

Frequently Asked Questions

Project Overview: The Maine Department of Education conducted a connectivity needs assessment through a series of surveys that were issued to building principals, technology directors, and superintendents between March 16, 2020 and May 8, 2020. On April 24, 2020 the Maine Department of Education received a grant award notification for the Governor's Emergency Education Relief Funding and with support from procurement specialists in the Maine Department of Administrative and Financial Services, procured service contracts and hotspots to meet the needs that were identified by school leaders in surveys 1-3 (survey 4 was issued later in an attempt to reach school leaders that did not initially respond and support the connectivity needs of every SAU).

Q. Where did the funding for #ConnectKidsNow come from?

A. The Governor's Emergency Education Relief fund (GEER fund) which is a section of the CARES Act that was signed by the President on March 27, 2020. Maine's allocation of funds was \$9.3M

Q. Who is getting connectivity from Maine DOE?

A. To date (5/22/2020) all needs that were identified in surveys 1, 2, and 3 which were issued to principals, tech directors, and superintendents of all K-12 public, charter, and 60/40 town academy schools have been fulfilled.

**contracts and accompanying equipment continues to be delivered as technology directors complete the necessary steps for Knox Enrollment (device management).*

Q. When can I expect connectivity equipment if I responded to survey 4?

A. Survey 4 was issued in April. MDOE staff are currently working with procurement specialists and expect to place orders before the end of May.

Q. If I have not yet filled out a survey, how can I get my technology needs met? Will there be another opportunity to complete a survey?

A. Once we've met the needs identified in the most recent survey (survey 4) we will determine whether or not to issue another survey depending on available funds. However, MDOE recognizes that connectivity needs will likely increase in the coming schoolyear and we are committed to continuing to support SAU's in meeting these needs. ESSER funds may also be used to meet your existing technology needs.

Q. How did MDOE choose the contracts and equipment for this procurement?

A. The MDOE #ConnectKidsNow! team worked with procurement specialists from the Maine Department of Administrative and Financial Services to negotiate the best possible contracts. Service providers were selected based upon survey data which identified which service provider.

Chromebooks

Q. Do the Chromebooks come with a warranty?

A. No.

Q. How do we manage the Chromebooks?

A. MDOE provided schools with inventories (serial no.) of what was delivered to their school. Further inventory and distribution is the responsibility of the SAU.

Samsung Galaxy Tab A.

Q. Is there any expectation that these be returned?

All equipment belongs to the SAU.

Q. Is there any guidance about configuration if we wish to use these not solely as a hotspot but as a device and hotspot? I've seen the hotspot only, but I'd like to allow use of the device if possible.

A. All SAU'S were required to enroll in Knox Configure before service contracts and accompanying equipment was distributed by the vendor. This program allows SAU's to manage the devices through a personalized portal so that the tablets can be used as a hotspot only, or as a learning tool and a hotspot.

Cellular Service

Q. How did MDOE determine which cellular service provider to connect with each SAU?

A. The survey asked respondents to identify which cellular service providers reach their community. MDOE worked with three carriers and aligned each to an SAU that identified them as having a signal in their region.

Q. How long does the cellular subscription last?

A. 6 months

Q. Can a school/district pause or suspend the cellular service?

Yes. If you wish to suspend service, please contact MDOE MLTI project team.

Q. Can you pause suspend service on some devices but not all?

A. Yes, you can suspend service on all or some devices depending on your needs.

Q. Can I still configure suspended devices via WiFi?

A. No, you should turn on and configure the devices before requesting to suspend service.

Q. How long can the cellular service be suspended?

A. Verizon- service can be suspended for up to 180 days and reactivated at any time.

U.S. Cellular- service can be suspended for up to 90 days and reactivated at any time.

AT&T- service can be suspended for up to 90 days and reactivated at any time.