

# MyTech FAQs

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## COST CONSIDERATIONS

*What does the annual fee include?*

The fee includes the device, a protective case, insurance (see handbook for more insurance information), educational apps, the school infrastructure, access to their files on the school server, and tech support. It does not include books. The annual fee is \$375 per year. Because of the rapid rate of change in technology, there may be changes in the fee structure or the device offered during the course of a student's time at St. Francis.

*What happens to the iPad when the student graduates?*

At the end of their senior year, students can keep their iPad and all the apps and books they have downloaded. If a student does not graduate from St. Francis, the iPad will remain the property of the school unless they have paid at least two years MyTech fees.

*When students graduate, can we resell the iPad to an underclassman at GTACS?*

No, each year the incoming freshmen will pay the yearly MyTech fee and receive the most current iPad.

*Are there price breaks for families with multiple high school students?*

Yes, families that have more than one student in high school will pay \$375 for the first student's MyTech fee, \$275 for the second, and \$0 for the third or more. No family will be asked to pay more than \$650 for iPads in a given year.

*Will there be scholarship dollars available for families who are unable to pay the tech fee?*

Yes, help will be provided where applicable following a process similar to the way in which financial aid is granted now for tuition. Grant applications (PSAS) are available in the high school business office.

*Is a case provided? Do I have to use the case?*

A third party case is included as part of your MyTech fee. It has been chosen for its durability, ease of use, and reputation. To protect your iPad investment and minimize disruptions due to equipment breakage, students are required to keep their iPad in its protective case. With some degree of care on the part of the student, it should provide a very reliable defense against mishaps. If damage occurs to the device when it is not in its protective case, insurance coverage is voided and you may be responsible for repairs or replacement.

*\*\* Starting in the fall of 2018 all incoming freshman will receive iPads equipped with a rugged keyboard case from Logitech by default.*

*How do I pay the MyTech/iPad fee?*

The fee is added to your tuition statement. If you choose a FACTS or TCFCU payment plan for your tuition, you can add the MyTech fee to the amount financed. You can also pay with cash, check or money order. The deadline for payment or arrangements for payment is July 1.

*What are the family's financial responsibility if an iPad is lost, stolen or broken?*

There is a \$100 deductible for repairing an iPad that is damaged and in need of repairs (first two incidents). Deductibles increase by \$50 for each subsequent incident (e.g., incident #3 is \$150, incident #4 is \$200, etc.) A \$250 deductible is required if the iPad is lost, stolen or damaged beyond repair. Insurance is voided if the iPad is damaged because of use without the protective case; families will be responsible for the full replacement cost.

## DEVICE SELECTION/INITIATIVE IN GENERAL

*Is the iPad just a glorified textbook?*

The iPad will certainly be used to access electronic textbooks, but this is simply one of many uses. It will be used to take and store notes, access online materials or supplement resources, utilize applications relevant to a particular class, visit online classroom portals (e.g., Moodle), allow electronic exchange of assignments, and put valuable tools and resources (the Bible,

the Catechism, databases) in the hands of students.

*Why was the iPad chosen over a laptop / netbook?*

After much research, the iPad had a number of qualities that made it the device of choice. Those qualities include ease of use, available software /apps, touch capabilities, price point, platform stability, user-friendliness, reliability, portability, battery life, and ability to enhance learning.

*What if we already have an iPad?*

You are not able to use a family owned iPad as part of the myTech Program. The program relies on the fact that the same device is issued to all students in a given class. This guarantees software compatibility and also allows us to swap out a device quickly if needed as allowed under our insurance policy. Finally, by issuing students the latest generation iPad, it will ensure usefulness for all four years of high school.

*Will families still need a PC?*

The iPad does not require a PC for syncing and can function as a stand-alone device. Families still might choose to own a home computer.

*Will families have a choice about whether a student receives an iPad?*

As part of the myTech program, all students are required to pay the yearly tech fee and use an iPad.

## SKILLS/FUNCTIONALITY

*Which apps will be included? Who will load the apps and books?*

The school has determined a set of included educational apps. The cost of those apps will be paid for as part of the MyTech fee and will be loaded by the school using device management software. The student will download and pay for books.

*How do I buy books for the iPad?*

Please refer to the more detailed instructions that are available on this topic—e-mailed in late July to early August each summer.

*We own “print” editions of the textbooks from older siblings. Can my student use those in place of the iBooks?*

All of the currently selected iBooks are either different editions of the textbook from previous years or from different publishers altogether, so students will need the iBook version for class.

*Can siblings “share” iBooks?*

No. Sorry.

*Will students still need to be able to write (with pen and paper)?*

Yes, there will still be many situations where students are asked to write using pen and paper.

*Does use of the iPad diminish note-taking skills?*

We believe strongly in the importance of summarizing and note taking. It is an effective, research-based teaching strategy. The iPad will enhance, not replace, this process.

*Will students need or use a keyboard also?*

Starting in the fall of 2018 all freshman iPads will come with a protective case with keyboard.

*Are all textbooks on the iPad? Is there a cost savings on electronic books versus traditional books?*

We offer as many textbooks as possible in electronic form. As more textbooks are available and we are able to make the change, more savings will be realized. However, we will only make the change when there is an appropriate electronic option available.

*Will students be able to print from the iPad?*

Students will be able to print at school using their iPad. They will also be able to print at home if you have an AirPrint enabled printer. It is also possible to e-mail documents to a home PC and print from there. With that said, we do hope to decrease printing because students will have the ability to view and store documents on their iPads at all times.

*We've tried electronic readers, but my child prefers printed books. Will there still be printed textbooks?*

It is our goal to move to electronic textbooks as they become available. There are numerous tools embedded in an e-textbook that a student would miss out on if they used a printed book; these include, but are not limited to, embedded video, tutorials, up-to-date material, and note cards.

*My child is a visual learner and needs to be able to circle things in the book. Can they do that in an e-book?*

E-books can be marked up and highlighted. Many of them even offer a note card feature to allow students to instantly create flash cards from the highlighted sections of the e-textbook.

*Do programs like Microsoft Word, Power Point and Excel work with the iPad?*

Word, PowerPoint and Excel apps are all available for iPad free of charge and will be pre-installed on your student's iPad.

*Do iPads go home with students each night? Do students keep them over the summer?*

Students may keep the iPad year-round when they are an enrolled student at Saint Francis High School. The acceptable use policies apply year-round. Take note, during the summer break the school is unable to monitor the iPads on a daily basis, like is done during the school year. For that reason, much of the discipline and monitoring shifts to the parents—if you aren't comfortable with this, you can ask to have your student's device stored at school for the summer.

*Will the students be able to turn in papers and assignments electronically to all teachers?*

Yes, there will be ways for students to turn in assignments electronically to teachers. There might still be situations where an assignment is passed out on paper, done on paper, and turned in on paper.

*What if I run out of storage space on my iPad?*

Your iPad is an educational tool. So, if you are out of "space" for books, course notes, homework, etc., then be sure to clear about device of personal music, movies, TV shows, games, and pictures. If, after doing so, you still do not have enough space on the iPad, then see tech support. However, the device selected should be able to store all educational content without issue.

## SAFETY/SECURITY AND APPROPRIATE USE

*I'm concerned about my child's safety and them having access to the Internet. What systems do you have in place to prevent inappropriate use of the device?*

Through various tools, we have the ability to limit, both in school and outside of school, the types of sites that can be accessed via the iPad on the Internet. While we have taken a variety of steps to prevent inappropriate use, it is still the responsibility of the student to use the device appropriately and within the tenets of our Catholic faith and the student handbook.

*If my student owns songs containing inappropriate lyrics, will he/she be able to load it on his or her iPad?*

Music for the iPad is generally purchased through iTunes, where there is a setting disallowing songs with explicit lyrics. However, some songs marked "clean" or not explicit may still contain lyrics that a parent deems inappropriate. Additionally, if a student owns music on a CD, they are able to load that music into their iTunes library on a computer, then transfer or sync it to the iPad regardless of its rating.

*Will the camera be disabled?*

The camera will be disabled.

*What happens if students download games?*

Please see the gaming policy in the student handbook.

## DAILY FUNCTIONALITY

*What if a student's device needs to be recharged?*

A student should come to school prepared for class, which includes a fully charged iPad. Normally, a fully charged device will be capable of making it through the day without the need to charge it while at school. The device should be plugged in and charged nightly at home.

*Are there locations within the school for students to charge their iPads?*

We ask that all students come with fully charged devices, which should get them through entire day. With that said, there is a charging station available in the library. Students are welcome to use this before, at lunch, and after school. Students should NOT leave their devices unattended.

*I want to be sure that all of my data is being synced with iCloud.*

You need to check a couple of settings. First go to settings, iCloud, Storage and Backup and then be sure that “iCloud Backup” is turned on. Next go to settings (scroll to the bottom) and select pages—be sure that Use iCloud is turned on. Then do the same with Keynote. Next go to your Notability app, select settings (the gear icon in the lower left section), within settings turn on iCloud. Finally, go to your myHomework app and create a My Homework account. Don’t link it with Facebook. We recommend using your GTACS username and password so it is easy to remember. This will sync your myHomework app data with the cloud.

*I entered my lock screen passcode incorrectly too many times and now I am locked out of my iPad.*

If your lock screen passcode is entered incorrectly repeatedly, the iPad will lock you out with increasing time intervals each time. If entered incorrectly far too many times, you will be permanently locked out and the tech department will need to wipe all data on the iPad and reconfigure it. Be aware that we’ve had situations where a student has left their iPad in their backpack with a keyboard connected. The keyboard’s keys get inadvertently pressed resulting in failed passcode attempts and a permanent lockout

*I tried using Self-Service to download available updates to my apps, but the downloads stalled.*

You should not download app updates through self-service. Be sure to download app updates through the App Store. If your app is stalled, then delete it and download it from the “purchased” section of the App Store. For Freshmen, who do not have the App Store, apps will need to be updated through the school’s device management system.

*While at school it shows that I have a Wi-Fi connection, but I can't connect to the Internet.*

Go to Settings and then Wi-Fi. Ensure that you are not connecting to DGS-iPad. If this does not solve your problem then see tech support in the library.

*What if I experience problems like a frozen screen, crashing apps, or something just not functioning correctly while not at school?*

First try the simple solution of turning it off and turning it back on. This is accomplished by holding down the sleep/wake button (located at the top right of your device) until the slide to power off screen appears. Once you've powered the device down, you will turn your device back on by once again pressing the sleep/wake button. More often than not, this will remedy many problems. If the problem persists or the device won't power down then you should see tech support as soon as possible in the library. Under no circumstances should you attempt to restore or reset your device. This will completely erase your device and reset it to factory settings and everything on your device will be deleted. You will lose a great deal of functionality, you will not be setup to use the schools' Wi-Fi, and you will be in violation of the school's Acceptable Use Policy. Students who reset / restore their devices will be subject to disciplinary action.