



ST DOMINIC'S PRIORY COLLEGE

College-Owned Laptop Program Student and Parent Agreement

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Student Surname	Student Given Name	Year Level

Subject to alteration without notice
Last updated 13 December 2017

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THE AGREEMENT

Purpose of Agreement

This agreement sets out the rights and obligations of students and parents/guardians in relation to the College-owned Laptop Program. This agreement should be read in conjunction with the College's "ICT Acceptable Use Policy" which is included in the Student's School Planner. It is subject to alteration without notice.

Period of Agreement

Commences: Term 1, 2018

Terminates: At the end of the student's schooling at St Dominic's Priory College

Exclusive Use:

St Dominic's Priory College provides exclusive use of the Laptop as a tool to assist student learning both at school and at home.

As the school uses Citrix thin client technology, devices (e.g. student/parent owned laptop) purchased outside of this program cannot be used for school purposes.

Items included in the Agreement:

Equipment

- Laptop (designed as a Thin Client – refer to 'Technical Details' below)
- Laptop Bag
- Bag Strap
- Charger

Software

Access to all school software will be included with the device. This software currently includes but may change in the future:

- Windows 8.1 or higher
- Microsoft Office Professional Pro
- Adobe Suite
- Clickview
- Subject Specific Software
- Online Textbooks

Items Excluded in the Agreement:

- Peripherals such as headphones, USB, Media (CDs/DVDs)
- Off-site Internet Access
- Costs associated with on-site printing once annual printing quota exceeded



TECHNICAL DETAILS

The laptop program uses Citrix thin client technology. A thin client is a centrally managed computer that relies on another computer to do most of its work. It operates in a client/server relationship, where the student's laptop (the client) connects to a server at St Dominic's to access applications and files.

Thin Clients offer the following benefits:

- Standardised environment - Thin clients all run the same software, delivering a reliable and consistent classroom experience
- Ease of upgrades - when a new version of Windows or an application is released it can quickly be deployed to all users immediately
- Lower cost of operation – Laptops cost less as the server is providing the applications and files
- Backup – regardless of where the student is working the data is saved to St Dominic's file servers. This lowers risk associated with hardware failure or device loss

Citrix relies on an active internet connection e.g. this would be your home internet connection when the student is working from home. Students cannot login to the laptop or access any programs without an active internet connection, this can be ADSL, cable, N.B.N. or any type of wireless broadband.

Because Citrix is a restricted and secure environment it does not allow the installation of personal software and games.

While Citrix does use some internet bandwidth, the usage is minimal. Depending on your connection speed and what application the student is using, this could be between 40 Kbps and 750 Kbps. Based on 2 hours usage per day with a mix of Office and multimedia content, the estimated average student use would approximate 5GB of data per month. This bandwidth figure is subject to change depending on the programs used.



FINANCIAL ARRANGEMENTS

- Ownership:** St Dominic's Priory College owns the Laptop. The laptop remains the property of the College throughout the period of the student's schooling.
- Laptop Hire Levy:** **\$300 ANNUAL Hire Levy** for the use of a student dedicated Laptop.
- IT Levy:** **\$100 ANNUAL IT Levy** to assist in the cost of providing the infrastructure, maintenance and software licences.
- Reporting of Loss/Theft:** Loss or theft of laptop must be **reported to the IT Manager immediately. In the case of theft it must also be reported to the Police.**

Accidental Damage Claim Policy:

- Reporting of Damage:** Any damage to the laptop is to be reported to the IT Manager immediately. Early attention resolves issues quickly. Any delays may be costly to the student and the school.
- First claim:** **\$200** payable to the College by the Parent/Guardian for the first claim made per annum.
- All further claims:** The **full cost of repairs** is payable to the College by the Parent/Guardian for any further claims made per annum.

Wilful Damage: The full cost of repairs is payable to the College by the Parent/Guardian.

Loss/Theft: Replacement costs are payable to the College by the Parent/Guardian as follows:

Laptop Replacement:		Bag replacement	
1 st Year of Laptop Life	\$1,100	*Bag strap replacement	\$50
2 nd Year of Laptop Life	\$825	Charger Replacement	\$80
3 rd Year of Laptop Life	\$550		
4 th & subsequent Years	\$275		

*Please do not remove the strap as it cannot be replaced without purchasing another bag

Replacement Laptop on Accidental Damage:

Where the Laptop must be taken off site for repairs caused by accidental damage:

- For the first claim, a replacement device will be issued to the student **FOR USE AT SCHOOL AND HOME** until their own laptop is returned to them.
- For all subsequent claims, the student may borrow from the library a Laptop **TO BE USED ON SCHOOL SITE ONLY**. Once the claim money has been paid by the Parent the student's dedicated-use laptop will be re-issued to the student.

Not Returned in Good Order:

Replacement costs for the items not returned in good order are payable to the College by the Parent/Guardian as itemised above.



RESPONSIBILITIES

St Dominic's Priory College:

1. Enhance learning through the use of ICT in the College curriculum
2. Respond to enquiries from parents or students in regard to the College's Program and the ICT Acceptable Use Policy
3. Respond to any breaches in the use of the Laptop
4. Maintain a copy of the relevant policies and signed agreements on file
5. Provide maintenance of the laptop

Parents:

1. Read, understand and comply with the provisions of the College's College-owned Laptop Program
2. Read and understand the College's ICT Acceptable Use Policy
3. Understand that the ICT Acceptable Use Policy outlines expectations and consequences that will be enforced
4. Understand and support the financial obligations included in this Agreement
5. Support the Program by ensuring students abide by the conditions and responsibilities outlined in the Agreement
6. Supervise and reinforce proper Laptop care (refer to page 6 of this Agreement)
7. Provide off-site internet access if required. This device can't be used without Internet Access. (St Dominic's Priory College will not provide technical assistance in the setting up and maintenance of home internet services)

Students:

1. Read, understand and comply with the provisions of the College's Program and the ICT Acceptable Use Policy
2. Support the College's conditions and responsibilities
3. Bring Laptop to school FULLY CHARGED. There are limited provisions for charging Laptops at the College Library. Replacement laptops are not available.
4. Ensure that no items other than the Laptop are secured in the Laptop bag (refer to Care of Laptop on page 6)
5. Not undertake any malicious damage to the Laptop
6. Clearly label your laptop bag for easy identification. A key-ring at a cost of 50 cents is available from the library.



BREACHES OF COLLEGE-OWNED LAPTOP PROGRAM STUDENT AND PARENT AGREEMENT AND ICT ACCEPTABLE USE POLICY

Adherence to the policies will help ensure a positive, supportive and productive learning environment for all students. Depending on the seriousness of a particular breach of the agreement or policies, the College may undertake to:

- Discuss the breach of the agreement with the student
- Inform Parent/Guardian
- Recover costs to repair or replace laptop

MAINTENANCE

General Maintenance

Laptops may be recalled by the College IT Department to re-image or conduct routine maintenance. In these cases students will be advised in advance.

Yearly Maintenance

At the end of Term 4, all students must return their Laptop and charger to the College IT Department enabling yearly maintenance to take place. The laptop bag and strap is kept by students and returned to school at the beginning of the year for collecting the next of laptop and charger.

RETURN OF LAPTOP

The College-owned Laptop will need to return to the College in the following circumstances:

- a student leaves the College during the year
- A student completes Year 12
- A student is absent for a length of time
- At the end of the laptop's life
- At the request of the College for re-imaging and maintenance

The items that must be returned in good order and working condition include: Laptop, laptop charger, laptop bag, and bag strap.

Upon receipt of these items a member of the IT office will sign the student clearance form. Failure to return any of these items will result in the billing of the unreturned items at the replacement costs itemised on page 3 of this Agreement.

Travel

The College Laptop cannot be taken outside of Australia.

IT HELP DESK

The College IT Help Desk will provide service between the hours of 8.00 am and 4.00 pm, Monday to Friday. The IT Help Desk is not available during school holidays or on public holidays.



STUDENT LAPTOP CARE

Packing Away Laptop

- Always store the Laptop in the carry case.

The carry case is for the storage of the LAPTOP ONLY.

ALWAYS use the laptop bag supplied to carry the laptop to and from school.

- **DO NOT** place other objects other than the laptop in the laptop bag. Any object regardless of the shape, size or weight can cause serious damage when placed in the laptop bag.
- **DO NOT** store chargers and power supplies in the laptop bag as this will cause irreparable damage.
- **DO NOT** keep USB devices plugged in while the laptop is in the bag. It will cause the device to bend, causing damage to both the laptop and the USB port.
- Be careful with the Laptop while it is in the bag. Do not drop the bag. Always place the Laptop bag gently down.

Operating Conditions

- Before switching it on, gently place the Laptop on a stable surface and then switch it on.
- **DO NOT** place objects on top of the Laptop and never carry it around while it is turned on and in active mode.
- **DO NOT** move the Laptop around when it is on and use sleep mode between classes.
- Avoid exposing the 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 the Laptop by its screen. Don't slam the screen closed and make sure that there are no objects on the Laptop such as pens when closing the screen. It is strongly advised that all users are aware of the care required to look after the LCD screens.

This is the most expensive part of the Laptop to repair and the most commonly damaged part. For e.g. the cost to replace a cracked screen is approximately \$400.

AC Adapter

- Connect the adapter only to this Laptop.
- **DO NOT** step on the power cord or place heavy objects on top of it. Keep the cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself, rather than the cord.
- **DO NOT** wrap the cord around the adapter box.

Charging The Battery

Students should charge their computer each night and bring it to the College fully charged. Students will not be able to recharge the laptop at school.

Notifying School IT Staff of Damage

Notify IT Staff of **any** damage to the laptop, however small. A small crack can develop into serious damage.

Take care of the laptop and all accessories as they are your responsibility.



FREQUENTLY ASKED QUESTIONS

- 1. What if we already have a computer at home?**

Only the College-owned laptops are licenced and equipped to log on to the College Network. The College network offers students access to the secured filtered school internet, school licensed software, school printers and connection to online resources. Student owned laptops can't be used at school.
- 2. Do students receive a school owned laptop?**

In 2018, all Year 6 to 12 students will receive a school-owned Laptop.
- 3. When will students receive the Laptop?**

Laptops will be distributed prior to classes commencing in 2018. Date to be advised.
- 4. Can student Laptops be personalised?**

The School owns the Laptop and the Laptop bag so students are unable to personalise it.
- 5. Can the student access the Network anywhere in the College?**

Yes, the College has installed wireless network coverage across the campus.
- 6. Will students be taught how to care for the Laptop?**

Students will receive guidance on good Laptop care, including safe use and charging. Information on 'Laptop Care' is also contained in this Agreement.
- 7. Where will the Laptops be stored during the day?**

Student should put their Laptops in their locker. If a loss/theft occurs and a student does not have insurance then there is no fall-back protection and the costs as outlined in this agreement are payable by the Parent.
- 8. Will the College technical staff assist with home internet settings and connectivity problems?**

No, the College has provided and tested means by which students can connect to a home network on the Laptop. Home connectivity enquiries should be directed to a local private computer technician or to your Internet Service Provider. The college will provide limited advice on home internet problems at the discretion of the college.
- 9. What if we don't have Internet access at home or it is faulty?**

Internet access is required to use this laptop. Parents are responsible for ensuring a reliable internet home connection.
- 10. Will an internet filter be installed on the Laptop?**

The College Internet connection is filtered at a server level so that students operate in a safe environment. Many parents have a policy of getting students to do their homework in a supervised place in the home, rather than the privacy of their room where they could access unsuitable material.
- 11. What happens if a student accidentally damages her Laptop?**

Any damage to the laptop should be reported immediately to the school IT Manager. An Incident report form will need to be completed and signed and an initial assessment will be made. If the device requires hardware repair it will be logged and repaired by the College's contracted repairer. The financial arrangements regarding cost to repair are outlined in this agreement on page 3.
- 12. What happens if a Laptop is lost or stolen?**

Stolen computers must be reported to the Police and the College. If a laptop cannot be recovered, then those with insurance will be able to claim under their policy otherwise the costs outlined in this policy are payable to the College.
- 13. What should parents do with regard to Insurance?**

The financial arrangements are outlined on page 3 of this agreement. Parents are advised to purchase a policy or add the laptop to their household insurance policy. As an example, if the laptop is stolen in the first year of hire, the cost, payable by Parents, to replace the laptop is \$1,100.
- 14. Will students have local administrator rights on her Laptop enabling her to make changes to the Laptop?**

To maintain the integrity of the school owned device, students will not have local administrator rights to the laptop hence they will be unable to make software changes. Hardware modifications/upgrades and the installation of unauthorised software is not permitted. Pre-installed software will be configured to work with the College Network. **Local printers cannot be installed at home.**
- 15. Can students install games and download movies?**

In a Citrix environment it is not possible to do anything on your school-owned laptop.



FREQUENTLY ASKED QUESTIONS

16. Should students be backing up their Laptop?

Backup is handled centrally and automatically.

17. How do students get technical support during the day?

Students will have a place they can report to for IT Help Desk support. If the problem is a software issue caused by the student downloading new programs then the computer may be re-imaged.

18. What will happen if my daughter forgets to bring the Laptop to school?

A forgotten laptop is the equivalent of a forgotten text book. Students will still be able to participate in the lesson but perhaps not as fully as if they had their laptop with them.

19. What happens if a student enters a class and her Laptop is not charged?

There will be no access for charging a laptop at the College. Laptops must be brought to the College each day full charged and the charger left at home.

20. Can students hand back their laptop after one year and receive a new model the following year?

All laptops are returned at the end of each school year and reissued the following year. The model and device is subject to change each year.

21. Will students be able to keep the laptop over the holidays?

Students will be able to keep the laptop over the Term 1, 2 & 3 school term holidays only. All laptops will be handed in at the end of Term 4 to enable reimaging and other scheduled maintenance to take place. Laptops will be reissued to the student at the start of the following school Year.

22. How do I install my USB broadband?

Students should bring the laptop and USB broadband to school and IT support will perform the installation.

23. Can I use a USB at home?

No. USBs can only be used at school.

