

FAMILY FAQ

Click the question to expand it and see the answer. Use the filter below to focus your questions by topic.

Computer Equipment Agreement

What revisions have been requested to the Computer Equipment Agreement?

Device Care and Access

Can district policy match Ed Code 17453.1 and have the devices be optional?

The Ed Code 17453.1 reads:

(a) Notwithstanding any other provision of law, a school district may sell or lease Internet appliances or personal computers to parents of pupils within the school district, for the purpose of providing access to the school district's educational computer network, at a standard price, not to exceed the cost incurred by the school district in purchasing the Internet appliance or personal computer. A school district that elects to sell or lease Internet appliances or personal computers, as authorized by this section, shall provide access to the school district's educational network for those families that cannot afford access to the school district's educational network.

Notwithstanding any other provision of law, in conducting a sale or lease pursuant to this section a school district shall not be required to call for bids or to sell or lease Internet appliances or personal computers to the highest bidder. For purposes of this section, an "Internet appliance" is a technological product that allows a person to connect to, or access, an online educational network.

(b) The Legislature finds and declares that the Internet appliances or personal computers that are sold or leased pursuant to this section are not an essential part of the school district's educational program, but are supplemental to that program.

District policy does match the above referenced Ed Code 17453.1. The computers are supplemental materials not foundational.

Do students have to bring the device home?

The student devices will be treated like a textbook. It is a tool that will help your child discover an exciting and enriching learning environment. Students will be required to accept one of the devices.

The devices are an educational requirement of Manteca Unified School District. There are no other options. Please note this is just like a textbook, the devices are a key supplemental part of the educational program being implemented in the Manteca Unified School District.

How can a parent buy a student device?

The device is not available at this time on the market.

After four years, a parent must be part of the lease/purchase option for four years (\$50/ year), and then pay \$1; OR, if they did not participate in the lease/ purchase option for the four years, they may purchase the device for \$201 at the end of the 4 year device life cycle.

How do you protect the devices from theft?

The Panasonic 3E device has the ability to track the device outside of the District's network. The device can be configured to lock if it is not connected to our network for a specified period of time, therefore becoming useless to a thief. In order to reduce potential theft these specifics are kept confidential.

Also, we believe our choice to place the district logo on each device will help deter theft.

How often will my child receive a new device?

At this time, we anticipate a full refresh of all devices within a four year cycle.

How will Special Education children access their devices?

K-3 will be on carts in the classroom; teachers of grades 4-12 SDC LH will take them home. Teachers for grades 4-12 SDC SH will determine whether or not a student may take their device home (also determined by student's IEP). There will be carts in the classrooms to store the devices.

What does California Ed Code say about lost or damaged instructional materials?

Information from California Education Code (EC) regarding damage to student-issued instructional materials.

EC Section 60010 (h) defines instructional materials:

"Instructional materials" means all materials that are designed for use by pupils and their teachers as a learning resource and help pupils to acquire facts, skills, or opinions or to develop cognitive processes. Instructional materials may be printed or nonprinted, and may include textbooks, technology-based materials, other educational materials, and tests.

EC Section 60119(c)(1) defines sufficient textbooks or instructional materials as follows:

Each pupil, including English learners, has a standards-aligned textbook or instructional materials, or both, to use in class and to take home.

EC Section 48904(a)(1) holds parents or guardians responsible for the cost of replacing a textbook that is willfully defaced or not returned:

...the parent or guardian of any minor...who willfully cuts, defaces, or otherwise injures in any way any property, real or personal, belonging to a school district or private school, or personal property of any school employee, shall be liable for all damages so caused by the minor. The liability of the parent or guardian shall not exceed ten thousand dollars (\$10,000). The parent or guardian shall also be liable for the amount of any reward not exceeding ten thousand dollars (\$10,000) paid pursuant to Section 53069.5 of the Government Code. The parent or guardian of a minor shall be liable to a school district or private school for all property belonging to the school district or private school loaned to the minor and not returned upon demand of an employee of the district or private school authorized to make the demand.

Thus wear or damage to instructional materials through ordinary use, or from manufacturing defect, would not apply.

EC Section 48904 (b)(1) allows schools to withhold student grades, diploma and transcripts:

Any school district or private school whose real or personal property has been willfully cut, defaced, or otherwise injured, or whose property is loaned to a pupil and willfully not returned upon demand of an employee of the district or private school authorized to make the demand may, after affording the pupil his or her due process rights, withhold the grades, diploma, and transcripts of the pupil responsible for the damage until the pupil or the pupil's parent or guardian has paid for the damages thereto...

EC Section 48904 (b)(2) provides the process:

The school district or private school shall notify the parent or guardian of the pupil in writing of the pupil's alleged misconduct before withholding the pupil's grades, diploma, or transcripts pursuant to this subdivision. When the minor and parent are unable to pay for the damages, or to return the property, the school district or private school shall provide a program of voluntary work for the minor in lieu of the payment of monetary damages. Upon completion of the voluntary work, the grades, diploma, and transcripts of the pupil shall be released.

EC Section 48904(b)(3) requires school districts to establish local policy:

The governing board of each school district or governing body of each private school shall establish rules and regulations governing procedures for the implementation of this subdivision...

In regards to a district specific policy, it's important to remember that a student must have access to textbooks both in the classroom and at home, thus withholding textbooks from a student or restricting textbook use to the library would be problematic. Also, please note the requirements of EC 48904(b)(2) requiring parent notification and the necessary opportunity for the student to be able to "work off" the cost of the instructional materials.

What happens if a child loses the device?

The school district has insured all of the devices and parents will not likely be charged. Each case will be evaluated by a site administrator.

NOTE: If the device is **STOLEN** while off-campus, a report must be filed with the police department and a copy must be given to the school site.

However, a failure to return the device may result in financial liability to the parents. Parents are responsible for the cost of replacing lost devices. Actual financial liability may vary depending on the deductible level the District is required to pay for its insurance at the time of the loss, and whether or not the family participates in the optional lease / purchase program.

What happens if the device is damaged or stolen at the school site?

If the device is stolen while the child is in school the student must report the device stolen immediately to site administration Going Digital FAQ and the District's insurance will cover the loss.

If the student does not intentionally try to vandalize the device, the district's insurance will cover accidental damage.

What if it's accidentally broken?

The School District has insured all of the devices. Parents will not be charged.

Parents are financially responsible for any damage willfully inflicted on the device by their minor children. Each case will be handled by the site principal for evaluation.

Who is responsible for charging the device?

In grades K-3, the computers stay in the classroom and therefore will be charged by the teacher. In grades 4-12, the devices go home and therefore should be charged at home.

Will my child get a replacement device?

Yes, students will receive a replacement device from the library media technician and/or the digital support technician.

Replacement will be provided the same day.

Will my student be able to take the device home over the summer?

There will be information distributed on site in the spring regarding the ability for a student to be able to take their device home through a check-out process.

Device Lease / Purchase Program**Are you able to receive a refund for the Lease/Purchase agreement if you have changed your mind?**

Although the agreement indicates refunds are not available for this program; at this time an executive decision has been made to allow refunds per request for thirty days from the day of receipt of their computer. Due to the fact that this program is in its introductory phase, we are making an exception for this academic year and allowing for a grace period. All program specifics will be reviewed on annual basis.

How can a family member pay for others in a separate household to receive discount?

The parent or guardian of the children that signed up for the program is able to pay and assign their children to their account regardless of residence.

How much do parents pay to use the tablet?

Parents do not pay for one-year of use for devices. Please visit <http://www.mantecausd.net/about-musd/going-digital/resources> to see the documents related to the lease/purchase option if they choose to participate. This is not a use fee.

My child is a senior. How does this program work for them?

Seniors will need to return their devices at the end of the school year. Note: 2015/2016 seniors will not have an option to purchase the device.

Once enrolled in the Lease/Purchase agreement, do I need to sign the paperwork annually?

*The Lease/Purchase agreement covers all four years, it only needs to be turned in once and the occurrences are over the 4 year time span.

What happens if a child loses the device?

The school district has insured all of the devices and parents will not likely be charged. Each case will be evaluated by a site administrator.

NOTE: If the device is STOLEN while off-campus, a report must be filed with the police department and a copy must be given to the school site.

However, a failure to return the device may result in financial liability to the parents. Parents are responsible for the cost of replacing lost devices. Actual financial liability may vary depending on the deductible level the District is required to pay for its insurance at the time of the loss, and whether or not the family participates in the optional lease / purchase program.

What happens if accessories are lost or damaged?

Accessories include the keyboard, power adapter, and stylus. When those are lost or willfully broken, parents are liable for actual cost of the items. For those families that participate in the lease program, their liability for the items is capped as set forth in the agreement for stolen / broken items (but not for lost items), so they will end up being charged the lesser of either the cost of the item or their capped liability under the lease.

What happens if the device is damaged or broken at home?

The School District has insured all of the devices. Parents will not be charged for accidental breakage.

Parents are financially responsible for any damage willfully inflicted on the device by their minor children. Each case will be handled by the site principal for evaluation.

Willful damage to the device will result in financial liability to the parents. Parents are responsible for the actual cost of repairing the willful damage to the device, up to the full replacement cost. Actual financial liability may vary depending on the deductible level the District is required to pay for its insurance at the time of the damage, and whether or not the family participates in the optional lease/purchase program.

If you have a lease/purchase agreement upon turn in of your device you will be assessed a maximum of \$50 charge for the first occurrence, and a maximum of \$150 charge for the second occurrence if your device is physically damaged and not useable any longer.

What happens to the devices when they are obsolete?

Parents that have opted into the Lease/Purchase agreement option will be able to purchase these computers. Computers not purchased by families will remain District property until the School Board determines that they should be surplus.

What is PayPams and the Lease / Purchase Agreement?

It is an online payment system that MUSD uses for food services right now, and is available for the lease/purchase program. Maximum out of pocket costs are \$250.

Payments may be made monthly or yearly by credit/debit card, or deposit cash in the school office.

New! Paypams Guide - How do I sign up?

Families will have the option of participating in the lease/ purchase agreement. The cost for the lease/purchase agreement is \$5 monthly for one device, \$8 monthly for two devices, \$10 monthly for three or more devices. Those choosing not to participate in the lease/ purchase agreement will be responsible for full cost per device.

What is the maximum amount a parent will be charged out-of-pocket for this device?

The maximum amount per device charged to the parent/ guardian is \$250.00 per incident.

What requests for revision have their been for the Device Lease/Purchase Agreement?

The agreement was created by the District Legal Team to protect all parties equally. The District will review the agreements annually alongside all other annually reviewed documents and procedures. We are currently looking into options for alerting families regarding missed payments.

The following requests have been made for modifying the Device Lease / Purchase Agreement:

1. Can the lease/purchase agreement be revised to include consumer/taxpayer friendly revisions to require notice of a missed payment, a documented loss clause and a purchase warranty?
2. Can clarification be provided as to when the district will not pay its deductible of \$250 to replace a reduced value device (for example a 3 year old device)?
3. Can clarification of district insurance be provided to answer if the district is self insured or paying a premium; in either case what are actuarial projections for potential surpluses in this insurance program (insurance providers have profited by millions in other districts)?
4. Can the lease/purchase agreement be revised to include a consumer friendly notice of a missed payment (currently no notice, automatic termination for one missed payment – errors happen)?
5. Can the lease/purchase agreement be revised to include a consumer friendly documented loss insurance clause (currently only police report verified theft is covered)?
6. Can the lease/purchase agreement be revised to include a consumer friendly two year warranty for surplus devices (currently no coverage is provided and batteries are nonreplaceable with a possible lifespan of 4 years)?

Families

How will my child be protected on the Internet while at home?

It is the parent's responsibility to turn on parent controls through their Internet Service Provider.

How do I get help securing the router on my home network?

OpenDNS is one free resource.

Please note MUSD is [providing this guide as a resource](#) and not as an endorsement of OpenDNS.



What Educational Apps are available for my child?

This [Microsoft Apps in Education Guide](#) is a good place to get started.

Also, please look at the resources here at [Common Sense Media](#)



Going Digital General Information

Can the district budget for the Going Digital Project be updated?

The question was asked:

Can the expanded Steering Committee or other Board appointed committee update the project's \$30-\$40 M implementation budget and ongoing \$5-10 M funding? (currently only the original initial budget estimate (30M on 12/11/12) and 1st increase (1.3M on 1/14/14) are available on web site. The latter states that it does not include any temporary or ongoing staff costs [e.g. project consultants, supervisor, etc. and newly hired DO and site digital support techs]. Also not included are the increased costs of the student devices and the ongoing cost of device replacement and wireless network maintenance)?

The MUSD budget is publically available. [Click here to see the 2015-2016 Adopted Budget.](#)

Can you tell me more about the Going Digital Steering Committee?

The following questions and answers have been asked regarding the Going Digital Steering Committee

1. Can the "Going Digital" Steering Committee be expanded to include parents and community members appointed one by each board member in addition to staff to provide greater transparency and accountability to the "Going Digital" project (currently Steering Committee membership and monthly meeting information is not available on MUSD website. Search returns only Scope Statement reference)?
2. Can this committee provide greater transparency and accountability to the "Going Digital" project by updating the budget, developing district provided internet access for families in need, evaluating progress to date including balancing/funding non digital aspects of learning and checking with MUSD businesses concerning expected digital outcomes?

The Superintendent's Technology Advisory Committee already includes parents and students and will include a larger group of community stakeholders including parents and students. The Superintendent's Technology Advisory Committee will include a larger group of community stakeholders including parents and students. This year the committee meets four times. At the next meeting, the committee will decide whether to advise the Superintendent to publish the minutes.

Do we have to accept one of these devices?

Yes. The student devices will be treated like a textbook. It is a tool that will help your child discover an exciting and enriching learning environment.

The devices are an educational requirement at Manteca Unified School District.

What about needed changes to district goals and objectives?

These two questions were asked:

1. Can the Steering Committee or other Board appointed committee consider revising the "Going

Digital” benchmark of “... students are accessing the richer more dynamic digital resources on our internal network and the Internet the majority of their instructional day.” (Peer reviewed research, National Association for the Education of Young Children positions, the low digital child rearing practices of tech CEOs and the popularity of non digital schools in the Silicon Valley all point to the need to differentiate around student age and talents to maintain an optimum learning balance during the P-12 instructional experience)?

2. Can the Steering Committee or other Board appointed committee consider adding the inclusive language of “to the best of their abilities” to the “Going Digital” benchmark of “... all students are accessing and demonstrating proficiency (to the best of their abilities) ...”. (All students can learn and achieve. Some students learn very differently and are challenged/gifted by unique disabilities/abilities.)?

The Board of Trustees decides the District’s goals and objectives. [Currently, district goals and objectives are published here.](#)

What about other lost learning resources from the recession?

The question was asked:

Can the Steering Committee or other Board appointed committee consider the rebuilding of learning resources lost during the recession which might need support to achieve a proper balance with “Going Digital” (class size reduction, elementary counselors, librarians, PE/Math/Art specialists, printed books, etc.)?

The School Board has annually reviewed all goals and initiatives that they have adopted. Through the LCAP process and budgetary process they direct where fiscal resources should be attributed.

What happens with my device at the end of the school year?

The device should be returned in good working order to the district as directed by the principal of the student’s school.

There will be information distributed on site in the spring regarding the ability for a student to take their device home through a check-out process if there is a validated need.

When will other digital hardware tools be deployed?

The question was asked:

Can the Steering Committee or other Board appointed committee consider providing district support for site addition of other digital tools such as digital video, scanners, printers for students, document cameras, docking stations, etc. (Currently sites are using site funds to meet the initial “Going Digital” goal of projection capacity in all classes. Some classes will still only be able to view presentations on small screen TV’s. Students can’t print work at school.

The Superintendent’s Technology Advisory Committee will continue to review digital support tools.

Where can a parent get information about MUSD's Going Digital project?

Going Digital Information Packet (sent home via Levi express), [MUSD Website](#), Site Administrator.

Where can I learn more about the Dependent Charter changes?

The question was asked:

Can the Steering Committee or other Board appointed committee update for the parents, community and Board the one page Charter (12/11/13) and 16 page Scope Statement (1/14/14)? (OUSD's pilot for blended learning for 4 schools with 1,000 students 10 page description and 54 page evaluation could be a model for the update)?

The Charter was an approved action item by the School Board of Trustees. We feel the scope statement is adequate for its purpose to inform the public of the overall mission and vision. We continuously update the public on items related to all school functions and activities related to learning in the classroom both at the District and Site level.

Where can I learn more about the Panasonic 3E device specifications?

Please visit the manufacturer website at the following address:

<http://www.panasonic.com/business/3e/3e-connected-classroom.asp> or visit our website.

Why did we deploy in the middle of the school year?

Several factors were considered by the Superintendent and the advisory committee in developing the deployment schedule. It was decided that appropriate staff development needed to proceed the deployment. This eliminated the option to deploy in the fall coupled with the manufacturing schedule for our purpose-built device the earliest deployment date was January. New state testing requirements dictated that the District needed to upgrade technology prior to the required testing window in spring of 2015.

Why were so many funds allocated to this project versus more counselors?

The Manteca Unified School Board annually identifies goals, objectives, initiatives and programs and allocates the resources of the District to these goals, objectives, initiatives and programs. In December of 2013, the Board allocated \$30 million dollars to the Going Digital Project. In the spring of 2014, the MUSD school Board dedicated ongoing funding to hire five new counselors.

Internet and Support

Can the district budget for home WiFi access?

The question was asked:

Can the Steering Committee or other Board appointed committee review the internet access benchmark for "Going Digital" of "... a majority of students in grades 4-12 have access to the digital world, and the Internet at home to extend their learning day."? And then consider revising it to "... all students have safe access to the digital world, and the Internet at home, to extend appropriately their learning day." (Currently Internet access, filtering and time is a family responsibility. These can be a shared responsibility. Portable Wi-Fi hot spot devices could be provided by the district to under resourced students for access. District provided software could filter, monitor and report Internet activity. District provided software could limit screen time to 5-2-1-0 and AAP guidelines)?

The Board of Trustees decides the District's goals and objectives.

Does my student know their district email and password to be able to download their free copies of office?

Yes. IF they need assistance please direct them to their classroom teacher.

How do I get help from the Microsoft Store?

Online or by phone, also at the store in Palo Alto. The Support line will be available in January.

How do I learn to use Microsoft Office 2013?

There are many sources linked below. If you do not find what you need here, please visit [Answer Desk.com](#), Microsoft's online support site.

PRINT GUIDES INTERNET RESOURCES

Office 365	OneNote 2013 Interactive Tutorials
Access 2013	Microsoft Windows Tutorials
Excel 2013	Office 2013 Tutorials
OneNote 2013	Getting around with Touch
Outlook 2013	Getting Started with OneDrive
PowerPoint 2013	Office 365 Tutorials
Publisher 2013	Using Microsoft Accounts
Word 2013	Keyboard Shortcuts

How do I sign up for a consumer Microsoft account?



The district has prepared a step by step guide for you here in [English](#) and in [Spanish](#).

How will my child be protected on the Internet while at home?

In terms of protection, how is web content filtered while my child is at school?

What Educational Apps are available for my child?

This [Microsoft Apps in Education Guide](#) is a good place to get started.

Also, please look at the resources here at [Common Sense Media](#)

What if I don't have Internet or wireless at home?

There are several low-cost options for wireless Internet connectivity for your home. Please visit www.everyoneon.org/mantecaunified for more information. Please note that connectivity at home is not a requirement.

What if the student needs tech support when not at school?

We recommend students wait until the next school day and ask their teacher to submit a help desk ticket.

Students may also wish to try contacting [Answer Desk.com](#), Microsoft's online support site.

What is the difference between the two types of Microsoft accounts?

There is a personal account and an Office 365 account. Currently, every student in the district has an office 365 account. This account allows them to access "OneDrive for Business."

Many teachers are beginning to explore the use of oneNote to provide students with a "notebook" that can be managed on the device. Even if the student does not have online access at home, OneNote keeps a cached copy of the notebook that the student can access. Therefore, they could work from home and, once they return to the wireless network at school, their completed work would sync.

If the district or site adopts an app, the district can push that app to students' devices. A personal Microsoft account would only be needed if a parent wanted to purchase or allow their student to

purchase apps from the Microsoft Store. We only provide that information to parents who are interested. Parents are not required to create a personal account.

What types of controls will be in place for Internet access?

Students will have filtered Internet access on district property; it is within parental responsibility off campus.

What types of security measures are in place to protect my child's information on his/her device?

We are asking that all students store their data in Microsoft on-line file storage system, OneDrive for Business. OneDrive for Business is part of the Microsoft Office 365 Education cloud service. The data stored in this system is secure and protected within Microsoft's Office 365 privacy statement. More information on Microsoft Office 365 security can be found here: <http://www.trustoffice365.com>

Where should a student save their files?

OneDrive for Business

Software and Learning**Are all of their textbooks going to eventually be on the device?**

Students will continue to receive textbooks at the start of the school year. Student devices are supplemental, not foundational learning tools, therefore yes, textbooks will be necessary whether they are digital or not.

Are parents going to know how to use the device to assist our children?

The Microsoft Store will be providing workshops for the community throughout the school year. Be sure to visit www.mantecausd.net for more information.

Are the computers that the district gives my student going to come preloaded with Windows and Office?

Yes. All devices will come preloaded with Microsoft Windows 8.1 and Microsoft Office 2013.

Can a student install apps from the Microsoft Store on the 3E?

Yes - with a Microsoft account

Can students be given assignments that require the use of the device?

Yes, so long as all students are given access to a device, regardless of their participation in the lease/purchase program, and on equal terms, assignments may require use of the device. Care should be taken to ensure that students can complete the assignment without anything additional to the device that the school does not provide (for instance, assignments should not require an Internet connection if students are required to complete the assignment off campus).

Can students install desktop programs on the 3E?

No

Can students print to home printers?

Yes, if the home printer is compatible.

Can students print to school printers using the 3E?

No

Do these computers come with digital textbooks?

At this time digital versions of all textbooks are not available from Publishers, therefore the devices will not come pre-loaded with textbooks.

Does this mean my child/children will no longer have textbooks? If they will have textbooks, what is the long term plan?

The transition from traditional textbooks is not going to happen overnight, and in reality, textbooks likely won't go away entirely. Where they'll see the most immediate difference is with regards to the amount of 3 ring binders and notebooks they have to have. Those notebooks should be able to be "digital" almost immediately via OneNote.

How do I get the Office Pro Plus Benefit for Faculty & Staff?

Faculty/Staff can get five copies of Office Pro Plus on Mac or PC AND the full version of Office Apps on up to five tablets as well (iPad / Android Tablets). Already free on phones.

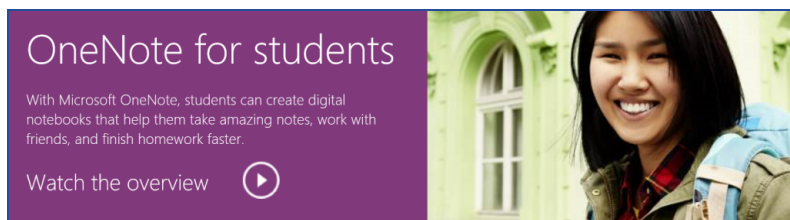
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OneNote 2013	Getting around with Touch
Outlook 2013	Getting Started with OneDrive
PowerPoint 2013	Office 365 Tutorials
Publisher 2013	Using Microsoft Accounts
Word 2013	Keyboard Shortcuts

How do I learn to use OneNote?



Interactive Training for OneNote!

Learn how to use OneNote using a "follow the leader" model.

[OneNote 2013 Quick Start Guide](#)

How does my student get access to Student Advantage?

All MUSD students are eligible to download and install Microsoft Office on their personal computers as long as they have a valid MUSD account. More information can be found on the MUSD website and on Microsoft's Student Advantage program website (<http://www.office.com/getoffice365>).

How does the "Going Digital 2015 Project" impact my child in the classroom? Will they be permitted to learn at their own pace?

We continue to address each individual child's specific needs every day in the classroom. This tool certainly will assist in that process.

How is my child's teacher supported in the classroom? Does my child's teacher need to be a technology expert? Does he/she have technical support or will they be spending time addressing technical issues instead of teaching?

We have staffed our schools with additional resources including a Digital Support Technician in order to allow the classroom teacher to focus on the relationship between teaching and learning.

How was it decided to use the Microsoft Suite of products as the software?

The decision to use Microsoft was made by the Superintendent's Technology Advisory committee. Microsoft Office is used by the majority of the Fortune 500 companies and was chosen to help our students become college and career-ready.

What software is installed on the 3E?

Microsoft Office 2013, Intel Education Software, several educational apps

What will happen to my student's work if the device is broken?

Any work should be saved to the Office365 cloud file management program to ensure work is not lost.

Where can we get the "cheat sheets" on OneNote, Office 365, Windows 8.1, etc.?

The "cheat sheets" may be found in the Teacher Technology Center with Teacher login.

Which Operating System is on the device?

Windows 8.1

Students

Can improvements for students with disabilities, English learners, in foster care and poverty be clarified?

Manteca Unified School District always looks for ways to improve educational services for students with disabilities, English learners, students in foster care, and poverty.

Can students be given assignments that require the use of the device?

Yes, so long as all students are given access to a device, regardless of their participation in the lease/purchase program, and on equal terms, assignments may require use of the device. Care should be taken to ensure that students can complete the assignment without anything additional to the device that the school does not provide (for instance, assignments should not require an Internet connection if students are required to complete the assignment off campus).

Can students provide their own headphones?

Yes.

High School students use their ID #'s for log in. Is there a way for them to change their username or password?

The Superintendent's Technology Advisory Committee made the decision to not allow the student to change their username and password. They will continue to evaluate this topic.

How do I send my transcript to a college?

[Fill out the transcript request form here](#), and mail it to the address on the form.

How do I sign up for a consumer Microsoft account?

The district has prepared a step by step guide for you here in [English](#) and in [Spanish](#).



How do I use the Student Advantage Program to install Microsoft Office?

Microsoft has provided a wonderful overview of that process. [Click here](#) to see their guide.

What if the student needs tech support when not at school?

We recommend students wait until the next school day and ask their teacher to submit a help desk ticket.

Students may also wish to try contacting [Answer Desk.com](#), Microsoft's online support site.