

GUniverse - “Global Education at Your Fingertips”

Frequently Asked Questions

What is GUniverse?

GUniverse is a broad initiative to provide students in the Gleazer School of Education with an engaging educational experience while providing access to a world of resources. The use of the technologies and pedagogies associated with this initiative will help to prepare you for your professional career.

Why GUniverse?

For years, Graceland’s Gleazer School of Education has been on the cutting edge when it comes to the integration of technology into our profession. This initiative is the next logical step in providing the needed tools for our students to learn with and gain the needed skills for starting their teaching career.

Who will participate in the GUniverse program?

Every undergraduate student who is enrolled in the Entry Workshop on the Lamoni campus (that semester will be referred to as the “first eligible semester”) or is enrolled in a completion program at the Independence or Trenton campuses will participate in the program. Students that already own an iPad that meets the program requirements (see below) may choose to opt out of the purchase.

When will the GUniverse program start?

Each semester those students who took Entry Workshop the preceding semester will enter the GUniverse program. This will take place during move in weekend during Fall Semester and the first week of classes in the Spring. At the non-Lamoni sites this will occur during the first class of each cohort.

What will the GUniverse program include?

Each student will receive the latest iPad model covered by a three year AppleCare+ warranty. Each student will also get a license for an electronic portfolio (Chalk and Wire), an education-only computer lab (Lamoni campus only), color and grayscale printers, scanners, video and still cameras, tripods, professional microphones, and more. NCMC students also receive printing benefits. Students will also have access to on-campus iPad service via Apple’s iOS Direct Service Program (see Benefits at: <https://www.apple.com/support/programs/ids/>)

How will the iPad be paid for?

During the first eligible semester each student receiving an iPad will be billed a technology fee to cover the cost of the iPad and warranty. This cost will vary from year to year but has been set at \$700.00 for the 2015-16 school year. During this year, the normal annual technology fee (\$110.00) will be waived although you will still receive all of the benefits provided by that fee.

What if I choose to buy my own iPad or currently have one?

You may use your iPad only if it meets minimum requirements (**currently an iPad 4 with 32GB memory running iOS 8 or 9**) established by the School of Education each year. You will be assessed the regular (\$110.00) technology fee. You also need to be aware that you will have warranty coverage only if you purchase AppleCare+ within 30 days of the original iPad purchase

date. Additionally, the extra year of warranty (year 3) will not be available to you. It is highly recommended to get your iPad through the GUniverse program.

Who owns the iPad?

You do. The moment you pick up your iPad it becomes your property and responsibility.

May students opt out of using the iPad altogether?

All students will be expected to participate. If accommodations need to be met other alternatives can be arranged. Students opting out of the GUniverse program iPad purchase will be assessed the regular (\$110.00) technology fee.

Can I use an alternative device?

No. In order to provide the best and most consistent classroom experience all students will be expected to use iPads.

What does the warranty cover?

AppleCare+ normally provides each person with two years of service, telephone support, and covers up to two drops (there is a small fee for replacing a damaged iPad). For those purchasing their iPads through Graceland University the warranty is extended to three years of coverage (still limited to two drops). More information can be found at: <http://www.apple.com/support/products/ipad.html>

What if my iPad is damaged or needs repair?

As a part of the GUniverse program, Graceland University will provide Help Desk services between 8AM-4PM. At this location you will be able to order your replacement online. You will receive a shipping box the next day. In addition, if you received your iPad through Graceland you will be able to contact AppleCare+ for any support you need (see warranty information above) 24/7. While your iPad is being serviced you will be eligible to borrow a loaner from the Gleazer School of Education. Normally repairs or replacement only require 3-4 days. If you purchased your iPad on your own you are responsible for any repair costs or replacement if it is damaged. You will also be eligible for an iPad loaner for the same 3-4 days.

What happens if my iPad is lost or stolen?

The iPad warranty does not cover replacement if the iPad is lost or stolen. You are responsible for replacement of the iPad or to have adequate insurance coverage to cover replacement. Graceland HIGHLY recommends each student activate "Find My iPad" on their device. This feature includes Activation Lock. When you lose your device it prevents anyone else from using or erasing the device without your permission. You can find more information at: <http://support.apple.com/kb/ht5818>.

Does my iPad come with a case or a cover?

No. This is a selection that is personal. Graceland advises the purchase of a cover that will provide adequate protection for your iPad. Graceland will have a list of recommendations and they will be available from a variety of resources including the Graceland Bookstore. Graceland highly suggests you select something that will provide adequate protection against accidental damage.

What apps come with my iPad?

A new iPad comes with all of Apple's office suite which includes: Pages (word processor), Numbers (spreadsheet), Keynote (presentation), iMovie (video editing/production), iPhoto (photo management), and Garageband (music production). A complete list and descriptions can be found at: <http://www.apple.com/ipad-air/built-in-apps/>

Do I still need a computer when I have an iPad?

This is an individual decision. Graceland recommends that you have access to a computer in order to complete productivity tasks such as writing papers, editing video or audio, etc. There are computer facilities available on campus, but these are used on a first come, first serve basis.

Will I have to buy classroom apps for the iPad?

No. All apps associated with any education course will be provided. These will be managed similar to a textbook rental (but no cost). The apps will be loaded onto your iPad during the semester you are taking a particular course. At the end of the semester the app will "disappear" from your iPad. If you decide that you want to have a particular app for your personal or professional use you will need to purchase it at that time.

How will I purchase apps for my iPad?

You will need to create an Apple ID. You will not need a credit card to create the ID, but you will need one to make any purchases.

Am I required to have internet access at home as a part of this program?

No. Graceland does not require that you have internet access at home to participate in this program.

What safety measures should I put into place?

Graceland highly recommends that you set the device so it is locked with a passcode set, passcode lock on, erase all on, and location services enabled. That way, if your iPad is taken, no one can access your private information, codes, and passwords.

How should I manage data security?

Each person is responsible for the security of their own data. At a minimum students should back up their devices to a secure service such as iCloud. For more information refer to: <https://www.apple.com/icloud/>

What do I need to know to get started with my iPad?

A great resource can be found at: <http://www.apple.com/support/ipad/essentials/>

This will walk you through accessing a wireless network, establishing your Apple ID, setting up iCloud for backups and more. Graceland highly recommends you review this site. Other resources include:

- owners manual
- download iTunes U and subscribe to the iPad Tutorial Course. Contact Dennis McElroy (dmcelroy@graceland.edu) for information.

Are students obligated to bring iPads to classes?

Yes. It is critical for your success to bring your iPad and its available resources to class each day. Faculty members will set policy on class requirements.

Will all textbooks be made available electronically next year?

No. While the Gleazer School of Education is making every effort to select electronic resources it is not always possible. Graceland's Follett Bookstore and the course syllabi will have information about available textbook formats. Textbooks may require a specific ebook reader. If one is specified in the syllabus you should download it to your iPad. Faculty will make a variety of resources available to you in electronic format.

Will I be required to use an electronic textbook?

No. You can make your own decision about what textbook format you are most comfortable with. You should make yourself aware of the feature differences before making this decision.

How will professors use the iPad in class?

iPad use in classes will vary depending on the individual faculty member and the course. Faculty in the Gleazer School of Education are already planning to use iPads in at least one task in their classes.

Can I use the iPad in non-education courses?

Students will be able to use their iPads to take notes and engage the material in class, at the discretion of their professor.

Will iPads be permitted during tests?

This will be a decision made by each faculty member.