Return to School Technology Q & A

Bringing Technology to School	
Where do students get a device upon their return to school?	Students/parents should be notified of one of three options for bringing technology to school: ★ Bring your personal device; ★ Have an SMCPS device issued to you during your first-period class or advisory on the day you return; ★ Pick up an SMCPS device prior to a student's return to school. **Note:** All schools have received their technology for 1:1 as of 10/5/2020. Schools need to ensure that each SMCPS issued device is verified and recorded into Destiny. The school Administration should communicate their device protocol directly to their community.
Is the expectation that students are **only using their SMCPS issued device? Or can they bring in their personal laptop/iPad?** If students bring in their own device, will they have easy- to-follow school WIFI login directions?	The student is encouraged to use the device issued to them from SMCPS; however, students are able to use their own personal device. Information Technology Services (ITS) will support student personal devices to connect to the BYOD network using the following links: ★ School Website Link ★ BYOD Instructions
For some CTE courses that require additional software loaded on their laptops, what should the schools do?	We are currently working with CTE to develop an alternative method of delivering critical CTE software to students. Here is a link for the ITS Help Desk then select software and then installation.
Will SMCPS devices and iPads at home that have already been issued to students automatically connect to the school WIFI upon a student's return?	Yes. All 1:1 devices and iPads were updated before being distributed and should connect upon return to any SMCPS location. Directions to connect SMCPS devices.
Will there be IT support for personal devices if needed?	No. ITS will not support any hardware or software on personal devices. ITS will only troubleshoot their connection to the BYOD network.
How will students charge their devices at school if they forget their charger at home?	Once again, schools and teachers must ***impress on their student body that technology charging should occur at home the night before.*** ITS has begun the allocation of extra chargers to go to the schools for this application (with the QTY to be determined). Each school should communicate their own protocol with their staff. Additionally, schools can use laptop carts to set up charging stations, if desired.
Can SMCPS devices stay at school if a student has technology at home?	Similar to textbooks, devices are the sole responsibility of the student and are expected to be brought with them on a daily basis. Technology needs to be treated in the same manner as an instructional resource (like a textbook) and it is the students' responsibility for safekeeping.

Care and Liability of SMCPS Issued Equipment	
Should students have plastic sleeves for their book bags or laptop bags to keep school devices protected from liquids?	That is up to the students. It is not required by ITS for transport, but it is expected that the students take proper care of their device.
For parents who need advice on cleaning their devices, what is the recommended protocol for cleaning technology during Covid?	To clean a device at home, first power off the device. Moisten a microfiber or lint-free cloth and wipe the computer gently. Do not spray water or any cleaner solution directly on the device. Spray or wet the cloth, then wipe down the machine. Avoid excess wiping which might cause damage. Do not use aerosol sprays, bleaches, or abrasive cleaners.
How should students label their SMCPS issued devices?	There will be a need for all students to be able to identify their devices with some sort of naming label (e.g., student name written on a sticky label). Schools can generate their own protocol. For example, schools can run pre-printed labels per student run by homeroom. Student Name only and have one for the device and one for the charger.
When students receive their SMCPS issued device, is there an agreement being signed or sent home about expectations of care and liability?	The Acceptable Use Policy and Online Platform Permission Form includes information about care and liability of SMCPS issued devices.
If a student needs their laptop repaired, how do they request a repair? Will students who drop or break their SMCPS laptop or iPad be held liable for damages? If so, will ITS assess the cost of the damage?	ITS and DAA will incorporate all repair/missing device requests on this FORM. Students will be held accountable when appropriate. Pricing for the common replacement parts will be loaded in Destiny and ITS will provide this information to DAA.
Classroom Management	
How will teachers handle students who do not bring their device to school, but need it for classwork? **Will there be additional devices to check out?**	Schools will have a ***limited*** amount of devices on hand to lend out. Teachers should be prepared for a "Plan B" scenario (e.g., print copies) in which a student may not have their device on hand (and the daily assignment consists of a need for technology).
Will classrooms have charging stations and additional power strips?	Existing carts on-site at schools can be repurposed to act as charging stations. Anything beyond that would be provided by the schools individually. At this time, there are no plans to make a system-wide purchase of power strips. This is a sample power strip that meets requirements for use in schools. At a minimum the power strip should have a outlet distance of 1 1/8", have a power switch, a circuit breaker, be rated at 15 amps 120 volts, be UL and cUL Listed, have 6 outlets in a NEMA 5-15R configuration, and a cord no longer than 6'.

Additional Return to School Technology Q & A Document