LAPTOP

PROGRAM

HANDBOOK

2017
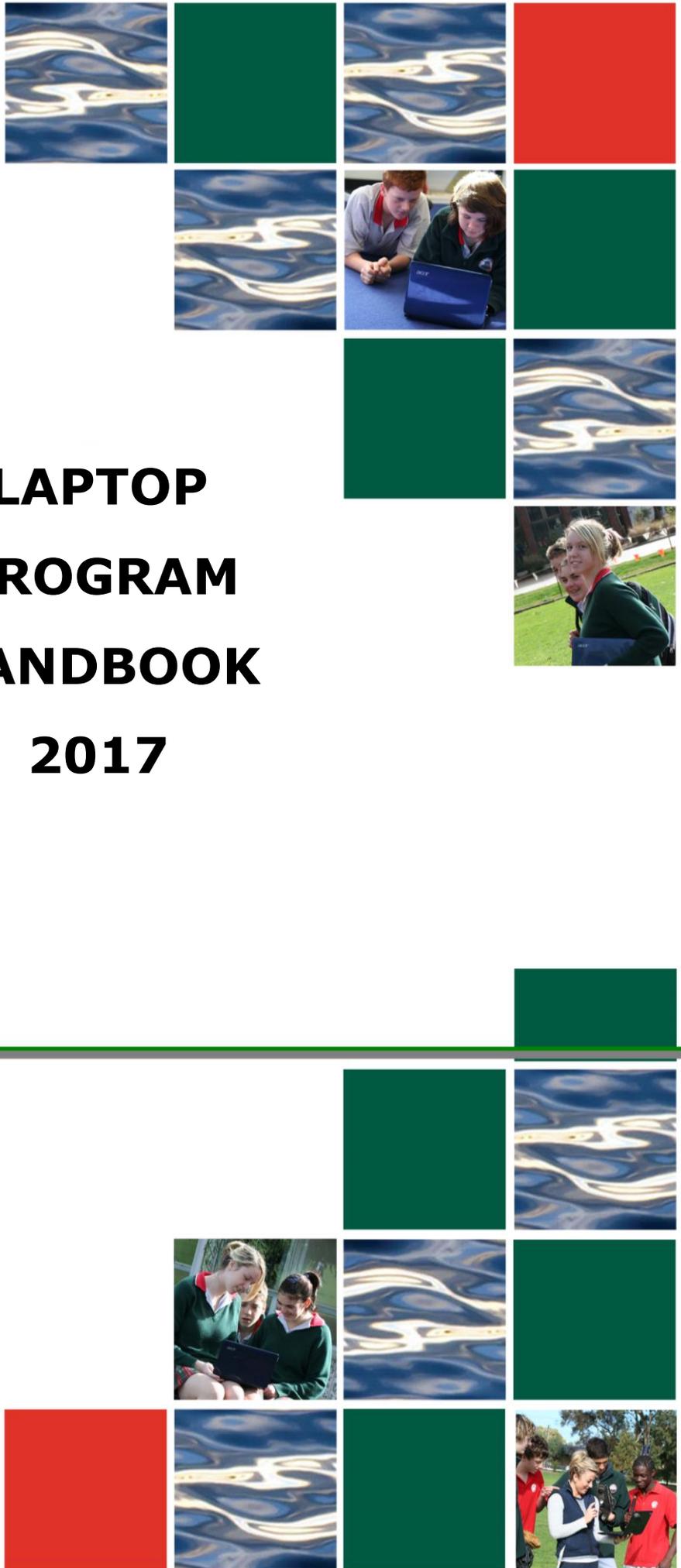
Laptop Handbook

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1. Vision and Rationale

Henley High School has a strong focus on Information and Communication Technology (ICT) literacy that will enable students to be successful global citizens in the 21st century. ICT is a significant feature in the school's strategic plan and the school has invested heavily to support this vision.

In 2010, Henley established a 1 to 1 model where we have a laptop for each student in the school and for 2017 all Year 8 students will be offered the same options. The goal is to ensure that all students have access to unlimited opportunities to learn anytime, anywhere and that they have the tools that make this possible.

2. Ownership Model

The 1 to 1 Laptop initiative is a parent/school shared-cost model.

Take home 24/7; This has been a very popular option, the laptop will be owned by the school and parents make a contribution to its cost (the Additional ICT Levy) in exchange for 24/7 access. The shared cost model has the following distinct benefits to parents including:

- Afterhours access to extensive bundled software
- Extended four year warranty
- A secure locker is provided during school hours and strong satchel style protective bag that fits neatly in school bags for afterhours sturdy storage
- Taking the laptop home for extended after-hours access

It ensures a consistent platform, which in turn

- Facilitates curriculum delivery
- Management and support of devices
- Enables the school to retain control over how the laptops are used for the lifecycle of the device in the school

3. Cost of Additional ICT Levy

In 2015, our **Year 8 students** embarked on a '2 laptops over 5 years' program where students are provided with 2 laptops over their 5 years at the school with the total cost being $2500. This amount is then spread over 5 years which means each student pays $500 per year for their laptop. The '2 over 5' program means students would receive a new laptop in Year 8 and then a new, latest model laptop again in Year 11. This would ensure that laptops are performing at the optimal level that is needed when students are entering their senior years of schooling. All laptops will have four years warranty provided.

New **Year 9 and 10 students** will have the option to purchase a new laptop through the school. They will only be required to purchase the one laptop, as the four years warranty will last for the remaining years at school. The cost of the one laptop is $1250. The cost will be spread over 3 years as outlined on the Agreement to Pay form.

Students who choose to take up the no-cost Daily Borrowing option, will only be able to do so until the end of Year 10. As daily borrowing is not an option available for Year 11 and 12 senior students, the purchase of a laptop will need to be negotiated at the end of Year 10. Parents will need to sign a contract and a 'Commitment to pay for Additional Levy' before the device is handed out.

New **Year 11 - 12 students** will have the option to purchase a new laptop through the school which will have four years warranty at a cost of $1250. Students in Year 11 can pay an upfront payment of $1250 or divide the cost over two years, payment being $625 per year or through payment plans negotiated with the Finance Office.

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3. Cost of Additional ICT Levy (cont'd)

Newly enrolled Year 12 students will be able to choose between purchasing a new laptop through the school for an upfront cost of $1250 or pay a non-refundable payment of $200 for a 'lease' of a laptop for the one year of the student being at school. The leased laptop will need to be returned before the student leaves the school. Students will receive an invoice for the full amount for non-returned laptops.

Note: The purchase of the new laptop option is also available for any student who currently has a school supported laptop that is coming out of warranty.

The laptop costs include:
- Infrastructure costs
- Additional technical support costs
- Cost of devices
- Cost of carry cases
- Warranty costs
- Software costs

The annual cost to parents is outlined in the above options listed. This can be paid as a yearly lump sum payment or by instalments arranged through the school Finance Officer. This cost will be set when each 'Contract' is initiated.

4. Guidelines for Participation

Prior to devices being issued to students:
- Parents will need to choose an option, sign a Laptop Agreement Form agreeing to the terms and conditions of the program if they wish to participate in the laptop scheme.
- All parents and students participating in the program are expected to attend an induction meeting where the laptops will be issued.
- Each device will be imaged with the permitted school image for each and registered in the school laptop database with a unique identifier against the students' ID.
- Students will be given a further induction to ensure that they are familiar with their roles / responsibilities by Care Group and subject teachers.
- Laptops will be required to be carried in the hard carry case provided.
- The 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 OK but must be removable. The barcode and name on the bottom of the device should not be altered. The protective carry case may be personalized to promote easy identification. If the device is not in its original condition upon its return, and the family is not purchasing the device outright, a cost will be incurred.

6. Early Return Policy

If a student leaves the school prior to the end of the laptop's 3-year lifecycle there are several options they can choose. The laptop can either be returned to the school and if all fees are up to date and the device is in good working order, there will be no more to pay and the contract will cease. The device must be returned in the original condition it was when issued and personal identifications must be removed. If the device is not returned in this condition, an additional re-detail fee of $30 will apply.

In addition once the student leaves the school, access to software will de-activate within a period of 30-60 days, as they will no longer be enrolled and therefore will not fall within the school's licensing criteria and permissions.

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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 where if all laptop fees have been paid, it will then be owned by the student.

8. Device Specifications

It is expected that all devices will be of the same specification to assist in management 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

In October 2013, the school conducted an extensive review of all aspects of its ICT program. A number of recommendations were made based on the feedback received and reflective of future directions in the ICT industry and the needs of the school. One of the strong recommendations was that there would no longer be an option for students to BYOD's (bring your own device – private laptops) because of significant problems with compatibility of operating systems and batteries not lasting for the entire days learning. Since that time and following DECD requirements and recommendations, non-school or privately purchased laptops are not permitted to be used at school because of licensing and software agreements.

10. Warranty

Henley High School has arranged a 4 year warranty. Please note this warranty does not cover any loss, theft or damage at home or travel to and from home. Adding the allocated laptop to your household content insurance is **highly recommended** including advising your insurer of the travel to and from school. The warranty covers manufacturer's defects and normal use of the laptop. It does not cover negligence, abuse, malicious or accidental damage. (e.g. cracked LCD screens are not covered under warranty).

11. Loss and Damage Policy

If a laptop is lost or found, it must be reported and/or returned immediately to IT or Media Services. If a laptop is damaged in any way it should be reported to the IT Services Helpdesk immediately.
Conditions of this policy are as follows:
- The school must be notified immediately if a school owned laptop is lost, missing or damaged. Please note careless damage will be viewed seriously.
- 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.

12. Faulty Devices and Repairs

If a laptop is faulty or needs repair, technical support is available through the IT Services Helpdesk. This should be done at the advertised times and preferably not during lesson time. Students will be provided with a repair number when the device is "logged in" for repair. A **"hot swap" replacement** will be provided while the machine is being repaired. The loan laptops are for daily use only and need to be returned at the end of each day. The warranty will be voided if laptops are taken outside the school to repair.

13. Technical Support
Students experiencing technical and/or software faults should proceed according to 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 Helpdesk 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 Helpdesk so the technicians can 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 and delete all personal files.
- 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. Peer to peer software, torrenting programs or the use of UltraSurf or any other proxy bypass programs, including but not limited to VPN software, will result in significant consequences. Viruses and changed computer settings are the issue.

14. Software, Copyright and Intellectual Property
Each device will be loaded with a Henley High School approved software image configured for use on the school network. The image will contain operating system software, anti-virus software, standard Microsoft software and Adobe Collection.

Software installed by the school is copyright and must not be distributed or deleted without written permission from the school. The parent will need to sign off on a software use agreement when issued with the laptop. Students may add their own private software as required. This software must be legally purchased with a user licence and must not interfere with the running of the machine. The software must not be malicious or offensive or breach copyright laws.

Games, Music Non-school Applications
Henley High School does not object to the installation of non-school applications and files on the school laptops provided that 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 battery use)
- Do not affect the school's 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 rating and playing games, video during school time will impact on battery performance negatively. It is the student's responsibility for proper battery management. In particular, while some games have significant educational benefits, other games have little educational merit and may affect network function. As a result:
- The use of network games is banned
- No ad-hoc networks are to be formed

Where there is a contravention of this policy, consequences will include re-imaging the device which will result in the loss of data if back-ups have not been carried out effectively. Other sanctions may be imposed as appropriate and determined in consultation with the Coordinator of IT, Network Manager and the Head of the Sub-School.

15. Internet Usage
Usage

Students can access the Internet through the school's network while on site. Access to the Internet through the school's network at school will be monitored and subject to strict 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. (Consult your ISP for processes to do this). However, students are reminded that inappropriate downloads can be detected when the devices are connected to the school's network. The school is not responsible for content filtering while at home and it is not responsible for ensuring compatibility with home internet connections

Students will receive an 'in-service' on safe Internet usage and topics such as:-

- Personal information security
- Cyber bullying
- Copyright and online referencing
- Libel

16. Users and Security

Each student will be required to have an individual password for logging in to the school network. This password cannot be divulged to any other party under any circumstance. Sanctions will be taken against any sharing of passwords. Any attempt to break into 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 can, and will, be used to track user access and usage. Outside access will be monitored and referred to the police.

17. Virus Protection

- Anti-virus software (McAfee) and monitoring software will be loaded onto the device through the initial imaging process. Updates of this software may be scheduled at various times.
- If a student machine attempts to connect to the school network and is found to have a virus the laptop will automatically be 'cleaned'.
- Students should ensure that anti-virus software is kept up-to-date on their devices and regularly check for viruses. This can be done at no cost at the school.
- 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
5. Hundreds of viruses are discovered each month. Run your virus scan regularly

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.

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18. Web 2.0 Applications (Cont'd)

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 are 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. Networks and Network Security

Ad-hoc networks: Ad-hoc networks (the creation of a standalone wireless network between two or more laptops) are strictly forbidden while at school. The school's network security system will scan for, remove and report on any ad-hoc networks detected.

Wired networks: Students are forbidden to plug any device into the school's wired network. Any student caught with a device plugged into the schools wired network without permission, will receive an immediate suspension. The school's network security system will scan for and report on any non-school devices plugged into the schools wired network.

Hacking: Hacking is a criminal offence under the Cyber Crime Act (2001). Any hacking attempts will be forwarded to the police.

Packet Sniffing: Any type of software or hardware device designed to capture or view network data\packets is forbidden. Any student detected capturing network traffic will be suspended. The school's network security system will scan for and report on any device capturing packets.

20. Inappropriate Use

The Network Managers maintain computers and networks so that they operate effectively, and that the resources needed are available, and that the screen interface operates in a consistent way. The following guidelines are outlined to ensure all users are able to 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.
- It is the responsibility of students to maintain sufficient credit in their internet and printing accounts to allow subject related tasks to be carried out.
- 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 bulling or e-crime.
- No laptop (or mobile phones) 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 and place these images on the Internet or in the public forum.

21. Cyber bullying

E-technology provides individuals with a powerful means of communicating instantly with others in both positive and negative ways. 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.

The targeted person often feels powerless and may need help.

22. Electronic crime (E-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.

Cyber bullying can therefore be an e-crime, a fact often not clearly understood by those involved.

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.

Consequences

Any form of cyber bullying or e-crime will be dealt with through the school's "Harassment Policy" and "Acceptable Use of Technology Policy". These policies are published in full in the student diary and also on our web site. Serious breaches are a police matter and will be dealt with through State & Federal laws and SA police.

23. Security and Storage

During the school day when the devices are not being used (e.g. at lunchtime, during PE etc.), the devices should be kept either with the student or securely stored in their locker. If the student is unable to keep the device on their person, then the device needs to be securely stored in their locker. The device must be properly powered off prior to storage to preserve battery life and to prevent heat build-up.

24. 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.

Battery Life

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.

Conditioning the battery

The battery needs to be conditioned to ensure a long life. The laptop battery should be completely powered down before recharging. It should then be fully charged overnight. This needs to be repeated 3 times before you run the laptop from the power outlet.

RUN DOWN FULLY/RECHARGE/RUN DOWN FULLY/RECHARGE/RUN DOWN FULLY/RECHARGE

Then it can be used connected to the power outlet if needed. This is not usually required as the laptops run effectively when fully charged.

Charging

Students should bring the laptop to school each day fully charged. Classrooms have no facilities to recharge laptops.

Students will not be permitted to recharge laptops at school as per Work Health & Safety regulations.

25. Backup and Data Storage

It is important to keep backups of critical student work. There are number of options students should consider. Work can be stored to the laptop C: or D: drive or the student's OneDrive for Business Storage. This should be regularly backed up to a USB device, a portable USB hard drive or to One Drive for Business cloud storage.

The school cannot be held responsible for lost work due to a failure to do backups.

26. Printing

At school you will be able to select a nearby printer to use through "Web Print".

At home you may need to save your work to a USB storage device and print from a computer connected to a printer. You may also want to install your home printer to the laptop. You can also print to a printer with a wireless network card that is connected to your modem if you have this feature. Your supplier can give advice on how to set this up, the school is unable to support you with this.

27. Caring for your Laptop

Packing away your laptop

- 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 will become 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.
- You still need to be careful with the laptop while it is in the bag. Do not drop the 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.
- Be careful when putting the laptop in the car or bus that no other items are on top of it and nothing will roll on to the laptop bag
- Laptops should be switched off before being placed into the bag

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. It is strongly advised that all users are aware of the care required to look after the LCD screens. This is the main repair task that the schools faces each year and students will be charged for this damage.

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

AC Adaptor

- 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
- Do not wrap your cord too tightly around the adapter box
- Be aware of the power savings that come from running your laptop effectively from battery after being fully charged. This can amount to a significant amount per year.
- Powering or charging of devices at school will not be possible due to WHS compliance advice.