



Salinas Union High School District

Dear Parents/Caregiver:

The Salinas Union High School District recognizes that some families in our district are facing challenges accessing reliable internet connectivity and participating successfully in distance learning. Since March, when our schools were closed due to Covid-19 safety concerns, SUHSD has brought on board Kajeet and AT&T hotspot technology to help narrow the digital divide affecting access to instruction for students. In addition to connectivity issues due to geographical barriers, service options, and adequate connection speed is necessary to ensure students have uninterrupted class participation with streaming media content.

SUHSD uses Zoom and Google Meet sessions that can be affected by a variety of variables causing students to be disconnected, especially during peak times of the instructional day when Google and Zoom servers and bandwidth are being used by millions of users on their platform. Both companies are continuing to add resources and improve their systems, including security features and tools to support education. Different internet service provider plans offer varying levels of upload bandwidth, but even with high-bandwidth, when there are several children using the same Wi-Fi connection on Zoom or Google Meet sessions, there will be more chances of students being dropped from their session.

To decrease the chances of disconnection and disruption in a virtual class session, SUHSD recommends the following to families:

1. Students should close out of all windows and restart the device before connecting to the meeting.
2. Students should minimize their use of Chrome extensions that utilize precious Chromebook resources.
3. Students can keep their cameras off to conserve bandwidth and minimize having multiple tabs open.
4. To test bandwidth speed, families can use Google speed test and run speed test to see if the speed you are receiving by your internet provider is adequate for your needs.
5. Families can contact their internet service provider to ask about connection options. Sometimes providers have promotions that can increase internet speed at no additional cost.
6. Students should connect to Google Meet sessions while sitting close to the wireless router as possible.
7. If a student is dropped from a Meet session, the student should reconnect to the session or Network.

To further address the lack of Internet accessibility, SUHSD has 13 buses with Wi-Fi systems that operate at several different locations in Salinas. The hours of access are from 8 a.m. to 2 p.m. and locations are published on our website. In addition, the Salinas Union High School District has provided our students over 1,700 hotspots to help broaden internet access to our students in the community. Our latest hotspots include unlimited access to the internet. However, they are not a replacement for high speed internet access at home.

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SUHSD continues to promote the Internet Essentials program. For students that do not have Broadband access at their home, all students qualify for the low cost Comcast or AT&T Internet Essentials Program for \$9.95 per month which offers superior speed and stability. Students can call our HelpDesk for more information or technical support at 831-796-7070.

Sincerely,



Dan Burns
Superintendent