

Northwood - Kensett Community School District

Laptop FAQ (Frequently Asked Questions) Info for Students

What if my laptop is stolen?

A police report must be filed by you and your family within 24 hours of the theft. The school must also be notified within that time period.

What happens if the laptop stops working?

AppleCare is the name of Apple's Protection Plan and our lease includes this service for the entire 4 years. Loaner laptops will be available for students while theirs is being repaired. As long as the hard drive hasn't caused the issue, it will be moved to the loaner (keeping all files, settings, etc.) on the loaner until the original is returned.

Can we swap power cords?

No. Every power cord is labeled with the ID number of the laptop that it belongs to. Students need to be responsible for their own equipment. At the end of the year, students will be responsible for returning the same laptop and power cord that was checked out to them.

Can I carry my MacBook in my own case or backpack?

No. Students must carry their MacBook in the school-issued case only. If you do want to carry it in another backpack, etc., then it must be inside the school-issued case first. This is the only way we can ensure adequate protection... especially to the display(screen), the most fragile part of the laptop.

Can the students change the outward appearance of their laptop? (Adding decals, etc.)

No. The student may be charged a fee to remove stickers, decals, tape, etc.

How will the school know what we do on the MacBooks?

Apple Remote Desktop can be used to watch, block, send messages, etc., at any time you are on the local network.

What if my family does not want to participate?

The laptop is a required tool for learning during the school day. If families do not wish to allow their child to take the laptop home, students will pick up your laptop in the morning and check it in at the end of the school day.

How do I deal with the power limitations of a laptop?

Students should charge their laptop every night at home and always bring it to school fully charged. A fully charged battery should get at least 4 hours of use during the school day. Students can carry their power cords with them in their cases and, if needed, could plug into outlets and power strips to charge in any class.

Can I listen to music, iChat, check my email while I work?

This is a decision left up to the individual teacher, just as it is now. There is a time and a place for headphones as well as a time and place without them. Email and iChat should be used for academic-related purposes, and if abused, can be taken away on a student-by-student basis or a blanket policy change.

How will we back up our laptops?

Documents can be backed up to Google Drive. Flash drives are also recommended for backing up files. The laptops will no longer be automatically syncing to the server, so it is the student's responsibility to back files up. The home syncing that used to be done automatically can also be done manually by clicking the home sync icon (two houses up near the clock), then clicking Sync Home Now. **THIS WILL ONLY WORK WHEN CONNECTED TO THE SCHOOL NETWORK.** You are not able to do this while at home - it will fail.

What if I get a conflict while doing a manual home sync?

You will always want to click on the left side that is listed as "On this computer", then put a check in the box to resolve all conflicts this way.

Can we take our MacBooks out of town on school/personal trips?

Remember, always, that the focus of the initiative is on 24/7 learning. Being able to learn while traveling or outside of the school building is a prime goal. Remember that along with this privilege is a great responsibility. Students must responsibly protect and take care of their laptop even when a teacher is not present.

Can everyone in my family use my laptop?

The students are ultimately responsible for their laptops; just like any school-issued item. Yet, sharing with additional family members is allowed and encouraged to further the laptop's educational benefits.

Can we use our own personal MacBook (or any laptop) at school instead of the school-issued one?

No. At school all will need to use the school-issued computer. This will have the settings, access to the server, and programs needed by the student while at school. The student's personal computer may be used at home, of course.