

Bring Your Own Device Frequently Asked Questions (FAQs)

Please review the following for details about the program. If you have any questions, please email: techsupport@frenchamericansf.org

What Will International High School Provide?

The school will provide licensed copies of software and textbooks needed for academic use. For productivity tools, the school provides Google Apps for Education and will help students download Microsoft Office 365, which is available to students at no cost. At this point, there are no anticipated applications that will need to be purchased by families.

What Type of Laptop Should My Child Bring to School?

Every student is required to bring a reliable laptop to school every day. Both Mac and PC are acceptable. The academic technology team is working with high school faculty to provide a list of all the software students need to use at school. In case some software is only available on one platform, the team will list the equivalent software.

Minimum Specifications

- Light and fast to boot and wake-from-sleep laptops are most suitable for high school uses.
- 8 GB of memory
- 128 GB of storage
- Intel Core i5 processor
- Wireless 802.11ac or 802.11n (make sure that it's 5GHz compatible)

For Apple devices: the 13" Air, and the 11" Air are popular. MacBook Pro is a great machine, but is more powerful than our average student needs. Make sure you purchase through [Apple Education Store](#) to get the student discount.

For PC devices: there are a variety of devices from different manufacturers that meet the specifications above, including 2:1 devices that function as both tablets and laptops. PC devices can be purchased directly from the website of the manufacturer of your choice: HP, Lenovo, Dell, etc. or through retailers such as Best Buy. When buying directly from the manufacturer website, please keep in mind that it could take a few weeks before you receive your laptop.

Do I Need to Install an Anti-Malware or Antivirus?

We have found that the Mac operating system is less susceptible to viruses and malware. However, we highly recommend downloading Malwarebytes, available [here](#) at no cost.

On PCs, ensure that Window Defender, which comes with your computer, is turned on and up to date at all times. With either device, please make sure the Internet browser is kept up to date.

Do I Need to Buy a Cover for the Laptop?

We highly recommend that you purchase a cover for the laptop to protect it from damage. Look for a balance of protection, size and convenience.

What Happens If My Child's Laptop Gets Lost or Damaged?

Your child's laptop is solely their responsibility. Typical laptop warranties do not cover accidental damage so we recommend that you buy insurance for accidental damage. Here is an [example](#) of an insurance provider..

We will provide a loaner laptop for students while their device is being repaired or replaced (for up to two weeks).

What Happens When My Child Forgets the Laptop at Home or Brings It to School Uncharged?

We recommend, and will continue to remind students, to charge their computers each night and to always upload their work to Google Drive. There will be a few iMacs in the library available to access documents on the Google Drive. Given the variety of different laptops that we might end up with, the Academic Tech team will not be able to lend chargers. The Academic Tech team will not provide loaner laptops in these situations; the student will have to use paper and pen or share with a classmate. Similarly an assignment not turned in to a teacher because of an empty battery will be treated as a regular missing assignment.

What Happens If My Child's Laptop Needs Technical Support?

The Academic Tech team is available to help high school students with their technology needs. We will do a basic diagnosis and provide recommendations to students when possible but we will not make any changes to the device.

Will Financial Aid Be Available?

Yes. As a school we remain committed to inclusion and access. Financial assistance is available to help offset the cost of buying a laptop. Families in our Need-Based Financial Aid Program may request assistance in purchasing a device through our Device Support Program by clicking [here](#).

How Do We Promote Safe and Proper Use of Technology?

Many parents are interested in information about social networking and balanced, positive uses of technology at home. IHS uses [Common Sense Media](#) and other sources to teach students how to make thoughtful and deliberate choices about technology and media use. [Common Sense Connecting Families](#) provides a variety of resources for parents to carry similar conversations at home.

All IHS students are expected to be knowledgeable of and agree to the [Technology Use Agreement](#) and its tenants concerning safe, ethical and respectful use of technology on campus.

Are Laptops Used in Every Class?

In most IHS classes, students will use technology when appropriate. The preference of some students to use laptops for note-taking and other routine uses will be respected, but there will be times when faculty will ask all students to comply with a “lids down” or “no laptops for this next activity” request.

Where Can Students Keep Their Laptops During Sports, Club Meetings, etc.?

Students can lock their laptops in their lockers when not in use.