



# Westborough Public Schools - 1:1 Technology FAQ

## Frequently asked questions regarding Westborough's 1:1 program

### Overall Program FAQs

1: Why a 1:1 program?

A: Please watch this video: <https://drive.google.com/file/d/0B9SLJ36k59gpYjBDcWdwcHZTWTO/view>

2: What will the program look like?

A: As of the fall of 2016, students in grades 4-6 have access to a district-owned iPad for their exclusive use, students in grades 7-9 have access to a district-owned chromebook for their exclusive use, and students in grades 10-12 are expected to bring a suitable family-owned device that is dedicated to their exclusive use.

3: Will students be on their devices all day every day?

A: No. Teachers will decide when devices are used or not and will balance appropriate use of the device as they would any educational resource. Watching this [1:1 Technology in Westborough Public Schools](#) video about classroom use in the Gibbons Middle School may help clarify.

4: Will a range of non-primary devices be available?

A: Yes. Schools will have some desktops, Chromebooks, and iPads for students to use when needed.

5: How is the district paying for all this and is it sustainable?

A: The tech budget was increased and has cost savings, we're reallocating funds internally, the state awarded us a Digital Connections Grant, and community groups have raised funds for technology. Additionally, when families purchase devices for their 10-12th graders to bring to school for the BYOD program, it reduces the pressure on the tech budget which helps the district fund 1:1 devices for students in grades 4-9.

6: Is the plan sustainable?

A: The ramp-up phase puts short-term pressure on the budget but that reduces and stabilizes as the program reaches equilibrium.

7: Will we continue to have computer labs?

A: We expect they will become specialized labs, flexible learning and maker spaces.

8: Will my student be expected to use the device in school?

A: Yes, classroom instruction will be designed with these tools in mind.

9: Will having WiFi and internet at home be useful?

A: Yes, having WiFi and internet at home will be convenient for assignments that need it, but without it they can still be completed at school, the public library, or other locations with wireless internet access.

10: **[updated]** What if a student doesn't have access to any technology or WiFi outside of school?

- A: We are working to build community capacity and information resources to allow students and families to permanently resolve their access issues. The district will be able to assist with short-term issues as they arise. Please contact your child's school with questions and/or requests.
- 11: How will OS and software upgrades be handled?
- A: Our technology staff will direct the updating of district-owned devices as needed. Students bringing their own devices will be in charge of managing them and will have access to the Ranger Tech Squad for assistance.
- 12: Is the device going to distract my child from their school work?
- A: Managing distractions is a learned skill that will be returned to as part of Digital Citizenship. District-owned devices will not have games installed. In-class use of all devices will be purposeful and teacher directed. Outside of class, the same strategies families use to help students focus on their work will apply to their use of the devices.
- 13: Can families purchase a device from the district?
- A: While the district is not able to sell devices, we are partnering with the Westborough Education Technology Fund (<http://westboroughetf.org/>) to make value-oriented packages available through their online store at <http://westboroughetf.org/1to1>.
- 14: Will our students be working and talking together as much in school?
- A: We value relationships and so expect that our students will work and talk together as much or more than they currently do without the devices.
- 15: I worry that it is not healthy for my child to have so much screen time. Does this mean he/she will have even more at home with their device?
- A: Only if you let them. Using computers and tablets is already a common part of homework, especially for the upper grades and this is an opportunity to exchange time they spend consuming media for time spent learning and creating.
- 16: Where in school can the devices be used or not used?
- A: The faculty will clearly articulate where and when the device can be used, and where it is off-limits. Areas like the gym, locker room, bus, etc. will be "device-free" areas.
- 17: Is the Internet filtered at school?
- A: Yes, all Internet access through our network infrastructure (WiFi) is filtered.
- 18: How can I filter Internet content at home?
- A: [www.OpenDNS.com](http://www.OpenDNS.com) is a free option for content filtering at home.

## Grade 4-9 FAQs

19: Why iPads for grades 4 through 6?

A: In accordance with Universal Design for Learning (UDL) principles, the iPad's strong multi-media access and creation tools allow iPads to support different ways for students to take in information and demonstrate understanding.

20: Why Chromebooks for grades 7-9?

A: As students get older more of what they produce to demonstrate understanding is text-based so a device with a built-in keyboard may be a better fit. Teachers in these grades have been using Chromebooks extensively with students this year with great success.

21: Can my student in grade 4-9 bring our family-owned device to school instead of using a district device?

A: No. Managing and configuring the device for school use requires features only available with devices purchased by the district.

22: Can the student or family add or install apps to the device?

A: To keep the focus of the devices on learning the district will install the apps required by the teachers or direct the students to do so.

23: Will the family be liable for the device?

A: Yes. Like all district property in the custody of a student, families will be expected to reimburse the district for repairing or replacing the device if it gets damaged or lost.

24: What happens if the device is broken or damaged?

A: To help limit families' liability in the event of damage, the district has purchased Accidental Damage Protection on all district-owned devices that go home with students. Additionally iPads and non-ruggedized Chromebooks are provided with a protective case. If the device is broken or damaged the district will repair it under the terms and limitations of its Accidental Damage Protection plan.

25: What are the limitations of the iPad Accidental Damage Protection?

A: If the iPad is damaged it will be exchanged for a factory refurbished one and the family will be required to reimburse the district for the service fee assessed by the vendor for the incident. The plan allows for up to 2 repair incidents over the three year life of the device. See the [Table of 1:1 Devices, Costs, and Fees](#) for specific fees and replacement costs.

26: What are the limitations of the Chromebook Accidental Damage Protection?

A: If the chromebook is damaged it will be repaired free of charge up to a cumulative repair cost of the purchase price of the chromebook. Families will be required to reimburse the district for all repair costs after the threshold has been reached. See the [Table of 1:1 Devices, Costs, and Fees](#) for specific fees and replacement costs.

27: What happens if the device is lost or stolen?

A: If a district iPad or Chromebook is believed stolen the police should be notified and a report filed. If an iPad or Chromebook is lost or stolen it is important to notify the school right away. The more quickly we can start tracking it down, the more likely we are to find and recover it. The district will work with the family to lock the device and activate geotracking. Families will be required to reimburse the district for a replacement unit if it is not recovered.

28: Can we get the device repaired ourselves?

A: No. To preserve the district's investment in the devices they must be repaired by the district using an authorized repair agent.

29: What if reimbursing the district for a repair or replacement represents a financial hardship?

A: Please contact the school if a reimbursement will pose a hardship to your family.

30: Will insurance be available through the district?

A: No. Families wanting additional insurance should purchase it through a third party insurer or contact their insurance agent about including it in their homeowners or renters insurance. Because the district provides Accidental Damage Protection, additional insurance protection needs only to cover theft.

31: How much does insurance cost?

A: Typically we've seen rates in the neighborhood of \$10-60/year depending on what's covered, the deductible, the length of contract, and covered device cost.

32: Will I be required to purchase anything for my student in grade 4-9?

A: No. The school district is supplying the device and the software/Apps. Any insurance you may want will be optional.

33: What security features are available? Can the device be locked or located if it is lost?

A: iPads and Chromebooks can be tracked on the school WiFi, iPads can be locked and located through "Find my iPad", and Chromebooks can be locked and located through the device manager. All devices will have an asset tag and identifying numbers will be recorded.

34: What about the built-in camera?

A: Video communications and still photography present both an opportunity and a challenge. We typically start the school year with the cameras shut off and turn them on when we feel the students are ready to use them purposefully and safely.

35: Can the camera and/or microphone be activated remotely?

A: No. We have no remote camera or audio capabilities nor would we want to.

36: What will students do if their device is out for repairs?

A: We will have loaner devices available for them to use until their device is repaired.

37: What will students do if they forget to bring or charge their device?

A: Teachers may determine that students who do not have functioning devices with them are unprepared for class and levy appropriate consequences. Teachers will provide reasonable alternatives for students to complete their work without the benefit of their device.

38: **[updated]** When will students start taking their district issued devices home?

A: Students will start taking their district issued devices home when we determine that they are ready. For grade 5 this will probably in the late fall, for grade 6 this will probably be in the early fall. Students in grades 7-9 will be issued their Chromebooks starting the week before school and will start taking them home immediately.

39: What are the specs of the devices that students are using?

A: Please see the [Table of 1:1 Devices, Costs, and Fees](#) for specifications, replacement costs, and fees by grade.

40: Will my student be required to take the device home?

A: Taking the device home opens up many learning opportunities that may otherwise be unavailable. Please contact your school if you have specific concerns about your student's ability to take the device between home and school safely.

### **Grade 10-12 FAQs**

41: Why Bring-Your-Own-Device (BYOD) for grades 10-12?

A: High school students are more varied in how and where they focus their studies and we believe that by grade 10 they should know what works best for them and be able to use it in school.

42: What if students in grades 10-12 forget their device?

A: While we will have devices available for students to check out and use at school for the day, there will not be enough to cover large numbers of students without devices.

43: Will the school be liable if a family-owned device is broken, damaged, lost, or stolen while at school?

A: No. The school, the district, and its employees will not be responsible for student property and will be held harmless in the event of loss.

44: **[updated]** What types of devices will be suitable for students to use?

A: For a consistently good student experience we feel it is necessary for students to bring devices that are able to access the curriculum through Google tools, have screens and keyboards (physical or virtual) that are large enough, have long enough battery life, and are secure and up to date. Specific criteria devices must meet are:

- Laptop/netbook/chromebook/tablet (e-readers are not suitable)
- 9.7" or better color screen (tablets w/smaller screens are not suitable)
- 802.11n/ac 5GHz WiFi capable (devices with older, slower 802.11b/g WiFi are not suitable)
- Recent and up to date operating system that is authorized & licensed (devices that are jail-broken or have counterfeit or unlicensed operating systems are not suitable)
- App or full feature browser capable of accessing Google Drive/Docs/Sheets/Slides/Classroom/Gmail, streaming videos from YouTube/Vimeo/other major sites, and viewing PDFs
- Chrome browser
- Student's name is clearly and conspicuously visible on device
- Can operate for at least 3 hours between charges
- Protected from malware and viruses
- Free from illegal and inappropriate material

Please be aware that there are a lot of very inexpensive netbooks and Android tablets that may be fine for entertainment but don't deliver the same value as learning tools that chromebooks, iPads, and laptops do. To help you avoid disappointment we suggest that families wanting to minimize their expense go with a chromebook.

45: Our family hasn't yet acquired a device for our child, what should we buy?

A: When selecting a device please consult the list of specifications above in #44 and please be assured that a \$200 Chromebook is a perfectly good choice and is what our students in grades 7 - 9 have been using.

You are of course free to get the device in the way that best meets your family's needs. If you're looking for reference packages and/or purchasing options we're pleased to provide families with reasonable choices with minimal effort through our partnership with the Westborough Education Technology Fund (<http://westboroughetf.org/>). Their online store at <http://westboroughetf.org/1to1> lists value-oriented packages starting around \$200. Please feel free to browse with no obligation to purchase there.

46: What if my family can't provide a device for my child?

A: If your family can't provide a device for your student then contact Tootie Benoit at the high school office for assistance in resolving long and short term challenges. Tootie can be contacted at 508-836-7720 and [benoith@westboroughk12.org](mailto:benoith@westboroughk12.org).

47: What if I still have questions?

A: Contact your school with any questions you may still have.