



FREQUENTLY ASKED QUESTIONS

Answers to understanding and picking the right device for your child

Where do I purchase devices?

It's recommended to purchase devices directly from Apple to ensure complete warranty coverage. AppleCare, while optional, is highly recommended and is a good idea if you fear that your child may accidentally damage the device at some point. Please note: Water damage is not covered. Please encourage your child to keep food & drink away from devices at all times.

I'm not sure what ram is or which screen size to choose?

Computers are made up of many components and each has its advantages to upgrading. Let me break down each upgradable component to hopefully assist you in this decision.

- **RAM - Random Access Memory:** If your child likes to multitask and have various applications open all at once, then RAM is a good component to improve. The more ram, the more the computer will be able to handle simultaneously. Remember, there is a minimum requirement of 4GB for all devices.
- **HARD DRIVE or SSD:** Hard drives are like file cabinets for computer data. The larger they are, the more content you can retain. Is your child interested in Digital Arts such as filmmaking or photography? If so, it may be useful to upgrade to a larger size because videos, photos, and related data takes up a lot of space. The other aspect of the hard drive that is important is its speed! The faster the speed, the quicker the system can obtain information and present it on the screen. SSD or Solid State Drives are the best option here for a faster response time.
- **SCREEN SIZE:** Screen size really comes down to personal preference. The larger the screen, the more you can see at once. On the other hand, larger screens often require more power. If your child is someone who isn't keen on charging the device often, you may want to opt for a smaller screen.

Why can't I purchase a PC for my student?

At Henderson International School we operate on an Apple platform through and through. From casting to screens for presentations to the software we use. If you were to use an iPad or PC, your child would miss out on opportunities to present, interact, receive important and expensive software and more.


Why does the device need to be newer? Shouldn't my older laptop do the trick?

As with any technology, it becomes outdated quickly. While an older device may technically still work, often it gets left behind not only by hardware standards but by software companies which no longer support them. We certainly don't want a poor performing device to interfere in your child's educational experience.

Where might I find a deal or sale on devices?

I often recommend checking out the Apple refurbished website. They have good as new devices with attractive discounts available. The best part, they are covered under the same warranty as a new device and are certified by Apple.

<https://www.apple.com/shop/refurbished/mac>



For any further information, questions and/or concerns please contact the school by emailing support@hendersonschool.com.