

iMLearning Program Questions and Answers

Q: What is the iMLearning Program?

A: The iMLearning Program is the way we will learn and remain connected at Shenandoah University. All incoming full-time undergraduates and full-time graduate students in selected programs will be provided with a University-owned and configured MacBook and either an iPod touch or an iPhone.

Q: Is there a cost?

A: The iMLearning Program is included in the University's \$500 technology fee that all students pay each semester.

Q: What does the technology fee cover?

A: Many things, including:

- University-provided iPod touch or iPhone
- Customized applications for the iPod touch or iPhone designed for Shenandoah's teaching and learning objectives
- The SU Mobile App for the iPod touch or iPhone. The app includes an interactive campus map, the dining hall menu, course software and viewing capabilities for grades and events on campus
- University-provided MacBook
- Configuration and laptop setup for wireless services
- 24/7 wireless access from academic buildings, residence halls and the Northern Virginia Campus in Ashburn
- Dedicated Mac technicians
- Laptop hardware support
- Toll free 24/7 tech support from Apple
- McAfee Anti-Virus software
- All inclusive hardware warranty
- Microsoft Office, current version
- Computer carrying case
- A loaner laptop if one ever fails
- Laptop loss and theft insurance, with a deductible
- Laptop accidental damage insurance
- Dual Platforms, current Mac OS and current Windows OS when requested

Q: If I use my own laptop and iPod touch or iPhone will I still be charged the technology fee every semester?

A: You will be charged the technology fee because you will still be provided a University-configured laptop and iPod touch or iPhone. Also, there is much more to the iMLearning Program than just the hardware.

Q: Why Mac and not Windows?

A: The new MacBook runs both Mac OS operating system and Windows OS. It has been tested by numerous faculty members and has received very high marks. Shenandoah University is committed to providing you with the tools common to your chosen profession, so the MacBook provides the best of both worlds. You will be able to do all the creative applications necessary in the conservatory and the analytic applications necessary for the business school on one machine. Also, the new MacBook is environmentally friendly and Shenandoah picked it

primarily because of its environmental impact. We are proud to be the first environmentally friendly laptop campus in the country.

Q: If I choose the iPhone, what am I responsible for?

A: You would need to get an AT&T contract, and you would be responsible for your cell phone bill.

Q: Can I keep the MacBook, iPhone or iPod touch when I leave?

A: The equipment is owned by the University and deployed for the most effective teaching and learning, however, when you leave SU, you will be offered a buyout plan for MacBook. It is your choice if you want to pay out the remaining cost for the hardware or return it to the University. The iPod touch or iPhone is yours to keep at no cost once you have been in the iMLearning Program for one semester.

Q: If I purchase the MacBook what needs to be done?

A: In accord with our contract with Apple, the MacBook needs to be returned to the factory settings. You will be allowed to keep your data, but you will not be allowed to keep the unique applications or settings for SU.

Q: What happens if it gets damaged?

A: The University has paid insurance on the units. If the unit is stolen or the screen breaks, students will have to pay a deductible for excessive damage. Otherwise, all other damage should be covered by the insurance.

Q: What if I need other software?

A: All software that is needed beyond what is the standard image of the SU laptop will be provided for at an educational discount in the bookstore and can be loaded by the user.

Q: What if I have questions about the iMLearning Program?

A: If you have questions about the iMLearning program please contact Alissa Cornell in Institutional Computing at 540-678-4325 or acornell@su.edu. For questions about the technical aspects of the MacBook or the iPod touch or iPhone, please contact Don Silvius in Institutional Computing at 540-545-7275 or dsilvius@su.edu for further details.