



Connect Delaware - Needs Assessment Part 1

Connect Delaware Program Information

Background

Governor John Carney established as a priority for the State of Delaware the need to enable affordable broadband access to students in financial need during the COVID-19 pandemic. The *Connect Delaware* program makes home broadband service available at no cost to eligible students through December 31, 2021.

How Connect Delaware Works

The State has worked with internet service providers (ISPs) to make a catalog of broadband services available for eligible students. The program will be administered as follows:

1. **Complete the Needs Assessment** - Each school district or charter completes this *Needs Assessment* indicating the amount of each product it needs to serve eligible students. Each eligible student is able to receive one product. Student eligibility and the available product details are included below. School districts/charters may use their best judgement to determine needs.
2. **Return the Needs Assessment to Delaware Department of Technology and Information (DTI)** - DTI will place bulk orders with participating ISPs based on reported needs.
3. **ISPs will ship equipment directly to school districts/charters.**
4. **Families will pick up equipment from school districts/charters.** Families that have been provided wireline service will need to call the service provider to schedule an installation.
5. **Families facing technical or other issues should call the ISP customer service directly for help.** School districts and charters will be responsible for technical concerns that ISPs are not able to solve.

School districts and charters will **not** need to enter into contracts, place orders, or pay invoices from internet service providers. Families will **not** need to pay for participation, they will **not** need to cancel the service at the end of the term of service, and they will **not** be automatically enrolled in a new plan.

Program Timeline

October 30, 2020 – School districts and charters return this *Needs Assessment* to the State

Early November, 2020 – State places orders with participating ISPs

Early-mid November, 2020 – ISPs deliver vouchers and equipment to school district/charter pickup locations and families pick up vouchers or equipment (MUST be distributed by December 30, 2020).

November through December 7, 2020 – Families receiving fixed service use voucher to call ISPs to schedule home installation

December 31, 2021 – Term of service stops; no action required from schools or families

Student Eligibility

Students are eligible if they are enrolled in any of the following federal assistance programs:



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- Medicaid
- Public Housing
- Supplemental Nutrition Assistance (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- National School Lunch Program (NSLP)/Head Start
- Low Income Home Energy Assistance Program (LIHEAP)
- The Women, Infants, and Children program (WIC)

School districts and charters may use their best judgement when determining student eligibility.

Understanding the Available Products

Each product available in the included catalog will provide a broadband connection in the student's home, and will include equipment, installation (if necessary), and a term of service through December 31, 2021. All products also comply with the same set of technical standards, which set speed minimums and data cap floors.

School districts and charters may choose to consider the following information when matching students' needs with the various product offerings:

Mobile hotspots are devices that use a cellular network to create a personal Wi-Fi connection in the home, and therefore work best in areas with strong cellular connections. The hotspot can be brought anywhere and used outside of the home. Families of students that receive hotspots will pick up the device and self-activate service.

A hotspot could be a good option for a student who: already has a home broadband connection (such as cable) and may be struggling with bandwidth needs in a home with lots of internet users; one who needs the flexibility to bring the hotspot with them between homes or other locations; or one whose family might struggle to facilitate a home installation of a fixed connection.

Fixed connections are broadband connections to the home, either via wireless or wired service. Students who receive fixed connections will pick up an individual voucher code, and the family will be responsible for calling the service provider to schedule a free installation in the home.

A fixed connection could be a good option for students whose families have not been able to afford a fixed home connection in the past, or those who live in an area with poor cellular service.



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Needs Assessment: Part 1

Please return this form via email to connectdelaware@delaware.gov by **5pm on October 30, 2020**.

1. **Number of students eligible** in your school district/charter according to requirements outlined on page 2 above:
2. **Name of School District:**
OR
3. **Name of Charter School:**
4. **Mailing address** to which equipment and vouchers should be shipped:
5. Please provide a **contact person** at your school district/charter for this effort:
Name:
Title:
Email:
Phone:

By responding to this *Needs Assessment*, you affirm the following:

- You understand that the product is paid for through CARES Act funds to address broadband access or affordability issues for your student population in response to the COVID19 pandemic. Your organization may not use the product for any other purpose, including but not limited to, supplying to school personnel, storing for future use, or otherwise supplementing organizational needs.
- You have authority on behalf of your organization to respond to the *Needs Assessment*. Your response accurately identifies your organization's knowledge of the needs of your student population to the best of your organization's ability.
- You have an ongoing obligation to update your responses if your student population broadband needs change. Therefore, DTI may instruct you how to return any product that is no longer needed.
- You are responsible to distribute the product received from the ISPs to your identified student population no later than December 30, 2020, per the CARES Act terms. After distribution, you are responsible for any technical support that cannot be addressed by the ISP.



Connect Delaware – Needs Assessment Part 2 – Service Catalog

Please return this form via email to connectdelaware@delaware.gov by 5 p.m., October 30, 2020.

School District/Charter School: Review the Service Catalog below. **Indicate the number of each product needed to meet eligible students’ needs in the right-hand Amount Requested column.** Please note that the total number of products requested should be **equal to or less than** the number of eligible students indicated on your *Needs Assessment-Part 1*, page 3, question 1.

SERVICE CATALOG

Provider	Type of Service	Activation Process	Amount Requested
AT&T	https://www.att.com/maps/wireless-coverage.html Mobile hotspot	Student will pick up the hotspot and activation instructions from the school district/charter location	
Comcast	https://www.xfinity.com/ Fixed connection	Student will pick up a voucher code from the school district/charter location and call the provider to arrange a home installation	
Mediacom	https://mediacomcable.com/ Fixed connection	Student will pick up a voucher code from the school district/charter location and call the provider to arrange a home installation	
Verizon	https://www.verizon.com/coverage-map/ Mobile hotspot	Student will pick up the hotspot and activation instructions from the school district/charter location	
Total number of products requested			