

Tredyffrin/Easttown School District 1:1 Technology Initiative FAQ (updated April 2017)

What device will students receive?

The District-provided laptop, Dell 11" Education Edition, with the following specifications:

- 11.6" display
- 4GB RAM
- 128 GB Solid State Drive
- Intel Celeron Processor
- Spill-proof design (fully sealed keyboard and touchpad)
- Drop protection (rubberized LCD and base trim)

Who will receive District-provided laptops?

Laptops will be available to all Conestoga High School students during the 2017-18 school year.

How long will students keep their District-provided laptop?

Students will keep their laptop until they leave Conestoga High School. District-provided laptops will be collected each summer.

What will happen to the District-provided laptops over the summer?

In order to clean, maintain, and make necessary repairs, all District-provided laptops will be collected at the end of the school year. Laptops may be restored to their original state (or "reimaged") during summer maintenance. Data saved locally to the laptop may be lost during this process. It is important that data be saved on a network drive, preferably the District-provided OneDrive account, so data is not lost.

Students will receive the same District-provided laptop at the beginning of the next school year, unless a replacement is required.

How will the new and collected laptops be distributed?

Information regarding laptop distribution will be shared closer to the beginning of the 2017-18 school year.

What is the annual cost sharing fee, and what does it cover?

Families will be asked to pay an annual cost-sharing fee of \$50 per student, with a maximum annual family fee of \$100 for families with multiple children. This fee will cover the manufacturer's extended warranty and Accidental Damage Protection, as well as a case and set-up/maintenance of the device.

What does the manufacturer's extended warranty cover?

The laptops will have a manufacturer's extended warranty for the life of the device in the District. The extended warranty covers hardware repairs due to defective parts.

What is Accidental Damage Protection?

Accidental Damage Protection covers repairs or replacement due to damage that occurs during normal use of the laptop. There is no deductible for the first Accidental Damage Protection claim each year. Subsequent claims in the same school year will have the following deductibles:

- Incident #1: no deductible
- Incident #2 within the same school year: \$100 or the repair cost, whichever is less
- Incident #3 within the same school year: \$150 or the repair cost, whichever is less
- Incident #4 within the same school year: \$200 or the repair cost, whichever is less

Accidental Damage Protection excludes theft, loss, and damage due to fire, flood, or other acts of nature. Accidental Damage Protection also excludes damage or loss due to negligence or intentional damage (vandalism).

What about damage or loss that is not covered by Accidental Damage Protection?

If the damage is not covered by Accidental Damage Protection, the student and parent/guardian will be responsible for the full cost of the repair, or replacement (\$323, prorated) if the damage cannot be repaired.

What about theft or loss?

Students are responsible for the cost of the laptop (\$323, prorated) and/or power cord/charger if they are lost, stolen, or not returned at the end of the school year.

Will technical support be provided?

Yes. Laptops in need of repair should be brought to the Tech Deck in the library. Loaner laptops will be provided while the District-provided laptop is being repaired. There is no fee for a loaner laptop, and loaners will be distributed on an as-available basis. A loaner laptop may not be provided if the damage is deemed to be the result of negligence or intentional damage.

Data saved locally to the laptop may be lost during the repair process. It is important that data be saved on a network drive, preferably the District-provided OneDrive account, so data is not lost.

Who is responsible for purchasing and installing software?

The District will provide, install and manage all necessary software, including antivirus software, on the District-provided laptops. Students may not save, install, or run any unapproved software or plugins on their District-provided laptop. Any personal software found on the District-provided laptop upon collection at the end of the school year will be deleted.

Will internet access be filtered on District-provided computers?

Yes. District-provided laptops will be filtered at home and at school in the same way all district student computers are filtered. In other words, if a site is blocked on a desktop computer in the library, it will also be blocked on a District-provided laptop, regardless of whether the student is in school or not.

What about Bring Your Own Device?

Students will continue to have the option to bring their own device to school in lieu of receiving a District-provided laptop. There is no charge to bring your own device to school.

Personal devices should be a Windows (7, 8, or 10) or Mac (OS X or higher) laptop with a minimum of 4GB RAM. Tablets, including iPads, will not be considered personal devices that can be used in lieu of District-provided laptops. Personal devices must connect to the District wireless network during the school day, and the District will not be able to install any software or provide any technical support for personal devices. Students who bring their own device are still accountable for their use and must follow the Network Acceptable Use Agreement, as well as any applicable policies or school rules.