

Frequently Asked Questions:

What Machines are Available for My High School Student to Use for the 2010-2011 School Year?

In response to the downturn in the economy, CDS has made arrangements with Richard's Computer in Fairfax, Virginia, to provide two different laptop package options for CDS students for the 2010-2011 school year. Package 1 will include a Toshiba Portégé M-780 Tablet (specifications listed below) and will include a 4-year complete care warranty. This is a high value package that will equip the students with everything they need to make the most of the tablet program throughout their high school years. Package 2 will include an HP 5102 Mini-Note Netbook (specifications listed below) and will include a 2-year complete care warranty. At the end of the 2nd year we will have another 2-year Netbook package for purchase at that time. The Netbook is a standard laptop and does not have the tablet functionality, but it is an affordable alternative that will provide the students with everything needed to assist them with their school work. Please order the laptop packages directly from Richard's Computer at 800-969-5355, or click on the link on our webpage (covenantday.org) to order online. Financing options are available through Richard's Computer.

Package 1

Toshiba Portégé M780 Computer - \$1440

Core i3 330M/2.13 processor

250 GB Hard drive

3 GB RAM

12.1"LCD pen only Display

DVD Multi Drive

Internal NIC

Stylus Pen

Microsoft Windows 7 Pro and
Microsoft OneNote 2007

Package 2

HP Mini-Note 5102 Netbook - \$575

Atom N450 / 1.66 GHz processor

160 GB Hard Drive

2GB RAM

10.1" LCD screen

No Optical drive (CD/DVD) drive

Internal NIC

Microsoft Windows 7 Pro

Package Prices include 4-year (M-780) or 2-year (HP 5102) warranty with Service Express and Free roundtrip shipping to and from Richards Computer for warranty service repairs and access to onsite loaner pool.

How Is It That CDS Has Free Use of Microsoft Software?

Due to a donation made to Covenant Day School for particular software titles (Microsoft Office 2007, Microsoft OneNote 2007, Windows 7 Pro), CDS may install up-to-date versions of these titles on student machines at no cost to the student. However, the licenses provided by this donation reside with CDS. Therefore, when a student is no longer enrolled at CDS, the software license terminates for that student, and the associated software must then be uninstalled. These programs if purchased separately would approximately cost the following: Microsoft Office 2007 - \$150 for Student Edition, Microsoft One Note 2007 - \$100, Window 7 Pro - \$300 full version/\$200 upgrade.

Also included with the software is a license to the antivirus software in use at CDS (McAfee Anti-Virus and Anti-Spyware). This software provides for automatic updates that assure that your child's

computer has the latest antivirus protection. This system has been very effective in preventing virus outbreaks on our campus. All computers connected to the CDS network are required to use **our** antivirus software.

In addition, we will install an Internet filter on all student machines that will filter Internet traffic 24/7 no matter where the laptop is located.

All mentioned software will be uninstalled and removed from the student machines before graduation or withdrawal from CDS.

Will My Machine Be Maintained By CDS?

The Technology Department at CDS will continue to maintain student machines. This will include simple maintenance, software support for CDS-provided programs, access to service covered by warranty when necessary, and a loaner pool of machines for when a student machine is being serviced. This maintenance will ONLY be provided for the laptop models that we endorse and support (as we will have exact loaner replicas available).

What Are the Policies and Procedures for the Loaner Pool?

When a student's computer needs to be sent out for repair during the school year, that student will be issued a loaner computer of the same model. Under normal circumstances, loaners will not be issued during the summer months. Whenever possible the student's own hard drive will be placed in the loaner so that the student may continue to use his own working environment. The student is responsible for returning the loaner promptly when his repaired laptop is available. Failure to return a loaner in a timely manner may result in the assessment of late fees to be determined and applied at the school's discretion. Students are required to take reasonable care of loaners in their possession. Repair of damage to a loaner in excess of normal wear and tear is the financial responsibility of the student's family. Determination of such excess damage is at the school's discretion. Prior to issuing a loaner to a student, the loaner will be checked for preexisting damage. Such damage, if any, will be recorded in writing on a form that the student and the school will sign.

What Does the Insurance Policy Cover?

Our insurance policy covers theft of the laptop subject to the coverage limitations described below. There is a deductible of \$100 for each claim occurrence. The cost of the policy is included in tuition. In order for the theft of a laptop to be covered, a police report must be filed and included with the insurance claim. If the theft occurs from an automobile, then forced entry must be evident and noted on the police report. In other words, if you leave the laptop in an unlocked car and it is stolen, the insurance policy will not cover the loss. If a laptop is lost at school, we will take appropriate steps to try to find the missing laptop when possible, but students are responsible for securing the laptop as they would any other valuable item such as a purse or digital camera, and in order for the laptop to be covered under the insurance policy, there must be a theft documented by a police report. All insurance claims are to be reported to the Technology Department. Reimbursement amounts will be based on the current market value of the laptop at the time of the theft, and the cash settlement from the insurance policy may not be sufficient to cover the entire purchase price a new laptop. Parents will be responsible for the full purchase price of the replacement laptop less any cash settlement from insurance.

Why Shouldn't I Buy My Own Laptop Outside of the CDSsupported machines?

We expect to receive inquiries from parents about providing their child with a non-standard computer purchased outside of CDS. Usually this is because of a perceived lower cost of doing so. We strongly discourage you from purchasing a non-standard laptop outside of CDS support. Here's why:

- **We have been in consultation with various schools with experience in laptop/tablet programs and EVERY one has found that the few students who have purchased non-standard computers have had significant difficulties keeping their machines updated, upgraded, and repaired.**
- **The perceived lower cost is illusory based on the lack of an "apples-to-apples" comparison. As is specified earlier in this document, CDS tablet PCs are bundled with software needed to operate in the CDS environment. We provide significant value-added services in the area of maintenance and support. Purchasing these items separately almost always results in a higher total cost than the CDS bundle. CDS can not provide hardware or software support on non-standard machines.**
- **It is important to understand that with all laptops, breakage and repairs are facts of life. We have structured our repair services at CDS to maximize convenience and minimize downtime. Students who purchase computers outside of CDS are not able to use our repair facility or loaner pool.**
- **We carefully configure CDS standard computers to operate efficiently in our application software and networking environments. We provide a system that allows standard computers to be quickly reloaded in the aftermath of possible software corruption. Students with non-standard computers are not able to use this service. Beyond this, the networking and application configuration process is lengthy, and it requires a moderate level of expertise. CDS will charge \$75 per hour for software installation and network configuration so that the machine is able to connect to the wireless CDS network.**
- **Students using laptops not purchased through CDS are still required to participate in and pay for the Technology Fee to cover the cost of the Microsoft, security, antivirus, filtering, and server access software applications. These requirements are not mitigated by any other software licenses or insurance that such students may have purchased separately.**

What if I don't buy a supported machine– What does a non-standard laptop have to have?

If you plan to use a non-standard laptop, you need to call the technology department **before** you purchase it so that compatibility with our network and software can be verified. All non-standard laptops MUST have:

- **Windows 7 Pro or higher - Windows Vista Business or higher – or Windows XP Pro (SP2) or higher**– Vista and XP Home editions or MCE edition does not have the ability to allow the laptop to join a domain. All student machines must be set up on our domain in order to perform correctly and to have access to the Internet, printers, teacher folders, and automatic updates.
- **All Windows versions must be 32-bit**
- **All Windows updates and patches must be installed and running**
- **Wireless Network Card**
- **No pre-installed firewall or antivirus programs**
- **The system must be free of all virus, spyware, and malware infection. CDS will not be responsible for upgrades, service pack installation, disinfection, or general hard drive clean-up on non-standard machines.**

Why Is CDS Using Tablet laptops?

- Tablets allow real choice of content input. Depending on students' learning styles and preferences, they can input text into programs by typing, speaking, or writing. Handwriting recognition is excellent. As an added bonus students are encouraged to write legibly, as the program will only recognize what is readable.
- The inclusion of a program called Microsoft OneNote allows free drawing on a choice of electronic paper (lined notebook, graph, college ruled, or blank). This program also allows documents from other programs to be imported as a graphic and then freely annotated for revision.
- Inclusion of an internal microphone allows for the possibility of making voice recording (and/or voice recognition) while walking around.
- The stylus and screen allows students to draw freehand in graphics programs like Adobe Photoshop without the significant limitations of using a mouse. Students can walk and write, creating drawings while out in the field or on a trip. Perhaps most exciting is the ability to freely mark up the text in Word, PowerPoint, and even Excel.
- An external slot that accepts Secure Digital cards from digital cameras and other devices greatly simplifies the sharing of digital photos and other large files.
- All Windows applications accept input from the tablet's stylus and input panel.
- Finally, and perhaps most importantly, Tablet PCs provide an absolutely unhindered discussion environment. When used in tablet mode with the screen flat against the chassis, there is no atmospheric difference in the classroom from a regular paper discussion. Electronic resources are still readily available without the barrier of a screen extending up from a keyboard.

What is the Expected Working Lifetime of a Tablet or Netbook laptop?

We plan for Tablets to have a useful working lifetime of four years. This works well with our academic program: a new laptop would typically be purchased for students entering ninth grade, so that one laptop would suffice for a student's high school career at CDS.

The Netbook laptops have a working lifetime of two years. It will be necessary to purchase a new laptop at the beginning of a student's sophomore year in order to cover all four years of high school.

It is important to point out that users must take proper care of their machines to achieve this longevity. We have very good warranty coverage on our supported machines, but excessive, cosmetic, or intention damage is not covered by the warranty. In our experience, higher than usual wear and tear is the most common reason for a computer to last less than its life expectancy.