



# All Saints Anglican School

## One-to-One Program Contract

### Frequently asked questions

**Does my son/daughter have to have the School device?**

*Yes, all students from Year 4, are required to have a School device.*

**When can my son/daughter collect their device from All Saints?**

*The devices will be delivered to the School by the vendor so that our IT staff can be imaging the devices prior to the new academic year. Devices will not be available for collection before the start of Term 1. They will be distributed to students in the first week with an introductory session regarding use and guidelines.*

**Note:** Devices will only be distributed to students that have paid their device invoice in full and their One-to-One contract is signed.

**Does the School receive any commission from the preferred supplier?**

*No, the School has negotiated a competitive price for our families but we receive no commission.*

**Do I need to take out my own insurance?**

*Yes it is strongly recommended that you add the device to your home and contents policy, for theft or loss. It is recommended that you speak to your insurance company about this.*

**What happens if my device is lost or stolen?**

*Fill out a police report and make a claim with your home and contents insurer to replace the Surface Device. If your home and contents insurance does not cover the loss or theft of the device then parents may claim on the school insurance where an excess fee of \$750 is payable by the parent. Ultimately, parents are responsible for replacing the device. A replacement can be purchased from the School.*

**How often will I have to buy a new device?**

*You are not buying the device, but hiring the same device over the duration of the programme. We consider the Surface Devices purchased in Year 4, 7 and Year 10, to be a three-year device. This is generally the agreed life span of such devices before new technology out strips their useability. End of life devices must be returned to the School, except in Year 12 where an option to keep the device is permitted.*

**We already have a laptop, can that be used instead of purchasing a new one?**

*No, the Surface Book and Surface Pro will be imaged with the All Saints software image and is the only authorised model. Only school owned devices can connect to the school networks and be loaded with software licensed by the school.*

**If my child stays in the programme until the end of year 12 will my child take over ownership of the device**

*Yes, once the device is returned to the ASAS IT Department, to enable the technicians to remove all school software and to have a retail version of Windows 10 installed. No other school software will remain on the device.*

If my child leaves the school or his/her enrolment is cancelled can we pay out the remaining semester fees and keep the device.

No, your child should simply return the device, pen and charger to the IT Department. Only students who complete the entire three year One-to-One program in Senior School are entitled to take ownership of the device.

## Responsible Use

Do I need to purchase a protective sleeve for my device?

No, a specially designed protective surround will be provided as part of the device package. This protective case must stay on the device at all times.

How secure is it? Will my son/daughter have access to inappropriate content?

While using the School wireless network, online content will be filtered to prevent students accessing inappropriate content. Provision of internet security and appropriate use at home will continue to be the responsibility of families. The School encourages parents to discuss expectations with their child regarding appropriate use of the device.

Many parents already require students to 'surrender' their mobile phones during homework and at bedtime, and a similar approach with the device is recommended at bedtime. Further, the School will advise parents of software that can assist with the monitoring and filtering of content.

Will potential issues regarding cyber-relationships be addressed?

Yes, this is an ongoing responsibility for schools and families. All students and parents will sign an Acceptable Use Agreement, and students will have an information session prior to taking ownership of the device. The School's personal development programmes together with our Social Media Policy, will continue to focus on the appropriate use of technology, supporting our students in the development of their digital citizenship skills.

Will extended use of the device be harmful to the eyes?

Your child will not be using the device in every class so there will be ample downtime in which your child's eyes will be able to rest. In order to avoid eye strain, the School will include instruction in proper use of the device including the proper distance to best view the screen and the setting up of the proper screen resolution and viewing angle.

## Maintenance and Care

Is the device covered by warranty?

All computers for student use include:

- An extended three-year hardware warranty for the Surface Books and remaining warranty for the Surface Pro 4s;
- Ongoing IT software and hardware support for the duration of the device's warranty
- Free software updates during the entire One-to-One Programme
- Accidental damage insurance (\$100 excess – maximum of three claims over the lifetime of each three-year One-to-One Programme – SP5 and Surface Book 2) SP4 only two claims.

*Note 1:* Any additional claim beyond the first two included in the accidental damage protection insurance will incur an approximate fee \$865. The Surface Book and Surface Pro 4 are regarded as a single unit and cannot be repaired component by component.

*Note 2: Replacement due to theft and/or loss is not included. It is recommended that you speak to your insurance company about this. The ICT department will manage the warranty claims and have the Surface Book serviced and/or picked up from All Saints.*

#### **During what hours can my child access the IT Helpdesk?**

*Students can visit the Helpdesk at the following times:*

- *Before School from 8.00am*
- *Morning Tea*
- *Lunch at any time*
- *After school until 4.00pm*

*In the case of an exam or similar, students may visit the Helpdesk at any time with the written permission of the teacher*

#### **Will the ICT Department assist my son/daughter in connecting the home printer and home wireless to the device?**

*No. These issues will be discussed in the briefing session when devices are issued at the beginning of the academic year. Please contact an IT professional if you require further assistance.*

#### **What happens if my son/daughter's device malfunctions overnight?**

*Your child should arrive early to school to seek assistance from the staff at the IT Helpdesk, where the device will be diagnosed. If your child's device requires a re-image your child will be allocated a spare device for the day and return to collect their own device in the afternoon. Should the device require a hardware repair then your child will be allocated a spare laptop until their device is returned by the technicians at Microsoft.*

#### **Will my son/daughter's device be audited on a regular basis?**

*Yes, from time to time, the IT Department will conduct audits, including an inventory of accessories.*

#### **What happens if the device is accidentally damaged?**

*Your child should seek assistance from the staff at the IT desk, where the device will be diagnosed. Should the device require a hardware repair or be replaced, then your child will be allocated a spare device until their device is returned by the technicians at Microsoft.*

- *Note: Accidental damage insurance (\$100 excess – maximum of three claims over the lifetime of each three-year One-to-One Programme – SP5 and Surface Book 2) SP4 only two claims.*

#### **Will I be required to replace the device if it was stolen or lost?**

*Yes, please check with your home and contents insurance for coverage.*

#### **Where will the student device be stored during the school day and after school?**

*When the computer is not in use, it is the student's responsibility to keep their device securely locked in their lockers (including the pen) while at school. Students should keep their devices in a safe and secure place, as determined by their parents while at home.*

#### **What level of IT support will All Saints provide?**

*The Helpdesk personnel will be available to support device users via the IT Support Desks, located in M-block (Library) and T-block (Senior School). We will provide assistance with technical issues, such as ensuring that the student's device connects to the All Saints wireless network and all available services such as network, folder and file access, email and printing to School printers. While our ICT Department will not undertake mechanical repairs, all devices will be under warranty, so any technical faults will be addressed under this.*

*The IT Support Desk will assist with any issues with the pen. School technicians are the only ones who should open the pen, even to change batteries.*

When my son/daughter's device is re-imaged will he/she lose all their School and personal files?

*Yes, all files stored on the device will be deleted through the imaging process. Students are encouraged to use their All Saints' OneDrive to store all of their files. Files on OneDrive can be reopened after imaging or opened on the replacement device.*

Are my son/daughter's files backed up on the School server?

*No, all files are stored locally on the device. Students are encouraged to save all files onto their All Saints' OneDrive.*

Will my son/daughter be able to use the Outlook desktop application to access their School emails?

*Yes, students are no longer required to login to the school portal to gain access to their email.*

Can my son/daughter personalise the software (do we means settings?) on their device?

*Yes, students can alter backgrounds, energy settings, screen brightness, icons and cursors*

*Note: These custom settings will be lost after a re-image.*

## Practical Matters

What if my son/daughter leaves their device at home?

*As with any tool or textbook, if students leave their school computer at home they are responsible for getting the work completed. A loan or rental device may be available, but can't be guaranteed.*

Can students install their own software, or will this be restricted/disabled?

*Yes, students will be able to install their own software, providing that software has been legally purchased and does not impact any software that has been installed by the School. Any software that facilitates illegal sharing and download of music and videos using peer to peer networking (e.g. LimeWire), will not be allowed. If there are any problems with the operation of the device as a result of software that has been personally installed, the device will be re-imaged to its original state and any student installed software will be lost. Students are required to back up all files regularly in the event of the device needing re-imaging.*

When the student returns the computer at the end of the Programme will the IT Department save their files and give them to the student?

*No, once the device is returned, all files will be removed. It is the student's responsibility to backup any personal files that are on the device prior the re-imaging of the device when the student leaves All Saints.*

What if the device runs out of battery charge?

*The One-to-One device must be brought to school each day fully charged. Students will not be permitted to bring electrical cords to class due to WPH&S issues. Students therefore need to charge their devices each evening, and we ask that your son/daughter take responsibility for placing their device on charge overnight. A loan or rental device may be available, but can't be guaranteed.*

Will my son/daughter be required to bring the digital stylus to every lesson?

*Yes. It can be attached to the protective case.*

What happens if my son/daughter loses the Surface Pen (stylus)?

*A new one must be purchased from the School uniform shop or a retail supplier (currently \$95 at Jun 2017).*

#### Do I need wireless internet at home?

*The One-to-One device is a wireless device that is most effective when connected to the internet. We have wireless access for all students across the School. If you already have wireless internet at home, the device will easily connect to this. Wireless routers are not overly expensive; you might consider talking to your internet service provider about options. Teachers will be encouraged to add all class materials to their class notebook which is accessible to students when offline.*

#### What sort of internet plan do I need at home?

*It is very important to check what type of internet plan you are on. Some plans charge you if you go over your monthly download allowance, others give unlimited downloads and slow your connection down if you go over your monthly limit. The unlimited plans are the safest and best value. We suggest you check with your ISP (Internet Service Provider).*

#### How often will the device be used at school and what will it be used for?

*The devices are intended for use at school on a daily basis, although it will not replace the use of all the tools we currently use in class.*

#### Can other members of the family use the device?

*We advise against any other members of your family using your son/daughter's device. We believe that ownership of the device is an important aspect of any One-to-One Programme. As part of their growing responsibility as a 'digital citizen', it is important that each student is aware of the fact that they are responsible for the device and for the contents of that device.*

#### Will all textbooks and novels be available electronically for all year levels in 2018?

*Our ultimate goal is that the device will replace the need for students to carry textbooks and the Student Diary. However, while many e-textbooks will be available for the One-to-One device, textbook publishers are still working hard to catch up with technology.*

*While many electronic textbooks are available, the selection of these over traditional paper will be made based on what is best for the particular curriculum.*

#### Will the Surface Book come with a mouse?

*No, the device will be equipped with a 'touch pad' and the 'Surface pen', which is far more functional than a mouse. We encourage your child to use the myriad of features available on the mouse pad. If your son/daughter prefers to use a mouse, you can purchase one relatively inexpensively for their use. Students will be encouraged to utilise the stylus to interact with the device where ever possible.*