On Wednesday, March 27, Discovery Education’s President of K-12 Education, Vice President of Partnerships, Director of Mathematics, Senior Director of Digital Instruction, and Partner Engagement Manager spent a full day with Bellevue educators. Tom Duenwald, Mary Takle, and Betty Nhan structured the visit into sections that included classroom observations, a focused meeting with Teaching and Learning leadership, conversations with individual teachers, and a debrief to discuss next steps.

Classroom observations occurred at Interlake and Newport High Schools, as well as Chinook Middle School. In addition to witnessing the dynamic and powerful instruction of Bellevue teachers, the Discovery Education team also witnessed firsthand both the successes and challenges some are encountering with the implementation of Math Techbook. The Discovery Education team asked questions, provided assistance when needed, and listened to authentic student feedback.

Mary, Betty, and Tom met with Discovery Education team members for a candid, in-depth conversation around the specific needs of Bellevue educators on both March 19 and again during their visit on March 27. The team listened, asked clarifying questions, and reaffirmed their commitment to addressing our requests and concerns in a timely and effective manner. Since our conversation on March 19, Discovery Education has responded to our concerns and requests (indicated in blue) by implementing the following steps:

**BSD Request:** Teachers have specific requests to build upon ease of use of Math Techbook, such as:
- more “coaching” in the lesson plans, a dashboard upgrade, OneNote integration, “Print to OneNote and pdf” option in the Whiteboard, Integration with Office 365, editable teacher notes, visual chunking on the dashboard so students know where to go, easier ways to provide feedback to students is problematic, review of item quality, more practice and differentiation for students, and alignment to Common Core standards

- Bellevue’s Partnership Engagement Manager and primary contact, Kelli Doherty, has been empowered with a cross functional team at Discovery whose mission it is to improve their work with Bellevue partners.
- Discovery Education has provided Mary with 6-12 Common Core alignment documents as requested.
- Discovery Education is building a new home page and navigation experience that will be more personalized for users. This will allow students/teachers to jump right back into where they were previously working in Techbook. We are launching this functionality for back-to-school 2019.
- Discovery Education will add “save to file” functionality from Whiteboard tool that can allow users to create an image saved in OneNote for an end of April target for launch.
- Discovery Education will launch new Dashboard “point of use” improvement to be reviewed with Bellevue team in April and launched in April/May.
• Discovery Education is in contact with Microsoft and evaluating OneNote integration and the resulting user experience. Discovery Education expects to have an update during summer 2019.

• Discovery Education highly recommends using the print function located on the right-hand toolbar inside Math Techbook. DE is investigating improvements that would allow concepts to print even more cleanly in the future. DE is looking at these improvements for back-to-school 2019.

BSD Request: Vocabulary & glossary items – there are some missing terms and also discrepancies. Please fix the errors; Formulas paint incorrectly.

• A full scale, front to back audit of the Discover part of Math Techbook has been completed. Discovery Education would like to work with Bellevue leadership to identify the next several concepts taught this school year and back to school 2019. Based on findings, the Discovery Team will then evaluate the scope and process of a full-scale audit for Practice, Apply, and Model Lessons.

BSD Request: Turn around on the errors is better since last fall.

• Discovery Education’s ultimate goal is to provide partners content and resources that are free of errors. When errors do happen, in addition to front to back audits, Discovery Education placed Bellevue in a priority tier for customer service to expediently respond to questions. Discovery has actively reduced response time over the course of this year and will continue to focus on fixing any reported errors as quickly as possible.

BSD Request: Teacher lesson planning resources – Mary & Betty need time with an internal DE person, need access to the people are putting the excel documents together, Need contact and access to Curriculum Developers at Discovery.

• Discovery Education is excited about Mary and Betty’s request to partner in the development of lesson planning resources. Discovery is in the process of establishing and putting into practice an effective and collaborative process for doing so. This process will be communicated to Bellevue stakeholders by April 15, 2019.

BSD Request: The professional development support from Christi has been strong, more PL around Planning around the Discovery Math Techbook.

• Christi Roberts, Bellevue’s Education Consultant with Discovery Education, has done a stellar job of delivering high quality professional learning experiences. We look forward to Christi’s continued support.
BSD Request: What is your process for communicating your roadmap for improving the software? How to escalate issues that are not being addressed in a timely and/or effective manner? Record of enhancement requests made by teachers.

- Discovery Education has established a process for collecting feedback from Bellevue leadership. Our Partner Engagement Manager will take Bellevue requests directly to Discovery’s Product team who will then establish product roadmap timelines to be shared with Mary. A record of enhancement requests made by Bellevue teachers through March 14, 2019 has been provided.

BSD Request: Unhelpful videos that are over a decade old, Video of classroom instruction

- Teachers have requested videos of effective Math Techbook instruction as it occurs in actual classrooms. Mary has been asked to recommend 2-3 teachers willing to collaborate with Discovery’s Learning Communities team to create such videos for teacher reference. Discovery is aware that videos may not show student faces or be used with anyone outside of Bellevue School District.

BSD Request: List of Bellevue educators that have joined the Discovery Educator Network

- This list has been provided
- Discovery Education has offered free admission to their week long Summer Institute for two Bellevue educators. The Summer Institute is an immersive, residential-style professional development experience where participants connect with a global community of educators and learn through seminars and workshops from keynote speakers, the Discovery Education team, and members of the Discovery Education Community.

After their meeting with Bellevue’s Teaching and Learning team, our Discovery Education guests spent the afternoon meeting with individual and small groups of teachers. During this process, teachers shared their successes, concerns, requests, and frustrations around the use of Math Techbook. The team listened, asked probing questions, sought clarification, and took copious notes. The conversations went well, and teachers’ voices were heard. Discovery is working diligently at this time to collate, prioritize, and develop timelines for addressing instructional needs and requests expressed by Bellevue educators.

Discovery Education’s partnership with Bellevue School District is, and will remain, a top priority. Leadership is requiring weekly updates from cross functional teams tasked with addressing product requests and errors reported by Bellevue educators. They look forward to ongoing collaboration and a strengthened partnership with Bellevue schools.