

## DIGITAL CONVERSION FREQUENTLY ASKED QUESTIONS

**Q: What is the purpose of the Digital Conversion?**

The Fort Thomas Independent Schools Mission/Vision is to provide engaging and challenging learning experiences which foster creativity, curiosity and innovation. Technology will be utilized in transformative ways to enhance achievement and make real-world global connections. Our Board of Education believes this Digital Conversion is a huge step toward meeting our mission.

**Q: Will my child still have all of their textbooks?**

Many Science, Social Studies, Language Arts and Math books will be digital. There may be a use for traditional textbooks in some classes.

**Q: How do I connect to my home Wi-Fi?**

Click the Wi-Fi icon at the top right of the menu bar and select the network that you wish to join.

**Q: I am connected to my home Wi-Fi, but am still having trouble?**

1. Turn Wi-Fi off and back on.
2. Restart the device.
3. Power down, then power up your router.
4. You must have WPA2 or higher security on the wireless router.
5. If none of these help, stop by the Help Desk.

**Q: Can I use my own Apple ID?**

Yes. Students 13 or older may use their own Apple ID. Students younger than 13 will be issued an Apple ID through the Apple ID for Students Program.

**Q: Can students pick up a device without a parent/guardian?**

No. Students must be with their parent/guardian to receive a device.

**Q: Is the device insured?**

Yes. Please refer to the FTIS Service Agreement for information regarding accidental damage, loss, theft and negligence.

**Q: Will students pay a technology fee each year?**

Yes.

**Q: What is the district doing to help prevent theft at school?**

Serial numbers are recorded and asset tags are assigned to a specific student. Devices are expected to be with the student or secured in a classroom at all times. The Technology Responsible Use Document lists additional safeguards.

**Q: How will digital citizenship be taught to students?**

Students and their parent/guardian will review a presentation upon receipt of the device. Also, digital citizenship is addressed in each grade level in FTIS.

**Q: Who owns the device?**

All devices used are the property of the Fort Thomas Independent Schools.

**Q: How will the device be distributed and when will this happen?**

Devices will be distributed in late July and early August by the Technology Department. Use, care, policies, etc. of the MacBook will be explained during this time. The student and parent/guardian must be present for the device to be issued.

**Q: What does each student receive?**

A device and a charger. Elementary students will receive cases; middle and high school students must purchase a case.

**Q: What additional accessories are required?**

Students will need ear buds or headphones. A backpack designed for transporting a device is recommended.

**Q: What support is there if my child encounters a problem?**

Students are encouraged to use the **HELP** feature in all applications, web-based video tutorials, the FTIS Technology Support website and their friends. The Technology Department HELP DESK will have posted hours for support and where questions can be answered and next step decisions made. Elementary students will visit the library for help.

**Q: What happens if the device breaks or malfunctions?**

The incident must be reported immediately and the FTIS Service Agreement will be followed.

**Q: What are the district's guidelines for acceptable use of technology?**

The FTIS policies and procedures concerning technology and responsible use can be found on the district's website.

**Q: What if the device is lost, stolen or damaged?**

If the device is stolen, a police report must be filed and presented to the HELP DESK immediately. If there is a technical problem with the machine, report this to the HELP DESK. Please review the FTIS Service Agreement for additional information found on the district's digital conversion webpage under QUICKLINKS. If the device is lost but not suspected to be stolen, report this to the help desk. The technology department has the ability to track devices for location. If the device is not found within 48 hours the device will be considered stolen.

**Q: What if we don't want our child to have a device at home?**

Decisions such as these need to be made with input from the school's administration. Please contact the school's principal if you wish for your child to be a day user only.

**Q: What kind of contract or agreements must be signed?**

The FTIS Responsible Use Policy, the Digital Conversion presentation and the FTIS Service Agreement must be reviewed annually. A signature will signify your acceptance of the policies.

**Q: Can parents use the device?**

Devices should only be used by the student for academic purposes.

**Q: Will my child be able to use a personally owned device at school?**

District provided devices are the only devices permitted on the district Wi-Fi.

**Q: Can I install parental controls on my child's device?**

Only the district technology staff will have access to make changes to district-provided devices.

**Q: How will the district protect students from inappropriate websites at home?**

Although we cannot control access to all inappropriate websites, the district has installed a filtering client on each device to restrict access to improper materials and sites, including visual depictions that include obscenity, pornography or other items harmful to minors as required by state law.

**Q: Can personal software be installed on the device?**

Nothing is to be installed on the device other than what is installed by the district technology staff.

**Q: If a student leaves the district before the end of the school year, what are the procedures for turning in the device?**

Turning in your device will be a part of the checkout procedure which includes turning in other school-supplied materials.

**Q: Is the student required to have Internet access at home?**

Internet access will be provided at school. If a student needs to work on something at home and does not have Internet access, the student should download the necessary files in PDF form to work on at home. Any student is welcome to stay after school or come in early to gain access to the school Internet. Also, the public library and many local establishments provide free Internet access.

**Q: Will students be able to print while at school?**

Students will have access to printers at school. Students will turn in most of their work electronically.

**Q: Will the device have enough battery power to use in each class throughout the day?**

The devices provide about 8 hours of continuous use. Students are encouraged to put the device to sleep or turn off when it is not in use to save power. Having their device charged each day is part of the student's responsibility.

**Q: What happens if my case is broken and no longer protects?**

Providing a laptop case in grades 6-12 is the responsibility of the user and the family. If the case is no longer protecting the laptop, a new case will need to be purchased. The student will be given ample time to purchase a case. If a case has not been purchased within a reasonable length of time, a case will be put on the laptop and a \$13 fee will be assessed. Students in grades K-5 should report case damages to the librarian in their school.