

Helping Tennessee Educators Succeed through Integrated Classroom Solutions

The Monroe County School District's motto, "Education for Tomorrow - Today," affirms their commitment of providing students with access to the highest quality educational resources to enable future success. Choosing the right partner is key to delivering on that vision.

Find out how relevance, customer support, and reliability led Monroe County Schools back to Discovery Education.



Snapshot of District

District Type Rural

Enrollment 5,500

Total Schools 12

Discovery Education Services Implemented:

- » Discovery Education STREAMING
- » Discovery Education ASSESSMENT
- » Local Host



Challenge: Implement Cost-Effective, Reliable Digital Resources for Classroom Instruction

Three years ago, Monroe County educators wanted to enhance their instruction with high-quality digital video and other resources that engage digitally native students. As a former Discovery Education STREAMING subscriber, they understood the impact digital resources have in helping increase student understanding of difficult concepts.

Three years ago, Monroe County made the decision to replace Discovery Education with another educational streaming service. As educators attempted to implement the new service, they began to realize they had lost access to comprehensive K-12 curricular resources, and that the new service was slow and inconsistent. They also realized they were not receiving the level of ongoing customer support they were accustomed to and that key connections to their district assessments were not available.

Solution: A Return to Discovery Education

Teachers overwhelmingly made their preferences known after completing a survey that compared digital resource providers. The survey made the real value of Discovery Education clear as a comprehensive digital educational solution, connector to important assessment data and resources, and provider of valuable customer support and reliable service.

A Comprehensive Solution: STREAMING, ASSESSMENT and Local Host Implementation

Monroe found Discovery Education STREAMING provided teacher-friendly digital resources that covered the entire K-12 curriculum. This extensive media library interacted seamlessly with the Discovery Education ASSESSMENT service they used throughout the district. Assessment data at the class and individual student level, connected with appropriate digital media resources, empowered classroom teachers to target instruction and help students comprehend difficult concepts. "We want to give teachers as many tools as possible to identify struggles students have, and to be able to address those struggles," said Jessica Thomas, Data and Instructional Technology Coach. The power of digital media in engaging students, coupled with student assessment data, helped Monroe educators become efficient and effective with their instruction.

Listening once again to feedback from the survey, the administration found teachers embraced Discovery Education's resources as relevant, engaging, and standards-based. "A lot of things are out there, you have to dig through, and try to find the good stuff in it, whereas with Discovery Education, I have quote upon quote from teachers about how the content is relevant and meaningful to the class," said Thomas.



"We want to give teachers as many tools as possible to identify struggles that the students have, and to be able to address those struggles."

Jessica Thomas
Data and Instructional
Technology Coach
Monroe, TN



.....
"I've probably never had somebody I felt was willing to help me in any way that Discovery Education is."

Gary Sharp

Director of Instructional Technology
Monroe, TN

Customer Support

Receiving top-notch customer support was also a crucial consideration to district officials — important enough, in fact, to make or break a partnership. The members of Discovery Education's customer support team, their responsiveness, and willingness to be true partners, assured Monroe County Schools that Discovery Education was committed to helping them reach their goals. "If I have a product/service where I can't get any customer support — I've had situations like that — I try very quickly to get rid of that product/service," said Gary Sharp, Director of Instructional Technology. He added, "Discovery Education's support staff gives us quality support...I've probably never had somebody I felt was willing to help me in any way that Discovery Education is."

Reliability

Discovery Education helped the district optimize the service within their network through a Local Host solution. This solution allowed Monroe County Schools to host Discovery Education content within their network and deliver exceptional educational experiences to classrooms, while maximizing investment in district-wide technology. It alleviated bandwidth problems they historically faced and made delivering engaging content in the classrooms seamless. "Prior to returning to Discovery Education, we were using our bandwidth completely up and teachers were unable to show videos," said Sharp. After implementing the Local Host solution, network efficiency and reliability has increased teacher and administrator confidence in the system, resulting in increased usage — benefiting all of Monroe County's 5,500 students.

Results

The combination of Discovery Education STREAMING resources and Discovery Education ASSESSMENT allowed district educators to more effectively measure student proficiency. Monroe County Schools is excited they now have access to a comprehensive, reliable educational solution supported by a team dedicated to their success. At the beginning of the 2011-2012 school year, when the decision to return to Discovery Education became public, the administration was met with excitement and enthusiasm. Sharp summed it up best, "...when we finally made the announcement to faculty and staff, there was so much clapping and yelling — you would have thought we won a ball game."