



ST LAURENCE'S COLLEGE

A Catholic school for boys in the Edmund Rice Tradition

Student Laptop Program – Information Booklet 2021



St Laurence's College

STUDENT LAPTOP PROGRAM

Student & Parent Information Booklet

(2021)

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SECTION 1: Introduction

Educational Rationale

The world in which we live and learn is increasingly shaped by technological advancements. The current Australian Curriculum has been written to provide a foundation for learning across seven general capabilities; one of which is competence in Information and Communication Technologies (ICT). Students develop competence within this general capability when they learn to use ICTs effectively and appropriately to access, create and communicate information & ideas to solve problems within a collaborative environment. Hence, learners are required to be flexible, adaptive and collaborative individuals who can gather and analyse information from a wide variety of sources.

As responsible and professional educators, St Laurence's College provides the technology required for a modern curriculum, in the hands of the students. The incorporation of individual, portable devices for students provides self-guided control over their learning and supports the rapid communication and representation of knowledge within a variety of contexts and for a variety of audiences. The College 1:1 laptop program seeks to provide students with the tools they need in a rapidly changing world coupled with the development of personal responsibility and ethical conduct in line with our College Vision and Mission statements.

Guiding Principles

As a school community, St Laurence's College prides itself on caring for the diverse range of students who are enrolled. As such there are several guiding principles that underpin the decision making in relation to the administration of this program. These guiding principles are:

- All boys will be supplied with a device regardless of socio-economic disadvantage. The College reserves the right to subsidise the cost of the program for disadvantaged students.
- The College retains the right of ownership over the device for the duration of its use within the program. All devices are expected to have a 3 - 4 year life-cycle.
- The Accidental Damage Protection (ADP) included within the cost of this program provides the opportunity to make a single claim in each calendar year. ***The ADP cover does not extend to negligence or theft of the device.*** Claims in addition to the initial calendar year claim will incur a cost equal to the total cost of parts and labour to repair the device.

Device Details

The College has chosen to supply the ***Dell Latitude series laptop*** computer as a proven robust and reliable education class device. In addition, the student receives a TANC laptop case which must be used at all times when transporting the laptop.

SECTION 2: Caring for Your Device

Students are responsible for the care and security of the laptop at all times. The laptop must be treated as a valuable piece of equipment and students will be held accountable for any damage or loss that occurs through negligence, in the form of additional financial burden to parents. Specific details relating to the Warranty and Insurance can be found in the documentation supplied with the device. Families are encouraged to read this documentation thoroughly.

Access to the internet, social media and email must be consistent with the Acceptable Use Policy: Information Communication Technology. Since the laptop remains the property of St Laurence's College, College IT staff reserve the right to access the contents of the device for the purposes of maintenance, security or to monitor appropriate usage.

At the College

Students are ***expected to bring their laptop to College every day***, in the same way in which they are expected to bring exercise books. The laptop will be considered to be an essential component of their educational toolkit. For this to be effective, there are several routine practices which must be followed. These include:

- **Charging Batteries** – When fully charged, the battery will allow a student to conduct the educational work continuously for a full school day. It is the ***student's responsibility to ensure that the battery is fully charged*** each night ready for the next school day. Please note that battery chargers should not be brought to school as there are no facilities to enable recharging.
- **Movement** – Provided with the laptop is a TANC hard-shell case. The cases are designed to provide laptops with an extra layer of protection. ***The laptop insurance policy requires that students carry their laptop inside this case when moving about the campus as well as to and from school.*** Please note, that the laptop must not be left turned on while inside the case for a prolonged period of time – there is a risk of overheating (particularly when left in direct sunlight).
- **Sleep Mode** – Closing the lid of the laptop will place the device in sleep mode and will enable faster start up for your next class. However, ***during lunch breaks and at the end of the day you should take the time to completely shut down your laptop.*** Do not close the lid until the computer has completely shut down and turned off.
- **Graffiti** – Students are not to deface or graffiti any part of the laptop. ID tags will be attached to the case to ensure easy identification.
- **Lunch time** – Students are ***only permitted to use their device in restricted areas of the campus during lunch breaks.*** These areas are limited to the Resource Centre and specialist classrooms that have been opened and are supervised by a teacher. ***Students should not use their laptop in the general yard*** due to the increased risk of accidental damage via collisions with other students and handballs. Students should also take care to ensure that drinks and foods do not come into contact with the laptop at any time.

At Home

Parents are encouraged to ensure that their son has a balance of outside activities and cultural pursuits. The laptop provided by the College is not intended to dominate a student's lifestyle and parents are encouraged to monitor the amount of "screen time" to which students are exposed and discuss strategies with their son for ensuring a balanced lifestyle.

The following tips are provided as a guide to good practice:

- Furniture – encourage your son to use the laptop on a desk when working for an extended period of time (eg; when working on an assignment). This will ensure a better ergonomic position is adopted and removes the heat transmitted by the device from direct contact with the body.
- Position – place the laptop in a comfortable position when using it. The top of the screen should be just below eye level, approximately one arm length away and centered in front of the body.
- Optional Extras – a better ergonomic setup can be achieved by adding a Bluetooth mouse, keyboard and a large monitor if desired. Care should be taken in the selection of a monitor to ensure it is compatible with the device and the appropriate adaptors are purchased.
- Regular Breaks – users are encouraged to stand up or take a short break every 30 minutes when working for an extended period of time.

SECTION 3: Software and Data Management

Each laptop will be deployed with the St Laurence's College approved software image configured for use on the College network. This image will contain all the licensed enterprise level software that the student will need to engage in their studies. Students may from time to time, be required to install additional software using a license key provided by their teacher (applicable to smaller groups of students for software where there is restricted site licensing). Software updates will normally be deployed through the network however, in rare cases the laptop may be recalled for re-imaging.

The current suite of software includes:

- Windows 10 or similar
- Microsoft Office
 - Word
 - Excel
 - Access
 - PowerPoint
 - Publisher
 - OneNote
 - Outlook
- Adobe Creative Cloud Suite
 - Photoshop
 - Illustrator
 - InDesign
 - After Effects
 - Premier Pro
 - LightRoom
 - Media Encoder
- Autodesk Suite
 - Inventor
 - Revit
 - Autocad
- Virus Protection

Please note: Base software differs between the Primary, Middle and Secondary School.

Online versions of textbooks (where available) will be available as downloadable PDF files (through SLOODLE – St Laurence's Moodle site) or web hosted by our nominated eBook provider, Box of Books. Students will be instructed on how to access eBooks via Box of Books by their classroom teacher.

Note: Software installed by the school is copyright and must not be distributed or deleted.

Other Software

Students may have partial rights on their laptop to load and install the drivers they need for printing at home. *The ability to install software such as games and additional programs not licensed by the College will be restricted.*

Protecting Data

Backing up data and files is critically important and **is the responsibility of the student**. All students have access to Microsoft OneDrive cloud storage. Students are responsible for the management of files stored on the laptop and OneDrive. Students are encouraged to set up an appropriate file structure within their file storage options and will need to take responsibility for the regular syncing of this folder(s) to an alternative source for protection from loss of important content. Please note that portable USB flash drives or SD cards are not suitable for long term storage of data as they are prone to failure. ***Loss of data will not be accepted as an excuse for non-submission of assessment.***

SECTION 4: Technical Support

IT Help Desk

Students may access the IT Help Desk for any issues they may be having with their device. This area will be available from 7:30am to 3:30pm on school days. Students may access the Help Desk before and after school or during normal scheduled lunch breaks; not during class time.

If a student is experiencing issues during a lesson, it will be up to the discretion of the teacher as to whether they give the student the permission to visit the IT Help Desk. Students who access support during a lesson must present written permission from the teacher or they will be redirected to return to class. Please note that technicians may not be available to service student issues during scheduled lessons as this time will be prioritised for completion of other infrastructure maintenance and scheduled meal breaks.

College based technicians will only spend a short period of time attempting to resolve an issue presented by a student. If the diagnosis of the fault requires a longer period of time, the device will be sent away for repairs and a "Hot Swap" will be organised. Please note that hot swaps will not be given to students who have left their laptop at home; failed to charge their battery overnight, or to students who use their laptop outside the guidelines detailed in this document or the Acceptable Use Policy: Information Communication Technology.

Note: Given that the laptop is formally owned by St Laurence's College, all damage or problems must be reported to the College IT Help Desk as soon as possible. Maintenance and repair operations will be undertaken by SLC College IT staff or by an approved support vendor. Maintenance and repair work undertaken by any party that is not approved by the College is strictly prohibited. Unapproved repairs or changes to devices will void the Dell Warranty Policy.

SECTION 5: Accidental Damage Protection

Students should report a damaged laptop to the IT Help Desk immediately. If the damage occurs outside of normal school hours, then the issue should be reported on the following school day at the earliest possible time. Students will be asked to complete a report outlining how the damage occurred and this incident form will become the basis of the insurance claim.

The laptop is covered by the College through Dell's Accidental Damage Protection Insurance. Some key summary points from this policy are listed below:

Lost or Stolen Laptop

In the case of a lost or stolen device, you must contact the College immediately and report it to the Police. It is necessary to have a police report to present to the College. Where this occurs outside of normal business hours, please notify the College via email ithelpdesk@slc.qld.edu.au and phone the school when normal operating hours resume. **Please note that the device is not covered for theft/loss** and in such cases a replacement must be negotiated with the College.

Malicious Damage

If the laptop is damaged and it is deemed malicious, deliberate or non-accidental, parents will have to meet the costs of repairing the device, including the full cost of parts and labour, or replacing the device as this is not covered under insurance. Parts and labour quotes are provided by Dell.

Excess Claims

The College ADP policy covers the student device for one (1) accidental damages claim within a 12 month period. Claims in excess of the one claim per 12 month period will attract the full cost of parts and labour for the repair of the device. Parts and labour quotes are provided by Dell.

Travel

Care should be taken not to take the laptop on family holidays. **The device is not covered for accidental damage for any overseas travel.** Students must also take care to protect the device on public transport. The laptop must be in the hard shell TANC provided **and** inside the student's school bag. Students should not leave bags unprotected in public places and should endeavour to protect their bag from the weather. **Please note that the device is not covered for theft/ loss of any kind whilst the product is in-transit.**

SECTION 6: Frequently Asked Questions

Below is a list of commonly asked questions by staff, students and parents. As more questions are asked by the community we will endeavour to update our FAQs.

Who owns the device?

The device remains the property of St Laurence's College for the full 3 – 4 years of its expected life performance. Your son is responsible for the device and its care. At the end of the life cycle, students may be issued with a new device. Primary school devices allocated in Year 5 are carried forward by the student into Year 6. Students will receive a new device in 7. For example, if Tom Brown started school at Year 5 and graduated at the end of Year 12, he would use 3 devices, The first in Year 5, the second and Year 7 and the 3rd in Year 10.

Does my child keep the device if he leaves school?

No. As the College retains ownership of the device, students are required to return their laptop to the IT Department. These devices will be wiped securely, re-imaged, and then provided to a student entering the College. Options to purchase the device **may** be provided at the end of Year 12.

How will the laptop be distributed?

Distribution will take place in the first week of Term One and occasionally in the second week. ***Students and parents are required to sign-off on the Student Laptop Agreement*** (see Appendix 1) prior to taking the device off campus. Please note, you will have already signed these documents as they will be distributed to you electronically via email. Using Docusign, you can sign the forms digitally.

How much will the program cost?

Parents will pay for the program through their fees each term. A fee will be charged each term for the duration of the program. This covers the cost of the device, accidental damage protection, software and technical support. It does not cover the cost of network infrastructure or online textbooks. These items will continue to be funded by the ICT Levy and the Resource Grant.

Why can't my son bring his own device?

Some students already have a notebook or similar in the home environment and this may seem like a cost effective solution for families. However, the cost of providing appropriately licenced software is prohibitive for families. The College is able to purchase site licences; enterprise level software packages and the device itself at education pricing levels from the providers. These represent a substantial discount from the retail prices general customers are required to pay.

Is it compulsory for my son to bring his laptop to school each day? What if he does not bring it?

Yes it is compulsory for students to bring their laptop to school each day. While the device may not be utilised in every lesson, it is an essential tool for their learning; just like their exercise books. Students who forget to bring their device to class will be required to complete all activities using pen and paper and may be required to catch up on any online activities for homework. Students who regularly fail to bring their device will be referred to the HOH for further consequences.

On special occasions, such as the Athletics Carnival or Walkathon; boys will be advised to leave their laptop at home.

Will my child still have textbooks and exercise books?

Yes they will. Students will still need exercise books as not all work will be completed on the tablet. Online versions of textbooks will be made available wherever possible.

How does my son carry the device around the campus?

All laptop will be supplied with a protective TANC case. Students are required to transport the device in this case as they move around the school. When not in use, the device must be stored securely in their locker. When moving to and from school, the device must be in the TANC and the school bag. The TANC will protect the device from accidental spills and as textbooks move online, the overall weight of a student's school bag will decrease.

Can students use the devices during breaks?

Students will have access to some device friendly environments such as the Resource Centre however; they will not be permitted to use the laptop in the general yard due to the high risk of accidental damage.

Will the device fit in the locker with all the other equipment?

The laptop and bags have been tested in the lockers. They can easily be stored on the shelf although care should be taken not to store too much equipment on top of the device. The locker should always be left locked when left unattended.

How do students recharge their device during the day?

Students are required to recharge their laptop overnight. There are no provisions within the College to allow students to recharge.

What happens if the battery does not hold its charge?

All issues related to battery life should be reported to the IT Helpdesk. Faulty batteries will be replaced under warranty. Batteries which are ex-warranty will be replaced by the College if they are deemed to be faulty.

Student Laptop Agreement

1. Purpose

- 1.1. The Student Laptop Device, including its suite of installed software and associated online College services, is provided as a powerful educational tool to enhance student learning both at the College and at home.

2. Equipment

2.1. Ownership

- 2.1.1. The College retains ownership of the laptop.
- 2.1.2. All material on the laptop is subject to review by authorised College staff.
- 2.1.3. If the student leaves the College, the laptop must be immediately returned to the College. In the event the device is not returned you will be billed the full cost of the device.

2.2. Damage or theft/loss of loss of equipment

- 2.2.1. All devices and batteries are covered by a manufacturer's warranty. The warranty covers manufacturer's defects and normal use of the mobile device. It does not cover negligence, abuse or malicious damage.
- 2.2.2. Any problems, vandalism, damage, loss or theft of the device must be reported immediately to the College and a witnessed statutory declaration signed by a parent/guardian must be provided. It is required that the laptop is included in your household contents insurance and where possible to cover the laptop whilst outside the home. This policy will be the first point of call for a claim arising from loss or damage. You will be required to pay for the repairs to the extent that they have not arisen from reasonable wear and tear and to the extent that they are not covered by insurance. You may also be required to pay for any excess on the insurance policy.
- 2.2.3. In the case of suspected theft a police report must be made by the family and an event number provided to the College.
- 2.2.4. If a laptop is damaged or lost through neglect, abuse or malicious act, the College will determine whether replacement is appropriate and/or whether the student retains access to a College device for home use.
- 2.2.5. Students will be required to replace lost or damaged chargers, cases and accessories.

2.3. Substitution of equipment

- 2.3.1. When a laptop is replaced all efforts will be made to replace it with one of similar age.

3. Standards for laptop care

3.1. The student is responsible for:

3.1.1. Bringing the laptop fully charged to College every day.

3.1.2. Taking care of the laptop in accordance with the guidelines outlined in the *Student Laptop Program: Student & Parent Information Booklet*.

3.1.3. Adhering to College guidelines on acceptable use of online services, internet use and College equipment as per the *Acceptable Use Policy: Information & Communication Technology*.

3.1.4. Backing up all data securely. Loss of assignment work due to technical failures is never accepted as a valid reason for non-submission or late submission of assessment materials. Schoolwork should be backed up, this does not include mobile memory sticks used to transport data to and from the College. One backup location should be the student's storage area, Microsoft OneDrive. Student's personal data including photos and movies should be stored on a personal external storage device. Students must be aware that the contents of the laptop will be deleted and the storage media reformatted in the course of repairs.

4. Monitoring, evaluation and reporting requirements

4.1. Students will report:

4.1.1. Any internet site accessed that is considered inappropriate.

4.1.2. Any suspected technical security breach involving users from outside the College.

4.2. Students also understand that:

4.2.1. In cases involving either College equipment or the use of network services, authorised College staff members are able to track and view communications including the content and transport information of email, social network service messages and other forms of electronic communications as required.

4.2.2. Authorised staff may inspect laptops and any other device that students bring to the College in order to audit digital files for inappropriate content, hazardous viruses, other malware and illegal software.

Appendix 2 - St Laurence's College – Laptop Incident Form – 2021 V.2

Student Number: _____

Student Name: _____

Admin Class: _____

Student Laptop Asset Tag: _____

Loan Laptop Asset Tag: _____

Fault Issue: _____

Has this been logged with IT Before? _____

Fault:

- LCD Chassis Keyboard Palmrest B/Door Power Hard Drive
 Wireless Other

Has laptop been repaired for damage before Yes / No If Yes when: _____

Date of Incident: _____

Location: _____

Time: _____

Witness: _____

Were Police notified? _____ If Yes, Report Number: _____

Description of Incident/Fault

Please include as much as information as possible:

- Laptop was dropped Laptop knocked off desk Warranty Other

Details: The information below is provided to Dell for an insurance claim it must explain how all damage occurred while the laptop was in your care:

Please Note: Statements like “I came back and it was broken” or “I don’t know how it broke” are **not covered by insurance**. The laptop is supposed to be either with the student, secured in locker or at home and if so the student should know how any damage occurred.

All data should be backed up by the student prior to repair. During any repair or service, data loss is possible. It is the student's responsibility to ensure files are backed up at all times, especially prior to any repair. Please sign below to verify the above information is correct and you have backed up your data.

Student Signature: _____

Damage or theft / loss of equipment

All laptops are covered by a manufacturer's warranty. The warranty covers manufacturer's defects and normal use of the laptop. It does not cover negligence, abuse or malicious damage. All laptops are covered by an Accidental Damages Policy. This plan covers repairs associated with accidental breakage caused from drops and falls etc. It does not cover negligence, abuse or malicious damage.

Student laptops are covered for one (1) incident per year, from date laptop was purchased. Subsequent accidental damage occurring in the same 12-month period will be charged to the parent account for the full cost of parts and labour.

Any problems, vandalism, damage, loss or theft of the laptop must be reported immediately to the College.

In the case of suspected theft, a police report must be made by the family and an event number provided to the school.

Replacement cost for lost or stolen equipment is the responsibility of the family. If a laptop is damaged or lost by neglect, abuse or malicious act, the Principal will determine whether replacement is appropriate and/or whether or not the student retains access to a laptop for home use.

Students will be required to replace lost or damaged chargers, batteries and other peripheral equipment supplied by the College.

I acknowledge that as explained the first accidental damage incident incurs no cost, however subsequent damage requires payment for full parts and labour.

Parent Name (Please Print)

Parent Signature

Technician Troubleshooting and Notes:

LCD Screen Test Diagnostics Power/LEDs 2nd Screen BIOS Updated Update Drivers

Working Charger USB Ports Ethernet WiFi Adaptor Re-Seat RAM Re-seat Battery

Additional Notes for Dell Technician

Please replace all parts Issue Intermittent Repeat Issue LCD Hinge Loose

Parts Replaced by Dell Technician

Screen Chassis Keyboard Motherboard RAM Battery WiFi Card

SSD

Additional Notes:
