

Frequently Asked Questions:

What Machines are Available for My High School Student to Use for the 2009-2010 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 2009-2010 school year. Package 1 will include a Toshiba Portégé M-750 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 2140 Mini-Note Netbook (specifications listed below) and will include a 2-year complete care warranty. Depending on how well the Netbook holds up at the end of the 2nd year, there *may* be an option to extend the warranty for an additional 2 years, or 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 M750 Computer

\$1505 _____

Intel® Core 2 Duo T8100 processor

160GB/5400RPM SATA Hard disk drive

2048MB X 1 SDRAM (2 GB)

12.1" WXGA Display

DVD Multi Drive

Internal NIC, and Internal 802.11 b/g

Fingerprint Reader

Camera

Standard Carrying case

Stylus Pen, Pen tether, and reserve Stylus Pen

Microsoft Windows Vista™ Business Edition

Price includes 4-year warranty with Service Express and Free roundtrip shipping to and from Richards Computer for warranty service repairs and access to onsite loaner pool.

Package 2 HP 2140 Mini-Note Netbook Computer

\$540 _____

Atom® N270/1.6 GHz processor
160GB/5400RPM SATA Hard disk drive
Intel® Graphics Media Accelerator 950
2048MB X 1 SDRAM (2 GB) - Maximum
10.1"Widescreen TFT
Bluetooth 2.0 EDR
Gigabit Ethernet NIC, and Internal 802.11 b/g/n
6-cell Battery
Camera
Microsoft Windows XP™ Professional Edition

Price includes 2-year 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, Microsoft OneNote), CDS may install up-to-date versions of these programs 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. The associated software must then be uninstalled.

Also included with the software (as part of the technology fee) is a one-year license to the antivirus software in use at CDS (McAfee Anti-Virus and Anti-Spyware) and Websense Remote Filtering software. These programs provide for automatic updates that assure that your child's computer has the latest antivirus protection and Internet filtering on and off campus. All computers connected to the CDS network are required to use **our** antivirus software, and remote filtering will only be removed at the request of the parents.

Will My Machine Be Maintained By CDS?

The Technology Department at CDS will continue to maintain supported 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 currently support (as we will have exact loaner models available).

What Are the Policies and Procedures for the Loaner Pool?

When a student's supported computer needs to be sent out for repair during the school year, that student will be issued a loaner computer of the same model whenever possible. 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 and in good

condition 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. Loaner laptops will not be issued for more than two weeks at a time.

What Does Theft Coverage Include?

- The cost of the theft coverage for supported laptops is included in the cost of tuition, but there is a deductible of \$100 for each claim occurrence that is the responsibility of the student or the student's family.
- Replacement value due to theft will be determined by the current value of the laptop at the time it was stolen. The student or the student's family will be responsible for the purchase price of the replacement laptop less any cash settlement from theft coverage.
- In order for the theft of a laptop to be covered, a police report must be filed and included with the theft coverage claim. Forced entry must be evident and noted on the police report. In other words, if you leave the laptop in an unlocked car or unlocked locker and it is stolen, the theft coverage will not cover the loss.
- Students are expected to secure their laptops as they would any other valuable personal property such as a digital camera or wallet. Reasonable care must be taken by the student to avoid both damage and theft of their laptop. If a student chooses to use their locker to store their laptop, it is the student's responsibility to secure it with a lock. In order for a laptop stolen from a locker to be covered by the theft policy, forced entry into the locker must be evident and noted on the police report.
- Covenant Day will assist in providing safeguards to deter theft of personal property (i.e. - locked exterior high school doors during the school day, surveillance cameras, etc.), but it is the responsibility of the student to secure their valuable items while on campus.

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

We expect to receive inquiries from parents about providing their child with a nonstandard computer purchased outside of CDS. Usually this is because of a perceived lower cost of doing so. We strongly discourage you from purchasing a nonstandard 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 nonstandard 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 these 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 nonstandard 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 laptop – What does a non-standard laptop have to have?

If you decide to purchase a non-standard laptop, it MUST have:

- **Windows Vista™ Business Edition or higher** – Vista Home versions or Windows Media Center Edition do 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. At this time it is not possible to use an Apple computer on our network. Any non-standard laptop must be a PC.
- **All Windows updates and patches must be installed and running**
- **Wireless Network Card**
- **CD-ROM**
- **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 PCs?

- 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 New Tablet PC?

We plan for tablet laptops to have a useful working lifetime of four years and for the Netbooks to have at least two years (with a possible option to extend warranty coverage for 2 more years or to purchase another 2-year package at the end of the original warranty). This works well with our academic program: a new tablet laptop would typically be purchased for students entering ninth grade, so that one tablet laptop would suffice for a student's high school career at CDS, or a new Netbook laptop would be purchased for the first two years and another for the last two years. It is important to point out that users must maintain a warranty on their laptops and take proper care of their machines to achieve this longevity. In our experience, higher than usual wear and tear is the most common reason for a computer to last less than its life expectancy. At the end of the life cycle for each model, that laptop is retired and CDS will no longer support that model type for either hardware or software issues.