Class of 2014 1:1 Computing@IMSA Briefing

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Agenda

- 1:1 Computing@ IMSA Overview
- Computer Purchase Program
- Loaned Equipment
- Support
- Communications
- Questions/Answers

1:1 Computing@IMSA Overview

- Began in the 2006/2007 school year with the class of 2009.

  – Pilot year, recommended purchase of Tablet PCs

- Class of 2010, first class to be required to purchase Tablet PCs

- Phased in the Tablet PC 1:1 program over three years.

1:1 Computing@IMSA Overview

- 2009/2010 school year had 100% saturation of Tablet PCs in the IMSA student community.

- Conducted a 1:1 program assessment during the 2010/2011 school year.

  – Reviewed several program factors, including Tablet PC technology integration and technology market trends.

  – Review results: Drop Tablet PCs from 1:1 program

    - Key factors: Key vendor dropping Tablet PC line from their offering, potential costs rising due to lack of market competitors, integration of Tablet PC technology in class room

1:1 Computing@IMSA Overview

- Class of 2014 required to purchase Laptop PC instead of a Tablet PC.

Computer Purchase Program

- Accessing the 1:1 Computing @ IMSA web site
- On the Parents web page:
  - Computer Purchase Information - information concerning purchase of laptop computers. For questions and updates, please contact ITS at (1to1questions@imsa.edu) or call (630)907-5198 (Ralph Flickinger).

Computer Purchase Program

- The 1:1 Computing @ IMSA web page contains the following information:
  - News and Program Updates
  - Parent Student FAQ: (Needs updating)
  - Minimum System and Software Requirements
    - Current Class and Historical
  - Program Information
    - Computer Purchase Program
    - On-Site Computer Support Program
    - Student Computer Loan Program

Computer Purchase Program

- New and Program Updates
  - Any news, presentations, and updates that pertains to the 1:1 program at IMSA. This presentation is posted under News for future reference.

- Parent Student FAQ
  - Frequently Asked Questions from parents and students – needs updating

Computer Purchase Program

- Minimum System and Software Requirements
  - Current: Class of 2014
    - Minimum requirements for the laptop and required software purchases.
    - Summery of support provided if you purchase in or out of the computer purchase program. There is a difference, we can only fully support computers purchased within the computer purchase program.
    - Purchasing outside of the program, additional software will have to be purchased by the family.
    - **Make a point to read this entire web page, important information provided.**

Computer Purchase Program

- Computer Purchase Program
  - IMSA has negotiated special package pricing for IMSA community members.
  - This year the package includes:
    - Laptop computer from ether HP, Fujitsu or Toshiba
    - 3yr Accidental Damage Protection Warranty
    - Backpack designed to protect the laptop while caring books
    - 500GB External USB Hard Drive – use for backing up files
    - 8GB USB Flash Drive – use for transferring/sharing files
    - IMSA Logo and Name etched in top cover

Computer Purchase Program

- **Laptop Specifications and Features Comparison Matrix (PDF, 06/01/2011)**
  - **HP 6460b $ 1,227.00**
  - **Toshiba R840 $ 1,227.00**
  - **Fujitsu S751 $ 1,189.00**
  - **Toshiba R850 (15.6", i7) $ 1,474.00**
- **IMSA Installed Software Suite Matrix (PDF, 05/10/2011)**
  - All laptops purchased through the program will come pre-loaded with all of the software on the matrix.

Computer Purchase Program

- All students must purchase:
  - Adobe Photoshop Elements
  - Due to Adobe software licensing restrictions we are unable to provide this software via our site license.
- Purchase laptop package by July 5, 2011 to insure timely delivery to your home.
- Past Experience:
  - At the bottom of the computer purchase program web page there are summery reports by year outlining past purchasing and service/support issues and activities.

Loaned Equipment

- IMSA provides loaner equipment under the following conditions:
    - Scholarship: All year long loaner provided to families with financial challenges.
    - Repair: Provided when a student's computer has failed and must be repaired
    - Short Term: Equipment provided for specific special project or for a short period when a student forgets their computer or charger at home, charger has been lost or stolen.

Loaned Equipment

- Student's Responsibility
  - The student will be held 100% responsible for the safe care and return of all equipment loaned to them by ITS.
  - Loaning equipment to their friends does not transfer this responsibility.
  - The original student who accepts the loaned equipment it responsible for any damage or loss caused by friends or family members.

Loaned Equipment

- Scholarship Loaner
  - Provided for the entire year, must be returned at the end of the school year.
  - Must be requested each year
  - Additional paper work required and request sent to the Principal's Office

Loaned Equipment

- Repair Loaner:
  - Provided for a specific amount of time:
    - If system purchased via computer purchase program; until theirs is repaired
    - If system purchased out side of computer purchase program; 45 days maximum
- Short Term Loaner
  - Provided for a short period of time, usually no more then two (2) weeks.

Loaned Equipment

- Condition of the loaner computer equipment
  - **Due to state budget issues we have not been able to refresh the fleet of computers used for scholarship, repair and short team loaners. Some of the computers have been roughly treated so they are not in pristine condition and battery life maybe minimum.**

  - **Our best loaner equipment will be reserved for scholarship loaner recipients since they are year long loaners.**

  - **It is in your student's best interest to take very good care of their equipment so they do not have to use a loaner while theirs is being repaired.**

Loaned Equipment

- Returning loaner equipment
  - MUST be returned with in one week of the due date set at time provided or upon request in the case of an in-program repair.
    - Student will be charge a non-refundable late fee of $ 25.00 if not returned within one week
    - Student will be charged the full replacement cost of the loaned equipment if not returned within two weeks
  - Extensions for short term loaners maybe requested
  - All equipment must be returned at the end of the school year

Loaned Equipment

- Returning loaner equipment
  - Damaged loaned equipment
    - Student will be charge a $ 50.00 fine if loaner equipment is returned physically damaged beyond normal ware.
    - Student will be charge the full repair costs if they are a repeat offender or has caused major damage to a single piece of equipment
    - Vandalism of loaned equipment will result in the student being charged the full repair costs and will face disciplinary action
  - Lost/Stolen Equipment
    - Student will be charged the full replacement cost of any lost or stolen equipment

Support

- On Campus Support for Students
  - Student Computing Support (SCS) Team
    - Team of 30-45 students trained to support their fellow students
    - 4-5 SCS team members per residence hall
    - 1st tier support for students
    - Available 19/7 (19 hrs/day, 7 days/week)
      - Why not 24/7 – because they need to sleep and do their own course work.
    - SCS is part of IMSA's Service Learning program

Support

- ## On Campus Support for Students
  - ### Student Computing Support (SCS) Team
    - #### Specialty Teams:
      - Hardware Repair Team; team trained and certified to repair computers in the 1:1 Computer Purchase Program
      - SCS Web/Wiki Team; team of students tasked with advancing and updating the SCS Wiki articles and training material
      - Data Recovery Team; team task to assist and train other team members in the use of various data recovery tools and techniques
      - Professional Development Team (NEW); team of students tasked to develop and deliver training and instruction to their fellow students on various technology related subjects

Support

- On Campus Support for Students
  - ITS HelpDesk Team
    - 5 professional staff members tasked with supporting the IMSA community
    - Availability; 9 hrs/week day
    - 2nd tier support for students
    - Hardware repairs and computer equipment loans are always routed to the ITS HelpDesk

Support

- We track all student and staff service requests via a web based service request tracking system called Footprints.

- At any time we can pull up a student's service request history which will include initial setup, re-images, hardware repairs, and software issues for their entire IMSA career.

Communications

- The parents will be contacted under the following conditions:
  - Loaner equipment is due or over due and fees or fines will be charged
  - Status of computer hardware repairs

- Communication is via e-mails stored in PowerSchool using our service request tracking system (Footprints)

- These e-mails will come from IMSA SCS HelpDesk (scshelp@imsa.edu)

Questions

Answers