

CITY OF ANGELS ONLINE INDEPENDENT STUDY PROGRAM



1

I have a student attending the City of Angels online program, do they keep the device we issued them?

Yes. Please ensure device is properly checked out to student in Remedy.

If student has a Title I or Verizon Innovative Learning (VILs) device, please exchange for a non-Title I or VILs device.

2

Will the device remain assigned to my inventory even though the student is attending this program?

No. The device will be transferred out by Asset Management.

3

Will my school receive replacements for the devices transferred to City of Angels?

Device allocations are based on enrollment numbers. If your school site is in a deficit, we will provide additional devices. Please contact your ITD Liaison.

4

I still see devices that are supposed to be assigned to City of Angels assigned to my school in Remedy, how do I correct this?

The device location will be updated by Asset Management.

5

A student enrolled in the program is requesting a device from my school, who would provide them a device?

Please provide student with a non-Title I/Verizon Innovative Learning (VILs) device that is 5 years or newer from your inventory and follow the standard check out process. Ensure student has a barcode confirmation email printed or digitally. If they do not, please assist student/parent with completing the online form: <http://device.lausd.net>. This also applies to students not enrolled at your school.

6

Parents are having difficulty completing the form online, who do I direct them to?

Please make accommodations to assist parents to complete the form at your school.

7

If a teacher from my school has a device and is going to teach at City of Angels, do they keep the device or return it to my school?

If the device was school purchased, teachers are to return the device and contact the Virtual Academy (VA) lead at the Local District to coordinate pick up of another device. If the device was provided centrally, e.g. teacher refresh project, teacher can take the device with them to COA.

8

How does a new City of Angels teacher get a device?

Please submit a request at device.lausd.net and then contact the Virtual Academy (VA) lead at the Local District office to coordinate pickup.

9

If a student is having difficulty with their device, how can they request tech support?

Contact help desk at <https://achieve.lausd.net/helpdesk> or call 213-241-5200