Appendix R

Appendix R includes the locally developed protocols addressing or exceeding the anticipated minimum standards as required by the NJDOE Guidance and referenced in the Board's Plan

Technology and Connectivity:

1:1 Initiative:

A needs assessment was performed in March and families in need were provided a device and mobile hotspot. Going forward, the district will be able to support a 1:1 learning environment with district provided devices for all students in grades PreK-12. Sufficient hotspots were secured, and the district will continue to provide filtered mobile internet access to families in need.

1:1 Roll-out:

As a result of expanding our 1:1 learning environment from grades 5 – 12 to now include PreK – 4 and the addition of iPads to the mix of devices, our Reopening Task Force Technology Support and Remote Instruction Sub-Committee has updated both the Acceptable Use Policy and 1:1 Mobile Learning agreement to reflect those changes by adding additional language needed to support the change. The Sub-Committee has worked collaboratively to craft a device deployment process which maximizes social distancing protocols. Families will reserve a block of time when they may pick up their device, the device will have been checked-out in advance to the student, identities/correct device verified, and brought to the family's vehicle.

Technology Challenges:

While the district will be able to provide a 1:1 learning environment for all students in grades PreK-12 for the start of the 20-21 academic year, some of the devices being used are several years old and worn from significant use. Parts for these devices can be challenging to procure. While this will work in the short-term, additional funding will be needed to replace them in the near future. Additionally, there is concern about potential excessive breakage of devices given the age of some students and the new costs this may create. Lastly, providing timely support is a challenge both remotely and in school. Remote support inherently takes longer as we don't have the staff to provide immediate support in most instances rather it is a back and forth scheduling process. While processes have been

revised to improve scheduling and resolution time, without additional staff, staff and students may be without working technology for a period of time. For in-person support in middle school and high school, in order to limit travel in our buildings and to maximize time students have with teachers, students will no longer be sent to our tech centers for support. Rather, a "runner" will be dispatched to classrooms with a loaner device if the issue cannot be resolved remotely first and the device needing repair will be brought back for resolution. Once the student's assigned device is repaired, it will be returned by a "runner" to the classroom and the loaner retrieved. Elementary schools will be provided with a small number of loaners in each classroom, devices needing support will be collected, resolved, and returned to the classroom.

*See District Technology Support Protocol on the next page.

Technology Support During In-Person Learning

If a device is unable to be used during in-person learning, the following steps must occur:

- The teacher will attempt to troubleshoot the issue first.
- If a restart of the app/program followed by a total restart of the device does not fix the issue, the teacher will submit a Help Desk request, preferably in Incident IQ, with specific details of the issue including the device name/ID as this leads to quicker response times. Alternatively, they may send an email to the Help Desk or call ext 4357.
- If the issue is clearly hardware related, the teacher will place the laptop into a designated bin/desk near the classroom door for pick-up.
- Elementary teachers will give the student a loaner from the cart in his/her room. There are also extra laptops in the IMC and first and second grade laptop cart.
  - If the device can be turned on, and the issue continues, the teacher will place the device in the cart and plug it in. This will allow a Support Specialist to try to resolve the issue remotely. If it cannot be resolved remotely, an aide will be contacted to have the device picked up and brought to a central location for IT to resolve.
  - Once the student device is repaired, it will be returned to the classroom, and the teacher will be return the loaner to the cart after wiping the device down.
- Secondary students will have a loaner delivered to the classroom by an aide if the issue cannot be first resolved remotely, the device needing repair will be picked up and returned to IT. If no contact has been made prior to the end of the class, the student should take the device with them to their next class. IT will check PowerSchool for their location.
  - In advance of delivery, IT will logon to the loaner and check it out to the student. If the student has changed his/her password, it will be reset to their PIN number.

Technology Support During Remote Learning

- Parents can continue to contact the Help Desk to request support.
- A Support Specialist will contact the parent to see if the issue can be resolved remotely.
- If it cannot be resolved remotely, the Support Specialist will send an email to set up an appointment to come to the high school for curbside drop off and pickup to have the device fixed. If it cannot be fixed in a timely manner, a loaner will be provided.
  - For Middle School students, curb-side service will be provided at the student's school. In the event of a total closure, support will be provided in the high school.
- Once the issue has been resolved, the parent will be contacted and provided information for pick-up and return of the loaner to the appropriate building.

Ways WTPS Supports Parents With Technology

Washington Township has a two-pronged approach for supporting parents through hybrid and remote learning settings.

Parent Technology Portal
- Parent website with helpful videos and documents for all our programs
- Search by program name, school, or subject to see all of the available resources with help videos
- District teacher made videos created especially for parents
- Directions on how to request individualized help

Parent Technology Nights
- Each level will hold a parent tech night prior to the start of school
- Review how to log into the Classlink portal
- Review how to access individual programs
- Parents can ask questions and get support live through chat