



1-to-1 Learning Policy

FINAL – APPROVED 22/11/2011

Contents

Preferred ownership/transfer model

Privately owned devices

Optional peripherals

Guidelines for participation

Role of parents/carers

Insurance

Loan/replacement

Caring for 1-to-1 devices

Appearance and personalisation

Software licencing

Internet usage

Users and security

Virus protection

Non-school applications and files

Web 2.0 applications

Technical support

Power supply management

Backup/recovery

Additional student consumption

Preferred ownership/transfer model

The 1-to-1 device will either be owned outright by Croydon Community School (hereafter known as “the school”) or part of a leasing arrangement between the school and Capital Finance Australia Limited. Regardless of the type of acquisition the school remains the owner of the device at all times.

The school will make the device available to the student during regular timetabled classes within the school boundary subject to the classroom teacher deeming its use to be appropriate at that time.

The device may be borrowed overnight or over a weekend for **school use** providing that conditions have been met (see: Guidelines for participation).

When the student leaves the school the device is retained by Croydon Community School, re-imaged (erased) and re-allocated.

Privately-owned devices

Privately owned devices will not be connected to the school network unless there is special authorisation from the IT Manager or Principal to do so. Privately owned devices that do not meet the Anti-Virus and Operating System patching requirements pose an unacceptable risk to other devices on the school network and broader Department of Education and Early Childhood (hereafter known as “DEECD”) network.

Optional peripherals

Croydon Community School will not provide or specifically recommend any additional peripherals as part of the 1-to-1 program, however, parents/carers or students may purchase these outside of the program. Program support and warranty will not apply to these peripherals.

Peripherals may include:

- Mice
- USB backup/storage devices
- External DVD drives

Guidelines for participation

As part of Croydon Community Schools commitment to provide access to computers, all students will have access to a 1-to-1 student learning device whilst in class at school however extra steps must be completed before students are permitted to borrow the device. These steps are:

1. The student and parent/carer must have signed the Croydon Community School Acceptable Use Agreement for Ultraset, internet and digital technologies (Including the DER), accepting full liability for loss, theft or damage to the device not covered under warranty
2. The student has been able to demonstrate to their Advisor responsible use of and appropriate care of the device
3. The student has a specific task set by their Advisor to complete
4. The student and parent/carer have no outstanding debts owed to the school.

Role of parents/carer

Parent information events will be held to cover the educational benefits of 1-to-1 learning, care and maintenance of the device, roles and responsibilities, policies and procedures for participating in the 1-to-1 program, liabilities, and acceptable use agreements.

Insurance

Prior to the student being permitted to borrow the 1-to-1 device, their parent/carer must accept liability for damage, loss and theft of the device whilst it's outside of the school boundary.

If the device is lost or stolen whilst outside of the school boundary the parent/carer will be required to obtain a police report. They should then contact the program coordinator at the school and complete the appropriate form. The police report will be requested by the school at this time. In this scenario an insurance excess of \$100.00 payable by the parent/carer will apply.

Where devices are lost or stolen from within the school boundary the school will cover the cost of the insurance excess except in circumstances where the school forms the belief that a student significantly contributed to the device being lost or stolen.

If a device has been damaged every attempt will be made to have it repaired under warranty, however in circumstances where the vendor refuses to repair the device under warranty due to negligence or any other circumstance as determined by the vendor an insurance claim will be submitted. If the device was damaged within the school boundary during regular timetabled classes the insurance excess of \$100.00 will be paid by the school except in cases where malicious damage has occurred. If the damage occurred whilst the device was on-loan to the student outside of the school boundary, the insurance excess is to be paid by the parent/carer.

Loan/replacement

The school will maintain a small fleet of loan/replacement devices for use by students whilst their device is undergoing repair or pending replacement. Access to loan/replacement devices will be granted on a case-by-case basis and a prior history of poor care may disqualify a student from receiving a loan/replacement device. The loan/replacement devices may not necessarily be the same as the regular student learning device.

Loan/replacement devices will not be available borrowing.

All student learning devices (SLDs) purchased or leased by Croydon Community School will have a next business day warranty to minimise downtime however there may be cases where parts are not available and repairs may take longer.

Caring for 1-to-1 devices

For the protection and longevity of devices it is important that the following conditions are adhered to. Not caring for the student learning device properly could void its warranty.

- Always store the device in the protective cover provided
- If borrowing it from the school avoid storing it in your backpack without its protective cover – pressure from books and other objects can damage the screen and hinges
- Do not store anything additional to the device within its sleeve (e.g. cords, paper, discs) as this may damage the screen
- Carry your device within its protective cover inside your normal school bag. Do not overfill your school bag as pressure on the device can cause permanent damage to the screen and other components
- Do not grab or squeeze the device as this can also damage the screen
- Never leave your device in a car or in an area where it can be stolen
- Never leave your device in unsupervised areas during the school day. They are to be securely locked in a classroom. Devices left unsecured may be confiscated to avoid exposure to theft
- See Appendix 1 for Guidelines for students on caring for their 1-to-1 device.

Appearance and personalisation

As devices are the property of the school they must not be altered or personalised in any way that is irreversible. Devices that have been acquired by the school by leasing arrangement are expected to be returned at the end of their term in near-original condition.

Software licensing

Software preloaded on the device is subject to license conditions and must not be distributed or deleted without written permission from the IT Manager or Principal.

Throughout the school year new software titles may be made available by DEECD and this may require the student learning device to be re-imaged. In the event of this students will be notified and asked to backup any data stored outside of their H: drive.

Internet usage

Use of devices by students is governed by the Acceptable Use Policy that students and parents/carers agree to for use of ICT within the school. Parents/carers are requested to familiarise themselves with the Acceptable Use Policy to further support their adherence outside of the school environment.

Any inappropriate use of the internet is unacceptable and is subject to disciplinary action and exclusion from the school network and resources.

Resources for parents and teachers are available at:

- **Cybersmart** - <http://www.cybersmart.gov.au/>
- **Stay Smart Online** - <http://www.staysmartonline.gov.au/>
- **ThinkUKnow** - <http://www.thinkuknow.org.au/>

Where possible, the student learning devices will utilise DEECD's internet filtering service.

Users and security

Students will access their device using their school provisioned network login. In the event that they forget their password students will need to contact IT Support within the school.

Students are not permitted to allow other students to log onto their device.

Software titles may be installed by the student onto their device as long as it is relevant to their education/ILP. To achieve this, students will be granted administrator rights on their student learning device.

So that personal information is protected in the event that the device is lost or stolen it is important that students maintain a "Complex 7" password. Complex 7 passwords must have between seven and 32 characters, and one character from at least three of the following sets:

- uppercase letter (A-Z)
- lowercase letter (a-z)
- numeral (0-9)
- special character such as ()~`#\$*&

Virus protection

Viruses have the potential to severely damage and disrupt operations within the school and DEECD's computer networks. As students have the right to add to the software to their devices and connect to the internet from home, they should take all steps to protect the school and DEECD's computer network from virus attacks.

The student learning devices have Symantec Endpoint Protection software installed on them. This software will scan the hard drive for known viruses on start-up. The virus software will be automatically updated from the network.

Students are recommended to:

- Protect their devices from virus attacks by scanning for viruses at least weekly. Symantec virus definition updates are managed automatically by the school network
- Consider running virus scans regularly after accessing the internet or personal mail or opening a file from a removable media source (e.g. USB stick, external hard disk or iPod). Carry out the scan before running the device at school and connecting to the school network
- Not open any files attached to suspicious or unknown emails
- Exercise caution when downloading files from the internet. Save the files to the device's hard disk and run the virus scanner on the file before opening it.
- Delete chain and junk emails. Do not forward or reply to any of these.
- Never reply to spam. Spam email messages can contain viruses that notify a third party of the legitimacy of an email address and then add the recipients to the spammer's database.

Under no circumstance may a student remove Symantec Endpoint Protection from their device or disable it.

Non-school applications and files

Software, including music, movies and games will be allowed for educational and recreational reasons, provided copyright and license obligations are met. Personal MP3 and other music files may be stored on the device.

Downloading music, games and videos from the internet during school hours is prohibited except where directed by a staff member. Students are permitted to listen to digital music and/or participate in games on their device while at school where express permission has been given by the classroom teacher for an educational purpose.

It is the student's responsibility to ensure that there is enough hard drive space and memory available to engage in all educational requirements.

Web 2.0 applications

Students must abide by the schools Acceptable Use Policy whenever the schools equipment or services are involved. This includes the student learning device regardless of location.

The Acceptable Use Policy contains specific requirements to ensure student safety.

- Students must keep themselves and friends safe by not handing out personal details, including full names, telephone numbers, addresses, images and passwords
- Students should be respectful in how they talk to and work with others online, and never participate in online/cyber bullying
- Students should use the technology at school for learning, use the equipment properly and not interfere with the work or data of another student.

Technical support

The student learning devices will be supported by the school IT Manager and Specialist Technician during normal school hours. Support can be obtained by sending an email to itsupport@croydoncs.vic.edu.au or by visiting the IT Office.

Technical support staff will attempt to resolve/remediate issues where possible however in some cases where a resolution cannot be reached within a reasonable timeframe technicians will back up the data on the device and re-image it.

As students have administrator rights on their device they are strongly advised to proceed with caution when installing new software or using the internet.

Power supply management

Students are to return the device to the classroom laptop storage cabinet at the end of each class and connect the power cord so that the device can recharge. If the device has been borrowed it is to be fully charged prior to returning to school so that it is ready for the first class of the day should it be required. It is the students' responsibility to ensure that the device is always charged and ready for use.

Backup/recovery

Students are encouraged to save all school related work/data in their H: drive. The H: drive is the students own secure workspace that can only be accessed by them (*and members of staff*) from their student learning device or other networked computer in the school. Data saved to the H: drive whilst the device is online at school is automatically transferred to the server and backed up nightly. Data saved in H: whilst the device is offline (at home or otherwise) will be automatically transferred to the server next time the device is online at school.

The H: drive has a 5 GB (5,120 MB) storage limit. If students require additional space a request can be made to the school IT Manager. Students must be able to demonstrate a genuine need and must not have data not related to their education/ILP within the drive for the request to be approved.

Data stored outside of the H: drive such as in Documents, Pictures, Music and on the Desktop is the students responsibility and must be backed up manually by the student.

Additional student consumption

All students at the school start with a \$20.00 print quota allocation with monochrome pages being charged at 10c and colour pages charged at 50c. When a student reaches \$0.00 they are unable to print. Advisors have been provided with \$20.00 recharge vouchers that they can hand to students who can then go and top-up their account and resume printing.

If the Advisor forms the belief that the student has not been printing responsibly a recharge voucher may be temporarily withheld or alternative strategies put in place to assist the student with responsible printing.

Download quotas are not currently enforced at the school however overall daily usage is monitored (and averaged per student). If the overall daily usage is deemed to be excessive in an ongoing basis by the IT Manager, download quotas may be introduced.

Appendix 1 – Caring for your 1-to-1 device

Packing away your device

- Store your device bottom down
- Don't wrap the cord too tightly around the power adapter because this might damage the cord.

Handing your device

- Try to avoid moving your device around when it is switched on. Before switching on, gently place your device on a stable surface and then switch on
- You still need to be careful with your device while it is in the bag. Always place protective cover gently down
- Be careful when putting the device in the car so that no other items are on top of it and nothing will roll onto the device
- Devices should always be switched off before being put into the protective cover

Operating conditions

- Don't place objects near the top of your device and never carry it around while it is turned on
- Avoid exposing your device to direct sunlight or sources of heat such as desk lamps
- Avoid exposing your device to dust, dirt, rain, liquids or moisture
- Avoid exposing your device to heavy shock or vibration.

LCD screen

- LCD screens are delicate – they don't like being poked, prodded, pushed or slammed
- Never pick up your device by its screen
- Don't slam the screen closed
- Be gently when putting your device down.

To clean your LCD screen

- Switch off your device
- 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 adaptor only to your device
- 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 tightly around the adaptor box
- Be aware of power savings that come from running your device efficiently from battery after being fully charged. This can amount to a significant amount per year.

Keyboard

- Gently brush your keyboard with a soft bristled paint brush or similar to remove dirt
- If any key tops are missing or keys are in a damaged state, take your device to technicians to be repaired immediately. A single key top can easily be replaced but continuing to use the keyboard with a missing key top can result in having to replace the entire keyboard.

Case cleaning

- Use a non-abrasive cloth
- Spray cleaner on to cloth to moisten, but do not spray the device directly. Rub gently.