting a work order, please provide as many details as possible. Follow the prompt and then provide a detailed description of the issue.

- **For PROBLEMS**
 - Describe what you were doing just before the problem occurred.
 - Describe the problem you encountered and what was affected. Include the text of any error message received.
 - When did the problem first occur?
 - What, if anything, did you try to do to resolve the problem?
- **For SERVICE, INSTALLATION/SETUP, OR ASSISTANCE**
 - Describe the service, installation, setup, or assistance needed and the reason(s) for it.

Work Order Targeted Response Time

The TSS Department will endeavor to complete submitted work orders within three (3) working days. Computer Technicians will each be assigned three schools, including Alt School/SSP and the District Office, in accordance with the following assignments:

Tech 1	Tech 2	Tech 3	Tech 4/5
Hill Creek	Rio Seco	PRIDE Academy	Alt School/SSP
Cajon Park	Carlton Hills	Carlton Oaks	District Office
Sycamore Canyon	Hill Creek	Chet F. Harritt	Other Assignments

The Tech Support Schedule is available on the TSS Department website under [“Tech Assignment”](#) or in PDF format (Tech Schedule 2022-23).

Service expectations for Computer Technicians are as follows:

- Technicians are to be at their assigned school site every third day.
- Technicians are to check in with the Site Admin at the start of the day.
- Technicians are to be on site and resolve work orders for the assigned school.
- Technicians are to work with the IT System Tech and System Administrator to resolve work orders.

Student iPad Incident Reporting

Teacher/Staff

When a student iPad is damaged or lost, the teachers will generate the iPad Incident Report Form. The iPad Incident Report form is available [HERE](#) or on the District and School website under Staff Resources. (**Note:** the webpage is secure, and staff will need to log in to the website with their credentials).

Use this guide to determine if the situation requires an Incident Report or a normal Tech Work Order

Incident Report

- + Physical Damage to Device
 - Broken screen
 - Bent device
 - Water damage
- + Confirmed Loss/Theft

Technology Work Order

- + Unsure of device location
- + Problem with installed App
- + Charging or Battery issues
- + Blocked Headphone Jack
- + Touch Screen not working
- + Campus transfer
- + Accessories replacement

Note: A technology work order may eventually require an incident report if the damage warrants it.

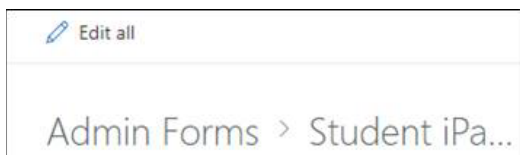
Site Administrator

When an iPad Incident Report is submitted, Site Administrator will receive an email from “Admin Forms” with the subject line: **Student iPad Incident Report Workflow – [student name] [student ID] [school]**

Follow the instructions in the email...

Open the attached URL

Click on **EDIT ALL** (top left)



Complete all the items preceded by **[ADMIN]**

[ADMIN] Incident_Evaluation

Enter value here

[ADMIN] Date_Admin_Review

Enter a date

[ADMIN] Accidental?

—

[ADMIN] Parent_Contacted?

—

[ADMIN] Incident_Place

—

[ADMIN] Parent_Comments

Enter value here

Save X Cancel

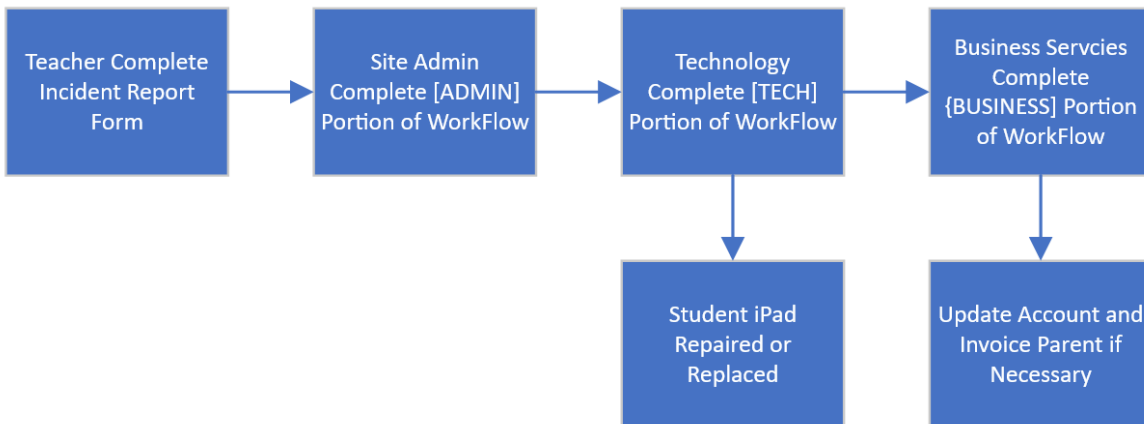
Admin Forms > Student iP... >

Click on **SAVE** when complete

The workflow will then create a Work Order ticket for the Technicians to process.

After the Technicians have remedied the problem, the form will be routed to Business Services for accounting and the billing of parents if the situation warrants it.









Student iPad Incident Workflow



District-Wide Technology Status and Support Dashboard

The Status and Support Dashboard is a quick way to find out if there is an issue with any of the District's technology services.

Click on this link to access the [District-Wide Technology Status and Support Dashboard](#)

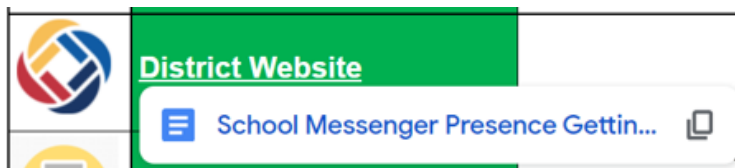
	Resource Status	Notes
	365 Email	
	PowerSchool	
	Phones	
	Network	
	Printers	
	District Website	
	iPad iOS	Current student iOS is 15.1, minimum.
	Clever Login	

If a resource/service status is showing:

- GREEN** = Resource/Service is operational.
- YELLOW** = Resource/Service is experiencing some issues
- RED** = Resource/Service is NOT working

“Getting Started” and Support Resources

Each resource in the Dashboard is also a link to support material and “Getting Started” resources that are designed to help you start using the resources.



6. TECHNOLOGY PURCHASE AND REQUISITIONS

All technology purchases must be processed through the TSS Department. This is to ensure system and network compatibility, adherence to technology standards, and efficient setup and support.

When purchasing technology hardware/software, please submit the purchase request using the [Santee Incident IQ Work Order System](#).

Please provide the following information

- What are you purchasing? Please be as specific as possible
- Do you have a particular vendor you are purchasing from?
- Do you have a specific product with cost or is the TSS Department providing the specification and quote?
- To whom and/or where is this technology going to?
- Which budget code will the purchase be made from?
- Any other pertinent information.

7. MOBILE APP AND SOFTWARE REQUEST

All apps and software that are not currently District approved, must be reviewed by the TSS Department and the Director, Instructional Technology (Information and Instructional Technology) prior to purchase to ensure student safety, student privacy, alignment with current District curriculum and compatibility with the District's current technology infrastructure. No unapproved apps and/or software may be purchased, downloaded, and/or used without review by both Information and Instructional Technology.

All current apps that are approved, purchased and available for installation are in the Mosyle MDM "Self Service" store. These apps are available to both teachers and students and can be accessed from the iPad Mosyle Manager app.

Teachers can use the [Digital Resource Request Form](#) to request apps that are not in the Mosyle MDM catalog/library, or for access to websites and/or digital curriculum services.

This form is to maintain compliance with FERPA (Family Educational Rights and Privacy Act – 1974), COPPA (Children's Online Privacy Protection Act – 1998) and SOPIPA (Student Online Personal Information Protection Act – 2015), and to confirm that vendors of the app, websites, and services are properly handling student data. Information on Student Privacy can be found on the [Technology - Student Privacy webpage](#).

Data from the form will also help both Information and Instructional Technology to review the requests for curriculum suitability, availability of current similar apps or services, compatibility with current technology hardware, network security, and cost.

To help both Information and Instructional Technology to schedule and prioritize your digital resource implementation, all requests will be reviewed by them once a month between October and May. Mobile App and Software requests will not be processed during the months of June to September.

The timeline for request approval is approximately one month (curriculum assessment, and legal/privacy agreement). The timeline may vary based on responsiveness of vendors to inquiries regarding the legal/privacy agreement.

[Student Data Privacy Agreement – List of Vendors who have signed the Privacy Agreement](#)

8. EQUIPMENT MAINTENANCE AND DEPLOYMENT

All technology equipment requires servicing and updates on a regular basis to ensure its continued functionality and operation. Periodic collection of end-user technology equipment for service and updates also allows the TSS Department to review and update the technology equipment inventory.

Laptop Maintenance Schedule

To give teachers the opportunity to keep their technology equipment over the summer break without compromising laptop maintenance and inventory management, the laptop maintenance schedule will run from March through the last week of school.

The Computer Support Technicians will schedule laptop maintenance with the teachers and will pick up the laptop at the start of the day and return it before the end of the day. To minimize the impact on classroom instruction, technicians will have loaner laptops available for use by teachers.

The turnaround time for laptop updates and servicing is one (1) to two (2) working days.

Standard technology practice for storage of user files and folders must be followed to ensure that data are not compromised during the service/update process. [Please refer to the Technology Best Practice on Data Storage in Section 2.](#)

Laptops that are not serviced during the scheduled maintenance period will need to be turned in at the end of the school year before leaving for the summer break.

Laptop Depreciation/Replacement

All staff laptops are replaced after a five-year depreciation period. The depreciation period may be extended by Executive Council.

To limit the number of uncertainties arising from the introduction of new technology equipment at the start of the new school year, laptop replacement will occur during the regular school year and/or during a technology equipment maintenance period (Spring Break to End-of-School).

Standard technology practice for storage of user files and folders must be followed to ensure that user data is not compromised during laptop replacement.

[Please refer to the Technology Best Practice on Data Storage in Section 2.](#)

iPad Maintenance Schedule

Teacher iPad

In most cases, teachers will keep their iPads over the summer break. Teachers can update and maintain their assigned iPad using their School District assigned (federated) Apple ID. Occasionally, TSS can “push” the updates to the iPads.

If service is required on the iPad, please submit a work order using the [Santee Incident IQ Work Order System](#).

Inventory records of teacher iPads will be verified when they turn in their laptop for maintenance.

Staff (Instructional Assistant) iPad

All Instructional Assistants’ iPads will need to be turned in prior to leaving for the summer break.

Student iPad

Student iPad Deployment – Start of School Year

Technology will deliver the student iPads to the schools by the second (2nd) week of school. The iPads will be in storage crates, sorted by classroom and by student alphabetically based on the class list.

Student iPad Deployment – During the School Year

The IT Systems Techs will monitor PowerSchool every morning for new students. When there is a new student, the following process is followed to deploy an iPad to the student-

	IT Systems Tech	Computer Support Tech	School Office
New Student in PowerSchool	Identify new Student in PowerSchool Assign iPad to Student * Asset # * Serial # * Student Name * School	Setup Student Accounts on iPad Update iPad iOS Update Apps Deliver iPad to School	Deliver iPad to Student
Time Frame	Approximately 2-3 Working Days		

Student iPad Collection Process/Schedule

Student iPads are collected on the last day of school. Specific collection instructions will be disseminated to the school office and to classroom teachers one month before the actual collection day (last day of school).

This is the general Student iPad collection schedule

Time Frame	Events
Approx. 2 weeks before Last Day of School	<ul style="list-style-type: none"> a. Technology will stop issuing new or replacement iPads to students. If needed, students are to use spare iPads, located at the school site, for the remainder of the school year. b. Students are required to stop taking iPads home and to leave their iPad and accessories in the classroom.
Approx. 1 week before Last Day of School	Technology will deliver iPad collection supplies to the school office. Supplies will include collection tote and class list.
Last Day of School	All student iPads must be collected and marked off using the provided class list. All iPads and accessories must be turned in to the school office by the end of the day.
1 day after Last Day of School	Technology will begin collecting the iPads from the school office.

Student Loaner iPad

At the start of the school year, Technology will furnish each school site with a pre-determined quantity of loaner iPads. These iPads are the responsibility of the school principals, and they are to be used as loaners to:

- a. Students who forgot to bring their iPad to school.
- b. Students whose iPad is being repaired.
- c. New students whose personalized iPad has not been delivered.

The loaner iPad will have the base apps installed. Schools can request additional approved apps to be installed on the loaner iPad as needed. See [Chapter 7](#) for [List of Approved Apps](#).

The loaner iPads are not to be taken home by the students, except under circumstances that have been approved by the school principal.

The loaner iPads can be distinguished from the 1:1 iPad by its different color case.

The loaner iPads will be delivered to the school in a container. Each container will have the following:

- a. loaner iPads
- b. ThinkWrite USB charger
- c. iPad charging cables

The loaner iPads container with all iPads, USB chargers, and cables will be collected by Technology on the last day of school.

Technology Equipment Maintenance/Deployment Schedule

	School Year											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Classroom Readiness		X	X									
Student iPad Collection												X
Student iPad Provisioning	X	X										
Student iPad Deployment			X									
New Laptop Deployment						X	X	X				
Laptop Maintenance								X	X	X	X	

Classroom Technology – Projector

To ensure that every classroom has a reliable projector, the TSS Department will be responsible for the repair and scheduled replacement of classroom projectors. All projectors will be depreciated and replaced on a 5-year cycle.

9. START AND END OF SCHOOL YEAR

It is always a challenge to get a classroom ready for the first day of school. With the short time frame between teachers returning and the start of school, we ask that teachers fill out the [Classroom Technology Check IN Form](#) on the first day upon returning to work after the summer break. The following process ensures that all classroom technology is in working condition prior to the first day of instruction.

Start of School Year

Classroom Technology Check IN Form

Teachers will complete the “Classroom Tech Check IN” form upon returning to school. The form will be a guide for teachers to ensure that all classroom technology is in good working condition to start the new school year. It will also give the Site Administrator and the TSS Department a baseline to support teachers in the classrooms and ensure that the first day of instruction is a success.

The “Classroom Tech Check IN” form **must be completed by the end of the first day** that teachers return for the start of the new school year.

[Classroom Tech Check IN Form](#)

End of School Year

Please observe the following instructions to ensure that all classroom technology items are securely stored for summer break and the classroom is ready for the next school year:

- a. When taking your laptop home for summer break, please remember to keep the charger and video/USB adapter together with the laptop.
- b. Remotes for classroom technology (projector, apple TV, etc..) are to be collected by the Site Administrator for safe keeping.
- c. The Computer Technicians will not make changes to the classroom network, or audio/video cabling without prior approval from the Site Administrator.
- d. All technology equipment purchases for the next school year must be made before leaving for summer break. Please follow the [technology purchase/requisition guidelines](#) when making purchases.

10. PUBLICATION SERVICES

Technology services include publication and duplication services provided by the Publication Team. Staff can submit publication job requests through the Pubs Online Ordering System.

https://santeesd.net/resources/staff_resources/pubs_online_system.

This is a web-based system, and it is preferable that you do not use the Chrome browser. Use an alternative browser like Firefox, Edge, or Safari.

Creating Your Pubs Account

Before you can submit a Publication Job Request, you will need to create a Pubs Account. To create your account, simply enter your District credentials (First Initial Last Name) and password. You will then enter your profile information (school site, room, phone number, etc.) The Publication Team will validate your account with the correct budget code and then email you if any further information is required.

Pubs Job Order and Submission Review

There are two types of Pubs Orders - Stores Orders and Print Orders. Stores Orders are for District approved materials. These materials are stored in the Pubs Order System catalog. Print Orders are for all other job requests.

Please take note of the following to ensure that your Pubs job order submissions are not rejected or delayed:

- Print Order
 - Ensure you have the correct number of originals.
 - Attach the original material; PDF is the preferred format.
 - Ensure you are ordering the correct number of copies.
 - Select the correct binding/finishing.
 - Review your order before submitting (# of copies, binding/finishing, due date, and cost).

- Stores Order (District approved materials)
 - Use the Non-Billables budget code.
 - Select the correct page numbers within the curriculum materials.
 - Ensure the correct number of copies.
 - Enter binding/finishing request in the Special Instruction Box.
 - View the PDF of the material to ensure it is the correct material.
 - Review your order before submitting.

Stores Orders items include District approved curriculum materials, forms, reams of paper/cardstock, envelopes, and business cards.

End of School Year Pubs

To help alleviate the amount of print requests at **the start of the school year**, teachers and staff are reminded that they should submit print jobs to Pubs **before they leave for summer break**. These print jobs include:

- Instructional materials
- NCR orders (tardy slip, admin slip)
- Planners
- Material that you would use during the first few weeks of the new school year

Publications will print these jobs over the summer to have your orders ready when you return to school in August.

Start of School Year Pubs

The start of the new school year is the time when Publications is highly impacted with print job requests from all teachers returning from summer break. To support the Publications team, please be aware of the following:

- a. Submit print requests for only the materials that you will need for the first 2-4 weeks of school.
- b. The “Pubs Ordering System Due Date” can be changed and is defined as the date that you want your publications job to be at your school site or department. Choose a due date that is appropriate to your need. Example: If you submit in August for your print order that is not needed until October, select the appropriate October due date. This will help the Publications team to prioritize print production and to get the necessary and/or needed print materials out on time.
- c. If you are submitting multiple orders, please spread the **due date** out to different days appropriately.

Supporting Teachers

For new teachers or teachers who find themselves teaching a new grade level or a combo class at the start of the school year, please reach out to the Publications team (pubs@santeesd.net or ext. 2240) and they can work with you to get you started.

For teachers who are transferring to a different school, please email the Publications team (pubs@santeesd.net) with your new school assignment. We will update your Pubs account profile with the correct budget code.

If you have an urgent print request, the Publication team will try to accommodate you as much as possible. Put in your print job request as usual. Email the Publications team (pubs@santeesd.net) and they will help push the order through immediately or ASAP.

