



# YEAR 8 LAPTOP PROGRAM Handbook

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## 1. Vision and Rationale

At Reynella East College we want to provide students with technologies that enable them to access learning in different ways, for different purposes in and beyond school.

## 2. Ownership Model

The Year 8 1:1 Laptop initiative is a parent/school shared cost model.

### Take home 24/7:

The laptop remains the property of the school. Parents contribute to its cost through school fees as endorsed by the Reynella East College (REC) Governing Council in exchange for 24/7 access. This model has the following distinct benefits to parents including:

- After-hours access to extensive bundled software
- Extended four-year warranty
- Secure locker provided during school hours and protective case that fits neatly in school bags for carrying to and from school, and sturdy storage after hours
- Taking the laptop home for extended after-hours access

This model also ensures a consistent platform, which in turn

- Facilitates curriculum delivery
- Allows management and support of devices – hardware and software
- Enables the school to retain control over how the laptops are used for the lifecycle of the device in the school

## 3. Laptop Program

The Year 8 1:1 Laptop Program is over 3 years (Years 8, 9, 10). After this time, the student will be given an option to purchase the laptop at a considerably reduced rate. If this option is chosen, the school will cease all control of the device, giving the student full ownership.

The REC 1:1 program includes:

- Access to Reynella East College infrastructure
- Technical support
- Use of device
- Use of protective case
- 4 Year Next Business Day Onsite Service Warranty to cover manufacture defects
- Software licensing

## 4. Guidelines for Use

Parents will need to sign and return a **Student 1:1 Laptop Contract** agreeing to the Terms and Conditions of the program.

- Students and Parents/Carers will need to sign and return the Student 1:1 Laptop Contract to indicating their commitment to the laptop responsibilities
- Each device will be imaged with the permitted school image software and registered in the school asset database with a unique identifier against each student's ID
- At distribution, students will be given a further induction to ensure that they are familiar with their roles/responsibilities in regards to the use and care of their laptop
- The **charged** laptop must be available for use at school each day

## 5. Appearance | Personalisation

- As the laptops are the property of the school, they are not to be altered or personalised in any way that is not completely irreversible, labels or stickers are okay but must be removable
- The barcode and name on the bottom of the device should not be altered
- The protective slip case may be personalized to promote easy identification
- If the device is not in its original condition upon its return a cost will be incurred

## 6. Early Return Policy if Student Leaves the School

If a student leaves the school prior to the end of the laptop's 3-year lifecycle the laptop must be returned to the school.

The device must be returned in the condition in which it was issued and personal identifications must be removed. If the device is not returned in this condition, an additional fee will apply.

## 7. End of Lifecycle Process

The laptop remains the school's property for the life of the device until the end of the device's 3-year lifecycle (end of Year 10) where, *if all laptop fees have been paid*, it can then be owned by the student.

## 8. Device Specifications

- All devices will be of the same specification to assist in management of hardware, software and curriculum development
- Students are not permitted to change the device specifications, make modifications or add upgrades
- Please note, the device warranty is void if attempts are made to change the hardware

## 9. Private Devices

There is no option for Year 8 students to enrol in a BYOD (Bring Your Own Device) arrangement because of significant problems with compatibility of operating systems, hardware incompatibility or failure, and poor battery life.

## 10. Warranty

The laptops provided under this program include a 4-year manufacturer next business day onsite warranty.

## 11. Loss and Damage Policy

If a laptop is lost or found, it must be reported and/or returned immediately to IT Services.

If a laptop is damaged in any way it should be reported to the IT Services office immediately.

Conditions of this policy are as follows:

- The school must be notified immediately if a school owned laptop is lost, missing or damaged
- Parents will be liable to pay the replacement cost in such instances plus vandalism or wilful damage to the laptop
- It is the user's responsibility to report lost or stolen laptops to the nearest police station and provide the school with a crime report number

## Accidental damage

Adding the laptop to your home contents insurance is highly recommended to prevent being charged a full laptop cost in the case of theft.

- If during the term of your coverage your laptop fails because of accidental damage, REC will repair the laptop as necessary or replace the laptop with a new product which is equivalent to the damaged product, as determined by REC. The number of claims per year is limited to one claim.
- Please note that coverage for accidental damage is limited to one qualified incident per 12 month period commencing from the start date of the coverage. There is no rollover which means if you do not claim within the 12 month period, they do not accumulate or carry over to the next 12 month period of your coverage.
- Any accidental damage is covered by an initial \$40.00 charge to the student (or the cost of the repair if below \$40.00).
- No coverage is provided under this program in connection with:
  1. any damage to or defect in the laptop that is cosmetic and that does not materially impair your use of the laptop, including, but not limited, to scuffed plastic bottoms, scratched cover lids, dents, superficial scratches and discoloration
  2. normal wear and tear to the laptop
  3. theft or misplacement of the laptop
  4. damage resulting from reckless, abusive, wilful or intentional conduct associated with handling and use of the laptop
  5. any resultant damage to the laptop that arises from one or more conditions described in (1) or (4) above
  6. any laptop that anyone other than REC's agent has tried to repair, maintain or carry out preventative maintenance
  7. any laptop that is lost or stolen
  8. any laptop that is damaged by fire from an external source or that is intentionally damaged or damaged by misuse, abuse, failure to follow instructions provided with the laptop, or use of the laptop in an incorrect environment
  9. any recovery or transfer of data stored on the laptop
  10. defects in materials or workmanship or ordinary and customary usage of the laptop
  11. any damage arising from acts of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes

## 12. Faulty Devices and Repairs

If a laptop is faulty or needs repair, technical support is available through the IT Services office. Students will be provided with a repair number when the device is logged for repair. A replacement will be provided during the repair period. The warranty will be voided if laptops are taken for repair anywhere other than Reynella East College.

## 13. Technical Support

Students experiencing technical and/or software faults should proceed per the following steps:

- If the computer has an obvious hardware fault (screen or keyboard not working) then it should be taken to the IT Services office where the vendor will be contacted for support, if required.
- If the laptop has any other issues it should be taken to the IT Services office where the technicians will determine what repairs are needed. For significant performance issues a re-image may be necessary but be warned, a re-image process will completely reset a laptop to original settings.
- **Important files must be backed up before re-imaging.** Please refer to, backup and data storage Section 25. Installing programs or changing settings is strongly discouraged as

making changes will impact on the performance of the machine. Students do so at their own risk and may face consequences if found installing malicious programs or disrupting their own or other students learning.

## 14. Software, Copyright and Intellectual Property

Each device will be loaded with a Reynella East College approved software image configured for use on the school network. The image will contain operating system software, Anti-virus software, Microsoft Office software and Adobe Suite.

Software installed by the school is Copyright and must not be distributed or deleted without written permission from the school.

Specific curriculum Licensed software will be available from the school's Software Portal for use for the duration of the curriculum course.

### **Games, Music Non-school Applications:**

Reynella East College does not object to the installation of non-school applications and files on the school laptops if the installed applications and files:

- Are appropriately licensed (i.e. they do not breach copyright and intellectual property laws – this includes video and music downloads)
- Are ethically and morally acceptable (including consideration of school appropriateness, age appropriate ratings and privacy issues)
- Do not affect the efficient functioning of the laptops for educational purposes (i.e. they do not interfere with the speed and storage capacity of the laptop or the problems that might arise from increased storage, performance, or battery use)
- Do not affect the school's infrastructure or wireless network
- Do not interfere with the learning program (i.e. they may only be used in class under specific teacher direction).

Given the allocated machine is for school use all installed games need to be PG rated. It is important to note that playing games or video during school time will negatively impact on battery performance. It is the student's responsibility for proper battery management. While some games have significant educational benefits, other games have little educational merit and may affect network function. Thus:

- The use of network games is banned
- No ad-hoc networks are to be formed

Sanctions may be imposed as appropriate and determined in consultation with school leadership.

## 15. Internet Usage

### **Usage:**

The laptop software image is configured to use the school's internet facilities while on site. Internet usage is monitored and subject to Department for Education & Child Development (DECD) filtering.

Students may also use the Internet for their personal use at home after setting up the device to access it through their home Internet Service Provider. However, students are reminded that inappropriate downloads can be detected when the devices are connected to the school's network.

### **Cost:**

Using the Internet and downloading data incur a cost when used at the school. Credit for Internet usage is covered in the Materials & Services fee. Printing, credits are purchased using the Coin Autoloader in the Library, using the Student ID card. Students should ensure they have sufficient credit for curriculum use by monitoring credit and usage with supplied software.

## 16. Users and Security

- Each student has individual credentials for logging in to the school network
- This password cannot be divulged to any other party under any circumstance
- Any attempt to break into, hack or otherwise attempt to gain unauthorised access to a government computer system is a Federal offence carrying strict penalties which are also applicable to minors. Our network audit logs contain information on the user logging in and the computer which is attempting to log in and various other parameters. This information will be used to track user access and forwarded to relevant authorities if required
- All students must adhere to the Computers & Online Resources Acceptable Use Policy signed at the beginning of each year

## 17. Virus Protection

- Anti-virus software will be loaded onto the device through the initial imaging process.
- If a student machine attempts to connect to the school network and is found to have a virus the laptop will be disabled and 'reimaged'.
- Students should ensure that anti-virus software is kept up-to-date on their devices and regularly check for viruses. This will be done when they log on to the school network.
- As students have the right to personally use their laptops, and connect to the Internet from home, they need to take all steps to protect the laptop from virus attacks.
- Viruses can enter laptops through:
  1. Removable media such as CDs, DVDs and USB memory sticks
  2. Emails
  3. The Internet (including web browsing, FTP programs and chat rooms)

### **Tips:**

1. Do not open any files or links attached to suspicious or unknown emails
2. Exercise caution when downloading files from the Internet. Save the files to the laptop's hard disk and run the virus scanner on the files before opening them
3. Delete chain and junk emails. Do not forward or reply to any of these
4. Never reply to Spam

## 18. Web 2.0 Applications

There are significant educational benefits for some Web 2.0 applications. A Web 2.0 site allows its users to interact with other users. These include web-based communities, hosted services, web applications, social-networking sites, video sharing sites, wikis and blogs.

However, many Web 2.0 applications can be unproductive and distracting to student learning. If accessed at home the school will not be liable for any consequences.

Educational Web 2.0 technologies will be used as part of a student's study in various classes. The use of Web 2.0 applications is based on the policy that:

- The technologies, and the use of the technologies, do not breach any ethical and moral issues
- The applications do not distract student learning
- The Web 2.0 technologies are not to be accessed in class, unless specifically directed by the teacher for educational purposes.
- Web 2.0 technologies may be accessed at recess and lunch times.

## 19. Inappropriate Use

The IT Services team maintains computers and networks so that they operate effectively, the resources needed are available and the screen interface operates in a consistent way. The following guidelines

are outlined to ensure all users can access the latest research available with the latest technology in an acceptable and safe learning environment.

- Users will avoid sites with content that is violent, racist, sexist, pornographic, dominated by offensive language and/or illegal in any way
- Engaging in chat lines or downloading files is not permitted unless forming part of a legitimate class activity guided by the teacher of that class
- The Federal Communications Act determines guidelines for appropriate use
- Inappropriate use of the internet and email is a serious matter and can have significant consequences, e.g. sending a message over the internet using someone else's name
- Passwords should remain confidential. No user should log-on another student using their password
- Do not remove files or folders that have been installed to the hard disk or network.
- Do not use inappropriate or offensive names for files or folders
- Do not bring to school, or use, games or any other materials which may be offensive to others
- Do not engage in cyber bullying or e-crime
- No laptops with camera capabilities are to be used in change rooms or toilets
- Under privacy legislation it is an offence to take photographs of individuals without their expressed permission

## 20. Cyber bullying | Electronic Crime

- Cyber bullying may involve varying levels of severity, ranging from occasional messages to frequently repeated and highly disturbing threats to a person's life.
- E-technology provides individuals with a powerful means of communicating instantly with others. Cyber bullying is bullying which uses e-technology as a means of victimising others. It is the use of an internet service or mobile technologies—such as email, chat room discussion groups, instant messaging, web pages or SMS (text messaging)—with the intention of harming another person.
- Examples can include communications that seek to intimidate, control, manipulate, and put down or humiliate the recipient. Activities can include flaming (repeated negative messages), sexual and racist harassment, denigration, impersonation, trickery, exclusion and cyber stalking.
- E-crime occurs when a computer or other electronic communication devices (eg mobile phones) are used to commit an offence, are targeted in an offence, or act as a storage device in an offence
- Any form of cyber bullying or e-crime will be dealt with through the school's "Harassment Policy" and "Computers & Online Resources – Acceptable Use Policy". Serious breaches are a police matter and will be dealt with through State & Federal laws and SA police.

## 21. Security and Storage

During the school day when the devices are not being used, the devices should be kept securely locked in the student's locker. The device must be properly powered off prior to storage to preserve battery life and to prevent heat build-up.

## 22. Power Issues | Battery | Charging

Students should come to school with their laptops fully charged as no charging in classrooms will be available to students, as per Work Health & Safety regulations.

New technology gives much longer life to modern batteries in computers. The school has purchased extra-long life batteries for each laptop. These should give 6 – 8 hours, sufficient for the school day.



## 23. Backup and Data Storage

It is important to keep backups of critical student work. There are number of options students should consider.

Students are encouraged to save their work to a personal internet storage drive. This should be regularly backed up to a USB device, a portable USB hard drive or to a CD.

School network drives will not be available for storage of student work while not at school.

## 24. Printing

At school, you will be able to select a nearby printer to use. You may also want to install your home printer to the laptop. Seek help from the printer vendor if assistance is required.

## 25. Caring for your Laptop

### **General tips for laptop care:**

- Always store your laptop in the carry case and have the LCD facing away from your school bag
- Do not wrap the cord too tightly around the power adapter or the cord may be damaged
- Try to avoid moving your laptop around when it is on
- Before switching it on, gently place your laptop on a stable surface and then switch it on
- Do not drop your laptop bag from your shoulder. Always place the laptop bag gently down. Avoid storing other items in the case with the laptop such as headphones or USB sticks.
- Laptops must be switched off before being placed into the bag to prevent overheating.
- Connect your adapter only to your laptop
- Do not step on your power cord or place heavy objects on top of it. Keep your cord away from heavy traffic areas
- When unplugging the power cord, pull on the plug itself, rather than the cord
- Be aware of the power savings that come from running your laptop effectively from battery after being fully charged

### **Operating conditions**

Please do not place objects on top of your laptop and never carry it around while it is turned on. Avoid exposing your laptop to direct sunlight or sources of heat such as desk lamps dust, dirt, rain, liquids or moisture, heavy shock or vibration.

### **LCD Screens**

LCD screens are delicate – they don't like being poked, prodded, pushed or slammed. Never pick up your laptop by its screen.

Don't slam the screen closed and always be gentle when putting your laptop down.

Remove any items likes bud headphones, pens, USB sticks before shutting the lid closed as these will damage the screen.

### **To clean your LCD screen:**

- Switch off your laptop
- Lightly dampen a non-abrasive cloth with water and gently wipe the screen in a circular motion
- Do not directly apply water or cleaner to the screen
- Avoid applying pressure to the screen