American School of Milan
2016 - 2017 Laptop Program Guide

Welcome to ASM's 1:1 (1-to-1) *Laptop Learning Program.*

We strongly encourage parents to take advantage of our new **Laptop Leasing Program**. By leasing a laptop through ASM, your child will enjoy all of the benefits and necessary programs for all classes at our school.

Most importantly, the laptop is completely covered for all wear and incidents – and will be repaired at school – or replaced as necessary according to the leasing agreement. This is an <u>outstanding offer</u> to our parents and students – as we are always looking for the best means to serve our community through our 1:1 program.

Our laptops are selected to include processor speed, memory, storage space, battery life, weight, and warranty packages. <u>We feel strongly that the laptop package we offer is the best possible one for your child over the next 3 years, the typical life span of any computer device.</u>

The ASM technology fee of 600 euro includes:
- **The leasing of the laptop**
- **The cost of the proper installation of all software**
- **The cost of access to all software used while attending ASM**
- **The cost of the proper configuration of all hardware**
- **The cost of an unbeatable manufacturer's warrantee**
- **The cost of Complete Care warranty for accidental damage**
- **The cost of on-site support from authorized Dell technicians**
- **And very importantly, FULL support from our Help Desk staff**

ASM does not profit from the laptop program.

If you have any questions about the content of this document or would like clarification of the Laptop Program, please feel free to contact our Technology Department at +39 (02) 53000029, where we will be happy to answer any questions.

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1:1 Learning & ASM

One-to-One learning, (often seen written as 1:1) is a learning environment where participating students use laptop computers on a "direct and continuous basis throughout the school day and be-yond." (*What is a One-to-One Learning Environment*, Montgomery, Bruce 2005) Students are empowered to learn anytime, anywhere, utilizing the power Information Technology unleashes to supplement their learning.

Students advance their learning to levels not possible with traditional pen and paper mediums. They gain the ability to collaborate with classmates in more integrated and advantageous ways, to interact with their learning, gaining a deeper understanding of the subject.

Information Age...

1972 saw the start of the Information Age with the arrival of low cost, powerful computers.

1992 saw the advent of the Knowledge Economy where a business's success was measured by how well they managed information and knowledge.

2002 saw the arrival of the Intangible Era, where among other factors, success is measured by "what people know and put into use." (Wikipedia: Information Age, Mar 2007)

1:1 Learning familiarizes students with tools of the times, providing them with advantages necessary to succeed in our modern world. An indication of

the impact IT has had on the world, and education in particular, is that many universities now test, in addition to writing, reading and math skills, and the IT skills of entering students. Students scoring below certain levels are required to take mandatory IT classes.

ASM's Laptop Program

In March 2000, ASM launched the pilot of its laptop program with the installation of its first few access points and the acquisition of 10 wireless laptops. Now, ASM's wireless net- work covers the entire campus and 400+ laptops are used daily in the school. The program continues to grow and the school is regularly visited from other schools all over Europe, to see and learn from our success.

ASM's laptop program extends from 6th to 12th grade. As per ASM Board Policy, all these students are required to be present with a fully functioning laptop computer during the school year.

ASM & Dell Computers

ASM has forged a successful relationship with Dell to provide our students with the best possible laptop, balancing power, cost and support so that your child is focused on their learning, not on problems with their laptop.

ASM Help Desk

Located in our Library is ASM's Help Desk. At the Help Desk, students receive a full range of support for their laptop, from problems with hardware, software or general questions; our staff are there for the students. By having our own Help Desk at the school, student problems are often fixed within minutes. Helpdesk phone +39 (02) 53000029.

ASM Laptop Leasing

The annual technology fee is **600 euros and includes**:

- **The laptop (leased)**
- **Installation of all required ASM software**
  - Adobe CS6 Master Collection
  - Microsoft Office 2010
  - Eset Nod32 Antivirus
  - Inspiration, InspireData

- **The cost of access to all software used while attending ASM**
- **The cost of the proper configuration of all hardware**
- **The cost of Complete Care warranty for accidental damage and theft**
- **The cost of on-site support from authorized Dell technicians**
- **And very importantly, FULL support from our Help Desk staff**

If opting to join the school laptop program, every laptop will be repaired on site within 24 hours in the event of a problem. Should the repair take longer, the student will receive a substitute laptop with no interruption in service.

All students will have the possibility to take the laptop home. ASM **does not assume** any responsibility for any searches or downloads that are performed, used or displayed when students are not being supervised by an ASM teacher.

Additionally, the Technology Department of ASM is in a position to provide the **maximum** support for Dell laptops. We possess the tools, software and resources necessary to return any defective ASM laptop to working condition while covered by warranty.

Students are power users who demand the most from their computers. With this knowledge ASM has arranged for the best possible situation through on-site support and a great warranty.

On-Site Support: Most problems students have can be fixed here at the school, often in the same day through our Help Desk. If the laptop has problems due to viruses, spyware or malware, we can fix most problems easily using software utilities we have on-site. If necessary we can re-image the computer back to its original working condition.

Parts Warranty: If the problem is a defective part, Dell technicians come to the school to fix the problem as part of the laptop's Next Business Day On-Site Repair warranty. This ensures that laptops needing service for defective parts are fixed as quickly as possible, thus reducing the time your child is without a functioning laptop.

3 years Complete Care Warranty: Drops, spills and accidents happen. Bundled in the laptop's warranty is accident coverage called Complete Care Warranty. For all damage caused by the user. Repairs are done either onsite, or at an authorized Dell Repair Center.

Theft Insurance: Finally, included in the warranty is Theft Insurance. Regretfully theft can happen; you are traveling on holiday and your car is broken in to; theft insurance will replace the laptop. Appropriate documentation must be submitted according to the specifications listed in the attached insurance contract; we will provide you another laptop as soon as we will have all the documentation.

Dell Latitude E7470: 2016 - 2017 Model

Base Model

Processor:	Intel Core i5-6300U (Dual Core, 2.40 GHz)
Hard Drive:	256 GB M.2 SATA SSD
RAM Memory:	8.0 GB, 2133MHz DDR4
LCD:	14" Full High Definition (QHD) 2560 x 1440 Touch LCD with Camera
Keyboard:	US International Version, Backlit, Antimicrobial
Wireless:	Intel 18260 TriBand Wireless AC + Bluetooth
Operating System:	Microsoft Windows 10 Pro 64 bit English
Extended Warranty:	International 3 Year On-Site Next Business Day
Complete Care:	3 Year Complete Care Damage and Theft Recovery
Carrying Case:	14`` Neoprene slim laptop sleeve included

The cost for joining the school laptop program is 600 euros per year (Including VAT). The laptops will come completely setup with all the software your child needs for school. The Complete Care warrantee will mean that every physical problem with the laptop will be repaired - even if it's accidental. Furthermore the added theft insurance means you can receive another laptop if it is ever stolen.

Laptop Worksheet for 2016 - 2017

Complete this form and email it to the Helpdesk Manager, Alberto Minera as quickly as possible to ensure prompt billing. **Laptop orders for the beginning of the new school year must be in no later than May 31st to ensure timely delivery.** **aminera@asmilan.org**

If You Are Renting Your Laptop Through ASM

If you are renting your laptop through ASM, fill in the spaces provided below. All values on this worksheet are in Euros.

Item	Selected	Cost	Total
Base Model Laptop **Price includes all warranties and software.**	☐	600.00 (VAT included)	600.00

Payment Option

Payment must be made in full before the laptop will be released

The laptop cannot be released to the student until the yearly fee of 600 euro has been paid in full.

If You Are Bringing Your Own Laptop

☐   I select **NOT** to be a part of the ASM Laptop Program and will provide my own laptop.

We agree that we will provide our child with a laptop that meets the required software and technical specifications needed to connect to the ASM network. I understand that ASM will not provide any technical support for any computer not rented through the ASM Laptop Program. I agree to provide my own technical support.

If you decide to bring your own device (BYOD), we would like to remind you that our Help Desk staff will not provide support for non-ASM laptops.

In order for your child to work properly in the classroom, you should provide him/her a laptop set with the following software installed:
- Microsoft Windows 8.1 Professional (or above versions) in English or Italian
- Adobe CS6 Master Collection (or above versions)
- Microsoft Office 2010 (or above versions)
- Antivirus

and having at least the following specifications:
- Processor: Intel Core i5
- Hard Drive: 256 Gb
- RAM Memory: 4 Gb
- Wireless: It must be compatible with "ac/a" 5GHz wireless protocols

Here are the differences related to the technical support:

On-Site Support: If the laptop has problems due to viruses, spyware or malware, we cannot fix them. If necessary, you will need to take action to have your laptop cleaned or re-imaged back to its original working condition.

Parts Warranty: If the problem is a defective part, you will have to call the manufacturer of the laptop and manage the repair. The ASM Helpdesk will not provide you a loaner laptop.

Complete Care Warranty: Drops, spills and accidents happen. Be sure you have a warranty that covers this kind of unfortunate events. The ASM Helpdesk will not provide you a loaner laptop in the case of the above.

Loaner laptop: in case you must send your own laptop to the manufacturer for repairs, you will have the opportunity to rent an ASM laptop at a daily fee of 10 euros.

_____   _____
Student's Name   Grade Next Year

_____
Parent's Name

_____   _____
Parent's Signature   Date Signed

6

Helpdesk Rules

- All the students with their own laptop **must** install an Operating System compatible with the school system (Windows 8.1 Professional or higher are compatible).

- The language of the Operating System installed on your own laptop **must** be English or Italian.

- The helpdesk will not help students with their own laptop.

- If a student with his own laptop needs to send his personal computer out for assistance then they will need to provide a personal replacement or rent one of the ASM laptops.

- The students with hardware or software problems **must** leave their laptop at the helpdesk for a diagnosis. This can take from twenty minutes to three hours; after that the student will be informed of the problem and also the approximate time that will take to fix it.

- In case of hard drive problems, the helpdesk will take care of the reinstallation of the Operating System and of all the school software, synchronization of emails and offline folder (where all the students should save their school work); the helpdesk will not provide any backup service or be liable in case of data loss.

- In case of theft, remember that the <u>school laptops have special Theft Insurance</u>; please come to the helpdesk as soon as possible to collect all the information about your stolen laptop that you will have to report to the police station.

- If students need color printing, they **must** send the files by email to their teachers that will print on the color printer in the helpdesk; this is the only possible way, nothing will be printed directly from the helpdesk.

- If a student needs help but there are already more than three people in line, they should wait outside until somebody leaves; if accompanied by friends, the student **must** enter the helpdesk without the group and describe the problem.

- Before deciding to come to the helpdesk a student should describe their problem to the teacher and wait, if it`s possible, till the end of the class or lunchtime; if the student comes to the helpdesk just to spend some time out of the class, the action will be reported to the principal.