WHERE WE ARE: Students need high quality instructional practices as well as social emotional supports to be better prepared to successfully accomplish post-secondary education and career goals. With much of teaching and learning online this year, it is important for students to have a device and internet access. To ensure students are successful using the tools for active engagement in the learning process online, MNPS launched district operated Virtual Help Centers located at four sites: Pearl-Cohn High School, Maplewood High School, Overton High School and Glenciff High School, operating from 9am-3pm, Monday through Friday. These centers provide technical assistance to include device and hotspot distribution, device fixes/replacement, access to learning (platforms, submitting assignments, etc.), new enrollment support, as well as providing basic needs such as food, clothing or aligning social emotional resources. Since Aug. 31, 2020, on-demand technology support has been provided to 10,000 families.

WHERE WE ARE GOING (October 2020 – Ongoing): Though we have amplified supports beyond call centers and help desk support to include much needed in-person technology and resource support, still more is needed. We are committed to all students having access to a device and internet access and for every student to experience success while actively engaging in the learning process, whether virtual or in person. Central office will continue to daily operations of the four virtual help centers, at least through the remainder of the school year. Expanded outreach will support students with device, attendance, social emotional resources and re-enrollment supports. Collaborative referral process for initiating and tracking specific supports to students will be strengthened.

STRATEGIES:
- Operate four virtual help centers at least through the remainder of this school year.
- Begin a robust tracking and monitoring plan for collaborative referral process.
- Initiate additional outreach to students without MNPS Device and withdrawn students.
- Provide school-level support with attendance team support meetings and virtual attendance review boards for schools experiencing family and student engagement needs.
- Execute training and supports in preparation to transfer technical supports from help centers to schools.

MEASURABLE GOALS:
- 100% of students who need a district issued device will have one.
- Increase average daily attendance from 91.7% to 95%