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**Mr. Stefan Czaporowski**  
**Superintendent of Schools**

September 18, 2020

Dear Westfield Families and Staff,

We are aware of a Global issue with Google Meet and certain types of Chromebooks, many of which are in use throughout our district and districts across the country. It seems that recent versions of the Chrome operating system have caused these Chromebooks to experience unusually poor performance in Google Meet.

If you experience problems with Google Meet on a Chromebook, please follow these steps, which should improve performance:

- Be sure to **shut down** the device every night, do not just close the device.
- Remove any unnecessary extensions, especially those that interact with Google Meet. For example, any Grid View or similar extension must be removed. To find extensions on the device, click the puzzle icon to the left of the initial in top of the window. The three dots will allow you to remove the extension.
- Use the default view during meetings. Do not use tile view.
- Limit the number of open tabs during meetings. Additional tabs use system resources.
- Turn off your camera if you have difficulty staying connected to meetings.
- Be sure you are running the most up to date version of Chrome on the device. The steps below outline how to check the version that is running on the device and update if necessary.
  1. How to **update Chromebooks**.
  2. Click the bottom right corner of the **Chrome OS** desktop.
  3. Select the Settings icon. (the gear)
  4. Click About Chrome.
  5. Click Check for **updates**.
  6. To apply the **update**, click the arrow icon and select Restart to **Update**

This problem, the timing of which could not be worse, is affecting Chromebook users everywhere. We are researching potential workarounds and best practices, but a solution will ultimately have to come in the form of a Chrome software update. Thank you for your patience and understanding.

Sincerely,  
Stefan Czaporowski  
Superintendent of Schools  
Westfield Public Schools