

Bring Your Own Device FAQ's

1. What device should we get?

Our school process supports any operating system (windows, apple, or android). We also support both laptops and tablets. However, tablets must be full-sized (i.e. no mini's; at least 8 inches or larger). Anything in the market today works fine. If you're concerned with the best specifications, our primary campus function is wireless processing.

2. How are devices stored and transported?

Our school takes no official responsibility for any lost, stolen, or damaged devices (see our Information Technology and Liability Agreements). Students may take devices home from school each night, and they may carry them from class to class during the day, depending on their schedule. Families should invest in protective casing (other than backpacks) to help minimize damage from stresses and strains. During lunch, PE, and other activities, teachers keep student devices locked up in their rooms, and no student is allowed in any classroom without adult supervision as a school wide policy.

3. Is there anything I need to have loaded on our device?

Yes. Our learning management system is 100% online and is accessible from any computer with internet access anywhere in the world, whether on or off campus. However, all families need to decide how they will create/manage documents and word processing on student devices. Popular forms are MS Word, Google Docs, and Pages. Documents can be stored directly on devices or a cloud service (i.e. dropbox, onedrive, google drive, etc.), but external USB/disk drives are not acceptable means of submitting or transferring work. In most cases, documents and links to documents can be directly uploaded and/or pasted into the Ignitia assignment fields. Teachers will communicate information regarding any additional apps, browser extensions, and/or programs that may be utilized as needed, and they are always sure to plan for engagement for every student, regardless of the style or brand of device. In general, parents are strongly urged to consider the following set-up features regardless of device:

- Having no gaming or entertainment functions. These often create problems with proxy internet settings and are most commonly the source of viruses/malware issues.
- Installing some form of simple (and free) virus (ex: AVG) and malware (ex: Malware bytes) protection programs that do not profoundly affect the normal functioning of the device, nor cause multiple pop-ups and scheduled scans during the school day that would interfere with their learning process.
- Utilizing any and all parental controls for monitoring/controlling the use of any 3G/4G functions (calls, texts, instant messaging, etc.), which are not permitted at school without express permission at the time of use.

4. Does the school provide power supply?

Every classroom is equipped with accessible outlets. However, it is the essential that every family ensures that the device battery is fully charged each morning before coming to school. We do *not* have chargers/adapters available for every kind of device, so students *must* bring their own chords with them each day to plug in if/when needed.

5. What do I do if our device breaks or has functional problems?

Our day-to-day process demands that students have their own functional device available for use all day, every day. We do attempt to offer a limited amount of troubleshooting support when problems are encountered, but parents should help ensure on a regular basis throughout the year that student devices are being properly maintained (scans, updates, settings, etc.). We also strongly advise all students to have some sort of basic computer/device case to help absorb small shocks, should they occur. In the case of a complication that cannot be fixed without either taking the computer into a professional service or purchasing a new one, please notify the office immediately to arrange plans for your child's academic functioning in the interim.

6. What happens when my child forgets their device or it isn't working for a day?

We do not stock every kind of device, though we do have a very small supply of back up loaner devices available. Whenever a student is found wanting a device, or has a problem that cannot be quickly resolved in class, one will be issued by the office for a fee of \$25, with additional disciplinary consequences issued for recurring instances. This helps offset the cost of maintaining that supply, deters abuse of the service, and ensures that the academic disruption does not further affect the student in an adverse way. Thank you for your diligence and understanding in this matter.