

Digital Technology Programme FAQs 2018

When and how can I order a laptop or iPad?

Notebooks can be ordered online. As at 30 October the College is concluding its biennial RFP to select a preferred supplier. We expect that orders can be made from Monday 13 November. Payment can be made by internet banking, credit card (which attracts a merchant fee) or through a finance company.

What bundles has the College arranged?

The College has arranged for bundles to be available including all of the Apple laptop models available. For 2018 Year 5 students a specific bundle including a 10.5" iPad Pro, Keyboard/case and Apple Pencil is specified.

Which laptop is best for my daughter?

All of the laptop options meet the curriculum needs of girls at the College. Below is some guidance on selecting a model;

I want:	Recommendation
The lightest possible notebook	12" MacBook
To keep a large screen and have a lightweight notebook	13" MacBook Air
The most cost effective notebook	13" MacBook Air
The best battery life and performance	13" MacBook Pro

Can my daughter use a Windows notebook?

Students in the Senior School have a choice between an Apple and Windows notebook. Currently the majority of students (>90%) are choosing Apple notebooks. If your daughter wants to use a Windows notebook, please contact the College at notebook@stcuthberts.school.nz to discuss the suitability of the model you have, or intend purchasing.

Do I need to buy any additional software?

No, the cost of software (approximately \$55) for the Sophos Anti-virus suite and the Adobe Creative Suite is part of the annual stationery requirements list for students Year 6-13. Students will receive instructions with their notebook on how to install the software.

Parents should not purchase Microsoft Office as this has been made available for free to all NZ school students by Microsoft. Instructions on how to obtain this will be provided when students collect their notebooks.

When will students receive their orders?

As the orders are delivered to the College we will advise parents that they are ready for collection. To have equipment for the start of Term 1 parents should place orders by January 15 at the latest.

Students attending a St Cuthbert's ILT School should order their notebook and collect it prior to the start of the ILT School.

I would like the College to install the software. Is this possible?

We recognise that some parents and students may prefer to have the software installed for them. The College is able to offer this service at a cost of \$100/machine. Parents should contact the College via email to notebook@stcuthberts.school.nz to arrange this.

Can I install any additional software to the laptop or iPad?

Yes, the laptop is your daughter's possession, and can have additional software installed and customized. The only software we request that is not installed is Peer-2-Peer file sharing software.

For Year 5 students at the start of the school year we prefer that no additional apps are installed.

Will I be able to connect the laptop or iPad to my wireless network at home?

Yes. When your daughter receives her laptop or iPad the account she uses to log in to the notebook will give you access to all of the computer so that you can connect to wireless networks and printers.

I expect to have more than one daughter at the College in the future. Can I swap laptops between my daughters?

Yes, but it will be your daughters' responsibilities to move any data and files between the laptops and to install any additional applications.

Why does the College include an insurance policy?

16 years of the digital technology programme has shown that accidents do occur. The College's preferred supplier arranges an insurance policy with **no excess** with a broker who specialises in assessing and processing incidents to computers, and who aims to provide a fast turnaround time aimed at getting the student back working with their own equipment as soon as possible. Generally machines are repaired within 5 working days.

What warranty is included with the College's recommended bundle?

A third party warranty which extends Apple's 1 year warranty to 3 years is included in the recommended bundle. This warranty provides the same coverage as Apple's extended warranty, but at a lower cost.

If I buy my daughter's laptop through a different source, are there any other costs I should be aware of?

Yes, there will be a cost for any loan laptop if needed. Your daughter will need to contact the ILT Department to receive instructions on how to install the College's software. Alternatively, the College will install the software at a cost of \$100/machine.

For iPads we do require that iPads are purchased through the College's recommended supplier to enable us to install apps without needing an Apple ID to be setup on the iPad.

If I don't buy a laptop through the College's recommended supplier, are there any other issues I should be aware of?

Yes, if you purchase equipment through a reseller who is not an Apple Authorised Reseller you may find that you have difficulties with making warranty claims for any repairs in the future. This is unlikely, but has happened. This does not affect your rights under the Consumer Guarantees Act against any company you purchase from.

If I don't buy my daughter's laptop from the College's recommended supplier, can my daughter get a loan laptop if hers needs to be repaired?

Yes, we want students to be able to have a laptop in class. However, there is a \$30/week or part-week charge for this.

How long can my daughter use this laptop or iPad at the College for?

The recommended life-cycle of a laptop or iPad is 3 years. However, we recognize that for some parents a longer life-cycle is desirable. There are currently students at the College using laptops which are either four or five years old.

What happens if the laptop or iPad is damaged?

The College has a number of loan laptops and iPads which are provided to students if their own is damaged. These are available at no cost where the student's own laptop was purchased through the College's recommended supplier. The repair of the laptop is handled by the ILT centre which handles the repair in conjunction with the manufacturer's authorised repair centres.

Does the College recommend a particular case for the laptop?

The College's supplier has a range of cases available. The College does not mandate the use of a particular case as we recognise the individual needs of students with regards to how they travel to and from school, and other equipment which may be brought to school each day. We strongly recommend the backpacks sold through Blackwatch House.

At a minimum we expect that laptop are stored in a slipskin case inside a College backpack.

What happens with insurance if my daughter receives a new machine under the insurance policy?

If the insurer decides that it is more economical for them to provide a new replacement machine rather than repair a damaged machine, the length of insurance is not extended. The balance of the insurance policy's coverage is transferred to the new machine. The new machine does not have a 'new' three year policy. For example, if a machine is replaced after 27 months of the policy, the new machine will have 9 months of insurance cover. As at 31 October 2017 additional insurance on the replacement machine cannot be purchased.