

CASE STUDY:

MORRIS SCHOOL DISTRICT

DISTANCE LEARNING NOW SET UP FOR SUCCESS WITH BEYONDTRUST REMOTE SUPPORT



Institution: Morris School District

Location: Morristown, NJ

Size: 5,200 students, 900 teachers and staff

Product: Remote Support

Industry: Education

Institution Snapshot

Morris School District, located in Morristown, New Jersey, has 10 public school buildings serving 5,200 students in grades pre-K through 12. The school district employs more than 900 teachers and staff. The district is an active member of the [League of Innovative Schools](#), a consortium of 114 independent school districts committed to helping K-12 schools rise up to address education challenges by fostering the innovative use of technology in learning.

Morris School District established a dedicated technology department several years ago to oversee the digital architecture for the district. Erica Hartman is Director of Technology Integration for the department and is herself a former grammar school teacher. She works with a staff of two technicians and 3 educational technology specialists to serve the entire district.

Adapting to Remote Learning During COVID-19

"As the spread of COVID-19 increased in our area, we realized we were probably going to have to shut down our schools. I started thinking about how best to provide the support the students, our staff and even parents would need. I became familiar with BeyondTrust through an outside vendor and immediately thought about its potential usefulness in a remote learning environment."

ERICA HARTMAN, DIRECTOR OF TECHNOLOGY, MORRIS SCHOOL DISTRICT

Why Beyondtrust

Erica reached out to BeyondTrust and requested to demo the Remote Support solution. She installed [BeyondTrust Remote Support](#) on both her laptop and on a Chromebook to test it with a student. After only one week of testing, the solution proved its effectiveness and ease of use, gaining the greenlight from Erica and the Morris School District.

With about 40% of the district's staff working from home and 5,200 remote learners to support, the BeyondTrust solution's users need only click on one link on the device to connect to a support technician. Given the remote working and learning environment, two BeyondTrust features that Morris School District particularly appreciates are:

- **Mobile Device Support:** With so many of the district's staff and students working and learning remotely, BeyondTrust's cross-platform viability to work with Chromebooks, HP laptops, and other devices, including cell phones and tablets, is highly prized.
- **Click-to-chat:** By tapping on the chat option, students and staff can connect with a technician online and get support immediately to resolve issues and avoid any interruptions of learning. Chat is also the technology used to support the district's Community Questions program, which allows parents and students to chat with an agent about non-technical issues, such as schedule changes or free meal pick up.



Increasing Efficiency and Eliminating Travel with Beyondtrust

Keeping everyone safe at all times and having the ability to immediately respond to any technology disruptions remote classrooms may face are two highly important considerations for Erica. The BeyondTrust solution went a long way towards alleviating these concerns. Using BeyondTrust Remote Support, the technicians can now:

- Solve common classroom problems online in a matter of minutes, eliminating the need to travel to 10 sites, while helping technology-based learning to continue as seamlessly as possible
- Generate a transcript from each support session that both the technicians and end users can refer to if similar problems arise
- Prevent possible exposure to COVID-19 by easily initiating remote control and support of devices, including via unattended access

Morris School District Adapts to Remote Learning

Like many school systems, Morris School District has diverse end users, which include teachers, students, and other staffers such as school psychologists, guidance counselors, aides, and school nurses. To help keep COVID-19 at bay, many of these users work remotely all or part of the week.

In one sense, the district was more ready than most for remote learning due to the fact that students already had their own Chromebooks. Additionally, Wi-Fi is provided for those in the student community unable to afford it. However, what was not anticipated was the necessity of minimizing in-person interactions in response to COVID-19.

“The necessity for our users to seamlessly connect online and maintain connectivity to their applications has become paramount during the pandemic because, when our students and staff can’t get online, they can’t teach or learn,” says Erica. “The second a teacher’s laptop doesn’t work, that affects every kid—whether in the classroom or connecting from home. Parents are calling, ‘Why is my kid’s class not running?’ We have to solve technology disruptions immediately. We wouldn’t be able to do that if we didn’t have BeyondTrust to support our teachers and our staff within minutes.”

Adam Casadevall, Chromebook Support Technician, emphasized the important role BeyondTrust technology has played during the pandemic. “BeyondTrust is the first thing I open when I get to work because the staff and students are relying on us for support. During these crazy times, simply having somebody available when they need it is a massive benefit,” said Adam.

Looking Ahead

COVID-19 has changed and continues to shape the way many schools today support their education missions. On the positive side, the technology department at Morris School District has a better understanding of the ways technology can improve the learning experience—whether in a classroom or delivered remotely to a student’s home. BeyondTrust Remote Support will continue to play a key role in enabling this experience.

“BeyondTrust Remote Support will continue to play a central role for us post-pandemic because, even if the requirement to socially distance goes away, says Erica. The efficiency, ease-of-use, and many capabilities of BeyondTrust solution provides us with so many benefits. Now, everyone is accustomed to getting help immediately,” Erica concluded.

BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering companies to secure and manage their entire universe of privileges. The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance.