

## **Schools are challenged with creating immersive remote-learning experiences for all students**

Vox Mobile provides mobile device management support for schools so educators can focus on teaching and inspiring students.



### **Challenge:**

Remote learning is quickly becoming a standard education practice for K-12 and higher education institutions across the globe. However many students face challenges when it comes to just being able to get an education.

School districts have been struggling to meet the needs of students learning from home, especially those in underserved areas due to many families not having a computer in their homes or adequate access to telecommunications infrastructure. As libraries and other public facilities temporarily shut down or limit the number of patrons they can serve because of COVID-19 social distancing regulations, many families are left with no access to education tools or classroom environments.

Even before the pandemic closed schools and initiated remote learning for students, a non-profit literacy program that implemented distance learning curriculums to improve the reading

*Continues on the next page*



## COVID Education Customer Use Case *continued*

and writing skills of First Nation students from kindergarten through third grade was piloted in Ontario. Part of this project entailed giving students mobile devices they could use at home to help them enhance their literacy. Teachers, however, did not receive additional IT support training to be able to help students, and parents, when there was a problem with the device. And this is a problem many school districts are facing.

Since the pandemic's disruption of our "normal" everyday lives, the increase in help desk tickets and questions from students trying to learn at home has also put extra pressure on overburdened IT teams—which in most cases are 1 or 2 people responsible for supporting the entire district. And, not having the skills to effectively troubleshoot IT issues is a hindrance to all teachers trying to facilitate distance learning.

Throughout Canada and the U.S., school districts have discovered that having the correct education applications and tools sets in place is only half of the equation to enable effective remote learning. Getting the right devices in the hands of students, and providing quality and timely support without adding more responsibilities to an already overwhelmed staff can add up to a successful education experience.

### **Solution:**

Prior to the pandemic's effect on schools, [Vox Mobile](#) provided guidance and support for the First Nation literacy pilot. Utilizing VMware Workspace ONE [Enterprise Mobility Management \(EMM\)](#), Vox Mobile had all test devices enrolled within 4 days and ready for testing. One week later, more than 100 tablets were deployed to students. The pilot was a success and has expanded its reach across Canada, which is more important than ever during this pandemic time.

Across pockets of U.S. and Canada, many school districts lack reliable internet service throughout their districts. Vox Mobile has worked with districts and communities to link them with satellite providers. Our extensive partnerships with telecommunications and satellite providers enables us to assist underserved communities in finding the best ways to keep children connected and learning.

A standard of practice in the "new normal," remote learning has become a must-have for all students, no matter where they live. Almost overnight, school districts had to transform from in-classroom teaching to educating students remotely. Vox Mobile has helped school districts—who never had to contemplate an all-remote or hybrid-remote education model—mobilize their distance learning



## COVID Education Customer Use Case *continued*

plans. Covering the entire mobile product lifecycle, we have supported [device deployment](#) for entire districts, managed forward and reverse logistics, helped school boards get the most for their budget dollars with [expense management](#) expertise, provided mission-critical [mobile support](#), and helped districts get the best carrier deals.

With our [24/7 support](#), students, parents, and staff can reach out for assistance and not have to wait until the next day to get help. This kind of support enables students to learn more productively and get more out of the education teachers provide. It also frees up teachers to do what they do best—teach the subjects they are experts in and inspire students to learn.

### **Result:**

As more and more schools rethink the upcoming school year, Vox Mobile is reaching out to invite them to find out [how we can help](#). Many schools aren't sure where to begin when it comes to deploying, managing, and supporting thousands of mobile devices. We are experts in the mechanics of mobile device management and mobile management services. Let us take the learning program that you've designed and put that onto tablets and into the hands of students waiting to learn. We can help you get more out of your plans.

Vox Mobile is ready to help school districts and higher education institutes automate and secure student and staff mobile devices, and educate school leaders on best practices for mobile device management. We look forward to [helping you](#).