



Digital Device Usage
GENERAL PARENT & STUDENT
Frequently Asked Questions
Updated 6/19/20

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 complement in-classroom instruction and distance learning 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. A device is just a tool to enhance learner outcomes. Teachers will still be involved in the daily and primary instruction of students.

Device Costs

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

Just as there is no cost to families for textbooks, there is no cost to families for devices, unless lost or damaged. An annual technology fee is being explored to assist in closing funding gaps and to 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 Deployment/Hotspot Internet

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

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



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- **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 school each day, fully charged. Students will be responsible for keeping devices safe, maintained, and properly stored while in their possession.

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

Students will receive devices through a phased deployment schedule tentatively beginning in August through October of the 2020-2021 school year. Further instructions for device pick-up will be provided prior to the start of distribution.

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

No, all SCS students will be issued devices. No sign-up is required.

- **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 in need to determine eligibility for hotspot internet devices. Hotspot internet devices will be provided to approximately 25% of the total student population according to needs-based criteria. The District will continue to survey families to determine eligibility for hotspots.



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Device Safety/School and 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/tracking software?**

Laptop recovery and tracking software will be loaded to remotely locate and lock devices as well as delete files.

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

If the device is lost or 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.

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 student's school of the damage so that the device can be repaired or replaced. If the laptop is damaged because of negligence, parents may be responsible for the full replacement cost of the laptop. Do not attempt to disassemble or repair the device.

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

Each school will have loaner devices on hand to provide to students for in-class use in the event that their device is being repaired, replaced or a device was left at home.

- **Will students be able to use their own personal devices at school?**



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No, for uniformity and network security, all students will be required to use their District-issued device for in-school and at-home access to instructional platforms.

- **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/Technical Support

- **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, parents and students will receive Digital Device User Handbooks which detail 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 comfort level 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 trainings, 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 to sign-up through the SCS website. Parents and students will also receive Digital Device User Handbooks which detail device best practices, care, maintenance, and resources for internet safety.

- **What is Digital Citizenship?**



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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.

- **What if students/parents experience technical problems with the device?**

The District is currently building a comprehensive plan to address technical and software issues that families may experience, including a Home Hotline number available to families during extended hours. The hotline will provide comprehensive support and assistance with any device, hardware, or software issues. In addition, technical support locations will be established to assist parents and students with in-person troubleshooting issues. Ongoing FAQs addressing parent and student technical questions, as well as resources on device training and Microsoft Teams training, will be available on the SCS website.