

1:1 Digital Learning Environment FAQ

How will the district support the maintenance of all of these laptops?

Laptops are covered by a warranty for the entire term of the lease. In the event that part of the hardware fails such as the keyboard or mouse, the student can bring it to laptop central and receive a loaner while their laptop is repaired. The students will be notified when their laptop has been fixed and is ready to be returned.

How will batteries be charged so that they last throughout the day?

Students are responsible for charging their laptops each night. Students can use charging stations in the classroom to recharge their laptops.

What happens if my child accidentally broke the screen or other part of the laptop?

Laptops are covered by a warranty for the entire term of the lease. In the event that part of the hardware fails such as the keyboard or mouse, the student can bring it to laptop central and receive a loaner while their laptop is repaired. The students will be notified when their laptop has been fixed and is ready to be returned.

Will users be able to load additional software etc. on the laptop.

All programs will need to be district approved even "freeware". Music of a personal nature as long as it meets acceptable standards may be loaded into iTunes or similar applications.

We found a virus on the computer and it is causing major issues with the laptop. What should my child do?

If you are having trouble with your laptop, please bring it to laptop central or submit a help ticket through tech support. Mac laptops are less prone to viruses.

What will happen if my child loses the laptop or it is stolen?

As per the signed authorization form, the student and parent should immediately contact the police and school officials to file a report. If the laptop is recovered, it will be returned to laptop central for updating. A replacement will be issued on a temporary basis until resolution of stolen laptop.

Will my child be expected to bring his/her laptop to school everyday?

Yes

Will teachers be using the laptops every day?

The laptops are a tool to support learning. Teachers will determine when using the laptop is appropriate. We anticipate increased usage as students and faculty become more familiar with the computers. However, technology will not be used simply for the sake of it. It will only be used when and where appropriate – therefore in situations where it enhances and extends the learning process.

What will the daily operation of the program look like?

- Students will be supervised by staff members when using laptops.
- Students will carry their laptops in the backpack provided.
- Laptops (batteries) will be charged on a daily basis.

- Laptops will be kept in a designated secure area when students are at lunch and specials.
- Students will have email accounts that will be used for school purposes only.
- Printers will be available for student use at school.
- Loaner laptops will be available when a student's laptop needs repair.
- Laptop repairs will be handled by technology staff and through vendor warranty.

What if my child forgets to bring the laptop to school?

If they forget it, the school will have back up laptops available for students who forget to bring their laptop but they are very limited. It is important that students remember to bring the laptop to school and they do so with a fully charged battery. Repeat offenders will need to explain their inability to bring their laptops to both the teacher and school administrator.

What is the policy for the loaner pool?

Rutherford County School District will establish a loaner pool to provide students with a laptop during repairs, routine preventative maintenance and when a student forgets to bring his/her laptop. Students will receive a comparable laptop which they are responsible for until their laptop is returned. The student is responsible for returning the laptop when requested.

Will my child be receiving a school issued e-mail address?

Yes, Email is a critical tool in how students communicate with their teachers.

How will students submit work completed on the computer?

Students will be able to access their work, readings and notes via email, the Internet using their blogs, wikis and other tools that they use now. Students are expected to save all work to their F Drive which is accessible at school and from home. The students will also receive training on how to use a "drop box".

How will data be protected?

Student data will reside on a network drive that is backed up on a daily basis.

Can students print their work in the classroom?

Student laptops will be automatically connected (wireless) to a number of printers throughout the building. Students will receive training on how to print to specific locations. It is important that students ask permission from their teacher before sending any documents to the printer.

Does the Rutherford County School District have Wi-Fi?

Yes, the Rutherford County School District has a wireless network in all of its buildings. Students can use their laptops in any building in Rutherford County Schools.

How will Internet Safety be addressed?

Currently, every school has web filtering in place in compliance with the Federal "Children's Internet Protection Act" (CIPA). Laptops in the 1:1 initiative will be filtered the same way all computers are filtered. Students will receive extensive instruction regarding the safe use of the Internet.

What will Rutherford County School District do to protect students against inappropriate web content and restrict access to gaming websites?

The District uses a content filtering system that will restrict access yet not hinder teaching and learning.

Won't students just spend all of their time surfing the Internet during school?

No. The laptop is a tool for learning. It will be used accordingly.

Do students have access to the school network from home?

Yes, the schools network is accessible anywhere your child has an Internet connection. Students will be trained on this in their Spring computer class and be expected to use this to upload work from home. Students will use the district website to access the network and can upload or download their files to the school network.

How will student connect to the Internet while at home?

Student laptops will have the ability to connect to any wireless or wired network. Students will apply home settings and then be able to connect at home. This will also be the case for situations when they are not at home or school. Students will be trained and will receive documentation on how to handle this. All questions or problems should be directed to the Technology Office.

Can students print work at home from this laptop?

Yes. Student laptops have been configured to allow the installation of home printers. It is the responsibility of the student and parent to set

this up.

My child already has a laptop. Why can't he/she just use that laptop while at school?

There are instructional benefits of utilizing technology through the district's network. These benefits include: access to additional educational software, consistency of program use, security filters and firewalls, and standardization of equipment for maintenance and repair by district staff. Additionally, for security reasons, the District does not allow personal equipment on the school network.

When does the 1:1 laptop program begin?

The initiative will begin in spring of 2011 school year with students in grades 6-12.

Can students install software on their laptop?

No, all software is installed by the Rutherford County Technology department who will conduct the same rigorous testing to ensure that the software does not conflict with other applications required for your child's learning.

Will the laptop come with a mouse?

No, the laptop will be equipped with a touch pad mouse. If the student prefers using a mouse, they may purchase a USB mouse on their own.

How will children be trained on using the software and hardware?

Students will be enrolled in a Spring computer course which is specifically focused on the effective use and care of their laptops. Curriculum will cover areas such as information literacy, information management, district procedures and guidelines, research, hardware and software training.

Will there be training for parents on how to help our children with using the laptops?

Yes. The district will sponsor a number of parent meetings and orientations regarding this program. Please note, that if you have any questions you may contact the Technology Office at

Can my child use the laptop during the summer?

Student laptops must be returned at the end of each school year. The district will need time to prepare the laptops and will set a date over the summer for students to pick them up.

Can students use the laptops when they leave or graduate?

No. Laptops are to be returned to the District at the end of the school year or prior to a student leaving the District.

How should my child identify his/her computer?

Each student is required to have their name on their laptop case, AC adapter, laptop, battery. Name tags will be attached to the laptop case and labels applied to all items.

What are the educational benefits of laptops?

This research suggests that most students already own and use digital tools on a daily basis for their educational, social and personal needs. At Rutherford County School District, we want our students to learn how to use this technology as a powerful intellectual tool.

How will a 1:1 laptop initiative enhance learning?

The use of a laptop will contribute to student's understanding of our quickly changing world. Our students will learn more and they will learn in new ways, preparing them for the 21st century. Laptops will support students as they learn at various skill levels and through a variety of learning styles. Students will be engaged in classroom projects that reach beyond the classroom and allow students anytime access to learning. These projects support, enhance, and align with the Rutherford County curriculum, the NC Standards and the National Education Technology Standards.

What if I choose not to allow my child to participate?

The student will be issued a laptop for use during the school day. Parents may choose not to allow the laptop to be brought home.

What type of laptops will students receive?

Students will receive the white Apple MacBook with 2Gb of RAM and 250 Gb hard drive.

Is there a cost to parents associated with their child receiving a laptop?

There may be an annual payment for insurance per laptop. This amount has not been finalized to date but will be communicated as

soon as it can be set. Financial hardship cases will have a process for covering the cost. A laptop book bag will be provided free of charge.

Can any family member use the laptop?

Yes as long as it is appropriate use. The student is to be the primary user but family members may use the laptop as well. Each student will be assigned an individual username and password. Parents are encouraged to access their child's account and monitor their child's usage and progress.

What filter(s) are in place to protect student from visiting harmful websites?

RCS laptops utilize an LightSpeed filter which is updated daily; however, the most important filter is parental supervision. Parents are offered training on internet safety and are shown how to check a student's history on the laptop.

Will students keep the laptops over summer break?

Currently plans are for laptops to be turned in for updating and preparing for the new school year.

What training is available for parents who are unfamiliar with Apple software?

Family sessions will be available as well as online tools. Apple.com offers many online tutorials. For students unfamiliar with Apple software, Atomic Learning tutorials will be available. Parent training has been offered throughout the year. (see resources below)

Will parents need to purchase additional items for the laptop?

No

What if the laptop stops working at home (after school hours)?

RCS students can contact the Apple help line, or bring the laptop to the school's help desk during school hours.

What will be the consequences for misuse or inappropriate use of the laptop?

Details are provided in our Required Acceptable Use Policy (AUP) and the RCS Policy manual.

Will students carry fewer textbooks once they have laptops?

Yes. Teachers will increasingly begin to use digital content for instruction and assignments. This will be a transition over time.

What happens when a student or teacher has a hardware problem?

A helpdesk will be at each school.

What will Insurance fees cost?

What costs will I pay as a parent if my child damages the computer and those damages are not covered by the terms of the lease? Any non-insurance cost incurred.

How do I get help paying fees as a parent?

See your schools Principal

What will be consequence if students use computers inappropriately?

Discipline as per policy.

What about that Pennsylvania case? How can I be sure my student is not being "watched" through the webcam?

RCS will not be using the webcam monitoring software.

What will students do about completing assignments if their computer has to be kept for service?

A loaner will be issued.

Will 1:1 increase attendance and decrease dropouts?

Statistics show that these indicators will improve.

Why are we spending money for computers when other supplies and personnel are being cut?

Different funding sources are used for personnel and the 1:1 initiative.

We don't have Internet access at home and I can't afford to purchase it at this time. How will my child be able to complete assignments?

There are numerous ways for students and the public in general to gain access to the internet. The students will have access at school, they may visit the public library, and there are numerous local hot

spots throughout the area. More HotSpot areas will be listed soon and all Schools will become hotspots in the future as well.

What kind of staff dev will be available to me as a teacher to help me implement computers effectively?

Continuously provided variety of Professional Development from Apple and RCS both in operational and integration skills.

What tools will be provided to help me monitor student behavior on the computers as they work on assignments?

Several teacher tools will be available as well as good classroom management by teachers.

How will students transferred to the ROC be handled so that schools can keep up with their laptop inventory?

This will be worked out between the sending school and the ROC administrations.

Is any parent or employee required to donate to this effort?

Absolutely not. While we hope that those who are financially able to contribute will do so, based upon their excitement about such a tremendous opportunity for our students, there will never be a requirement to do so.