

## Student Technology Devices Q & A

### Frequently Asked Questions (FAQ)

**1. What is a device?**

A device is a laptop or tablet that mostly stores its programs and files online “in the cloud” instead of on the device itself or on a local area network. They are less expensive than traditional Windows or Apple laptops, login quickly, and are less prone to viruses.

**2. What about damage? Won't kids break them?**

Devices carry a limited warranty that covers manufacturer defects; however, it is anticipated there may be accidental damage on occasion. If that occurs, the district will repair or replace devices that are not covered under the manufacturer's warranty.

**3. Will I have to pay repair fines/fees if my child's device is damaged or lost?**

If your device has been defaced or damaged beyond the normal wear, families will be fined for repairs or replacements. Families may be charged for repairs and replacements if devices are damaged, lost or stolen due to failure to secure the device. Damage may occur accidentally, and theft is possible, even under a watchful eye. Students should notify teachers or administration as soon as possible so an investigation may take place.

**4. How does district administration determine if “gross negligence” occurred to a damaged device?**

Gross negligence is defined as causing intentional damage to the device, including but not limited to, purposefully throwing a device up against a wall, locker, floor, or other hard surface, as well as purposefully exposing the device to liquids or solids that results in damage. Impacting the device with objects (i.e., hammer) and/or exposing the device to extreme temperatures also indicates that gross negligence may have taken place.

**5. What if parents refuse to allow their kids to bring devices home?**

This is certainly a possibility, and parents know their children best. If parents choose not to permit their children to bring devices off campus, students would need to pick up devices each morning and turn them in at the end of the day in certain designated locations. The responsibility lies with the student to ensure their device is fully charged and returned each day to the designated location.

**6. What if a family has no internet?**

Devices can be used offline; however, work created on them won't save until the student gets online. Teachers will instruct students on how to make specific files available offline, so they can do so prior to leaving the school campus each day. Please contact the school for other options such as a mobile hotspot loan that may be available in certain situations.

**7. What about books?**

Most textbooks are available electronically. Users have access to online resources inside of platforms such as Google Classroom.

**8. Will teachers and students now be required to only use issued devices?**

In order to prepare our students for the evolving technological world we live in, students and staff will continue to have access to a variety of computing platforms, which mirrors what they will encounter in our 21st century world. During their time at APS, students will be exposed to traditional platforms such as Windows Desktop PCs in computer labs and courses. iPads are available for occasional classroom use, and devices are assigned to students. In addition, students may be permitted to use their own mobile devices (BYOD) such as smartphones and tablets at teacher discretion. As a result, APS students are experiencing **multiple computing platforms** to prepare them to be productive members of a technology literate society filled with a variety of devices and platforms. Families are encouraged to use the district issued devices for educational purposes due to the safeguards, programs, and resources provided on district-issued devices.

**9. Can anyone login onto a district-owned device?**

Only aps.edu accounts issued to staff and students can be used as the primary account when logging into the device. Other domains may be available by request. The “Guest mode” capabilities and use of non-district google accounts have been disabled. To help maintain student account security, the device will lock out the student when the lid is closed, and when the device goes into sleep/standby mode, which will require reentry of password.

**10. What about battery life?**

APS devices are expected to hold a full day charge when charged to 100 percent. Charging can take two to three hours, which is why we recommend charging occurs overnight. There is no harm in leaving a device on a charger once it's fully charged, so students are encouraged to keep it plugged in at home at all times whenever possible. To help extend battery life when using the device, users can lower the screen brightness.

**11. What if a student forgets their device at home?**

Students will be expected to bring fully charged devices to school every day in the same way that they are expected to bring other supplies to class. If a student forgets their device, the school may have temporary loaners. Temporary loaners may be available just for that day depending on the quantity on hand.

**12. Can students get additional programs or apps themselves?**

In order to prevent malicious apps, themes or extensions from being installed, students may be restricted to installing content that has been “whitelisted” (approved) by district teachers and administrators. This will ensure that devices are not bogged down with running unnecessary apps or extensions that are not needed for educational purposes. Administration has the capability of force-installing apps as they are needed. This policy will continuously be evaluated to determine the most efficient way for students to obtain content.

**13. Will internet use at home (or anywhere off school campus) still be filtered?**

Yes, internet content will be filtered in compliance with Children’s Internet Protection Act regulations using programs such as GoGuardian, which works directly on the device regardless of where the student is obtaining Wi-Fi. Since technology is always changing,

the district cannot guarantee 100 percent safeguard against inappropriate material, images or content that a student may view or research.

**14. Is there a camera built into the device?**

Devices have webcams, which allow students to take pictures and video, and also to use in video conferencing situations. The camera functionality will be enabled by default, though if distractions caused by cameras outweigh the benefit of having them, they can be disabled.

**15. Is virus protection software needed?**

Due to their unique cloud-based design, devices are not prone to viruses as compared to traditional computing platforms. In fact, a device can be reset to factory default settings within minutes (PowerWash), which makes them much more desirable compared to traditional laptops that would require virus protection software and lengthy reimaging. Regardless of platform, there are always security risks of sharing personal information online (such as passwords), so students will constantly be learning about responsible computing habits while using devices as educational tools.

**16. Are headphones/earbuds required?**

No, but families are encouraged to provide them for their students as they may be used in some classes.