IWHS Laptop Frequently Asked Questions

Why a Laptop BYOD?

Incarnate Word High School promotes student choice, individual expression, and personal responsibility. We are providing students the power to choose the computer that best suits their needs, while expecting them to know how to use it and take proper care of it. Specifying a Windows or Mac laptop computer will allow a more consistent classroom experience, while still allowing student choice.

What if purchasing a laptop is a financial hardship on a family?

Incarnate Word High School provides a quality education to all students who can meet the academic demands regardless of their family's ability to pay tuition. There is an application process to receive a long-term laptop loan for students that currently do not have their own laptop and are unable to purchase a new device. Families can request a loaner laptop by completing the following form or sending a message to library@iwhs.org.

- [IWHS Student Loaner Laptop Request](#)

If we already have a laptop, do we need to purchase a new one?

Students who currently have their own laptop, Windows or Mac, can use their existing laptop for school. If the computer was purchased within the last couple of years and was a quality laptop when purchased, it should be sufficient for the needs of an IWHS student. The hardware recommendations provided by Incarnate Word High School should be used if a student is purchasing a new computer. These recommendations were developed with the goal of having a computer that would be adequate for at least four years of academic work with an IWHS technology enriched curriculum.

Will the wireless network handle all the student devices?

Incarnate Word High School continually evaluates campus network performance and carries out improvements when necessary. The on-campus wireless network continues to be evaluated and enhanced each year to ensure the best learning environment possible.

What software do students use at IWHS?

When a student begins at IWHS, they will be provided with an *Office 365* account which will allow them to download and install the full Microsoft Suite (*free of charge*) which includes *Word*, *Excel*, *PowerPoint*, *Outlook*, and *OneNote* on their personal computer.

What will happen if a student does not bring her computer to school?

Forgetting to bring a laptop to school will be managed by each classroom teacher in the same fashion as when a student fails to bring in any other required classroom supplies.

How will computer errors and problems be handled?

The Incarnate Word IT staff will assist students in accessing school related applications and material. If there is a software or hardware problem with a personal student computer, it is the responsibility of the student to contact the computer manufacturer or reseller to get the issue resolved. If the issue is with a loaner laptop, students would contact helpdesk@iwhs.org for assistance. If a student's computer has failed or is being repaired, students will be able to check out a laptop from the Incarnate Word High School library for use during the day.

How will the student laptops be used in class?

The classroom teacher will use her/his knowledge of the topic at hand to decide the appropriate tool to aid in the learning process. Sometimes this will include the use of the student computers.

Will students be required to take notes using their computer?

Students will continue to have the freedom to take notes in a manner that best suits their learning style. For homework, projects, and research the students will have to provide the completed assignment in the format designated by each teacher.

Will students use their computer in every class each day?

Since student laptops will be readily accessible, there will be an increased use of technology in the classroom. But we do not envision students using their laptops all day every day. Students will continue to have pen and paper activities, class discussions, and hands on projects.

Does the school provide extra chargers for students who misplace/forget their charger?

Students will be expected to arrive at school with their personal laptop fully charged for the day; batteries must have enough charge for each class. Limited electrical charging locations in public spaces and the library may be available for emergency charging during free mods. Students are required to bring their computer chargers to school every day.

How do students connect wi-fi?

The school's IT staff will help students connect to the school's wireless network and to network resources available to them through the school. They may advise students on steps they can take to correct a problem; however, they will not troubleshoot personal devices for hardware or software malfunctions.

If a device is stolen/misplaced what do we do?

Students should keep track of their device's serial number and model number. Theft or vandalism of any kind should be immediately reported to the Office of Student Life (studentlife@iwhs.org) so the appropriate steps can be taken. Parents may consider complete care packages that cover breakage when purchasing devices. Tracking software is also an option to help locate lost equipment. *The school is not responsible for damage or theft of student owned equipment.* Devices should be **clearly labeled** with the student's name. Students should also password protect their laptop and not share the password. It is a goal of IWHS to teach good security practices in this digital world. Students should keep

the password in a safe place in case they forget it. IT support will not be able to unlock their laptop for them.

Do students have access to cloud storage?

Student files saved in network directories on a school server are backed up regularly. Non-school related files should not be stored on school storage resources. Student files on a personal device or in web-based storage locations, such as *OneDrive for Business* in *Office 365* will be backed up by the school. Students are responsible for backing up their data on personal devices and cloud storage.