

Student Laptops & iPads

Frequently Asked Questions for Parents and Guardians

How devices are assigned, used, cared for, and supported in Richland One

ONE STUDENT • ONE DEVICE • A SCHOOL-BASED SUPPORT TEAM

Every district device is assigned to a student in One-to-One Plus, including devices that remain at school.

At a Glance

Student group	Assigned device approach	Where the device is used
PreK–2	iPads are identified for this grade band.	Devices remain on campus.
Grades 3–8	Students receive a Windows laptop.	PreK–8 devices remain on campus. Students in Grades 6–8 may take a device home for an assignment with principal approval and a completed agreement.
Grades 9–12	Students receive a Windows laptop.	Grades 9–12 take devices home daily.

Frequently Asked Questions

1. Does every student have access to a device?

Yes. Each student is provided access to a device during the school day to support instruction and learning.

2. Will my child take the device home?

PreK–8 devices remain on campus. Students in Grades 6–8 may take a device home to complete an assignment only with principal approval and a completed Laptop Take-Home Agreement. Students in Grades 9–12 take devices home daily and must complete the Laptop Take-Home Agreement sent through One to One Plus. In the event of eLearning, leadership will determine the next steps for PreK–8.

3. What should high school students bring to school each day?

Students in Grades 9–12 must bring their district device charged and bring the district-provided charger.

4. Who supports students with their devices?

Support is shared at the school level. School Laptop Managers handle device management and reporting. School Technology Support Specialists support distribution, device care, and compliance. Back-up Laptop Managers, librarians, and library assistants also help with distribution and training.

5. How are technical problems reported and managed?

One-to-One Plus is the district's central system for reporting issues. School staff use the district's established support process to document and coordinate device needs.

6. What happens if a student needs another device?

Processes are in place for replacement devices, including lost or damaged devices. Families should report the issue to the student's school so the appropriate process can be followed. For damaged devices, students will receive a loaner until their device is returned.

7. What are students and families responsible for?

Students and parents are identified as responsible for device care and compliance. Teachers support classroom device management. Families should follow the district's acceptable-use expectations and any required take-home agreement.

8. How does Richland One keep track of student devices?

Devices are assigned to individual students or teachers in One-to-One Plus. The district also uses inventory checks and asset-management practices to support accurate records, device security, and accountability.

9. Who should a parent contact first with a question?

Start with your child's school. The school can connect you with the School Laptop Manager, School Technology Support Specialist, librarian, or another member of the school's device support team, depending on the need.

A Family Checklist

- Know whether your child's device stays at school or is approved to go home.
- Complete the Laptop Take-Home Agreement when required.
- For Grades 9–12, send the device to school charged with the district-provided charger.
- Report loss, damage, or a technical issue to the school promptly.
- Follow district [acceptable use](#) and device-care expectations.