LAPTOP PROGRAM HANDBOOK 2020

STUDENT
LAPTOP POLICY AND PROCEDURES

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STUDENT LAPTOP POLICY AND PROCEDURES

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OWNERSHIP, MODEL AND COSTS

The Year 10 Laptop program has successfully been in place since 2016. The school purchases the laptops and parents pay the school back over three (3) years for the cost of laptop, and students have 24/7 access. All students have the same laptop model, ensuring a consistent platform, which in turn has the following benefits:

- Laptops can be taken home for after-hours access with appropriate software already installed.
- Three year warranty
- Software licensing is covered by DECD agreements
- Management and support of devices with onsite repairs and a 'hot swap' loan machine when necessary
- Students have a consistent brand and model of laptop that is imaged by the school to connect efficiently to the schools wireless network

The laptops cost also includes:

- Infrastructure costs
- Technical support costs
- Accessories
- Warranty
- Software

A loan option (for an older laptop) is also available for students who do not opt to purchase.

Elements of This Policy and Procedures booklet apply depending on the ownership structure.

INSURANCE

Students who are purchasing a laptop through the school are covered by the three year (3) manufacturer's warranty but any losses caused by non-warranty damage are borne by the student. It is strongly advised that the laptop be added to a household policy or that separate cover is taken out against accidental damage, theft or loss.

The warranty on a new laptop covers all repairs for a period of three years. Students/parents are not responsible for defective parts or repairs covered by this warranty, unless they have breached warranty conditions.

OWNERSHIP

Year 10 students will have the option to purchase a new laptop through the school which will last for the remaining years at school. The cost of the laptop is $1,020 plus $30 for carry bag, and payments can be spread over three (3) years. A Direct Debit or payment arrangement can be made with the school's finance officer. The 'loan' fee option is $200 per annum.

Laptops that are being purchased by the student, remain the school's property and at the end of the device's 3-year lifecycle, and if all laptop fees have been paid, it will then be owned by the student.

If laptop payments are not made by the scheduled date/s, students will have their laptop revoked and they will need to borrow the laptop daily (and return at 3.25pm each day) from the IT Support Office, until payments are up-to-date.

The $200 loan fee paid per annum is for laptop supply, support, software and general maintenance, troubleshooting, replacement batteries and power cords etc for the laptop, and is not a fee charged towards gaining ownership of the laptop.

Guidelines for Participation

Prior to devices being issued to students:

- Parents will need to choose an option (loan or purchase) and sign the appropriate form agreeing to the terms and conditions of the program
- Each device will be imaged with the permitted school image and registered in the school laptop database with a unique identifier against the student name
- Laptops will be required to be carried in the laptop bag provided
- The laptop must be available for use at school each day
- Parents can have access to the student's password and laptop
- As the laptops are School property, they are not to be disfigured in any way (no stickers, pen marking, etching, graffiti etc)
- Replacement laptops are not available if a laptop is left at home.

Early Return Policy

If a student leaves the school prior to the end of the laptop's three (3) year lifecycle, there are several options they can choose.

- If loaned, the laptop needs to be returned to the school and all outstanding loan fees paid in full
- The device must be in good working order, and in the original condition it was issued and personal identifications must be removed. If the device is not returned in this condition, an additional repair fee will apply.
- If purchasing the laptop, it must be paid for in full which means that any balance remaining is to be paid in full prior to the student leaving school.
- In addition, prior to a student leaving or transferring from the school, the laptop must be factory reset to the original "out-of-box" format. Please allow 7 days for this to be done. (When a student leaves the school, software must be removed because the student is no longer accessing the school's network and licensing and permissions agreements.)

End of Lifecycle Process
Laptops that are being purchased by the student, remain the school's property and at the end of the device's 3-year lifecycle, and if all laptop fees have been paid, it will then be owned by the student.

Device Specifications
All new laptops purchased for 2020, will be of the same specification, to assist in management, imaging and curriculum development. Students are not permitted to change the device specifications, make modifications or add upgrades. Please note that the device warranty is VOID if attempts are made to change the hardware.

PRIVATE DEVICES AND PRIVATE INTERNET USE
It is highly recommended that students do not bring their own laptop because of significant problems with compatibility of operating systems and software requirements. Also, students cannot use the school's network or internet on their own devices. Our concerns with students who bring their own laptop and also bring their own internet modem/USB or similar are: students have no filtering or internet monitoring so can therefore be looking at unsafe or inappropriate sites or images and downloading unsafe or inappropriate material that the school has no control over
- there is strictly no technical support for users when issues arise

- the school cannot be held responsible for any inappropriate activity/use/downloads
- Students have unnecessary extra costs incurred when they could be using the school supplied internet.

WARRANTY
New Lenovo laptops have a three (3) year on-site warranty but this does not cover any non-warranty loss, theft or damage at home or travel to and from school. Adding the allocated laptop to your household contents 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. (eg cracked LCD screens are not covered under warranty).

Loss and Damage Policy
- If a laptop is lost, found or damaged in any way, it must be reported to the IT Support Manager immediately.

Technical Support, Faulty Laptops and Repairs
- If a laptop is faulty or needs repair, please advise the IT Support Manager immediately. If appropriate, a 'hot swap' replacement laptop will be provided while the machine is being repaired. The warranty will be void if laptops are taken outside the school to repair.
- Students experiencing technical and/or software faults such as a hardware fault, mouse pad, screen or keyboard not working, machine jamming, programs not loading, internet not working etc, should take the laptop to the IT Support Manager to determine what repairs are needed. For significant performance issues a re-image may be necessary which will completely reset a laptop to original settings and delete all personal files stored on the computer or desktop.
- It is the student's responsibility to BACK UP FILES BEFORE RE-IMAGING, and it is important for files to be saved appropriately on the school's network.

Technical Maintenance
- Students and Parents are reminded that updating and maintaining the laptop is essential in minimizing problems.

- The School will require the laptop periodically to perform routine maintenance, upgrades and checks. Some of these tasks are performed whilst the student is logged onto the school network and on shutdown each day.
- Maintenance may include re-imaging of the laptop if there are significant operational issues. This means that the laptop will be returned to its original configuration and consequently, all data on the hard drive will be deleted.
- Technical Support for the laptop will only be given during school hours for school equipment. The school is not responsible for Technical Support at home (ie. Internet and printer setup, and configuration for home use).

Safety Maintenance
- Allow adequate space around laptop for ventilation purposes.
- Do not rest the laptop on your lap as it can overheat.
- Do not use near food or drink.
- Do not expose or use near sun, sand and water.
- The laptop may not be adapted, reconfigured or repaired by anyone, except the school's IT Support personnel, or an authorized reseller/repairer. Failure to do so may render the warranty void and the user may be liable for additional charges.
- If there is a Hardware or Software issue with the laptop, it must be reported immediately to the IT Support Manager.

DATA
Laptop users are responsible for ensuring their data is backed-up using the prescribed method. As well as saving to the student "home drive" on the school network (which is mandatory), a backup hard drive is highly recommended and students are expected to back up their files regularly.

Files saved on the school network (student's "home drive") are part of a daily backup procedure. It is NOT good practice to save files to the laptop hard drive or desktop only as these files may be deleted automatically when the computer performs updates.

Best practice suggests that backing up should be done at the end of each day. Be aware that if a laptop goes to IT Support for repair it may have the hard drive erased and the programs reloaded. This means that all student data will be erased. Students are responsible for their own data which should be saved appropriately on the school network and their backup drive.

Students also have access to Office 365. Fact Sheets on how to use this have been given to all students.

SECURITY
Laptop users are responsible for the following:
- Taking laptop home each night and charging. (They should NOT be left at school).
- Not leaving laptop in vehicles or unattended
- Laptops are not to be shared with or used by another student.
- Are responsible for all data downloaded onto the hard drive of their laptops.
- Should ensure the integrity of their passwords. The School and respective parents are the only other parties who should have access to the laptop.
- Laptop name labels must be in place and visible. If they become damaged or worn, they must be replaced immediately by IT Support.

OPERATION
- The laptop is to be shutdown correctly before leaving school every day. Closing the lid without logging off and/or shutting down is not appropriate and causes operational issues
- If the laptop recommends that updates are to be installed, these updates must be installed for the laptop to function correctly.
- Laptops are to be charged at home, so they are ready for use at school each day. An overnight charge is recommended.
- Students are to save their work often and a good guide is every 10 minutes.
- Be aware that flash drives (USB) and external drives are prone to failure, without any warning.

BATTERIES
- Batteries are rated to last up to 11 hours (dependent on usage).
- It is student's responsibility to charge the laptop every night. Laptops should NOT to be charged at school, as it is against WHS guidelines.

USERS AND SECURITY

- Each student will be required to have an individual username and password for logging into the school network. The password cannot be divulged to any other party.
- Students are to use their laptops according to the rules in the Acceptable Use of Information Technology Resources Policy.
- Laptops are to be stored in student lockers during recess and lunch, which are to be locked at all times using the combination lock supplied by the school.
- Desktop wallpapers and screen savers must be appropriate and meet the school standards.
- As the laptop is the property of the School, only appropriate personal files of any kind are to be stored on your laptop (this includes but is not limited to: music, video, images, screen savers, games, executable files).

Virus Protection

- Anti-virus software and monitoring software is loaded onto the laptop through the initial imaging process. Updates of this software may be scheduled at various times.
- Students should ensure that anti-virus software is kept up-to-date on their laptop and regularly check for viruses. This can be done at no cost at the school.
- As students have the right to personally use their laptop and connect to the internet from home, they need to take all steps to protect the laptops from virus attacks.
- Viruses can enter laptops through removable media such as CDs, DVDs and USB memory sticks, Emails, browsing on internet through FTP programs and chat rooms.

INTERNET USAGE

Bordertown High School has a fully functional NBN internet system. Students can access the internet through the school's network while on site.

- Departmental system (Learnlink) which uses Telstra
- Internode which is a private provider. Internode is also referred to as our Dual ISP system.

Whilst using the school internet, every student is monitored and protected by the DECD/Dual ISP strict filtering guidelines. This mean that any unsafe or inappropriate sites, images, downloads, data etc cannot be accessed at school on our system. Our concerns with students who bring their own internet modem/USB is mentioned in 'Private Devices and Internet Use' above.

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

OTHER

The School will supply one laptop, case and power adaptor. Only laptops supplied by the School will be supported on the School network.

The laptop is the property of the School and it is the responsibility of the student to ensure the correct use of the laptop. Failure to follow this policy and Computer Use: Acceptable Use of Information Technology Resources Policy may result in some of the following sanctions:

- Confiscation of the laptop for a period of time
- Removal from the School network
- Restriction of internet and mail use
- School Behaviour Management Policy

Other Electronic Devices not endorsed by the School are NOT permitted on the network.

For further information on the 2020 Laptop Program or financing of laptops, please phone or email:

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