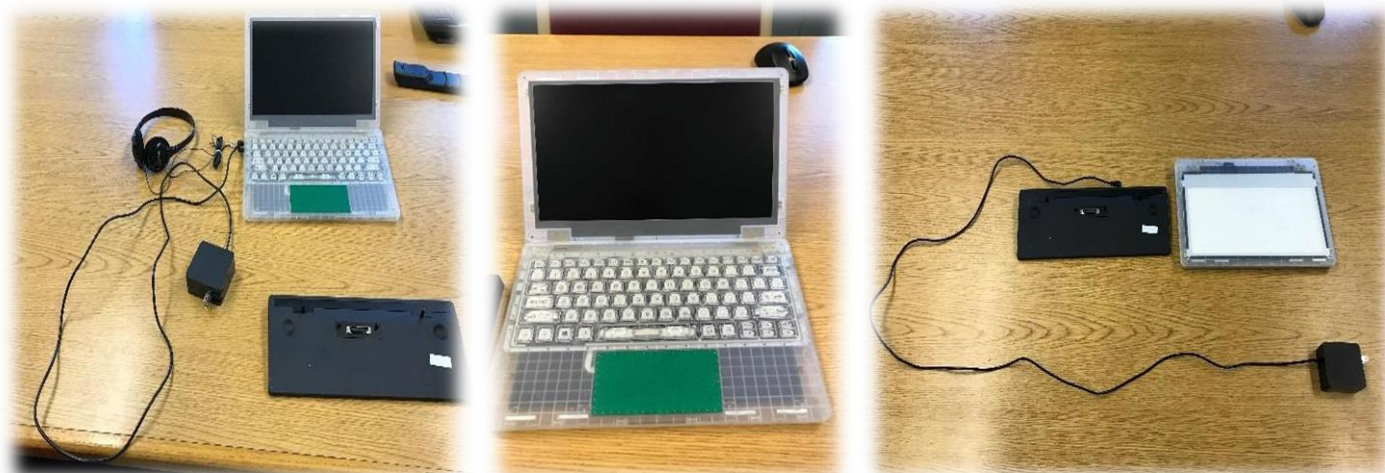


Secure Laptops FAQ



- Q1. Can these use MS Word, Excel?
- A: No, only resources that work on the current RACHEL devices will work on the Secure Laptops.
- Q2. How do students get new resources from teachers (videos, PDFs, etc.) that are posted from Moodle to the device to take it back to the housing unit?
- A: There will be a download folder available for these devices only (not available on RACHEL devices). Students will need to log in to Moodle and download any new resources they need. This folder is also where the student will store documents created for upload to Moodle.
- Q3. What happens when students transfer, release, or stop being a part of the program with the documents on their laptop?
- A: DOC is not responsible for retention of documents and makes no assurance that documents will be accessible. The preferred storage space for created documents is a purchased flash drive or the student's space on Moodle.
- Q4. What happens to the content on the device if the laptop is destroyed accidentally or on purpose?
- A: While some support may be available to access the data created by students, the DOC makes no assurance of any kind that the content created on the device will be recoverable in any format. Students need to load all created documents to a flash drive and/or their space on Moodle for a backup of data.
- Q5. Currently Moodle/Google docs wipes all the data when trying to save document as a Word document for the teacher. Also, difficult to format for APA/MLA, etc. Will this be corrected?
- A: Formatting will be a bit improved, but we have no plans to implement Word.
- Q6. Is the backup/sync automated?
- A: No. There is no backup. Students must back up either to their space on Moodle or to a flash drive. Students should have zero expectation that content on their laptop is stored anywhere. It is not available for recovery or backup in any form.
- Q7. Will the headphones with microphones work for the language classes?
- A: The headphones included are for listening only. Students will have capacity to create audio content only in the same way they do now. The laptops will not include software needed to create and store audio files.

- Q8: What happens if there is a problem with my laptop? Will I be unable to work?
- A: If there is a software problem, the Education Pell Coordinator can contact the BTM helpdesk to log in to the machine and attempt to troubleshoot the issue. Any physical damage must include an investigative finding of cause and fault. Physical damage will be handled in accordance with the Rental Agreement Form DOC-2906. Students who are awaiting repairs may be permitted by the Pell Coordinator to access materials on another RACHEL device.
- Q9: Are the Rachel resources (Kahn Academy etc.) and uploading homework going to be available on unit? Or just uploading with docking station in the classroom?
- A: Other RACHEL resources may be available for download to the same folder, but there should be no expectation of this as it is dependent upon the rules of each RACHEL site/resource. Folder capacity will be limited and students are encouraged to clean materials that are not needed frequently.
- Q10: Will students be allowed to take a charger back to the unit?
- A: A power supply is allowed to be in the housing unit.
- Q11: How long will they need to be connected to a docking station?
- A: Largely depends upon the person and the amount of materials that need to be down/uploaded. A student taking 4 classes with heavy video content will require longer to download than a student taking 2 courses using small PDF files as source materials.
- Q12: Since inmates are not allowed flash drives, will the saving capacity be larger so they can work on their units and save to the device until they connect to a docking station?
- A: A site may have a flash drive policy as a backup storage for student created documents. It is preferred that students back up files to Moodle. The capacity of the folder for downloads/uploads will never be big enough to store everything indefinitely. Sites must work with students to reserve storage space and eliminate items not frequently used.
- Q13: There will be no need to do any printing for the students once these arrive correct?
- A: No. There may be a need to print worksheets or test items. There will still be occasional textbooks necessary for some courses.
- Q14: Will we be able to take our flash drives back to our cells with us or will there be a way in which we can load content from both the flash drive and MATC Moodle onto the computer itself?
- A: The computer will have storage space available. Flash drives are not allowed on the housing unit. Flash drives are being eliminated except upon release and/or transfer and only as a purchased item.
- Q15: Will the computer retain the same functionality as the current desktops and laptops have, i.e. ability to play videos, save and edit work, voice record for classes like Spanish?
- A: Configuration will be the same. Recording sound will only be able to be done on RACHEL Devices.
- Q16: Will there be a more robust version of Google Docs or the Microsoft Office suite?
- A: We have no plans to ever add MS Office. There will be better formatting for Google Docs, but there will still be limits on formatting.
- Q17: Will we have direct access to MATC Moodle on the units via the internet or will the computers need to be connected in only certain areas of the institution?
- A: Direct connection to Moodle only when docked. Will be able to upload and download to/from a folder on the device itself.
- Q18: Will the laptops come with a protective case for transportation?
- A: No. While we are currently working on a solution, there are no cases currently available.

Q19: What are the specific rules and protocols we will need to be aware of or sensitive to, as we are the first class to receive them?

A: See DOC 2906 Rental Agreement Form

Q20: Referring to above, what are the DOC's concerns, things that would red flag participants, that you are worried might happen so they can be avoided?

A: The single biggest concern is physically breaking the device on purpose or accidentally (or having a cell mate do so). From an application perspective, most of the configuration protects from student improper use (content, etc.) as long as the device is used correctly.

Q21: Will we have access to MATC's online library in any capacity?

A: Not yet. We are working with a vendor on research aggregators, but that will take some time to develop. If you need access to research, you must work with your site coordinator to make a request via the MATC library request portal.

Q22: Will we have RACHEL access similar to what we have now back in our cells? Features like KA Lite, TED Talks, Boundless, Openstax, CK-12, are invaluable for research and help with work.

A: Other RACHEL resources may be available for download to the same folder, but there should be no expectation of this as it is dependent upon the rules of each RACHEL site/resource. Folder capacity will be limited and students are encouraged to clean materials that are not needed frequently. Further, all local data will be wiped at the end of the semester. Data stored locally and needed in the future should be uploaded to Moodle for future access. All textbooks used will be accessible in the Advisory course so students have future access to past textbooks.

Q23: Will non-education staff be thoroughly informed so to promote understanding?

A: Everyone has been made aware that this is coming. This will not prevent someone from revoking the privilege of this property for a violation of its use agreement. It would behoove students to avoid confrontation and infractions that would cause staff to do this. The use is a privilege and subject to the rules and security protocols of the DOC as administered by each staff member according to policy.