

1:1 Best Practices Roundtable – 10:45

Discussed topics:

1. Deployment

- a. Week window ahead of school
 - i. Sign paperwork
 - ii. Collect device
 - iii. Slammed at certain times (practices over)
 - iv. Change to two week window, evening times
- b. Students sign up for deployment windows
 - i. Also take care of lockers and other onboarding procedures
- c. Set days/evenings per school, appointments as needed
- d. Withdrawals
 - i. LMC gets notification of withdrawal, apply a fee if not turned in
- e. During first few days, watched training video
- f. Work with SpecEd dept. to determine appropriate devices and protections

2. Redeployment

- a. Give back to same students
 - i. Transport devices to their schools/rooms
 - ii. Put them in bags (Bed bugs!)
 1. Dryer sheets
 2. Uline bags
- b. Teachers give back?
 - i. Devices given to wrong students
- c. Keep devices over summer?
 - i. Breakage
 1. Support windows
 2. Call-in number to schedule repairs

- ii. Monitoring
 - 1. Run reports ad-hoc, not automated
- iii. Bring back one week before school for checkup

3. Collection

- a. Inspect for damage
 - i. Notify/bill immediately
 - ii. Students wipe down and clean
 - 1. Screen wipes
 - 2. Provide isopropyl alcohol wipes

4. Modified 1:1

- a. Devices don't go home
- b. Students still assigned device
- c. Students assigned slot numbers in classrooms
- d. Dock assignments
- e. K-3 no homework policy
- f. Bakery carts to hold devices
 - i. 30 sheets per cart
 - ii. Put all student assets per slot

5. Power adapter management

- a. Media center
- b. Charge to charge
- c. Probation system if not charged
- d. Desktop on a cart :)

6. Cases

- a. Kids shove things in cases
- b. High breakage without
- c. Always-on cases
 - i. Lots of success
 - ii. Strap covers headphone port
 - iii. If not on, immediate detention

- iv. Kids take off
- d. ASUS C202 Rubberized (no case)
 - i. Easy to fix
- e. Dell 3189
- f. iPad cases
 - i. Bending from students putting things in openings
- g. Gumdrops case for Lenovo Yoga laptops
- h. Edge cases for MacBooks

7. Tech support

- a. Media centers
 - i. Fill out form, generate tickets
- b. Tech coaches
 - i. Escalate from there
- c. Student techs
 - i. Fix broken machines
 - ii. Can replace Toshiba warranty parts
 - 1. Toshiba trains students to fix
 - 2. Dell also offers
 - iii. Lenovo must have A+ certification
- d. Third-party repairs

8. End-of-life

- a. Buyback price to own
- b. Check tax laws, may not be able to sell
- c. Lease/Return
- d. Ebay auction
- e. Public library
- f. Make clear devices are sold “as-is”
- g. Govdeals.com
 - i. No fee Ebay

9. Printing

- a. No printing on Chromebooks or mobile devices
 - b. Less paper vs Paperless
 - c. Centralized printing
 - d. Secure print
 - e. Papercut
 - f. Equitrack
 - i. FMAudit, website with all data, from MPS vendor
 - ii. Watch for sneaky copiers, enable tracking on copying
 - iii. Client
 - g. Turn on ACLs on printer to only allow certain IP's
 - h. RFID scanners at copiers
 - i. Give teachers a report of what it costs to print
 - j. Tiered "pricing", limits for all users depending on business use
 - k. "Credit" card, talk to principal first to get more print credits
 - l. Default black and white
 - m. Anywhere printing, color and BW queues
10. Insurance/Warranty
- a. Optional Insurance - one example
 - <https://www.worthavegroup.com/>
 - i. Cover all but loss
 - ii. Keep track of who purchases, serial numbers
 - iii. If don't get it, first repair is free
 - iv. Multiple claims OK
 - b. Self-insurance
 - i. Cover number of repairs vs. dollar limit
 - ii. No rollover
 - iii. Purchase by Oct. 15th (hard date to purchase)
 - iv. Newly enrolled students have two weeks
 - v. Language is important
 - 1. Fee vs insurance vs protection

- c. Purchase unlimited damage insurance with devices
- d. Messaging to parents
 - i. School-owned device
 - ii. Like all other school-owned devices
- e. Take home only when policies are signed
- f. Loaners
 - i. Determined by building admins?
 - ii. Three strikes and no loaner, have to have conversation with admins

11. Content Delivery

- a. MDM (Jamf, AirWatch iPads)
- b. Google Drive
- c. OneDrive
- d. MS Teams
- e. Google Classroom
- f. Group Policy
- g. TLE (COSN) Trusted Learning Environment
 - i. Houston ISD - <http://www.houstonisd.org/webapps>
 - ii. Teachers request apps, apps are vetted for Cyber Security issues
- h. Forms to request apps, request workflow
- i. Security is an issue, data needs to be secure
- j. Push vs Make available