

As school system leaders prepare for a school year that includes a virtual aspect, remote learning contingency planning is crucial. All students must have device and internet access. Below are some talking points to use when working with families.

### Device Access

It is recommended that school systems issue a school device to every child rather than relying on home access.

- The device is “on loan” to the student for student use.
- The device loaning contract is important so that everyone knows what is expected of them.
- Devices must be returned in good working condition.

If a school cannot provide a device to every student, the school may need to rely on devices in the home.

- Work with your IT department to make a list of system requirements needed to access the applications that are needed. These requirements will be very specific to your network, school, and student programming. It is best to have a member of the IT team or a school-level technology lead, who understands the listed requirements, on the call with you. It may also be helpful to list which system requirements are downloadable from specific sites.
- Assure parents that your goal is for every student to have a school-issued device, but it is not possible at this time. Explain why it isn’t possible - funding, delay in device order delivery, etc.
- Ask if the family has a device that could be dedicated solely for their student. Explain that each child will need his/her own device to be able to participate in online classes, complete classwork, etc.
- Work with parents to ensure their personal device has the correct system requirements or if their personal device requires updates/downloads to be used for home learning.

### Internet Access

We must ensure that all students have internet access so that they can continue learning. Lack of internet accessibility can either be a result of affordability issues or availability issues.

#### Affordability

- Stress the necessity of internet access for learning to continue during the anticipated distance learning periods.
- Share how providers want to assist during this time and are offering low-cost internet options. Have options ready to share - [Example Flyer](#).
- Share how internet access would benefit the entire family.
- If the family cannot afford internet access, talk with them about the school system’s options for providing internet access. Some school systems are providing MiFis and others are paying for wired internet in the family’s home.

#### Availability

- Reassure families that the State is actively working with providers to find a solution to lack of internet availability for all of Louisiana.
- Explain the school’s asynchronous options and how their student can participate in classes.
- Talk with families about places where they might go to find internet access. Be prepared with a list of hotspot locations in the family’s vicinity. See [Action 2](#) for more discussion regarding hotspot locations.