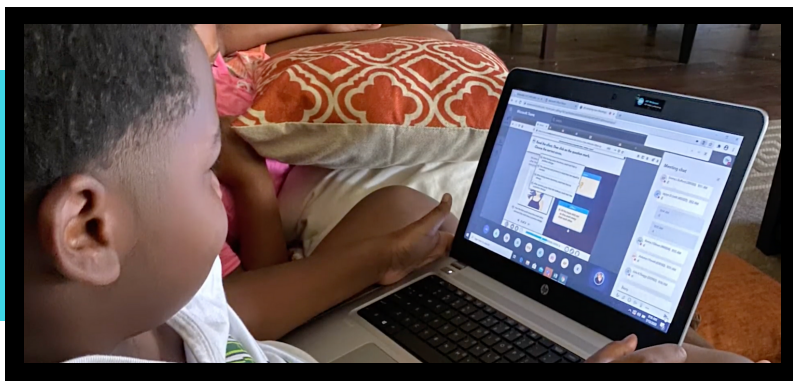


LET'S GET DIGITAL!

SCHOOL COMMUNICATION TOOLKIT STUDENT DEVICE DISTRIBUTION





The facts and resources in this toolkit are designed to help ensure your families are well informed during the digital device distribution process.



TOOLKIT CONTENTS

- Key facts
- Suggested phone scripts & texts
- Graphics for social media & website
- Where to find important device information
- FAQs



KEY FACTS

- Device distribution begins the week of August 3 with select middle and high schools. All additional schools will be scheduled in phases each week.
- We are utilizing a "just-in-time" delivery approach, meaning devices are arriving from overseas vendors and being processed and prepared for distribution in real time every day.
- We expect to provide new devices to every middle and high school. Elementary devices have the latest delivery dates, so it is likely some students will receive existing devices for short-term use while awaiting delivery.
- Elementary families who have a home device may choose to use their personal device instead of picking up a temporary device. However, all temporary devices will be replaced with brand new devices.
- Families will be asked to pick up their devices on scheduled dates for their school/grade level at designated locations. There will also be one scheduled make-up date each week.
- Families with students at multiple schools may submit a request online August 3 - 14 to pick up devices for all students at one time. Please note, devices will be available for most grades sooner by picking them up individually. Multi-device pick-up will be scheduled the week of August 23-28, and families will receive communication in advance about their designated pick-up date and location.
- Beginning August 3, parents can call (901) 416-5300 and select the "Help with your Computer or Hotspot" option for device support. The support line is available M-F, 8 a.m. - 5 p.m.



SCHOOL MESSAGING DIGITAL DEVICE DISTRIBUTION



Please view the device schedule at scsk12.org/accessforall to find your school's pickup date/location. The schedule will be updated regularly, so please check back regularly.

The phone and text scripts below can be personalized as you see fit for your families. Try to schedule calls at least a week out from your pick-up/make-up date if possible.

Phone Script - ALL MIDDLE & HIGH

Hello _____ families. This is Principal _____ calling with some exciting news. As you may have heard, all SCS students are getting digital devices to support virtual learning this year. Our school's scheduled device pick-up date is _____ at _____. The devices are essential to daily instruction, so it's very important to make plans to pick up your child's device on the designated date: _____. There will also be one designated makeup date on _____ at _____. Only the parent or guardian listed in PowerSchool can receive a device, and you will need a photo ID when you come to pick it up. Again, our school's scheduled device pickup date is _____. You can find complete details about the student devices, including schedule, frequently asked questions, support resources and more at scsk12.org/accessforall. Thanks and have a great day.

Phone Script - ELEMENTARY GETTING NEW DEVICES

*****Go to bit.ly/scs-device-toolkit to see if your school is on the new device list.***

Hello _____ families. This is Principal _____ calling with some exciting news. As you may have heard, all SCS students are getting digital devices to support virtual learning this year. Our school's scheduled device pick-up date is _____ at _____. The devices are essential to daily instruction, so it's very important to make plans to pick up your child's device on the designated date: _____. There will also be one designated makeup date on _____ at _____. Only the parent or guardian listed in PowerSchool can receive a device, and you will need a photo ID when you come to pick it up. Again, our school's scheduled device pickup date is _____. You can find complete details about the student devices, including schedule, frequently asked questions, support resources and more at scsk12.org/accessforall. Thanks and have a great day.

Phone Script - ELEMENTARY GETTING TEMPORARY DEVICES

*****Go to bit.ly/scs-device-toolkit to see if your school is on the new device list.***

Hello _____ families. This is Principal _____ calling with some exciting news. As you may have heard, all SCS students are getting digital devices to support virtual learning this year. Our school's scheduled device pick-up date is _____ at _____. The devices are essential to daily instruction, so it's very important to make plans to pick up your child's device on the designated date: _____. There will also be one designated makeup date on _____ at _____. Only the parent or guardian listed in PowerSchool can receive a device, and you will need a photo ID when you come to pick it up. All of the brand new elementary devices have not yet been delivered, so the District is giving out existing devices to anyone who needs one temporarily. The temporary devices will be replaced with brand new devices in September. *If your child has device at home, it is not necessary to pick up a temporary device. Only students who do not have access to a device at home should come.* Again, our school's scheduled device pickup date is _____. You can find complete details about the student devices, including schedule, frequently asked questions, support resources and more at scsk12.org/accessforall. Thanks and have a great day.

Reminder Texts - ALL SCHOOLS

SEND A COUPLE DAYS BEFORE PICK-UP DAY OR MAKE-UP DAY

- REMINDER: Student device pick-up day for (SCHOOL NAME) is (August ____). Check the schedule & get more info: bit.ly/scs-device
- REMINDER: Make-up day for student device pick-up for (SCHOOL NAME) is (August ____). Check the schedule & get more info: bit.ly/scs-device




DIGITAL GRAPHICS SOCIAL MEDIA & WEBSITE

http://



Below are graphics in English and Spanish that can be used on your social media pages and school website.
Find them all at bit.ly/scs-device-toolkit



STUDENT DEVICE PLAN FOR 2020-21

- ▶ DEVICES FOR ALL STUDENTS TO SUPPORT VIRTUAL LEARNING!
- ▶ PICK UP DEVICES ON THE SCHEDULED DAY FOR OUR SCHOOL.
- ▶ TRAINING & SUPPORT RESOURCES AVAILABLE ONLINE.

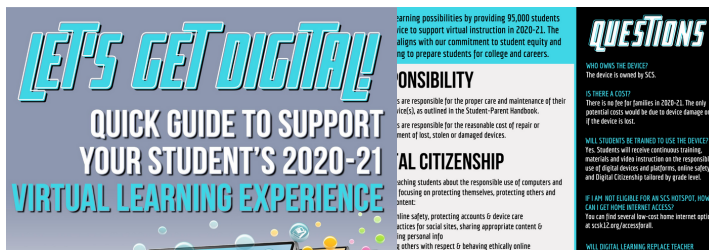
GET MORE INFO AT SCSK12.ORG/ACCESSFORALL.



PLAN DE DISPOSITIVOS ESTUDIANTILES PARA 2020-21

- ▶ ¡DISPOSITIVO PARA TODOS LOS ESTUDIANTES PARA APOYAR EL APRENDIZAJE VIRTUAL!
- ▶ RECOJA LOS DISPOSITIVOS EN EL DÍA PROGRAMADO PARA NUESTRA ESCUELA.
- ▶ RECURSOS PARA ENTRENAMIENTOS Y APOYO DISPONIBLES EN LINEA.

OBTENGA MÁS INFORMACIÓN EN SCSK12.ORG/ACCESSFORALL.



QUICK GUIDE TO SUPPORT YOUR STUDENT'S 2020-21 VIRTUAL LEARNING EXPERIENCE

RESPONSIBILITY
Students are responsible for the proper care and maintenance of their device(s) as outlined in the Student-Parent Handbook. Parents are responsible for the reasonable cost of repair or replacement of lost, stolen or damaged devices.

DIGITAL CITIZENSHIP
Students are responsible for the responsible use of computers and devices. This includes, but is not limited to, protecting themselves, protecting others and respecting the privacy of others. Students should follow the rules of the Internet and use appropriate language and behavior when online.

DEVICES SAFETY & SECURITY
It is necessary for live virtual instruction and to access learning management systems to have a secure and safe device. Students should use protection software to prevent malicious viruses.

INTERNET ACCESS
Internet access is necessary for live virtual instruction and to access learning management systems. Students should use protection software to prevent malicious viruses.

QUESTIONS
Who owns the device? The device is owned by SCS.

SUPPORT
ACCESS LINE & ON-DEMAND SUPPORT TRAINING
CALL FOR TECH SUPPORT
M-F 8 A.M. - 5 P.M.
OR 1-800-456-3300

FOR MORE INFORMATION, VISIT SCSK12.ORG/ACCESSFORALL



GUÍA PARA APOYAR LA EXPERIENCIA DE APRENDIZAJE VIRTUAL DE SU ESTUDIANTE PARA EL AÑO ESCOLAR 2020-21

RESPONSABILIDAD
Los estudiantes son responsables del cuidado y mantenimiento de sus dispositivos de SCS, como se describe en el manual de los padres. Los padres son responsables del costo razonable de reparación o reemplazo de dispositivos perdidos, robados o dañados.

CIDADANÍA DIGITAL
Ayudando a los estudiantes sobre el uso responsable de los dispositivos de SCS, como se describe en el manual de los padres. Los estudiantes deben seguir las reglas de Internet y usar un lenguaje y comportamiento apropiados cuando están en línea.

SEGURIDAD Y PROTECCIÓN
Es necesario para la enseñanza virtual en vivo y para acceder a las plataformas de aprendizaje en línea que los dispositivos de los estudiantes estén protegidos por software de seguridad para prevenir virus maliciosos.

ACCESO A INTERNET
El acceso a Internet es necesario para la enseñanza virtual en vivo y para acceder a las plataformas de aprendizaje en línea. Los estudiantes deben usar software de protección para prevenir virus maliciosos.

PREGUNTAS
¿Quién es el dueño del dispositivo? El dispositivo es propiedad de SCS.

APOYO
ACCESO EN LINEA Y ENTRENAMIENTO EN VIVO
LLAMADA PARA AYUDA TÉCNICA
LUNES-VIERNES, 8 A.M. - 5 P.M.
O 1-800-456-3300

PARA MÁS INFORMACIÓN, VISITE SCSK12.ORG/ACCESSFORALL



DIGITAL DEVICE PLAN FOR STUDENTS



PLAN DE DISPOSITIVOS DIGITALES PARA LOS ESTUDIANTES

GO TO [SCSK12.ORG/ACCESSFORALL](https://scsk12.org/accessforall) FOR SCHEDULES, FAQs, UPDATES & RESOURCES.

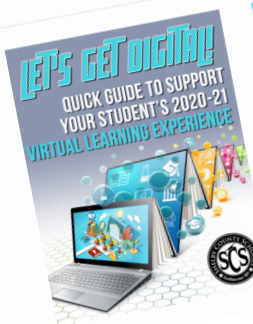


We're giving every SCS student access to a digital device in 2020-21. Our 1:1 digital device plan is part of our ongoing commitment to student equity and 21st century learning to prepare our students for college and careers. We believe the addition of modern technology into daily instruction will open up amazing new learning possibilities!

We know access to a device alone is not enough, and this plan in no way replaces the important role of live, teacher-led instruction. Reliable support is also a top priority, including professional development for educators, training for students and families and security protocols to ensure digital safety and student privacy.

STUDENT DEVICE QUICK GUIDE

- Device Details
- Student-Family Responsibility
- Digital Citizenship
- Content Safety

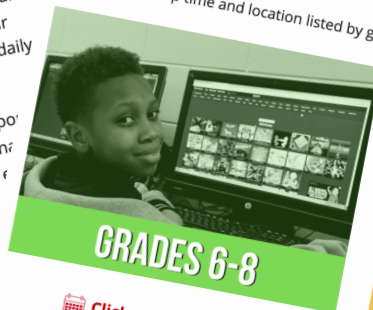


Requirements to Receive a Device:

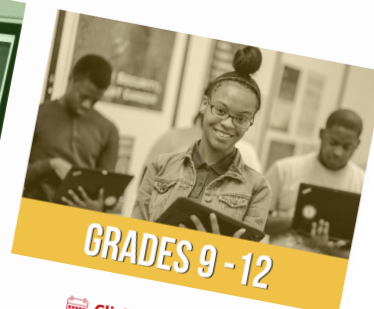
- Parents must have a photo ID at the time of pick-up.
- Only the parent/guardian listed in PowerSchool may receive a device.

Find the Pick-Up Date and Location for Your School:

- Click your grade level button below: K-5, 6-8 or 9-12 or Pre-K
- Find your school (listed A-Z).
- Find your pick-up time and location listed by grade level.



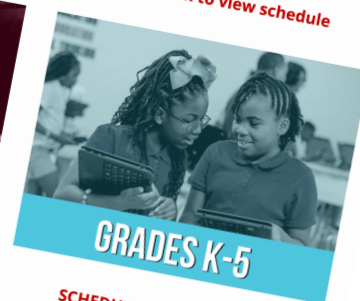
[Click to view schedule](#)



[Click to view schedule](#)



SCHEDULE COMING SOON



SCHEDULE COMING SOON

GET TO KNOW YOUR DEVICE

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

STUDENTS & PARENTS

- [Microsoft Teams for Education \(English\)](#)
- [Microsoft Teams for Education \(Spanish\)](#)
- [Getting Started with Microsoft Teams \(Parents\)](#)
- [Getting Started with Microsoft Teams \(Students\)](#)
- [Remote Learning Guidance \(Parents\)](#)
- [Remote Learning Guidance \(Students\)](#)
- [Student Essentials Video Tips](#)
- [Microsoft Family Learning Center](#)

Join us for an upcoming Microsoft Teams parent training led by SCS technology trainer. [Click here to view upcoming dates and times.](#)



Device Distribution

Device distribution will begin the week of August 3. [View the schedule and requirements for device pick-up here.](#)



Internet Access

Home internet access is necessary for virtual learning. Hotspots will be provided on a limited basis to families who meet eligibility criteria. [View criteria and additional internet access resources here.](#)



Parent Training & Resources

We're committed to helping families support their child's virtual learning. We have online trainings for parents this summer and fall. [View upcoming training sessions and other device resources here.](#)



Technology Support Hotline

We're here to assist students and families with technical issues and questions about virtual learning platforms. Our Support Hotline is available M-F, 8 a.m. - 5 p.m., at **(901) 416-5300**. Select the "Help with your Computer or Hotspot" option.

FREQUENTLY ASKED QUESTION

DIGITAL DEVICE DISTRIBUTION

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. Multi-device pick-up will be scheduled the week of August 23-28, and families will receive communication in advance about their designated pick-up date and location.

- **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 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.