

San Antonio and Greater Bexar County Community Digital Equity Plan and Roadmap

K-12 Questionnaire

August 2021

Disclaimer:

The information found in this portal is intended for public use. It reflects work produced and provided by the SA Digital Connects team and community members starting in January 2021 to the present.

Some information will reflect the moment in time when the work was done. Data, funding, maps and assumptions may fluctuate in the everchanging digital ecosystem.

K-12 Questionnaire

Several initiatives pursued to address the broadband internet and device needs of their students



Broadband Internet

- **Hotspot distribution for at-home internet**, some with no data caps
- **Public access Wi-Fi** (e.g., parking lots, parks, school premises)



Devices

- **Chromebook / tablet** lending for use away from school
- **1:1 student to device ratio** in nearly all schools



Digital Literacy

- **Hotlines** for tech support
- Video **digital tutorials** for parents and students
- **Professional development sessions** with parents and staff

Device and connectivity solutions have varied across Bexar County ISDs

ISD	Students	Connectivity			Devices			Funding sources
		% Disconnected	Extended Wi-Fi	Hotspots	% Disconnected	Laptops	Tablets	
Northeast	64,215	Unknown		✓	Unknown	✓	✓	State / Federal grants
Harlandale	12,444	40%		✓	90%	✓	✓	ESSER, E-Rate, State / Federal grants
Southside	5,000	30%	✓	✓	15%	✓		ESSER, State / Federal grants
Alamo Heights	4,917	2%		✓	1%	✓		Philanthropy, School budget
Brooks Academy	3,043	26%	✓	✓	72%	✓		Philanthropy, State / Federal grants
Ft. Sam Houston	1,667	0.3%		✓	0%			School budget
Eleanor Kolitz Hebrew Lang. Academy	467	2%		✓	2%	✓		E-Rate, Philanthropy
Promesa Academy	180	17%		✓	89%		✓	School budget

Key learnings from school connectivity and device distribution efforts

While there have been many learnings and successes....

“ *"The pandemic created a sense of urgency around getting students connected and got a lot of buy-in"*

"We're really proud of having gotten to 1:1 devices for all out students"

"Teachers have responded well to being pushed out of their comfort zone and adapting to the situation"

"A lot of students have thrived under remote learning. We're hoping to keep offering that going forward"

....There have also been challenges

“ *"Getting devices back at the end of the year has been an ongoing issue"*

"The loss rate for devices is much higher than usual, from 5% to 20%"

"Offering 24/7 tech support to students and parents through the hotline has really strained our staff"

"We still don't have bilingual tech support for families, which might be leaving some people out"

Identified areas for continued support



Additional devices to account for high loss rate



Centralized device management



Better data on student need (i.e., who needs access, where they are)



Additional staffing to support bilingual tech and digital literacy support

Areas for ongoing K-12 investment in digital

- 1 Maintaining digital curriculums
- 2 Exploring remote / in-person hybrid models
- 3 Planning more robust technology training sessions



Thank You