



We appreciate all the work parents and staff have done to plan for the start of school. Now that we have a good idea of our students' learning choices, we have prepared a plan for technology distribution, training and support.

We want to make the start-of-school process as smooth as possible for everyone. Below, you will find an FAQ to let you know what to expect, both before and after school starts.

### **Should my child use our family-owned laptop, or a GISD-provided Chromebook?**

If your family already has a reliable device your child uses and is comfortable with, we recommend you use your device. Since classes will be Google-based, you won't be required to purchase or install any software.

If you would prefer to check out a GISD device, a Chromebook will be provided for your child. Just be sure you have filled out the GISD student equipment acknowledgement form in the online registration process. If you have already completed registration, you have completed this required step.

### **When can I pick up a device for my child?**

We are planning to begin distributing devices the week of Aug. 24. We want to make the deliver process both convenient and personal, so teachers will be contacting students to make arrangements. To avoid traffic jams, we will be distributing devices from campuses, rather than a central location.

Individual campuses will be reaching out to schedule times for you to pick up a device if needed. That communication will come from campus teachers once rosters and changes have been more finalized. Please ensure your information is correct in the Skyward Family Access system so that they can contact you accordingly.

### **How will my child access online classes?**

Students who are doing hybrid, synchronous, or asynchronous learning will get to their classes by going to Google Classroom (for 3-12) or by accessing Seesaw (for Prek-2). The easiest way to access Seesaw for (Prek-2) is to go to Clever and have the student sign in with their login information. 3-12 grade students can access their classes by going to <https://classroom.google.com>.

## **What is my child's login information?**

To protect student information, we ask that you contact your child's classroom teacher for this information so that they can verify you are a legal guardian with access to that data.

## **What do I do if my child has technical issues with a personal laptop/device?**

Please contact your child's classroom teacher so that they can plan accordingly to ensure your child is being counted present and able to complete assignments. The GISD Technology Department will assist the teacher in providing a solution where possible. In the event that the device is no longer functioning, we recommend you request a device from GISD as a replacement.

## **What do I do if my child has technical issues with a GISD-assigned device?**

The first step is always contacting the classroom teacher so that they can plan accordingly and get the appropriate individuals involved. The GISD Technology Department will assist with the issue where possible and if a solution cannot be found we will replace or repair the device. Please note that due to increased demand during COVID-19, parts and replacement devices can be back-ordered for months. We will make every effort to assist in a timely matter.