

## SET-BC Technology Loan Information

### SET-BC Technology Loans

Based on requests arising from the Collaborative Action Plan (CAP) process, SET-BC may loan technology solutions to school teams (NOT to individual students) for use by classrooms or students identified through the screening process. All SET-BC equipment can be identified by a SET-BC bar code sticker with a 5- or 6-digit ID number. The specific technology as well as the plan for implementation is identified in the CAP document – a copy is sent to the school team and can be obtained from the SET-BC consultant providing the services at any time.

### SET-BC Technology Loans to Distance Learning Schools

All SET-BC services are provided and delivered to BC school districts and Independent School Authorities and their staff members. As a result, only those teams supporting students whose educational programming is provided by BC school district distributed learning schools and/or funded independent distributed learning schools are eligible to receive SET-BC services and technology loans.



- The Distance Learning (DL) School requests SET-BC services following the established school district or Independent School Authority screening procedures.
- The SET-BC consultant who is identified to provide service contacts the DL school team to complete the Collaborative Action Plan (CAP) process.
- The SET-BC Provincial Centre will ship any technology loan identified and approved through the CAP process to and from the DL school office address only. The DL school is responsible for shipping to and from the student's home as required (including repairs and returns).
- The SET-BC consultant provides training to the DL team at the local DL office or a designated office site. SET-BC consultants will NOT go into the home environment to provide training. The DL team is responsible for providing any training in a student's home if required.

### School Team Partnership on Hardware

SET-BC provides the basic computing, braille or speech generating device. It is the school team's responsibility to arrange for printer access, networking capabilities and/or internet access, and virus protection. These requirements should be discussed during the CAP meeting to ensure the basic technology provided by SET-BC will meet the team and student needs. Where school teams identify additional hardware requirements, the school team is responsible for the cost, support and maintenance of these technologies. When a student who is utilizing a SET-BC computer or device

changes classrooms or schools during the year, a re-CAP is required to reassign team member responsibilities and review the new team's technology and training needs.



### School Team Partnership on Software

SET-BC loans the basic hardware with the system software that SET-BC currently supports. SET-BC also loans specialized access software such as screen magnification, braille translation, or word prediction. Normally the access software is requested as part of the original CAP discussion. The school team is responsible for supplying any regular software such as virus protection, word processor, math programs, educational programs and so on. The SET-BC consultant may, during the CAP discussion, recommend additional software that would be suitable for the student(s) who will use the technology. As the SET-BC loaned technology becomes part of the school / district overall technology plan, it is subject to the school and/or district's appropriate use policies.

Illegal software may not be put on SET-BC computers or devices – the school team must ensure only licensed software is installed on any SET-BC equipment. Proof of license ownership for any software loaded on SET-BC computers must be available.

### Technology Support and Maintenance

School team members are asked to contact their SET-BC consultant if you need assistance with training related to the use of the equipment or software on loan from SET-BC.

If there is a maintenance or repair issue with the SET-BC loaned technology, team members are asked to call the SET-BC Support Desk at 1-866-738-3375 (Lower Mainland 604-269-2222), or email [support@setbc.org](mailto:support@setbc.org). Many problems can be dealt with over the phone or by email, and the SET-BC technical support team can provide teams with troubleshooting suggestions.

### Technical Support Tips When Calling the SET-BC Support Desk

- Before calling, please check all relevant help files, and if possible, software updates and hardware drivers
- When you call, have the equipment SET-ID# and details of the problem available. The SET-BC technician will ask specific questions about what sequences of steps was followed, what error messages are showing and so on, to try and find a solution quickly. The more information you can give the technician at the time of the call or in the email, the more supportive he or she can be.
- Whenever possible, have the equipment at hand.
- Technology returned to the SET-BC Provincial Centre in Vancouver for repair or replacement typically requires 15 days for repair/replacement and return shipping. If the technology must be returned to the vendor for repair, this timeline may expand considerably. In the event that repairs/replacements may take significant time, school team members are asked to discuss possible options with their SET-BC consultant.

## Incident Reports

Occasionally, there may be an incident involving a piece of SET-BC loaned technology as a result of an accident or intentional act. This type of damage should be identified before contacting the SET-BC Service Desk for help. The technician will contact the SET-BC consultant to begin the incident report process with the team. If a piece of equipment arrives at the Provincial Centre with damage that is obviously a result of an incident, our technicians are instructed to contact the supporting SET-BC consultant to initiate the incident report process.

The damaged SET-BC equipment will not be repaired / replaced and then returned to the team until the incident report process is complete. The school team must complete an incident report and, depending on the nature of the incident and the number of incidents recorded, SET-BC administration may be in contact with school administration to discuss the situation and the options for reimbursement. Once the incident report process is finalized, the SET-BC equipment is returned to the team.

## SET-BC Policy on the Use of Technology in the Home and Community Settings

SET-BC technology is on loan to the district or school team and is not insured by SET-BC. Upon delivery of the equipment, the school administrator must sign an equipment loan agreement accepting responsibility for the equipment. Depending on the technology being loaned, school teams and/or parents may request that the equipment be allowed to go home to further support their educational program goals. It is up to the district or school administration to make the decision as to if, and when, to allow the system to go home. It is understood that student use of SET-BC loaned technology in the home setting is based on the district or school acceptable use policy and is to support the student's educational program. If the school administration approves the SET-BC loaned equipment going home, the parent(s) must sign a loan agreement form. Parents may investigate the purchase of a rider for their home insurance to cover the system, but are not required by SET-BC to do so. The ultimate responsibility for replacement of lost/stolen/damaged technology lies with the district or independent school team. If the technology is lost or stolen, the home insurance ensures that it is replaced with current technology. If no insurance is in place, the school will have the option of reimbursing SET-BC for a "similar vintage" system at a depreciated cost. The SET-BC District Partner or SET-BC consultant can provide the school team with a security checklist to assist in the development of a security plan. If SET-BC loaned technology is damaged, lost, or stolen while out of the school, the team will be required to complete the incident report process. SET-BC administration will then assist the team in identifying the options available to repair or replace the loaned system.



## Student Transitions to New Settings

The current school team is responsible for informing SET-BC of anticipated or occurring transitions. Prior to the student transitioning to a new setting, the current school team should:

- Inform SET-BC that the student will be transitioning ([servicedelivery@setbc.org](mailto:servicedelivery@setbc.org)). The SET-BC Provincial Team will provide instructions on the procedure for transitioning the equipment as well.
- Collect all the pieces of the technology system to ensure everything works and has all chargers, documentation, etc.
- Follow instructions for sending the student-based system on to the next setting.

## Graduating Students

Each year in May, the SET-BC Provincial Team sends a letter to the school teams who are receiving Tier 3 service or who are supporting students using student-specific technology loans who are scheduled to graduate or leave school. The letter asks each team to confirm that their student is graduating / leaving school or to indicate that the student will be continuing for another year. Before the end of June, the district or school team is required to return SET-BC loaned equipment to the SET-BC Provincial Loan Bank. School teams are strongly encouraged to contact their SET-BC Tier 3 consultant or the SET-BC Provincial Team ([servicedelivery@setbc.org](mailto:servicedelivery@setbc.org)) to discuss the programs available and technology loan options for their graduating / leaving students EARLY in the final school year. This will ensure any technology loans that are approved for transfer to other supporting programs can happen before the end of June.

## Training on SET-BC Loaned Technologies

SET-BC offers a wide range of training activities on the educational uses of assistive and general technologies. When SET-BC provides an equipment loan to a district or school team at the beginning of the school year, the team using that equipment receives training on the implementation of the technology in the classroom setting. This type of training, provided by our SET-BC consultants, is discussed and arranged at CAP meetings or during the follow-up implementation support as needed.



District and school teams can also attend SET-BC workshops and Professional Development events on a wide range of topics including Augmentative and Alternative Communication (AAC), alternate access, vision technologies, and learning supports. Information on these training opportunities can be found by contacting [servicedelivery@setbc.org](mailto:servicedelivery@setbc.org).

The SET-BC website ([www.setbc.org](http://www.setbc.org)) also has a number of online videos, presentations, tutorials, downloadable lesson plans, product guides and software demonstrations. The SETconciierge can also help identify which of the on demand web-based training resources would help teams learning to use SET-BC loaned technologies.