

Astoria School District

Technology and Access to Connectivity

Q & A

Device Delivery for September 10-11

Question - Who will be receiving a device on September 10 and September 11?

Answer - Families who requested a device on the August Parent Survey will be receiving the first round of devices.

Question - If I requested a device after the parent survey, when will I get my device?

Answer - During the week of September 14-18, you will be contacted by the tech staff about how best to get the device to you.

Question - What if I haven't requested a device, but I still need one?

Answer - All you need to do is email your request to techhelp@astoriak12.org. Please include your child's name in the request.

Question - If I asked for a device for each of my students will they be delivered all at the same time?

Answer - We have been planning for this need for months, and ordered additional devices in July. Unfortunately, many people across the state and the United States are doing the same thing, so our order has not arrived. We are doing our best to get at least one device out to each family and then we will fill in the gaps as we get devices.

Question - If I am not home when the delivery is made will they still leave it at my door?

Answer - No. We will leave a notice that we attempted to deliver. It will have an email address on it to let us know that we need to coordinate a new delivery or pick up option. The email is techhelp@astoriak12.org.

Question - If I have requested a device this week at techhelp@astoriak12.org, will I receive a device this week?

Answer - Unfortunately, we are unable to prep devices, sort requests, and deliver in such a quick time. We do have another delivery planned for next week.

Question - What do I do if I receive a Chromebook and it does not work?

Answer - Please email techhelp@astoriak12.org. The technology department will be in touch and resolve the issue for you.

Question - When I answered the first survey stating that I needed a Chromebook(s) but since then I purchased a Chromebook, who do I contact to let the school district know that I do not need the device anymore?

Answer - Please email techhelp@astoriak12.org. The technology department will be in touch and resolve the issue for you.

Technology Hubs - September 15-17

Question -I need help to login to Edgenuity and possibly ParentVue for middle and high school parents/students. Will Technology Hubs be available to help parents and students to login and get other technology help?

Answer-Yes the District is opening up two Technology Hubs on September 15, September 16, and September 17 for help and support. One in the middle school cafeteria (use the side entrance) and one in the Astoria High School auxiliary gym

Question -What time will the hubs be open for families on September 15, September 16, and September 17 for help and support?

Answer-The hubs will be open from 1:00 pm to 7:00 pm each day.

Question -Will there be a time with bilingual support for families to get help at the Hubs.

Answer-Yes, on Wednesday, September 16 from 4:00 pm to 7:00 pm at Astoria High School auxiliary gym.

Question -Do I need to have a reservation to use the Technology Hubs on September 15, September 16, and September 17?

Answer- No - Reservations will not be necessary to use the Technology Hubs on September 15, September 16, and September 17, but space may be limited due to health and safety guidelines.

Question - When going to the Technology Hubs on September 15, September 16, and September 17 for help and support, will people have to abide by social distancing guidelines?

Answer - Yes - Masks and social distancing will be required, and the space is limited to 10 people at a time. In addition, each technology device will be sanitized between uses.

Student Technology Hubs - Beginning September 21, 2020

Question -What are the student technology hubs?

Answer -The district has set up technology hubs in each school to provide a place for students who do not have reliable internet access and need adult support to be successful at remote learning.

Question - Where will the technology Hubs be located?

Answer -The hubs will be in the Astor gym, the Lewis and Clark gym, the Astoria Middle School cafeteria, and the Astoria High School auxiliary gym.

Question -How do students get access to a technology hub?

Answer -Families will be contacted based on their response on the parent survey, and scheduled into a hub that is closest to where they live. If there is a need for the use of the Technology Hub please email techhelp@astoriak12.org.

Question -What if I didn't complete the survey?

Answer -Email techhelp@astoriak12.org and ask to be scheduled into a hub.

Question -How will the technology hubs work?

Answer -Each hub will have at least one supervising adult at all times. Students will be able to access Chromebooks and the internet in order to participate in classroom activities and communicate with their teacher. They can also access live and recorded classroom lessons.

Question -How long will my child be in the hub?

Answer- As per State guidelines, students will be scheduled for 2 hour windows in the technology hubs.

Question -Will the district provide transportation to and from the hubs?

Answer Yes, students may be scheduled on a bus, parents may choose to transport, or students may walk (except for Lewis and Clark).

Question -When will the hubs be open for students?

Answer -Scheduled students will begin accessing technology hubs on September 21st.

Question -What are the hours of the hubs?

Answer - 8:00 am to 4:00 pm. The hubs will be open the same hours and days as schools are open.

Question -Will there be a chance for students and families to sit down together and 'play' with Edgenuity?

Answer-Yes, There will be two Technology Hubs available between September 15 and September 17th; one at the middle school and one at the high school. Please see information above on this Question and Answer about how hubs can support parents September 15, 16 and 17th.

Question - Can my child walk into a technology Hub without a reservation?

Answer- No - Students have to be scheduled into student Technology Hubs. For health and safety reasons, students have to remain in specific groups, called cohorts.

Question - When going to the Technology Hubs, will people have to abide by social distancing guidelines?

Answer - Yes - Students will be required to complete a health screening, wear a face covering and properly social distance while in the hub. Space will be limited to 10 people and each technology device will be sanitized between uses.

Question - Who do I contact if I have any questions about the Technology Hubs?

Answer - Please email your questions to techhelp@astoriak12.org. The Technology Department will respond to your email as soon as possible.