



EDUCATION CONTINUITY RESOURCE GUIDE

TECHNOLOGY SOLUTIONS FOR REMOTE LEARNING



While virtual classrooms and remote learning practices have been ramping for some time, educational institutions have certainly experienced a run-not-walk implementation strategy due to the rapid shift in learning environments brought on by COVID-19.

Ensure a new virtual learning environment is productive and secure as possible, here is how to prepare:



Define technology needs. Not all students may have access to devices, Internet, phone lines, TV or radio at the same time, or at all. While teachers may require training on new technologies to ensure true continuity and accessibility. A district-wide survey would be recommended.



State policies for online learning. Implementing synchronous or asynchronous teaching styles will impact the solutions you offer. Schools and districts should be sure to consult their respective state policies to ensure their plans are aligned.



Be available to your schools. They will need to rely on you as a true partner. As their IT service provider, pull on your experience in deploying remote workforces to assist them in this transition. Their administration is dealing with not just the teachers and students concerns, but also those of all the families the district impacts.

Data Access & Security



Endpoint Protection – Remote devices accessing the network can be a critical security breach as users are not traditionally behind enterprise-grade firewalls.

Customer Inquiry: Are all your endpoint devices secure and fully protected from malware threats?

Security spend will increase from current projected **growth rate of 8% to 11%** in 2020
– *TechAisle*



VPN Client – Employees must have access to the district's network, as well as scale for the maximum number of users concurrently.

Customer Inquiry: Have you tested your capacity, i.e. teachers and administrators are able to connect securely and remotely?

From February 23 to March 16 there was an upward trend of attempted attacks with peaks at **145 threats per 1,000 endpoints**, compared to 30 or 37 at the start of that period
– *Raconteur*



Remote Device Management – IT departments must have the ability to remotely manage connected devices including: servers, desktops, laptops, mobile phones and tablets.

Customer Inquiry: Is your IT team equipped to effectively manage all remote devices?

IT professionals who educate themselves to enable distributed or **remote work strategies will be in great demand**, not just today but in times to come
– *Spiceworks*



Hotspots – Student access to a district's vital resources when wired/wireless Internet access is otherwise unavailable is essential. A hotspot is also a great back up plan for those instances when internet connection is lost.

Customer Inquiry: How many students in your school district do not have access to a reliable Internet connection?

Additional federal funding will go toward Wi-Fi hotspots for at-home education. Current annual cap for E-Rate, is \$4.2 billion dollars – about **\$1 billion is still available**
– *Kiplinger*

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essentials
FROM COMCAST

Internet Essentials has increased speeds to 25/3 Mbps for all customers - no action is required. In addition, new customers will receive two months of free service.

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complete with client prep questions

Communication



Collaboration – Nurture effective communication and teamwork with a variety of solutions to engage, including Web Calling, Video Conferencing, Team Collaboration, and Document Collaboration.

Customer Inquiry: Do your students have the ability to interact virtually with teachers and other classmates to enhance the learning experience?

Web-video conferencing solutions is likely to **increase from 38% to 89%**, a change of 184%
– TechAisle

As school districts have transitioned their faculty and student bodies from on-site learning to online learning, D&H is here to help you support your clients' needs particularly as vital collaboration solutions escalate in current demand. Contact Proav@dandh.com or learn more at www.dandh.com/ProAV

Desktop Hardware



Client Devices – Laptops are the most common way for teachers and students to participate in e-learning, including both Windows and Chrome devices.

Customer Inquiry: Do your teachers use a different OS than your students, i.e. Windows vs Chrome?

40% year-over-year increase within the first three weeks of March, 2020
– Yahoo Finance



Device as a Service (DaaS) is a multi-year agreement in which procurement, deployment, device management, services and lifecycle management are all handled by you for a low monthly fee.

Contact Daas@dandh.com or learn more at www.dandh.com/DaaS



Cases – With so many devices being supplied to students for remote learning, protect the investment with a case, sleeve or all-in-one protective cover.

Customer Inquiry: Based on the devices supplied, how many and of what type of protection is needed?

The **demand for device protection has skyrocketed** resulting from the influx of district-issued devices for a large percentage of the **56.5 million K-12 students** in the US
– Edweek.org



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Desktop Hardware



Docking Stations – Increase comfort and productivity by replicating the office space environment into a remote location.

Customer Inquiry: Are you connecting multiple displays in your home office?

Availability of universal versions compatible with various endpoint models **strengthens the demand** for these devices



Displays – Prolonged periods of webinar teaching and lesson uploads require teachers to have a dynamic visual set-up, large-screen, multi-screen displays, perhaps even a display camera.

Customer Inquiry: What size displays and how many are your educators accustomed to?

138% year-over-year increase within the first three weeks of March, 2020
– Yahoo Finance



Accessories – Make learning more comfortable and effective with productive and collaborative accessories:

Keyboard | Mice | Webcam
Headset | USB Hub | Cables

Customer Inquiry: What peripherals will make your students and teachers most effective?

79% webcam;
64% keyboards;
134% headsets
year-over-year increase within the first three weeks of March, 2020
– Yahoo Finance



D&H Specialist Teams are here to help!

Have a Question? Need a Solution?

Find the right D&H Specialist Team for the Job

www.dandh.com/specialist

The nation's unique state of affairs emphasizes the importance of preparedness in times of operational disruptions. Education Continuity in the event of a prolonged school closure or student absence is undeniably a critical component of school emergency management, as it promotes the continuation of teaching and learning despite circumstances that interrupt normal school attendance for one or more students. Our goal is to keep institutions connected to their critical processes, applications, data, and networks. D&H is committed to help support and exceed your business goals as you continue to work tirelessly in providing your clients the crucial technology necessary to move forward.

Data Access & Security

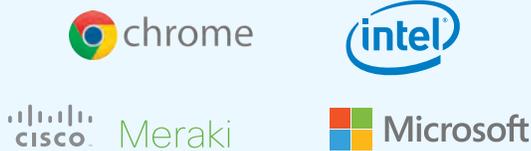
Endpoint Protection



VPN Client



Remote Device Management



Hotspots



Communication

Collaboration



Desktop Hardware

Client Devices



Cases



Docking Stations



Displays



Accessories

