

# FAQ on State and District Response to COVID-19 Outbreak

How can districts support families' access to technology during school closures?

Regional Educational  
Laboratory  
Northeast & Islands

From the National Center for Education Evaluation at IES

## How can districts support families' access to technology during school closures?

1. Given inequities in access to digital technology, not all families have access to reliable internet. Many districts are utilizing a variety of resources for students. Below are some specific examples from districts across the nation:
  - [Device and Wi-Fi checkout programs](#) (Canyons School District, Utah)
  - [Printed instructional packets and materials](#) (Seattle Public Schools)
  - [Partnerships with public broadcasting stations](#) to air educational programming (L.A. Unified School District)
  - [School buses as mobile internet hotspots](#) (South Bend, Indiana)
2. Districts may face challenges when creating differentiated plans to reach all students. Many resources offer planning tools and strategies for providing equitable access to online learning, including:
  - Utilize a checklist of [key practices](#) for online learning.
  - Consider different modes of [communication with families](#) such as existing learning management systems, email, text, or phone communication.
  - Consider a [variety of methods](#) for delivering instruction, such as: printed materials, telephone or video conferencing, and digital recordings of lessons that can be burned to CDs or DVDs.
3. There are a growing number of resources to increase public access to internet. Examples include:
  - [Some internet providers](#) are offering free access to internet hotspots in public locations for 60 days while others are offering free broadband internet to households (that do not already have subscriptions) with students in kindergarten through college.
  - [Government-funded programs and some nonprofits](#) offer discounted or free internet to low-income households.
4. Stay up to date with rapidly changing [information](#) and [policies](#) in response to the COVID-19 crisis.

### Related links

Examples of district strategies:

- <https://wsbt.com/news/local/operation-education-south-bend-buses-with-wifi-to-be-parked-in-various-neighborhoods>
- <https://www.abc4.com/news/local-news/school-districts-preparing-for-digital-learning-amid-covid-19-concerns/>
- <https://www.latimes.com/california/story/2020-03-11/lausd-events-cancelled-coronavirus>
- [https://www.seattleschools.org/district/calendars/news/what\\_s\\_new/coronavirus\\_update/faq](https://www.seattleschools.org/district/calendars/news/what_s_new/coronavirus_update/faq)

FAQs/compilations of online learning resources:

- <https://www.iste.org/explore/10-strategies-online-learning-during-coronavirus-outbreak>
- <https://www.newamerica.org/education-policy/edcentral/online-learning-wake-covid-19/>
- [https://rems.ed.gov/Docs/Supporting\\_Continuity\\_of\\_Learning\\_and\\_Education.pdf](https://rems.ed.gov/Docs/Supporting_Continuity_of_Learning_and_Education.pdf)
- <https://www.edweek.org/ew/collections/coronavirus-and-schools/index.html>
- <https://ccsso.org/coronavirus>
- FAQ list on a variety of topics related to online learning: <https://digitalpromise.org/covid-19-online-learning-resources-and-faq/>
- List of short- and long-term home learning resources: <https://tntp.org/blog/post/resources-for-learning-at-home-when-schools-close>
- Online teaching tips for educators: <https://www.edc.org/blog/7-tips-teaching-online>

Resources for internet access:

- <https://fortune.com/2020/03/14/free-public-wifi-coronavirus/>
- <https://www.reviews.com/jobs-and-education/education/internet-options-for-students/>

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