

AMERICAN LEADERSHIP --- ACADEMY

Digital Delivery Frequently Asked Questions (Q&A)

Q. What's the purpose of the Digital Delivery Program?

A. This initiative aims to enhance our student's educational experience, provide seamless access to learning resources, and ensure continuity in their studies, regardless of their location by equipping them with a device they can use in the classroom and at home

Q. Which students will be receiving laptops?

A. Only Students enrolled at 7-12 campuses. K - 6 **will not** be participating in this program

Q. Will a deposit or payment be needed for these devices?

A. No, ALA will be providing the devices for free. The only charges will be for replacement parts.

Q. Are parents/guardians required to purchase the insurance plan?

A. The insurance plan is optional. The insurance plan is to offset the cost of replacement parts. (see insurance plan terms and conditions in the ***Student Information*** Document)

Q. How does my student receive their Digital Delivery device?

A. Devices will need to be picked by students at their **PRIMARY** campus.

Q. What needs to be done before picking up my student's device?

A. Both the student and parent/guardian need to sign the digital device agreement before picking up the student's device

Q. What happens if my student misses their pickup date?

A. Students can pick up a device during IT workshop hours on their campus if they miss the device pick-up period.

Q: Where do I pick up my device if my student is enrolled in multiple ALA campuses?

A. Students will need to pick up their devices from their *primary* campus, they will bring their devices between campuses

Q: Is my Student required to use the device provided by ALA?

A. Yes, Students are asked to use ALA provided Chromebooks for their instruction.

Q: Is B.Y.O.D (Bring Your Own Device) being offered?

A. The B.Y.O.D. program has been discontinued moving forward. If there are further questions concerning this, please contact your campus administration staff.

Q. Can students keep devices over the summer?

A. Yes. Students will take their assigned devices home with them over the summer.

Q. What if a Chromebook is lost, or damaged beyond repair?

A. If the family did not purchase the insurance plan, they are responsible for the device's full price or the parts required to fix the Chromebook. The insurance plan will cover some damages and replacements. Please refer to the *Student Information* document.

Q. How will I know if my student checked in a device for repair?

A. If your student submits a device for repair you will receive a notification in your Infinite Campus parent portal. Once it is repaired you will be notified of the part(s) replaced along with the repair cost.

Q. How will I be charged if repair is done on my student's device

A. All repair charges will come through the Infinite Campus parent portal

Q. What if my student's Chromebook is stolen?

A. A police report must be filed and submitted within 72 hours otherwise, your student's Infinite campus account will be charged for a FULL device replacement.

Q. What steps are taken to protect students when they are online?

A. All ALA campuses utilize Securly to filter unauthorized content on the web in class and at home! Securly provides 24/7 real-time monitoring of your student's device that flags inappropriate or dangerous content to campus administration. You can click this [\(link\)](#) to the Securly website for more information.

Q. What happens if my student transfers from one ALA campus to another during the school year?

A. If your student transfers between ALA campuses they will **bring** their assigned device with them.

Q. What if my student withdraws from American Leadership Academy during the school year?

A. If you choose to withdraw your student from ALA SCHOOLS during the school year, your student must turn in their device to Student Services or IT repair shop **BEFORE** their last day of school. Failure to do so will result in a charge to your student's IC account.

Q: What do I do if I have concerns about my student participating in Digital Delivery?

A. Please reach out to your campus Director and Admin staff for any questions regarding not wanting to have a device.

