

Kensington®

A School District Equips Classrooms with Dual Displays Across 52 Campuses with Kensington Docking Stations



CASE STUDY



Mesquite Independent School District

Industry

K-12 Education

Product

Docking Stations

Deployment

Classrooms

Overview

Located east of the Dallas Fort Worth metroplex, Mesquite Independent School District (ISD) serves approximately 40,000 students in grades K-12 across 52 campuses and employs more than 3,000 teachers and support staff. Most classrooms are equipped with a MacBook on the teacher's desk and an interactive display at the front of the classroom. A docking station connects the MacBook to an external monitor and the interactive display. The dual displays enables the teacher to multitask by teaching class on the interactive board, while simultaneously doing work on the desktop computer.

The Challenge

Technical issues with the docking stations in the classrooms were a point of frustration with the teachers and the technical support team at Mesquite ISD, so when it came time to conduct a technology refresh across several of its campuses, it was determined that 1,800 docking stations needed to be replaced. After evaluating several options for the mass deployment, Mesquite ISD selected Kensington to provide the docks for the classroom systems. "The price point was right and the dock had all of the features we were looking for," explained Ovidio Tamez, Director of Technical Services for Mesquite ISD.

The Solution

According to Tamez, the deployment of the 1,800 Kensington docking stations went well, but after deploying the docks, they discovered a bug in the firmware that caused a connectivity issue between macOS computers and the monitors that they were connected to through the docks.

“As soon as I found out that this issue was happening with the Kensington docks, I immediately got on the phone with the Kensington support team,” explained Tamez. “Contacting Kensington was the easiest thing and they were off-the-charts amazing! They were very responsive.”

Based upon the input, data, and screenshots provided by Mesquite ISD, the Kensington support team was able to quickly push out a firmware update to correct the issue.

However, Tamez explained that upgrading the firmware in the Kensington docks required elevated permissions and with teachers and staff only being standard permission users, the firmware could not simply be pushed out to the 1,800 users for installation. “There was definitely a race to get the firmware installed in all of the docks before school started,” said Tamez. “We had a two week period and Kensington said they could get it done. We thought, okay, this is going to be interesting.”

Realizing that the Mesquite ISD team would not have the time or personnel to update all of the docks on such short notice, Kensington sent a team out to install the firmware on all of the docks across 30 campuses. “We didn’t know how feasible it was that Kensington could get this done within a two-week period, but they made it happen!”

The Results

According to Tamez, the Kensington docking stations have improved the learning environment by enabling teachers to easily incorporate technology as a valuable learning resource in the classroom.

“The docking stations in the classrooms are working as they should. The teachers are no longer calling our service team to come out and fix them, so the Kensington docks have not only taken a load off of the teachers, but they’ve also taken a load off of our service team because they are plug-and-play – turn them on and they just work.”

“I would absolutely recommend Kensington to others based on the entire experience with the deployment, the issue found and solved, their response to the issue, and their willingness to give us the resources to fix the issue,” explained Tamez. “My experience with Kensington was top-notch and I would recommend them to others.”



FOR MORE INFORMATION CONTACT:

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