



## Frequently Asked Questions

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| <a href="https://www.wileyc.edu/iwiley-digital-initiative">https://www.wileyc.edu/iwiley-digital-initiative</a> | You can view or access all information, forms, and important details about the iWiley Digital Learning Initiative at any time.                                                                                                                                                                                                                                                                                                                                                                 |
| Who owns my assigned device?                                                                                    | The iPad is considered a university property until your graduation. Upon graduation from Wiley University, ownership will transfer to you. If you leave the university for any reason prior to graduation, you are expected to return your iPad or purchase it at its depreciation value. You may not sell or otherwise change ownership of the iPad at any time.                                                                                                                              |
| Am I required to have a device?                                                                                 | <p>Yes. Wiley University has shifted to a technology-focused learning experience. Students will use devices for assignments, group projects, and co-curricular experiences, enhancing their overall outcomes.</p> <p>Additionally, all students will be able to learn and earn iWiley badges and certifications that can enhance their skills and resumes in preparation for their careers, graduate/professional schools, and beyond.</p>                                                     |
| Who will be receiving iWiley Tech Bundles?                                                                      | All students and teaching faculty must engage in the iWiley Digital Learning Initiative and use the tools in the classroom and course learning environment to enhance teaching and participation in the learning process.                                                                                                                                                                                                                                                                      |
| What are the requirements to receive my iWiley Tech Bundle?                                                     | <p>Students who have completed the Wiley Enrollment Clearance process and earned their <i>iWiley Certification</i> by August 20, 2025, are eligible to receive the iWiley Technology Bundle. Distribution is scheduled to begin July 30, 2025.</p> <p><b>STUDENTS MUST ARRIVE PROMPTLY AT THEIR SCHEDULED TIME BASED ON THE FIRST INITIAL OF THEIR LAST NAME. DURING YOUR SESSION, YOU WILL COMPLETE YOUR AGREEMENT, RECEIVE YOUR iWILEY TECH BUNDLE, AND COMPLETE YOUR CERTIFICATION.</b></p> |
| iWiley Tech Bundle Distribution Schedule                                                                        | Distribution and Certification locations and schedules are as follows:                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| <p>New/Re-admit Incoming Students' Certification<br/>Location: Thomas Cole, Sr. Library</p> <p>Commuter Students Certification (who are first years)<br/>or Online Program-Interdisciplinary Studies<br/>(CAN ATTEND ANY ON-CAMPUS SESSION in<br/>Addition to their Student Orientation Session)</p> <p>Online Program-Interdisciplinary Studies/Extended<br/>Education/Graduate Certification<br/>(CAN ATTEND ANY ON-CAMPUS SESSION in<br/>Addition to their Student Orientation Session)</p> | <p>August 2, from 11:00 - 12:30 pm (A-I)<br/>August 2, from 3:20 - 4:50 pm (J-R)<br/>August 2, from 11:00 - 12:30 pm (S-Z)</p> <p>August 9, 2026, from 10:00am - 12:00 pm</p> <p>Virtual date – August 9 from 6:00pm - 7:30 pm</p> <p>Attendance at an unassigned session will be based on<br/>availability. Therefore, please make sure you attend<br/>your designated session.</p>                                           |
| <p>Where do I pick up or engage about the iWiley Digital<br/>Learning Initiative?</p>                                                                                                                                                                                                                                                                                                                                                                                                          | <p>The iWiley Digital Learning Hub is located in the<br/>Thomas W. Cole Library. This location is for pick-up,<br/>training, repairs, and other support for the initiative.</p> <p>Ms. LaKeisha Singleton,<br/>iWiley Digital Learning Hub Coordinator<br/>IST@wileyc.edu</p>                                                                                                                                                  |
| <p>What if I am not able to make the iPad distribution<br/>events?</p>                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>If you missed the various certifications scheduled, prior<br/>to August 20, then you will be required to go to the<br/>iWiley Digital Learning Hub and sign up for Thursday,<br/>August 26, 2026 at 4:00pm. Students who fail to attend<br/>a certification experience will not receive an iPad.</p>                                                                                                                        |
| <p>What device will be distributed this year to Wiley<br/>University students?</p>                                                                                                                                                                                                                                                                                                                                                                                                             | <p>While supplies last, the accessories included in your<br/>iPad Air are the 2nd generation Apple Pencil and Smart<br/>Keyboard.</p> <p>Note: iWiley Digital Learning Initiative does not provide<br/>additional accessories like a screen protector or Apple<br/>Pencil Holder. Students will need to supply extra<br/>accessories. Please also keep your boxes to return the<br/>items if they are damaged or returned.</p> |

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| <p>How do I get my iWiley Tech Bundle Replaced?</p> | <p>If you have a damaged (normal wear and tear) or non-functioning Wiley University-assigned iPad or accessory that needs replacing, complete and submit the Request for <b>Replacement Form and bring your device to the iWiley Digital Hub, to start the process. Please do not take the device to the Apple Store for replacement.</b> All iWiley Tech Bundle (iPad) replacements are handled by the iWiley Digital Learning Initiative at Wiley University.</p> <p>If you have lost your device or your device was stolen, you are required to pay Wiley University the cost of replacement at the current market rate. If it is stolen, you will also need to file a police report with Campus Police and Security.</p> <p>If possible, perform an iCloud backup of your iPad to preserve any information on the device. Visit <a href="https://www.wileyc.edu/iwiley-digital-initiative">https://www.wileyc.edu/iwiley-digital-initiative</a>, to learn how to access iCloud.</p> <p><i>Note: Only technology provided by iWiley Technology Program can be replaced. iWiley Technology Program is not responsible for lost technology; the student will need to replace it.</i></p> |
| <p>How do I return my iPad Bundle?</p>              | <p><b>In-person:</b> The iWiley Program Help Desk is located inside Thomas W. Cole Library. Be sure to bring the iPad and all related accessories, the Request to Return Form, and the <u>receipt of Apple Care payment</u>.</p> <ul style="list-style-type: none"> <li>● Support Center Hours: Monday – Friday<br/>8 AM – 5 PM.</li> <li>● Repairs are covered by Apple Care. You will be charged \$49. Either can be paid through the Wiley University business office via credit card, check, cash, or money order.</li> </ul> <p>Be sure to include the iPad, Apple Pencil, Apple Keyboard Case, the Request to Return iPad Form, and the tracking form. You can use any carrier.</p> <p><i>Mailing Address:</i></p> <p>Wiley University<br/>Thomas W. Cole Library<br/>% iWiley Digital Learning Initiative<br/>711 Wiley Avenue<br/>Marshall, TX</p>                                                                                                                                                                                                                                                                                                                                |

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|                                                                   | <p><i>In an emergency, you may return to Campus Police and Security with a Request to Return iPad form. Please do not return to any other entities on campus.</i></p> <p><i>If you are shipping the bundle back to the iWiley Digital Learning Program at the Thomas W. Cole Library, you will need to drop it off with the shipper first before filling out the return to campus form. Submit the carrier and tracking information with this form.</i></p> <p><i>****Please note you must return your iPad Tech Bundle in working order. Items returned that are damaged, will be charged for the Apple Care fee, or the cost of the item.</i></p>                                                                                                                                                                                               |
| How do I purchase my iPad bundle?                                 | <p>Students may buy the iPad bundle if they transfer or withdraw from Wiley University. However, they must have a \$0 balance first before they can purchase it. To purchase, you will need the device serial number and the completed purchase request.</p> <p>The cost to purchase is based on the Depreciated Value Chart. The chart can be found at <a href="https://www.wileyc.edu/iwiley-digital-initiative">https://www.wileyc.edu/iwiley-digital-initiative</a>.</p> <p>To track the progress, a request via IT support ticket must be submitted. Payment should be made to the Business Office to ensure you will not be charged the full price of the bundle. The process can take up to 7 business days. After the completion of these steps, the device management system will be removed, and ownership will be assigned to you.</p> |
| Mobile Device Management Removal<br>(upon purchase or graduation) | <p>All iPads distributed to new students as part of the iWiley Digital Learning Initiative contain the <i>"This iPad is supervised and managed by Wiley University"</i> message.</p> <p>When a student graduates or purchases their iPad Bundle, the University no longer manages it. The new owner will receive a notification that the device management has been removed, and the message will remain visible until the device is reset.</p> <p><b>When will this change take place?</b></p> <p>The MDM software will be removed from your device after graduating or purchasing your device from Wiley University.</p> <p><b>What do I need to do?</b></p>                                                                                                                                                                                    |

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|  | <p>During this time, your iPad must remain powered on, connected to Wi-Fi, and charging until the removal process is complete.</p> <p>Removing the MDM Profile requires the iPad to be reset to its factory state. Upon graduating, you will lose all of your data. (Please use the cloud to back up services.)</p> <p>NOTE: After the reset is complete, set up the iPad as a new iPad. Restoring from a backup will reinstall the MDM profile.</p> |
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## DEPRECIATED VALUE CHART

iPad Air 10.5-inch, 64 or 128 GB Wi-Fi and Accessories

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|-----------------------------|----------|
| Date Issued to Student      | \$600.00 |
| Date Issued after 12 months | \$450.00 |
| Date Issued after 24 months | \$300.00 |
| Date Issued after 36 months | \$150.00 |