



STUDENT DEVICE LOANER PROGRAM

Frequently Asked Questions

7/29/20

Digital Learning

- **Why is digital learning being implemented?**

As districts across the nation are implementing digital learning in response to the COVID-19 crisis, Shelby County Schools is seizing the opportunity to close the digital divide and move the District toward a 1:1 model. Digital devices are being implemented to usher our students into a new era of learning with 21st century tools. These tools will ensure that students have access to quality instruction beyond the classroom which will better prepare our students for future success.

- **Will digital learning replace classroom instruction?**

No. Digital learning will not replace classroom instruction or teacher presence. Distance learning allows students to continue learning until the traditional classroom setting is safe for students, teachers, and staff to reenter. A device is just a tool to enhance learner outcomes. Teachers will still be involved in the daily and primary instruction of students.

Device Deployment/Hotspot Internet

- **When will my student receive their device?**

Students will receive devices through a phased weekly deployment schedule beginning with select middle and high schools the week of August 3. Additional schools will be scheduled each week, with designated pickup dates and locations based on school and grade level. For more information regarding device pick-up for your child, please go to scsk12.org/accessforall.

- **Does my student have to sign up to receive a device?**

No. All SCS students will be issued a device. No sign-up is required. However, parents will be required to sign a User Agreement form during distribution in order to receive a device.

- **Can families pick up all devices for siblings at one time?**

Yes. Although devices will be available for most grades sooner by picking them up individually, families can submit a request online August 3-14 to pick up devices for all siblings at one time. Families will receive communication regarding scheduled pick-up dates and locations.

- **Should students who applied for a transfer (General Choice or Optional) pick up their device at the transfer location?**

Parents should refer to PowerSchool to verify their child's school and then look for the distribution location and time for that school on the deployment schedule. To view the schedule, please go to scsk12.org/accessforall.

- **Will all students receive a brand new device?**

All students will receive a brand new device in 2020-21. We expect to provide new devices to every middle and high school during the initial scheduled distribution. Elementary devices have the latest delivery dates, so it is likely some students will receive existing devices for short-term use while awaiting delivery. All existing devices will be replaced with brand new devices.

- **In the event that families receive an existing device for temporary use, are students allowed to use their home device instead until the new devices are delivered?**

Yes. Students who are awaiting delivery of devices and have access to a device at home are not required to pick up a temporary device. Home devices may be used until the new devices arrive. For uniformity and network security, all students are encouraged to use their District-issued device for in-school and at-home access to instructional platforms once all new devices have been received and distributed.

- **What type of device will my student receive?**

Students enrolled in grades Pre-K through 2 will receive Microsoft Surface Go tablet devices. Students enrolled in grades 3 - 8 will receive Microsoft Surface Go tablet devices with an attached keyboard. Students enrolled in grades 9 - 12 will receive HP laptop devices.

- **Who owns the device?**

The devices are owned by Shelby County Schools. Students will be allowed to take devices home for at-home instructional use; however, the devices are the property of SCS and will need to be returned to the schools at the closure of the school year. As with textbooks, students will be required to bring their issued device to class each day, fully charged. Students will be responsible for keeping devices safe, maintained and properly stored while in their possession.

- **Will my child need access to the Internet?**

Yes, students will need Internet connectivity to access online platforms and resources at home.

- **What if I don't have an in-home Internet service?**

The District will continue to survey families to determine eligibility for hotspots. Hotspot Internet devices will be provided to approximately 25% of the total student population, according to needs-based criteria. Families who do not meet needs-based criteria can find additional low-cost Internet options at scsk12.org/accessforall.

Device Cost

- **What is the cost to parents/families for the device?**

There is no cost to families for devices in the 2020-21 year unless devices are lost or damaged. An annual technology fee is being explored to assist in closing funding gaps and create a sense of investment and accountability to the upkeep, maintenance and student engagement with devices. If a technology fee is administered, families facing financial hardship will have the opportunity to apply for a fee waiver.

Device Safety/School & Home Maintenance

- **Do the devices have content filtering to protect my child from harmful sites?**

Yes, in compliance with the Children's Internet Protection Act, all issued devices and hotspots will be equipped with content filtering software blocking access to harmful online content.

- **Will the device include monitoring software?**

Software will be loaded on each device to remotely lock and locate stolen devices when necessary.

- **What happens if my child's device is stolen?**

If the device is stolen, parents must file a police report and provide the report to the school. A school representative must be contacted within 24 hours after the occurrence. SCS will work with the police department to recover the device.

- **What happens if my child loses their device?**

If the device is lost, parents must file a police report and provide the report to the school. A charge of \$75 is assessed the first three times a student loses a device. The student is responsible for the full replacement cost of the device upon the fourth instance in losing the device. Direct certified economically disadvantaged students can request a fee waiver at any time.

- **What if the device is damaged?**

All devices will come equipped with a durable case, intended to protect it from drops and spills. In the event that the device is damaged, parents will need to alert their child's school of the damage and call the Parent Welcome Center (901-416-5300, press the option for Computer Technology) to report the damaged device so that it can be repaired or replaced. If the laptop is damaged because of negligence, parents may be responsible for up to the full replacement cost of the laptop. Do not attempt to disassemble or repair the device. Students are also expected to take care of accessories such as keyboards and power cord chargers.

- **What will students do without a device during class if their device is being repaired or is left at home?**

Students will be provided with a loaner device in the event that their device is being repaired or replaced. Students are expected to bring their devices fully charged to school every day.

- **Will students need access to a printer at home?**

No. Students will not be required to print any documents at home for digital learning. All needed materials will be accessible online.

Technology Training

- **How will my child be trained on using the devices?**

Students will receive continuous training, materials and video instruction regarding the responsible use of digital devices and platforms, online safety and Digital Citizenship tailored to each grade level. In addition, information will be loaded onto the desktop of each device detailing device best practices, care, maintenance and resources for Internet safety.

- **How are teachers trained on device usage?**

In addition to the ongoing and mandatory training for teachers on the Microsoft Teams platform, teachers will be offered online and in-person training opportunities to assist with their integration and comfortability with digital tools and digital instruction.

- **Will parents receive training for the devices?**

The District recognizes the need to foster a culture of digital literacy and inclusion for parents and families in order for students to be successful digital learners. SCS will offer ongoing in-person and virtual training, virtual conferences and other live events to help parents support their students at home. Live and virtual Microsoft Teams parent training sessions are currently available for parents at scsk12.org/teams. Parents and students will also receive Digital Device User Handbooks which detail device best practices, care, maintenance and resources for Internet safety. Additional online resources, including step sheets and videos, can be found at scsk12.org/accessforall.

- **What is Digital Citizenship?**

Digital Citizenship is the responsible use of technology. It teaches children to respect, educate, and protect themselves and others while online. All students will be taught Digital Citizenship principles and cyber safety to promote healthy online engagement.

Technical Support

- **What if we experience technical problems with the device?**

If you are experiencing technical issues with your device, first visit scsk12.org/accessforall for a list of support resources, including self-help guides, instructional videos and FAQs, to resolve the issue. If you are in need of additional support after reviewing those resources, call the Parent Welcome Center at (901) 416-5300 and choose the “Help with your Computer or Hotspot” option for assistance with Password Reset, Student ID Information, Reporting Damaged Devices and more.

- **What if we have issues with the online platforms?**

If you are experiencing issues with online platforms, such as Microsoft Teams and Canvas, first visit scsk12.org/accessforall for a list of support resources, including self-help guides, instructional videos and FAQs, to resolve the issue. If you are in need of additional support after reviewing those resources, call the Parent Welcome Center at (901) 416-5300 and choose the “Answers about Online Instruction and Classwork” option for assistance with Curriculum, World Language Courses, Grading and Elective Courses.

- **When can I call the Parent Welcome Center for support?**

The Parent Welcome Center will be available for calls Monday through Friday, 8 a.m. until 5 p.m.