

## **An Ode to the Remote Learning Hotline**

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written by loyal hotline member Shannan LaPorte

Way back on March 13, we all gathered as one.  
Some in person, at admin, and others on the phone would come.  
We learned about a new role that each of us would play.  
“You will work the Remote Learning Hotline,” and make stakeholders’ day!

We all took notes and printed docs, and tried to learn our role.  
In L&T we care about our work and strive to meet each goal!  
We all headed home to ponder the space available at our abodes.  
We set up a spot where we could work instead of being on the road.

And after a Monday morning training, 9:00, it finally came...  
And WHAM the calls started rolling in, and life would never be the same.  
Those first few weeks were crazy, taking calls from morning to night.  
Then breaks were introduced at last, so with our other work, we could do what’s right.

“What’s my password?” “What’s the assignment?” “What is happening?” they would ask.  
And to calm them down and direct them well was our unenviable task.  
Some parents were downright angry, technology pushing them to the brink.  
We would drag ourselves to our afternoon debrief, then morning would be here in a blink.

We had issues with Mitel and with taking calls—some days it seemed we couldn’t win.  
The protocols changed often, making our heads just spin and spin!  
“The Deck” grew longer every day, and we tried so hard to keep it all straight.  
But most of the time we had to search and search, while asking the parent nicely to wait.

And then the passwords started changing, without anyone knowing they would.  
We scoured the spreadsheet to try to help but often that path was no good.  
So we sent a million IT tickets in, with our love from L&T,  
“Please reset this student’s password,” was our unending plea!

Time went on and progress was made—“Option 9” became our rally cry!  
And eventually they added “Option 8,” although we were still transferring on the fly.  
We transitioned to two hour shifts each day, and eventually to two or three a week,  
Between shifts we got back to our other work and a sense of calm did seek.

But the calls, they just kept coming, because nothing works as it should.  
Everyone finally got the idea to utilize Teams but for many that path was no good.  
“Try office.com,” “Did you download the extension?” and other phrases were often said.  
We wondered if we would still have room for our other jobs somewhere in our heads.

Our twice-daily meetings to brief and debrief merged eventually to one  
And in those times we all worked hard to bring cheer and have some fun!  
From tacky day to informal chats to challenges we would strive to win  
With shift changes and the leaderboard race, we found we were among friends.

The calls became fewer but the fearless hotline workers carried valiantly on  
And the weeks in isolation grew, because this virus strain is strong  
All from L&T kept answering calls and genuinely wanted to solve  
All the problems each caller seemed to have, even if a coach we had to involve.

We do not know what the future holds because the world is still much on pause  
But getting to this day of May 15<sup>th</sup> is still reason for grand applause!  
The Remote Learning Hotline is shutting down, and we all wave it goodbye.  
As we move into a hotline-free world we should each be riding high!

We thank our leaders and those among our ranks whose technology skills we used.  
We thank our colleagues who covered shifts and for those who kept us amused.  
We end this era in our lives knowing things we never thought we'd know  
And hopefully our hard work in recent weeks helped students' skills to grow!

Today we leave incognito mode and crawl back toward the sun  
While sitting completely still, our spirits feel a marathon we've won.  
As to when we will return to face to face school, we probably should take bids  
So I'll end with a quote from a hotline parent, "When y'all gonna come and get these kids?"