

Ravenswood Family Tech Support

StreetCode is addressing the urgent tech support needs of the Ravenswood community by providing tech support for students & families throughout the school day.

The COVID-19 Challenge

Before COVID-19, 1 out of every 4 households in Ravenswood City School District did not have a computer or internet (2018, US Census Bureau). Now with COVID-19 and virtual learning, Ravenswood was tasked with engaging over 1,700 students virtually and answered the call by administering ~2,000 devices and over 500 hotspots to the local community.

As the district has returned to virtual learning full-time, there became an apparent gap around tech literacy of the devices. **10-15% of students are having tech issues.** This has been a stress on both teachers and families; it is estimated around 30-50% of teacher time is focused on this issue. The current crisis is reminding us of the important role that technology plays in the success of modern families. Quality home internet connectivity, fully functional computers, and digital literacy ensure that disenfranchised communities avoid falling further behind.

StreetCode as Community Partner

In March, StreetCode responded to COVID by meeting our families where they are: we took all our classes online, and distributed our fleet of 200 laptops on-hand to anyone who needed it-for work, school, or otherwise. This launched the Level Up Initiative, and we are now on our way to providing 2,500 laptops to community members.

To date, we have secured over **500 computers** from companies and individual donors and provided over **9500 hours** of free, remote technology classes to the broader community. We have implemented a community-first strategy, with IT Support for our devices and pre-installed application software.

We are excited to provide Ravenswood Schools a dedicated IT Support service and meet the needs of our community.

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Our Proposal

1. Establish Pipeline of IT Support to **3rd & 4th Grade Classrooms**
 - a. **On-Call Zoom Support:** a Permanent link available to teachers & on our website for students to get immediate assistance. We will be using Zoom functionalities to address common software issues. Hosted by our tech@streetcode account.
 - i. Staff members in it at all times
 - ii. Going through break-out rooms that are grouped based on issues or grade level
 - b. **Phone-Number:** A Google Voice Number that people can call who are unable to get on Zoom.
 - c. **Hours:** Monday-Friday, 9 AM - 12 PM (this can expand to the full school day with hiring of support staff). **We will have Jesus taking point.**
 - d. We want to expand to all grades by the end of 2020, but this is dependent on adding more support & creating preventative measures, rather than responsive
2. Introduce the IT Service to Teachers before Launch Date
 - a. Create stronger ties to teachers through monthly check-ins, FAQ's, and support documentation
 - b. Have a script that addresses majority of IT Issues
3. Catalog ongoing issues through IT Ticket, report to Solomon at the end of every week with report.
 - a. Direct all hardware issues to Solomon's open hours, Tuesday 1-4, Thursday 9-12

Needs

- Hire part-time StreetCode employees that can serve as an on-call support to Ravenswood School. [Link to job description](#). Additionally, Ravenswood staff members who could assist with the hours. StreetCode will be the ones to onboard. Ideally, we want one individual assigned per grade level.
- **Immediately, we need to train, onboard, and hire 2-3 individuals by launch date.** We would pull from our local community, volunteers, and if need-be, a Staffing Agency.
 - \$25/hour per person (estimate, still need approval from Operations Team)
 - ~\$1,624 per month per person
 - This position would go until the end of the school year

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Next Steps

By Oct. 15th

- MOU Draft between StreetCode & Ravenswood
- List part-time position on job sites
- Solomon beginning onboarding of Jesus with common issues

By Oct. 23rd

- MOU Final & Approval from Board
- Training of staff around IT support team capabilities and procedures
- Prepare onboarding & training for IT Support Staff
- Fully set-up system of Zoom & Phone Capabilities
- Introduction of IT Service to all Teachers

By Oct. 26th Launch of Phase 1

- Soft launch of Ravenswood Family Tech Support to 3rd & 4th Grade Classrooms

By Nov. 2nd

- Hard-launch with full support staff

By December

- Communication with Ravenswood Teacher on Common Issues
- Release of FAQ's
- Addressing video-support to train onboarding staff & volunteers

By Jan 1st Launch of Phase 2

- Hire of 2-3 additional individuals part-time to assign per grade level
- Ramp up to full-time, all-day support
- Analyze student performance from last semester
- Reflect on teacher satisfaction & common issues
- Introduction of volunteers that are used to handle scripts

By June 30th

- End of school term
- Reflecting on year-long initiative
- Address teacher performance & satisfaction

By September 2021 Launch of Phase 3

- Beginning of School Year: Launching to the Entire District
- **Preventive maintenance:** Establish tech literacy program incorporated into Ravenswood programming (Smart week, etc.)