

Technology FAQs for Incoming Grade 9 Students



Q: Where do we go for help or questions?

A: We have lots of support for you...

- Face to Face | The WAVE is open everyday and has staff and students there to support you. The WAVE is in the library. Come by and visit anytime during school hours for support.
- Email | You can also email: 132-lif@sd43.bc.ca at any time. Support will get back to you as soon as possible.
- MS Teams | Join our online support using the code - [jz2npou](#) – you can chat live on MS Teams after you join.

Q: How can I use the amazing Maker Space?

A: Come and visit the library and speak with one of our staff members about how you can access the amazing tools we have at Riverside.

Q: Is there a device you recommend?

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 etc.). Each device has pros and cons. Devices that are Windows based integrate well with our SD43 Network, and recently, we have noticed students preferring laptops with touchscreen and writing ability, over tablets and iPads. Currently, **Office365 is not fully supported on some Android devices at Riverside**, however, it does work on most personal networks. Generally, devices that will work well for your child are in the \$500-\$700 range.

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

A: No. Laptops are great. Students will still be able to use paper and pencil, workbooks, etc.

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

A: Our goal is to have all our students arrive with a device. If a family is unable to obtain a device, they should contact their child's counsellor. **All Riverside students will have access to a device**. The counsellors will create a list of students in need, Riverside will do its 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. Levels of digital usage will vary from class to class.

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.

Q: What are the minimum suggested requirements for a device?

- Ability to write | touchscreen | stylus | protective case | keyboard | built in camera | microphone
- Storage and memory: 256GB | 4GB RAM
- Processor Type: Intel Core i3 or Ryzen 3 (or similar)
- Minimum 10.5" screen (larger screens are easier to work on, however they are larger to transport)
- iOS 14, Windows 10, Mac laptop (min. macOS Mojave 10.14)

Q: Do you have any further information about technology at Riverside?

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