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**FOR IMMEDIATE RELEASE**

## **School District of Beloit Launches Student Tech Support Help Desk Help is Just a Click or Phone Call Away**

Beloit, Wisconsin, April 14, 2020 – Understanding the importance of students being able to access all their distance learning resources including curriculum, assignments, videos, and also understanding that sometimes technical difficulties can arise, the School District of Beloit launched a Student Tech Support Help Desk that can be accessed by phone or through a tech request form on the homepage of all school websites.

“When District students or families have concerns or difficulty with technology, the need for support is evident. Our District established a Technology Help Desk to meet those needs. Students want to speak with, or have access to, someone who can answer questions quickly and accurately.” said Jo Ann Armstrong, Executive Director Business, HR, and Operations. “The Tech Help Desk will allow students to resolve issues quickly and resume school work.”

"In addition to the Tech Help Desk, our Distance Learning websites provide resources and tutorials for students and families to understand how to access learning platforms and programs such as Google Classroom." Peggy Muehlenkamp, Executive Director of School Leadership shared.

Interim Superintendent Sue Green added that “this national health crisis and Wisconsin Order 12, Safer at Home has certainly caused us to think deeply about the needs of our students and staff members. We have worked together to find creative solutions to enable our students to continue to receive excellent instruction from our teachers and the Student Tech Help Desk will make this happen.”

The School District of Beloit is located in Beloit, Wisconsin. Serving 6,800 students and operating six elementary schools, four intermediate schools, one high school and one alternative school, the School District of Beloit is committed to excellence and diversity. We are preparing and inspiring every student to succeed in life and contribute to an ever-changing world.

Over the last two weeks, Melissa Beavers, Executive Director of Pupil Services conducted an all-district survey to ascertain student needs for devices and WiFi service at home. Through a coordinated effort by the school principals, devices and musical instruments are being distributed to families this week in a safe, scheduled process that is in full accordance with CDC guidelines and the Governor's Order.

"We wanted to get devices and musical instruments into the hands of students who needed them during this time," Green said. "This is an important task that requires a great deal of coordination and logistics by many people. I am proud of the work the school district staff is doing to make this happen safely for our students and families."

The School District of Beloit will continue to look for ways to keep students engaged in learning throughout the Safer at Home Order.

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