

DIGITAL DIVIDE AND BARRIERS TO ACCESS



Facing Families and Students in Los Angeles

Over 13,000 students in Los Angeles are served at 18 Partnership for Los Angeles schools in LAUSD by over 1,200 teachers and support staff. While the district has taken significant steps to increase technology access, we surveyed 1,000 families and found the following:

ACCESS TO DEVICES

1 in every 5 families - or 20% of those surveyed - **did not have access to a computer, laptop, or tablet** for students to access online distance learning.



INTERNET ACCESS

More than 1 in 10 families - or 16% of those surveyed - did not have access to wifi or internet at home

AWARENESS OF ACCESS SUPPORTS

Of those families who don't have internet access:



41%

41% - **nearly half** - are unaware of offers from internet companies to help students obtain internet access

15%

15% of families tried to obtain WiFi through internet company offers - and discovered significant barriers to taking part in these offers

BARRIERS TO INTERNET OFFERS

Based on these findings, we followed up to explore how easy it is for families to take advantage of internet company offers to help students obtain wifi at home. We made more than 50 calls to these companies and found multiple barriers to access including:



"Free Trials" often require a credit card or deposit to sign up and automatically charge fees after the trial period ends



Most companies require Social Security Numbers or they will charge a fee



Only one company of the 6 extending offers to families provides home internet service throughout Watts



Callers must wait an average of 20 mins to talk to a representative, and up to 2 hours if they are Spanish-speaking