



CONNECTED FUTURES

Family & Student FAQ
Updated 6.15.20



Timeline

When will the devices be available?

Devices are being manufactured now and will arrive in Detroit in the month of June. Devices will be deployed in the month of June, July and August as devices become available.

How will I know when and where to pick up my device?

- An eligibility email is coming to your child's DPSCD email account
- Take the survey for each child you'd like to participate
- You will get details for your pickup as soon as you take the survey

Eligibility

Who is eligible to get a device, 6 months of data, and support services?

Any K-12 DPSCD student enrolled in the District during the Spring Membership Count (February 2020) is eligible to receive a device, LTE data for six months, and technical support. Eligible students will be pulled directly from the District's student information system. If not all devices are claimed by these students by next fall, the District will distribute devices to new students, pending availability.

Will there be one device available per eligible family or per eligible student?

There is one device available per eligible student.

How will I find out if my student can get a device?

The parent or legal guardian of each eligible student will receive a survey link in their child's DPSCD email to confirm their interest, update their contact information, and commit to an agreement about the use of the device. Once complete, the parent or legal guardian will receive a confirmation and next steps for deployment this summer. Families who do not complete the survey will receive proactive follow up from school staff to ensure they are aware of the opportunity.

Can a school staff member or customer care representative tell me if my child is eligible?

After the participation survey is distributed, these staff will be able to tell you if your child is eligible, but not before that time. If you want to make sure to receive information, contact your school's principal to ensure your contact phone number and email address (if you have one) is up to date, and that you are checking these regularly.

Devices

Who will own the device?

The device will be the property of the student and his or her family. It will not be a managed or inventoried District asset, meaning that the family is responsible for its maintenance and care, and the District will not be able to replace lost or stolen devices. It also means it will not need to be returned.

What kind of device is it?

We are distributing a Windows-10 based tablet called an iView. The 10.1” touchscreen tablets have detachable keyboards, 4GB RAM, 64GB storage, and are enabled for LTE.

What happens down the road when this device gets old, or no longer works?

The District is partnering with the City of Detroit and a non-profit called human I-T to offer families access to refurbished devices they can purchase for low or no cost, depending on need. Part of the District’s commitment to this project is donating devices it is retiring so that they can be refurbished and provided to families in the future. There will not be another round of new at-scale device deployments after this initial set of devices has been distributed.

Support

Who will help me or my child to use our new device?

The District is partnering with a national non-profit called human-I-T to ensure families have technical support for their new devices. Students and families will be able to contact human-I-T for all their technical support needs on the device, their internet connection, and even Microsoft Office tools. Support is available by phone, email and text.

My technical issue is with the District's online learning tools. How do I get help?

Our partners at human-I-T are families' first stop for help, because they will have the knowledge to resolve most common issues. If they can't help, they'll quickly connect you to the right District team for help.

How can I contact human-I-T to discuss device and/or internet connectivity issues?

- Connectivity:
Text "**INTERNET4CF**" to 562-372-6925
Online form: human-i-t.org/internet4cf
- Technology/Device Support:
Text "**HELP4CF**" to 562-372-6925
Online form: help4cf.org

Internet Connectivity

What happens when the six months of free data runs out?

As soon as you get your device, our partners at human-I-T are going to help you navigate to low-cost internet options that work for you and your family, like the Comcast Internet Essentials program. The human-I-T team is going to help you every step of the way so that you are set up with a sustainable internet connection well beyond the first six months.

Will there be data caps or throttles on the LTE?

We worked hard to identify a partner for LTE service that will be unlimited, and we are pleased to share that there will be an extremely high data cap on the first six months of LTE access.

If I want to keep a data plan after the first six months, can I?

As the owner of the device, families may choose to start their own data plan for the device on a compatible LTE network, or add the device to an existing data plan, at their discretion and expense.

My family is facing homelessness, or I am a student in foster care. A wired internet connection or paid data plan won't work for me. Will I have options?

The District plans to extend LTE data plans for up to fifteen percent of its student body so that students facing housing insecurity or foster care can still access the internet, including online learning tools.

Usage

What can the devices and internet connections be used for?

We are asking all recipients of devices to commit to using the device for online learning and student support, but we are also making clear that, as a family owned device, we hope that the entire household will benefit from access. When not required for online learning, the device can be used for telemedicine, assistance applications, job searches and training, and other household activities that support the whole family.

Getting Involved

I think this program is great. Can I donate my gently used device for this effort?

To ensure consistency across our students and schools, we will not be accepting individual technology donations for this effort. In the coming months, when human-I-T begins local operations in Detroit, they will be able to consider personal donations of devices, and we would encourage you to consider them. Until then, we would suggest that you work through local community organizations like church groups to identify people who might benefit from your generosity.

I'd like to contribute to this program financially. Is that possible?

Thank you for being interested in supporting DPSCD students and families. Please contact the DPS Foundation for ways you can offer your support by visiting <http://www.dpsfdn.org/> or emailing communications@dpsfdn.org.

Family Interest Survey

Where can I find the survey I need to take to participate?

An eligibility email is coming to your child's DPSCD email account in June.

- *Cody High School Students received their link on 6/1*
- *All other students will receive their links BEFORE 6/15*

How do I access my child's email account?

Families can access their child's email account through the Clever portal.

- Customer Care staff can support families to access Clever using [this guide](#) on Detroitk12.org.
- Use the DPSCD Email link in the Microsoft Shortcut section (MS Outlook Icon).

Can I get a translation of the survey?

For the all District distribution before 6/15, in the upper righthand corner of the survey, there will be an option to translate the survey into each of the District's core languages. This is not yet in place for the Cody pilot, so please direct the family to [Over the Phone translation services](#).

Registration Email

How do I get the email that tells me how to pick up my child's device?

Take the survey in each of your children's DPSCD email account to get directions for picking up their device. This message will give you a date and time for pick up. After completing the survey, you will also receive a registration number to reference when picking up the device. We encourage you (parent/legal guardian) and/or your child to arrive and pick-up the device. If you are unable to pick-up the device on behalf of your child, then either your child can pick-up, or a trusted adult can accompany the child WITH a registration # and ID.

I got the registration email but the pick-up time will not work for me. What can I do?

If your child (and a trusted adult for younger students) is available for the pick up time, and your child has his or her student ID and/or a copy of a recent utility bill in your name, they can pick up the device without you. Just be sure that they bring their ID/utility bill and their reservation email.

Registration Email (continued)

What do I need to bring with me to pick up my child's device?

- Please bring a copy of the pick up email message with you (on your phone or printed) to pick up the device. You will need to show it.
- If you have one, it will make your pick up go more quickly to bring a smart phone.
- Please bring a state ID, student ID, or utility bill to your pick up site and have it ready to show staff to verify your identity.
- Wear your masks.

Deployment

Do I have to wear a mask when I pick up my device? Even if I am in my car?

Yes. Please help us protect your health and safety by following the Governor's order to wear masks in public. Even though you will be in your car, our staff and volunteers will be approaching your vehicle to support your pick up, and we want to keep everyone safe!

Will I be able to get help right away when I pick up my device?

We are asking that you “grab and go” with your device to limit crowds and safety risks with COVID 19, but you will be able to get immediate help. Inside the box with your device is a quick start guide to walk you through set up, as well as a way to text for help if you encounter issues.