



One-to-One Student Tablet PC Program

Frequently Asked Questions

Last Updated: 5/22/15



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1. What is included in Chaminade's One-to-One Student Tablet PC Program?

- a. An integrated and dynamic student centered curricular experience.
- b. Use of a state of the art Tablet PC computer (see configurations below).
- c. Carrying case for the tablet.
- d. Spare tablets for quick exchanges.
- e. Spare parts (batteries, power cords, styluses).
- f. The latest Windows operating system.
- g. The latest Microsoft Office Professional Edition, (Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, etc) and Office 365 in the "cloud"
- h. Adobe Photoshop Elements 11, Premiere Elements 11, Illustrator CS6, InDesign CS6, Acrobat Pro, Captivate
- i. *DyKnow* classroom management and collaboration software.
- j. Antivirus protection
- k. *Blackboard* online Learning Management System.
- l. Onsite repairs at the Chaminade laptop hospitals (West Hills and Chatsworth campuses)
- m. 4 or 3 years Accidental Damage Insurance (see details below).
- n. 4 or 3 years Depot Warranty.
- o. Onsite technical support and "self-maintainer" program.
- p. Wireless network access in every classroom.
- q. Fast fiber connectivity to the Internet.
- r. Internet firewall and content filtering.
- s. Upgraded robust infrastructure, storage, and security.
- t. Extensive faculty training on the use of the program.
- u. Student training on the use of the program.
- v. Instructional Technology Specialist positions to guarantee training and support continuity to our faculty.

2. What is the cost of the entire program?

- a. The cost of the program is \$792 per year per student.
- b. One and two payment plan families will pay \$792 with the July 1st payment. Monthly payment plan families will pay \$70 with normal monthly payments due the 5th and the 20th of each month in addition to tuition payments. Financial aid awarded will consider this fee in determining the total aid package.

3. What about students on financial aid?

- a. Financial aid awarded will consider this fee in determining the total aid package. Please contact our Business Office for more information at 818-366-9284.

4. Who owns the Tablet PC?

- a. The school owns the tablet. High school students that had their tablets for four years can keep their tablets after graduation from high school. Before distribution to our seniors, all school owned software will need to be deleted from all tablets and the original vendor image reinstalled.
- b. Eighth grade students will need to surrender their tablets before graduation from the middle school. They will receive a new tablet upon entering ninth grade at Chaminade High School.

5. What is the tablet’s configuration?

Year 2015 – 2016

- Thinkpad Yoga 12
- Touch Screen
- Intel I5 Core-4300U processor
- Windows 8.1 64bit
- 12.5” FHD Screen
- Integrated 720p web camera
- Intel HD graphics
- 4 GB Memory
- Ultra Nav (Trackpoint)
- 128GB Solid State Hard Drive
- Intel 7260 ACBGN
- 8 Cell Li-Ion Battery
- Bluetooth
- Digitizer pen

Year 2014 – 2015

- Thinkpad Yoga S100
- Touch Screen
- Intel I5 Core-4300U processor
- Windows 8.1 64bit
- 12.5” FHD Screen
- Integrated 720p web camera
- Intel HD graphics
- 4 GB Memory
- Ultra Nav (Trackpoint)
- 128GB Solid State Hard Drive
- Intel 7260 ACBGN
- 8 Cell Li-Ion Battery
- Bluetooth
- Digitizer pen

Year 2013 – 2014

- Fujitsu Q702 Slate Tablet PC
- Touch Screen
- Intel Core i5
- Windows 8 Pro
- 11.6” HD LED Backlight
- Multitouch screen
- Integrated Intel video memory
- 4 GB Memory
- Fingerprint Reader, and Touchpad
- 128GB Solid State Hard Drive
- Intel Centrino 6205N Wireless
- 6 Cell Li-Ion Battery
- Bluetooth
- 3-1 media drive
- Stylus tablet Tether

Year 2012 – 2013

- Lenovo ThinkPad X230 Tablet PC notebook
- Touch Screen
- Intel Core i5 – 3320M (2.60GHz)
- Windows 7 Business
- 12.5” HD LED Backlight
- Multitouch screen
- Integrated Intel video memory
- 4 GB Memory
- Ultra Nav (Trackpoint), Fingerprint Reader, and Touchpad
- 128GB Solid State Hard Drive
- Intel Centrino 6205N Wireless
- 6 Cell Li-Ion Battery
- Bluetooth
- 3-1 media drive
- Stylus tablet Tether

6. Why aren't students allowed to bring their own laptops?

- a. In order for this program to succeed, it requires specific hardware and software configurations on the students' computers. It would be impractical for the school to manage the variety of computers that the students might bring to school, and attempt to keep them up to date, and protected. In addition, the teachers will have a very hard time instructing the students on how to access something when there are no uniform tools to access it. The success of the program depends on hardware/software simplification and unification in order for the teachers and students to focus on their curricular objectives, instead of dealing with technical issues due to incompatibilities and variations.
- b. Chaminade's MIS Department cannot support and repair a tablet that the school does not own; we cannot install school owned software on a personal computer; and we cannot ensure that a personal laptop or tablet would have the features needed in each classroom.

7. Can I buy the Tablet PC on my own? I found a better price somewhere else?

- a. The price that the school is charging is for the program, not the Tablet PC. The Tablet PC is a critical and significant portion of this cost. That being said, the school has solicited competitive bids in an effort to minimize the financial requirements of the program. The prices that the school has obtained cannot be found in any retail sale arrangement. The entire package of hardware, software, warranties, accidental damage insurance, onsite support, spares, etc. cost much more than any individual purchase. The school enjoys the benefit of educational discounts in hardware and software, as well as bulk purchasing discounts.
- b. Chaminade purchases the tablets on a volume basis that includes warranties, software, etc., at a discount level that is greater than what you would receive as an individual. Each Tablet PC also will have additional software loaded that will be needed for each class. These instructional tools will be school-owned and purchased at a school level discount. Educational software has three different price levels: retail, single education price, and school license price. Many of our software programs are purchased at significant discounts because we purchase a school license. If students owned the Tablet PCs, we would have to purchase software at a much higher price, making the overall cost of the One-to-One program significantly higher.

8. Will I keep the same tablet each year?

- a. Yes. It is our plan for each student to use the same Tablet PC for all of their school years at each campus. New tablets will be distributed at the 6th and 9th grade levels only. However, Chaminade reserves the right to issue a different computer to a student when it deems that it is necessary and appropriate.

9. When did the program start?

- a. Chaminade strongly believes in the educational value of this program and we have achieved our goal to have all students from grades 6th to 12th participate in it.
- b. The program started the school year 2009-2010 with all 9th and 10th graders. After this year, every new 9th and 6th grader joined the program.
- c. Middle school student participation in this program started in the 2010-2011 school year with incoming 6th graders.

10. I am concerned about the small screen.

- a. Most of the Tablet PCs come with a standard screen that has been proven practical in educational and business environments. A bigger screen will add weight and size to the device, as well as consume more power. Portability and a small foot print is very important in a classroom application. At home, if necessary, you can always attach a bigger external monitor, keyboard, and mouse.

11. How are the students going to save and backup their work?

- a. The students will be able to save their personal school work related files on the tablet's local drive, on a USB drive (thumb drive), any external storage device, or in the "cloud". In addition school related work can be saved and shared on our *DyKnow* and *Blackboard* servers, as well as Chaminade's Office 365 cloud. We do recommend that students backup their work daily on a USB drive, external device, or in the "cloud". The school is not responsible for loss of student data from their local drives.



12. What about printing?

- a. Although we try to discourage printing for environmental reasons, students will be able to print on their home printer as long as their printer driver software is included with the default Windows printer drivers. Students will not be able to install any drivers that are not part of their installation. At school students will be able to print only via their teacher's printer connection. For example they can email work to their teacher and the teacher will elect to print it or not.

13. Would the students have their own email account with Chaminade?

- a. Yes. All Chaminade students will have their own email accounts on Chaminade's *Exchange* server. The students' email accounts will follow the *loginname@chaminet.org* naming convention. For example, John Thomas Smith's email graduating the year 2017 will be: *jtsmith17@chaminet.org*

14. Are the tablets going to be labeled?

- a. Yes. The tablets will have external labeling with the student's name and graduation year, as well as internal labeling for identification on the school's network. In addition all power cords, docking stations and any spare batteries will be labeled.

15. Are the teachers ready for this program?

- a. Our faculty has been preparing for this program for some years now. They were introduced to the Tablet PC in 2003 and have had training in the various software and systems. We introduced the *Blackboard* portal in 2008 and we have already participated on numerous *DyKnow* training sessions. In addition Chaminade hired one *Technology Support Specialist* per campus dedicated to teacher training for this program.

16. How much classroom usage did you anticipate in the first year?

- a. Our modest starting goal was to use the tablets for at least 20% of the instructional period and constantly expand. Currently we have over 90% usage. We are aware that not all subjects and curricular objectives render themselves practical for the use of the One-to-One Program. The program is constantly reevaluated in order to improve its efficacy and practicality.

17. How are the students going to be trained in the use of the tablets and associated software?

- a. Chaminade offers "Tablet PC boot camps" to our students in the summer after each distribution. Most of our students have minimum training needs because they adapt very easily to this technology.

18. What kind of security is the school providing?

- a. Chaminade provides security at the network and the local computer level. In order for a device to connect to our wireless or wired network, it will need to be authorized by MIS. In order for a user to log into our domain, the user will need to have a domain user account. All Internet access is filtered by content filtering that checks for inappropriate content. All tablets have installed antivirus software that is automatically updated upon login into our network. In the classroom, *DyKnow* provides the teacher with monitoring capabilities of the students' screens and computing actions, as well as granular control as to what the students can access or not.

19. Does this security extend to the student's home usage?

- a. No. The student's family is responsible for the student's computing actions at home. Chaminade can provide you with a free version of *K9 Web Protection* software, or *Sophos Endpoint* only at the parents' request.

20. How do I know that my student will not just play games or chat on the computer during class?

- a. Besides the internet/network monitoring programs, teachers have the ability to monitor and control student use of the Tablet PCs with a program called *DyKnow*. This software allows teachers to monitor students and to have students share their work with the class. In addition the teacher can allow only certain applications to run on the students' tablets during any given class period.

21. What is covered by the Accidental Damage Protection?

The School's limited ***Accidental Damage Protection Policy*** (ADP) provides that the School will bear the cost of repairing or replacing the tablet computer in the following situations:

- Drops, liquid spills, electrical surges and damage to the tablet, including its LCD screen that occurs at home, at school, and in transit between these two locations, as long as, in the School's sole discretion, such damage was determined to be accidental. **Limitations of the ADP policy include a onetime per year major repair imposed by the manufacturer.** Subsequent repairs will be subject to fees.
- Defective components and accessories.
- Theft on campus or while participating in school supervised off-campus activities are generally covered by the School, subject to the prompt filing of a police report. Factors which may cause such a claim to be denied include among others: 1) negligence in that the computer was left in an unsecured location; 2) lack of cooperation with police and insurance investigators; 3) incident reported more than 48 hours after alleged event; and 4) reasonable suspicion of complicity on the part of student and/or parent(s). If a claim is deemed as not covered, the student and parents will be liable for replacement of the tablet.
- All computers and their peripherals are also covered by limited manufacturer's guarantee for **manufacturing defects only**.
- All students have an allowance of one additional battery free of charge for the duration of their participation in the program, after the first 18 months of usage.

Damage that is NOT covered by the School will be the financial responsibility of the student and parents. Such damages include, but are not limited to, the following:

- Peripheral devices or components such as carrying cases, power/AC adapters, batteries, styluses and other components not internal to the computer device are NOT covered under the school's ADP. A purchase is required in the event of loss or damage of such devices.
- Cosmetic damage (scratches, wear, discoloration, minor gaps in plastics, etc.) not affecting functionality are NOT covered under the school's ADP.
- Loss
- Theft from an unsecured location on campus, unless placed there at the direction of a school employee (i.e. in an unattended backpack or unlocked car)
- Theft from location off-campus (i.e. at home, car, mall, or friend's house)
- Damage due to fire (other than at school)

- Acts of God
- Intentional or grossly negligent damage and/or misuse
- Use in unsuitable operating environment

In cases where damages are the financial responsibility of the student and/or parent(s), the charges to be paid are the cost of the replacement part and related labor charges (rounded up to the nearest ½ hour).

[Tablet Accountability Agreement \(pdf\)](#)

22. What about theft or loss that is not covered by Accidental Damage Protection Insurance?

Action list to be followed in all cases of lost, stolen or totally destroyed student tablets

- The student provides all details of what occurred to the laptop hospital.
- The laptop hospital informs the Deans if it appears the tablet was intentionally destroyed or the tablet was lost or stolen on campus.
- The laptop hospital informs the family that they need to file a police report in cases where the tablet is stolen (or lost) and provide a copy to the laptop hospital.
- After required form(s) received from parents, a temporary loaner tablet is given to the student.
- Laptop hospital inventory spreadsheet gets updated accordingly.
- If the stolen/lost tablet has *Computrace* recovery, the laptop hospital reports it to *Computrace* as lost.
- If the tablet is found, the laptop hospital notifies the Business Office in writing.

Action list to be followed if the tablet was lost/stolen on campus or stolen from a secure location off campus (i.e. locked car, locked house)

- We do not invoice the family, and the student's loaner becomes permanent. The loaner's model and quality should be appropriate for the class level of the student.
- A copy of the incident report and police report is forwarded to the Business Office with the serial numbers of the lost/stolen tablet and the replacement tablet.

Action list to be followed if the tablet was lost off campus or stolen off campus from an unsecured location (i.e. unattended backpack, unlocked car, etc)

- The laptop hospital personnel advise the parents to file a claim with their homeowner's insurance as they will be receiving a bill from the Business Office.
- The laptop hospital will prepare an invoice for the replacement tablet and forward to the Business Office, with a copy of the incident report, police report, and Accountability Agreement signed by the parents, with the serial numbers of the lost/stolen tablet and the replacement tablet. Note the invoice will have language that if the tablet is recovered and returned to the school within 30 Days, the replacement value paid would be refunded.
- The Business Office will forward the serial numbers of the lost tablet and the replacement tablet to the CFO.
- The Business Office will forward the billing with a copy of the reports to the parents of the student requesting payment within two weeks.
- If the invoice is unpaid at the end of the two week period, the Business Office calls the parents to reach settlement of the invoice.

23. How many different options of laptops have been taken into consideration for this program?

- Every year we open the program to bidding by various vendors and a decision is made by the One-to-One Committee team. At a minimum we have a yearly participation of three different vendors.

24. How long has the school investigated the feasibility and the benefits of such a program?

- a. Chaminade started researching *One-to-One Student Laptop* programs back in the year 2000. Since then we have visited numerous schools that successfully implemented such programs, consulted various experts in the area of educational technology, contacted a variety of vendors, and tested various products. In addition the school started investing heavily in preparing its infrastructure, data services, MIS personnel, faculty training, etc. so today we are fully prepared for the program. This program is a natural extension to our *Student Centered Learning Initiative* that Chaminade has successfully implemented over the last several years and we believe that it fits our school's mission.

25. What about battery issues and power?

- a. Each tablet comes with a Li-Ion battery which will normally provide several hours of operation. In addition, the school is purchasing one extra battery per tablet to be distributed to the students after the first 18 months of usage. The length of battery usage depends on the use of the tablet. According to our testing it should adequately serve the needs for a day's classroom use. The students should put their tablets in "sleep mode" when not in use, or turn them off. Students are responsible for bringing their tablets to school every morning fully charged. The school has areas where the students can charge their tablets, if necessary.
- b. All middle school students have an allowance of one additional battery free of charge for the three year duration of their participation in the program at the middle school, after the first 18 months of usage.
- c. All high school students have an allowance of one additional battery free of charge for the four year duration of their participation in the program at the high school, after the first 18 months of usage.

26. Can the students keep the tablets over the summer?

- a. Yes, as long as your student is registered for the coming school year and your financial account is in a current status. The only exception is if we need them for software installations or re-imaging. In this case, they will need to leave them with our MIS department for a few days.

27. Can we pay the entire cost of the program up front?

- a. Yes you can. Please consult with our Business Office.

28. When are the tablets going to be distributed to the students?

- a. During the summer. We will notify you of the exact dates and process.

29. Does the school have adequate technical support for such a program?

- a. Chaminade currently employs a highly competent MIS department with decades of collective experience managing and maintaining systems in an educational institution. The school is committed to providing any additional technical support necessary in order to make this project a success for the benefit of our students.



30. Can the school provide adequate infrastructure to support this program?

- a. Chaminade has been upgrading its infrastructure with this project in mind since the year 2000. We are constantly stress testing our infrastructure simulating this program's conditions and we are committed to providing any additional upgrades, if necessary.

31. What is DyKnow?

- a. DyKnow consists of the following two modules:

DyKnow Vision software is an interactive teaching tool used to maximize class time, foster collaborative learning and promote effective studying. Features include: Collaborative note-taking, student response tools, class capture, anywhere, anytime access.

DyKnow Monitor software allows teachers to maintain control of the digital classroom and fosters responsible computer use. Features include: Thumbnail views of student screens, application blocking/URL filtering, remote control of student computers, central-server design which allows monitoring of hundreds of computers.

32. Will the tablets have CD-DVD players/burners?

- a. No. The cost of these additional devices and the added weight does not justify the benefit. A USB drive will provide better and cheaper functionality. In addition, vendors manufacture docking stations for the tablet that can be purchased by the family, if desired.

33. Are the students responsible for backing up their personal data?

- a. Yes. Chaminade cannot warranty any data that students save on their local drives. In addition, any time the tablet is brought to the laptop hospital for repair, all data might be deleted, if we need to reinstall the entire computer's image. Students should backup daily on some type of external media, such as USB drives, or in the "cloud", and verify their backups. Students will be instructed on how to backup their files.

34. What Operating System will be on the tablets?

- a. At this time Windows 8.1 with the most up to date service packs.

35. Who will be applying various software patches and upgrades to the tablets?

- a. Chaminade's MIS Department will apply automatic periodic software patches and upgrades to all tablets while connected to the school's network.

36. How can I get help connecting my tablet to my home wireless network?

- a. Chaminade's MIS personnel involvement with helping families to connect their student's tablet to their home wireless network is limited. Since we do not know the configuration, security settings, router settings, and other particulars of a student's home network, we cannot help. If a tablet connects to the school's wireless network, but not at home, then the problem is related to the home's network setup and is beyond our control. In this case, your best source of support is your Internet Service Provider (ISP).

You can always bring your tablet to the Laptop Hospital, and we can check it for you.

Setup of a home wireless network

<http://www.microsoft.com/athome/moredone/wirelesssetup.msp>

http://www.hp.com/sbso/wireless/setup_wireless_network.html

Troubleshooting a home wireless network

windowshelp.microsoft.com

37. Tablets for Transfer Students

All students transferring to Chaminade from other schools at all grades **except** 6th and 9th, will receive a tablet computer similar in age and features to the ones used by their classmates.

There might be some minor cosmetic blemishes on their tablets due to the fact that they are used, but they should operate flawlessly. If that is not true, please bring the tablet to our Laptop Hospitals and our technicians will fix it for you.

By having students at the same grade level use the same tablet, we facilitate their classroom management, since their teachers have to deal with a consistent type of computers.

Additional Useful Links

Laptop Hospital Information

<http://www.chaminade.org/page.aspx?pid=527>

Automatic Software Update Installations on your tablet

<http://www.chaminade.org/page.aspx?pid=535>

How to Install a Printer to your Tablet PC

<http://www.chaminade.org/page.aspx?pid=536>

How to access your Chaminade Student Email

<http://www.chaminade.org/page.aspx?pid=537>

Tips on using your Lenovo Tablet PC

<http://www.chaminade.org/page.aspx?pid=538>