



2018-2019 1:WORLD TECHNOLOGY PROGRAM

FREQUENTLY ASKED QUESTIONS

WHY?

Q: Why did Lake Norman Charter implement a 1:World technology program at its middle and high schools?

A: As a college-preparatory school, LNC must:

1. Make sure that all of our graduates are technology literate and ready for the experience and expectations they will encounter in post-secondary institutions.
2. Educate and reinforce Digital Citizenship throughout the curriculum so that our students can safely and appropriately navigate their digital world.
3. Enrich our students' learning environment by expanding their classroom from four walls and a traditional textbook to a dynamic and interactive global educational experience. For example, the devices:
 - a. Provide a plethora of dynamic information at students' fingertips,
 - b. Enable students to take an active and more creative role in their learning,
 - c. Allow students to interact and collaborate with peers and experts both locally and world-wide.

Q: Why do the middle and high school students have different devices?

A: Middle school students' schoolwork tends to be more creation-based, making the iPads a natural choice. Most of our teachers and students already have a wide knowledge-base of the iPads and for those who don't, the devices are relatively easy and straightforward to use. Once our students enter high school, the nature of their work becomes less creation-based and more analytical, making the power and features of the laptop preferable. Using the laptops also allows our students to build proficiency and skill on two diverse devices and platforms, increasing their adaptability and experience. This helps prepare our students for college and their careers. In a survey of our alumni, students indicated that they overwhelmingly use laptops in college. Therefore, the decision was made to use different devices in order to best meet our students' needs.

Q: Why do I see this 1:World reference?

A: Often a one-device-per-one-student technology program is referred to as 1:1. Our research and experience indicates that it is incomplete to think about and frame our technology program in terms of only the student and the device. Actually, the true power of one student to one device is the ability of every student to connect to the greater world, with the device simply serving as the conduit for doing so.

GENERAL INFORMATION

Q: Can my student use his or her own device?

A: No, our students need to be part of our mobile device management system in order to be compliant with both the Child Internet Protection Act and the Family Educational Rights and Privacy Act. Lake Norman Charter is required to install content filtering and firewall protection on all devices to ensure the safety of students. Also, through the school's mobile device management system, the school can distribute educational apps and programs directly (and at no cost to the student) to the iPads and laptops.

Q: What kind of device and accessories is my student receiving?

A: Students in grades 5-8 are issued an Apple iPad as well as a protective case, a charging block, and a lightning cable. Students in grades 9-12 are issued a Dell laptop and a two-piece power supply block and cord. The Dell laptops are designed specifically for student purposes and are engineered to be more durable.

Q: What if I want my middle school student to have a separate keyboard?

A: Classroom teachers will have a set of wired keyboards for in-school use only. If parents would like to provide a keyboard for home use, they may purchase their own.

Q: How long does my student have the device?

A: The device is for your student to use for the upcoming school year. At the beginning of each school year, the school will issue devices to students who have paid the annual technology co-pay and any outstanding fines. The device (and power supply for the laptops) will be collected for inspection and maintenance at the end of each school year. Any previously unidentified damage will be identified and repaired over the summer and related damage fines will be assessed.

Q: Who owns the device?

A: Lake Norman Charter owns the device, so it is very important that your student take good care of it. Please leave all tags and labels in place, and protect the device and accessories from damage (including writing on it, placing stickers on it or scratching/denting it). The iPads should **NEVER** be removed from their protective case! It is highly recommended that a padded bag or protective sleeve be purchased to further protect the device. The device is your student's responsibility while it is on loan from Lake Norman Charter.

Q: When will my student receive the device?

A: Students receive their devices at various times, depending on grade level, and contingent on the \$125 co-pay having been paid. The technology cost can be paid on July 1 each year and must be paid before the student can receive the device and no later than the August deadline. All students will receive their device between the end of July and the first week of

school, provided the co-pay has been met. Specific co-pay deadlines and deployment dates will be communicated by LNC each year.

TECH COSTS

Q: Is there a parent cost for the device?

A: Yes, there is a non-refundable co-pay of \$125.00 per student. This payment helps cover the cost of LNC's 1: World program, which includes the devices, the necessary cables and charging blocks, network infrastructure and support staff. The balance of these expenses are paid from Lake Norman Charter's operating budget. The parent portion of the technology cost may be paid beginning July 1 of each school year and must be paid prior to receiving the device. At the end of each school year, the school-issued device, protective iPad case (middle school), and originally-issued accessories (high school) must be returned to LNC in the same condition they were given to the student, with some exception given for normal wear and tear as determined by the LNC Technology Team. HS students must return their laptops no later than the final day of school. A \$10 fine will be assessed for each day the student does not return the laptop beyond the last day of school. MS students will keep their school- issued charging block and cable until they complete 8th grade. The accessories are collected at 8th grade collection or before if the student withdraws from LNC for any reason. New accessories can be purchased on the LNC website if they are damaged, lost or stolen at any time. If the device becomes damaged beyond what is considered normal wear and tear at any time during the school year, parents will be financially responsible for either the cost of the repair to bring the device back to its originally-issued state or the cost of replacement of the device.

It is highly recommended that a padded bag or protective sleeve is purchased to further protect the iPad/laptop and be used whenever the device is transported, including between classes, to and from school and especially whenever it is placed in the student's backpack or locker. Please note that many breakage incidents result from the device being in the student's backpack while the student sits on, throws or otherwise roughly handles the backpack. Students should handle their backpacks with care whenever the device is stored inside.

Q: What if my student's device or accessories are damaged, lost or stolen?

A: Your student needs to report the loss immediately to the Technology Team. Loaner devices, when available, will be issued and collected at the discretion of the Technology Team. All device losses and damages, including loaners, must be assessed by and performed by Lake Norman Charter and our contracted vendors. Please refer to the table below for the costs associated with repairs and losses. Each time the device requires repair, a flat repair fine will be charged. If the device or any accessory is lost or damaged beyond repair, a full replacement fine will be charged. Payment for all fines is required within five (5) school days from the date of an email notification that will be sent from the finance office.

Schedule of Costs for Damage or Loss

Item	Situation	Cost
iPad	Damaged but repairable	\$75
iPad	Lost or damaged beyond repair	\$350
iPad	Lost or damaged charging cable	\$11
iPad	Lost or damaged charging block	\$20
iPad	Lost or damaged UZBL protective case	\$50
Laptop	Damaged but repairable	\$75
Laptop	Lost or damaged beyond repair	\$671
Laptop	Lost or damaged power adapter	\$60

Q: Will my student be required to purchase apps?

A: No.

Q: What if my family is unable to pay the technology cost for the device?

A: Any family unable to pay the technology co-pay should contact Hayley Wilson at hwilson@Incharter.org as soon as possible to obtain an “Economically Disadvantaged Student” form. Depending on income levels, a family may qualify for either a payment plan or reduced cost for use. Information is kept *confidential* and your family will be notified of the status and possible arrangements.

DEVICE USAGE

Q: Should my student take the device home?

A: Yes, the 1:World program is designed to enhance students’ educational experience and their device will serve as an important tool for them to complete homework assignments, conduct research, and collaborate with their peers. Your student should bring the device home every night and charge it to 100% for the next day of school. Please note that internet access may not be available on public Wi-Fi (i.e., hotels, coffee shops, etc.).

Q: Can my student install games or software on the device?

A: No. This is to minimize the risk of infection from malware, keep the device running as smoothly as possible and reduce student distraction.

Q: How should my student carry the device?

A: The iPad should **NEVER** be removed from its protective case. Both the iPads and the laptops should always be closed whenever they are moved and placed within a padded bag or protective sleeve to further protect the device. The device should always be moved, handled and generally treated with the utmost care and respect in order to keep it in good working condition and to avoid any repair or replacement expenses. Students should handle their backpacks with care whenever the device is stored inside.

Q: Can my middle school student use a different protective iPad case?

A: No. The protective case that comes with the iPad **MUST** remain on the device at all times. Please know that the case is primarily a “protective” case, which is intended to protect the device from unintended damage and breakage and avoid costly repair or replacement costs.

Q: Where does my student keep the device while at school?

A: Your student is responsible for the device both in and out of school, and must take care to never leave it unattended or unlocked. In the event that the device is lost or stolen, your student needs to report the loss immediately to the Technology Team. If the device is not recovered, your family will be responsible for paying the school the replacement cost for the device immediately so that there is no interruption in school instruction. Any time the device is out of a student’s possession (lunch, electives, etc.), it should be kept in a safe location (i.e., locker, inside a desk, in a teacher’s storage area, etc.).

Q: Can my student access the internet and our home printer with the device?

A: Absolutely. Your student is encouraged to use the device outside of school. However, Lake Norman Charter does not support device connectivity outside of school. If you are experiencing difficulty printing, it is recommended accessing the file needed through cloud storage (i.e., Google drive, OneDrive) from any device, or emailing the document to any device, that is connected to the student’s home printer, i.e., home computer, mobile phone.

Q: Does my student need to back up his/her data?

A: Yes. Lake Norman Charter is not responsible for student data loss if students do not properly back up their data.

Middle school students are required to have their iCloud services turned on so data on Pages, Numbers, Keynote, etc. is backed up daily. This will happen automatically when the student charges the device at home as long as total storage has not exceeded 5 GB and the device receives a recognized Wi-Fi signal. Your student can confirm that iCloud is indeed on by going to Settings, iCloud, Backup and confirming the iCloud Backup toggle switch is set to green. If a student’s total storage has exceeded 5 GB it is recommended the student first purges any unneeded files or data. Students will see an onscreen message if the backup has not completed successfully or if it has been several weeks since the last successful backup. They must pay attention to these notices and if they do not understand what they mean,

come to the Media Center for assistance. If the total storage still exceeds 5 GB, apps such as Schoology, Dropbox, and Google Drive are great alternatives for cloud-based storage.

High school students should save all work to the Google Drive which provides unlimited storage and backs up all data to the cloud.

DEVICE MAINTENANCE

Q: What device maintenance should my student perform at home?

A: Your student should charge the device every night to 100%, using only the school-issued charger and accessory cable, so it is brought to school with a fully-charged battery. Middle school students should make sure all apps and iOS are up-to-date. It is recommended that updates be performed at home to avoid unnecessarily burdening the school's infrastructure.

Q: How should my student clean the device?

A: Use only cloths and cleaners specifically designed for computer screens.

DEVICE SUPPORT

Q: What if my student's device is lost or damaged?

A: Students should report lost or damaged devices immediately to:

High school - Mr. Nic Cox, HS Technology Coordinator in the HS Tech Lab. Mr. Cox can also be reached at hstechnology@lncharter.org, however students should bring their damaged laptop/report a lost laptop **directly and immediately** to the HS Tech Lab.

Middle school - Ms. Kim Ribbans, MS Technology Coordinator in the MS Media Center. Ms. Ribbans can also be reached at mstechnology@lncharter.org, however students should bring their damaged iPad/report a lost iPad **directly and immediately** to the Media Center. By reporting a lost device immediately, there is a better chance it will still be online and located more easily. Additionally, the expectation is that if a student finds an unidentified device, they will turn it in. If the device is not recovered, the family is responsible for the replacement cost.

Q: What school resources are available if my student has questions or problems or if the device stops working?

A: Many tech resources are available on Schoology in the "Class of" and "Parent2Parent" groups. If a student cannot find the answer to a question on Schoology, high school students should visit the HS Tech Lab and middle school students should visit the Media Center. LNC has a Technology Coordinator and Facilitator at both the HS and MS to help support students and expedite any needed repairs, answer questions and assist students with technical problems.