

# **Learning 20/20 FAQ**

## **Device Specifications**

1. What type of device will my child receive?

*iPad Air 1 – 32GB*

## **Cases**

1. What case will the iPad have?

*The Otterbox UnlimitEd Case was purchased for each iPad. Here is a link to more information: <http://www.otterbox.com/b2b-education/b2b-education,default.pg.html>*

2. Can I switch cases?

*No. The purchased cases should not be removed.*

3. Does the case have a screen protector?

*Yes. The screen protector is built into the case.*

## **Damage Waiver**

1. Is the damage waiver required?

*No. It is completely optional.*

2. What does the damage waiver cover?

*The damage waiver covers damage, loss, theft of the device and waives the student/parent responsibility for full replacement cost in the event of loss/theft. (Only 1 instance of loss or theft is covered. There is a \$49 incident fee per incident)*

3. What is the policy coverage period?

*The policy coverage period is for the current school year and throughout the following summer until the student returns in the fall. The next opt in period will begin at the beginning of the next school year. Devices must be checked and operational at that time.*

4. Is there a discount for families with multiple children receiving an iPad?

*Yes. The oldest child will always pay the \$40 premium. All additional children beyond that will be \$30.*

5. What types of payment do you accept for the waiver?

*Cash, check or money order.*

6. Will I receive a receipt for my payment?

*Yes. You will receive a receipt from the office of the school your child attends.*

7. Is the district self-insuring or using an insurance company?

*Kanawha County Schools chose to self-insure. When we received quotes from various insurance companies they wanted to offer the same coverage at \$75.00 - \$119.00 payable each school year and a \$49.00 deductible. The company would then determine if the claim*

*was paid or not. We knew that was too much. Our research indicates from other school districts around the U.S. that usually 38% percent of the parents will take the optional insurance. There is usually a rate of 1% to 2% breakage/damage. Therefore we based our fee on those numbers.*

9. Since KCS is self-insuring where is the money going?

*The money is going directly into a technology line item set aside only for replacement/repair of student devices. This allows us to have an almost immediate replacement for your child.*

10. If I choose NOT to purchase the waiver, what is the replacement cost?

*The cost varies as new models are being released. However, because the new model was just released the price has decreased. The cost for replacement will be determined for what we can get the device for at that time in a discounted 10-pack as we will never order just one and pay full price. The estimated cost of replacement currently is \$503. **This is subject to change at any time as Apple often changes pricing structures.***

11. How many damages/loss does the damage waiver cover?

*It is unlimited damage and 1 instance of loss/theft with a \$49 incident fee per device per incident. However, if there is concern that there is criminal, purposeful, or fraudulent activity causing damage/loss, the damage waiver may become null and void.*

12. Does the damage waiver cover cords?

*No. Cords are not covered under the damage waiver. Replacement cords are \$19 for the cord and \$19 for the charging brick. However, we are working to try to find companies that can get quality cords with a lower cost.*

13. What if I honestly cannot afford the damage waiver and cannot afford to replace the device if something happens to it?

*Each case will be taken into consideration as Kanawha County Schools has always done in these situations.*

## **Warranty**

1. What is covered by warranty?

*Kanawha County Schools purchased AppleCare Plus on every iPad. This coverage covers any manufacturer hardware and/software malfunction of the device for 2 years. It also covers 2 damage instances per device for 2 years with a \$49 deductible.*

2. Will I be charged in the event of hardware/software malfunction of the iPad?

*No. All manufacturer related issues are covered by AppleCare Plus for 2 years. After the 2-year period, Kanawha County Schools will handle repair costs on the devices. No student/parent will ever be charged for manufacturer related issues.*

3. Does the warranty cover the charging cord?

*Yes. If the cord is in reasonably good shape and does not appear to have physical damage but no longer charges the device, AppleCare Plus does cover the cord replacement within the 2-year coverage period.*

### **Policies/Procedures/Misc.**

1. Can my child use his/her own iPad?

*No. There are apps, books and files that the Kanawha County School District has purchased and/or will purchase for the students as we move to digital textbooks and resources. The only way we can provide those purchased resources is through the KCS issued device. Also, the only way that the device will connect to the school network is if the device has the preloaded profile that is issued on all school owned devices.*

2. Does my child keep the iPad over the summer?

*Yes. All students in grades 6-11 will keep the same iPad over the summer and will return to school on the first day with the iPad. If you are planning to move over the summer, and schools are closed, devices can be returned to the KCS Department of Technology.*

3. Will my child keep their iPad throughout their learning career until graduation?

*Yes. Your child will have responsibility for the same iPad they are issued throughout their learning career with Kanawha County Schools. They will return the iPad to the school/district if they transfer out of county/state or they graduate. If your child is still in the school district when we refresh the equipment, they would receive a new device at that time.*

4. If my child transfers to another school within the district, will they take the iPad with them?

*Yes with the exception of the alternative schools. The iPad will transfer to the new school with them so there will not be a need to turn in the device to that school and get a different device at the new school as long as the school they are transferring to is a Kanawha County School. The only exception to this is if the child is transferring to the alternative school due to violation of policies and procedures. The device will need to be returned to the home school.*

5. Will this affect my child's grade if they do not get an iPad?

*No. However, it is an expectation that all students use the iPad during the school day as their primary learning tool. Due to the nature of the assignments, it may be difficult for a student to complete work without the use of an iPad.*

6. If another student intentionally damages my child's iPad, will I be responsible for the damages?

*If proven that another student in fact purposefully caused the damage to your child's device at school, it would be handled as a*

*disciplinary issue and the parent of the child with the broken device would not be charged.*

7. Who will have oversight/monitor the social domain, hate speech, bullying and so on?

*Everyone will be responsible for reporting these issues and monitoring just as they are currently. Teachers, principals, students, and parents must take an active part in reporting incidences and working together to resolve them. These types of actions violate the county acceptable use policy and the iPad handbook and privileges to the iPad can be limited/revoked for such actions.*

8. Does it have to be Apple? Can it be Android or a regular computer?

*Kanawha County Schools has chosen to standardize on the Apple iPad. The product is conducive to teaching and learning in the way that we want students to become producers and active participants in their learning. The standardization also helps teachers develop lessons and activities that can be accomplished equally. It also levels the playing field for all students.*

9. Who will do the updates? KCS or the students?

*The majority of the updates can be done by the students. There may be updates periodically of certain apps or information that will be pushed to the devices from Kanawha County schools.*

10. What if I do not have Internet access at home?

*There are many activities that the students can complete on the iPad without Internet. Students will be able to download items (even websites) at school so they can access and complete work at home.*

11. Are there any plans to assess if this learning tool actually helps kids learn better? more?

*Yes. We will be tracking and studying numerous things. We have conducted a couple of surveys regarding technology and learning already to get a baseline data using the BrightBytes Clarity system. These surveys will continue to be used throughout the Learning 20/20 initiative to give us feedback. We also will review the annual Gallup data for student/teacher engagement as well as review test scores, grades, absenteeism and graduation rates over time to analyze the success rate.*

12. Is receiving the iPad mandatory?

*It is not mandatory that students take the iPad. However, given the current use of technology and the resources available, we expect students to at least use it when they are in class when working on an assignment, a group project, research or an activity related to the class material. They may also be at a disadvantage over their classmates as the ability to extend learning beyond the walls of the school building is diminished.*

13. Even if the damage waiver is purchased, failure to report an iPad as lost or stolen in one day will invalidate the insurance?

*If the iPad is lost/stolen and not reported within 24 hours, then the damage waiver is invalidated. The reason for this 24 hour reporting is due to the fact that we have a much greater chance of locating the device when reported immediately rather than waiting for days and weeks.*