Upper Mississippi Academy, 19 E Exchange St, St. Paul MN, 55101
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What is your organization's greatest success story in 2020?
More shared collaboration among staff members for supporting students in gaining content understanding by working around traditional barriers of literacy. Such as encouraging students to show evidence of their understanding in any way they can - verbally, visually, project (3D), etc. Gaining access to content for understanding by broadly accessing technology tools such as ReadWrite for Google, KAMI (pdf based), etc.

How does your organization address issues of equity in your community?
On an as needed basis materials are translated into Spanish for our families who need this service in addition to connecting our Spanish speaking families with our Spanish speaking staff members.

What strategies has your organization employed to address digital inclusion?What has worked or not worked well? And why do you believe that it has or has not worked?
UMA has consistently reached out to families asking about their technology needs, and provided devices and internet access for families who need it. The administration developed and shared a clear process to get different devices if needed due to increased wear or breakage. Staff members have delivered computers and hot spots to students across the metropolitan area.

Due to the COVID-19 pandemic, we haven't been able to assist families in their homes to help with technology.

How has your organization reached clients/participants since March? Do you have recommendations for adoption of services or community outreach strategies?
Our organization uses email, texting, phone calls, letters, and home visits to reach students and families since March. Since March our staff has had students come to the building when needed in a safe and appropriate manner to provide services. This includes testing, tutoring, and teaching.

What recommendations do you have for organizations to adapt to the COVID-19 pandemic and/or expand digital access? Or what would you recommend to your organization if you could return to March and coordinate a response?
Coordinate with internet providers to get more access at reduced cost, (maybe this already happened)

What is the greatest barrier to digital access in your community? What are other barriers? How do resources in your community ameliorate barriers to digital access? What further support is needed to achieve digital equity?

Greatest Barrier: Having students and families tained in digital access ahead of distance learning. We were only able to do this for some of our community.

Community Resources: Continued coordination of resources and identification of need.

Additional support: Family/household and student knowledge in access, appropriate use, digital responsibility, and guidelines for use.