

Frequently Asked Technology Questions for Parents of Incoming Grade 9 Students



Technology Questions

Q: Where do we go for help or questions?

A: The WAVE is open everyday and has staff and students there to support you. The WAVE is located in the library. You can also email: 132-lif@sd43.bc.ca at any time.

Q: Do we currently have a purchase agreement for parents so that you may be able to get a discount when purchasing a device?

A: We do not. However, we have met with Staples to share with them the needs we have, such as insurance for damage, loss of a device, and payment plans. With any device purchase from Staples, they will offer:

- 4 year replacement plan including accidental damage - Cost: \$99 for units up to \$499.00
- 4 year replacement plan including accidental damage - Cost: \$149 for units \$500-\$999
- They may also provide \$10 - \$50 worth of accessories, depending on availability
- Additionally, Staples will offer families financing options to try and assist in the purchase of a device. Please speak with the General Manager, Jana Neemo at the Coquitlam Store.
- If you are purchasing a device from Staples, please tell them that you are from Riverside Secondary School.

Q: If my child has a laptop already, do I need to also get them a tablet?

A: No. The tablet is useful for writing and apps. However, students will still be able to use paper and pencil, work books, and textbooks when needed. Laptops are fine.

Q: If I cannot afford to purchase a device, what do I do?

A: Our goal is to have 80%-90% of our students arrive with a device. In the first two years of this initiative, we have had approximately 90% of students come to school with a device. If a family has explored purchasing and financing options, but were not able to obtain a device, they should contact Riverside and speak with their child's counsellor or administrator. The counsellors will create a list of students and we will do our best to provide access to a device for the school year. Since the school will own those devices, students will be responsible for returning them at the end of the school year and will be responsible for any loss or damage to the device.

Q: Will all content (workbooks, textbooks, novels, etc.) be digital?

A: Where it makes sense to migrate to digital content, we will do so. Currently, publishers are still trying to make on-line texts and e-books more cost effective. So, where it is financially viable, we will migrate to digital content. In most cases, teachers have created their own resources which can easily be created in pdf format for digital consumption.

Q: Will the device last 4 years?

A: While it is difficult to say how technology will evolve over a four year term, most users keep their technology for 4-6 years. In some households, families may choose to turn over their technology more regularly. What is most important is that the technology has adequate processing speed, memory, and security to enable students to successfully create content/presentations. It would also be beneficial to have a microphone, camera, and speakers built into the device.

Q: What are the minimum requirements for a device?

- Ability to annotate (ie. Math)
- Stylus
- Protective case
- Keyboard
- Device should have a camera for stills and video
- Minimum 32GB storage for tablet
- Minimum 10" screen
- Apps – See some of our recommendations
- Android 7.0 or higher, iOS 11 or higher, Windows 8 RT. Mac laptop (min. OS High Sierra 10.13) PC laptop (min. OS windows 8)

Q: Do you recommend a particular device?

A: No. While it is important to ensure that the device meets the minimum requirements recommended, we know that each user has a preference or tendency towards a specific device (Apple users tend to like apple products, Android users like Samsung, etc.). We have piloted Microsoft Surfaces and Ipads. We have found that each device has pros and cons, but they have been solid performers in our test trials. The Ipad is easy to navigate and has many apps to choose from. The Microsoft Surface works seamlessly on our network, has all the office software built in, and operates in many ways like a typical laptop with the touch screen features. Currently, **Office365 is not supported on Android devices while at Riverside**, however, it does work on other networks. Most devices that will work well for your child are in the \$300-\$500 range.

Q: Do you have any further information on the 1:1 device initiative at Riverside?

A: Here is a [link](#) to our website and resources, including the presentation from the parent night.