

April 28, 2010



Dear Tablet PC Parents,

As the school year begins to wind down, I would like to take this opportunity to inform you about several Tablet PC related items. The first and second items require your immediate attention. The other items relate to things that will occur in July and August and are mentioned here as “advanced notice.” I will be sending everyone an email reminder in July with further details.

### **1. SUMMER HARDWARE REPAIRS**

Some students possess tablets that have been physically damaged during the course of the year due to drops, bumps, etc. We encourage you to have the tablet repaired in June, so the damage does not get worse. **For most students, this damage can be repaired for free.** Included in your Tablet PC package was the purchase of Fujitsu’s Quality Care program for 4 years. Quality Care allows each student one “non-warranty” related repair per year for free. This includes the free repair of cracked screens, broken corners or grills, broken latches, etc. Multiple items can be repaired at the same time and will be treated as the one annual Quality Care Repair.

The Quality Care year runs from July to July, so if you have not yet used your Quality Care this school year (09-10), we encourage you to have your daughter’s tablet repaired for free in June. The yearly Quality Care repair cannot be “rolled over” to the next year, it is a “use it or lose it” type program.

**Attached is the TABLET PC QUALITY CARE REQUEST FORM that must be completed and returned to Mr. Justin Carter by Friday, May 7.** The form indicates your desire to have your daughter’s tablet repaired under the Quality Care Program in June. Upon receipt of your completed form, we will verify that your Quality Care has not been used this year. Then we will examine the tablet to assess the damage and confirm that repairs are needed. If repairs are needed, your daughter will receive a confirmation letter that her machine is scheduled for repairs and instructions on how/when to turn in her tablet after exams will be included. Certified Fujitsu repair personnel will work with us onsite to complete all repairs in late June thru mid-July. The length of time we keep the tablet is dependent upon the number of tablets requiring repairs. We call you in July when the repairs are completed and the tablet can be picked up.

Additionally, if your daughter is turning her tablet in for Quality Care repairs in June, we will also perform her summer Tablet PC Maintenance and Software updates at that time, so she will not have to bring it back again in August for updates (see #4 for information on the yearly summer maintenance plans). In order to have the summer maintenance performed in June, you must complete the second attachment, **TABLET PC MAINTENANCE RELEASE FORM**, and tape it to the lid of your tablet when you turn in the tablet after exams in June.

### **2. NETWORK LAN FOLDERS WILL BE DELETED**

All student LAN drives (network folders) are deleted in June. Some students have been using their LAN folder as a backup location. Please remind your daughter that she should copy any LAN files she wants for next year onto an external source (CD, Flash drive, external hard drive) prior to the end of school.

### **3. SUMMER TECHNICAL SUPPORT**

Technical support for your Tablet PC is available over the summer. If you experience a problem during the summer, please contact Mr. Carter on x4537 or email him at [jcarter@mountsaintmary.org](mailto:jcarter@mountsaintmary.org)

### **4. TABLET PC SOFTWARE UPDATES AND MAINTENANCE**

Each year, we collect all students Tablet PC's and perform routine maintenance as well as software updates on them. This update process is required of all students. Failure to bring in your Tablet for summer updating will result in the student's network id being suspended in September and the student will not be able to log onto her tablet at school. This year, we the collection dates will be the following:

- Tablets from the class of 2013 and 2012 will be collected on 8/9 and returned on Forms Day 8/23.
- Tablets from the class of 2011 will be collected on Forms Day 8/23 and returned the first day of school.

All the Tablets will have their hard drives erased and reloaded with next year's software. This means that ALL STUDENTS must copy any files they want to keep (pictures, music, documents, etc.) onto an external harddrive or flash drive before they turn in their machine, as all files will be deleted during the refresh process. You must tape the completed **TABLET PC MAINTENANCE RELEASE FORM** to the lid of your tablet prior to turning it in. We cannot touch your machine without this signed form attached to it.

We will be sending an email reminder out in July regarding the summer maintenance dates and times. Remember, anyone can drop off the Tablet on the designated collection day; it does not need to be the student or parent. It can be a neighbor, a friend or another student. Additionally, students who had their tablets repaired in June under Quality Care will have their machines erased and reloaded at that time, so they do not need to bring their tablets in again in August.

### **5. OPTIONAL INSURANCE AGAINST THEFT AND MAJOR DAMAGE**

Each summer, parents are given the option to purchase a one year Tablet PC insurance policy should they wish to supplement their own homeowners insurance. An enrollment form will be emailed in July to all Tablet PC parents. Enrollment is OPTIONAL. We encourage you to check with your insurance agent as to whether your current homeowner's policy provides similar benefits. Details of the plan will be included in the enrollment e-mail.

Should you have any questions about any of these items, please call me on x5030 or email me at [cparisi@mountsaintmary.org](mailto:cparisi@mountsaintmary.org).



Carolynn Parisi  
Director of Technology  
Mount Saint Mary Academy



**Tablet PC Maintenance Release Form**

**Return this form taped to the lid of your Tablet PC or we cannot perform  
any summer maintenance on the Tablet PC**

Student Name (PRINTED): \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Graduation Year: \_\_\_\_\_

---

I understand that during summer Tablet PC maintenance, Mount Saint Mary Academy will wipe my hard drive clean and install a new software image for the 2010-2011 school year. I understand that this means that all files presently stored on the hard drive will be erased.

I have backed up onto an external hard drive or flash drive or CD any files that I wish to save (personal or school related) including documents, music, pictures, OneNote Notebooks, etc.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

***For advice or help on backing up your Tablet PC, please contact Mr. Justin Carter on x4537  
or a [jcarter@mountsaintmary.org](mailto:jcarter@mountsaintmary.org)***