

PETER MOYES ANGLICAN COMMUNITY SCHOOL
A School of the Anglican Schools Commission

**Learning
Technology
Integration
Programme**

2018



POLICY GUIDE

2018

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INTRODUCTION

The vision for Peter Moyes Anglican Community School ('The School') is to utilize information technologies to enhance the School's teaching and learning environment; an environment that is rich, diverse, dynamic and collaborative, and that extends beyond the internal boundaries of a classroom and campus. Our goal is to empower students to become literate, self-directed learners, flexible problem solvers and productive members of a technology-oriented society.

Students in Years 4 to 12 are each issued a laptop computer as part of the school's Learning Technology Integration Programme (LTIP).

YEAR 4-12 STUDENT TABLET COMPUTERS IN 2018

The Tablet Computer

The 2018 Tablet computer ('the Tablet') will be a *Toshiba X20*.

The current partners in this program are as follows.

- Toshiba
- Stott & Hoare
- Civica and PMACS IT staff

The Tablet is for the sole use of the student to whom it is issued. It is to be used for the purposes of approved learning activities, which form part of the School's teaching and learning programmes.

Software

The term "software" describes the programs that are available for use on the Tablet computer.

The Tablet issued will have three main software components.

1. Windows 10 Educational Operating system.
2. Microsoft Office 2016 Professional and Office 365
3. The School software suite of assorted applications.

The software required by students in Years 4-12 is compiled into an image that is loaded onto the Tablets prior to their distribution. The Lease cost for each Tablet includes the cost of the School-supplied software licenses. It is not expected that further software will be added. However, should this be necessary in the second or subsequent years, parents will be notified in advance of any additional software or upgrade. No additional costs will be incurred if this is required.

The School will install and maintain the Educational and Operating System software on the Tablet.

Software licensing

The School has a legal and moral obligation to ensure the proper purchase and correct use of software within its community. In order to achieve these outcomes, it must rely on community members' adherence to the appropriate School policies. Software licences have specific conditions of purchase which will be explained in the following sections.

Conditions of use of the Peter Moyes ACS software

To satisfy the School's software licensing conditions of purchase, it is imperative that:

- School-owned software must **not** be loaded onto home computers.
- In the event that the Tablet is sold to the student's family, the Tablet is returned to the School's IT Help Desk for removal of the School owned software

Note: In signing the LTIP Resource Issue form, parents acknowledge and agree to the Licensing Conditions under which the software is provided.

Printers and the Other Peripherals

The Tablets will be set up so that students are able to print a document at School, when requested by their teachers.

Families may wish to install their own printer / scanner drivers so that students can print at home.

Anti-Virus Software

Computers are vulnerable to viruses which can interfere with their function. Viruses are often spread by infected files on USB storage devices and in email attachments from unknown sources. Therefore, files must be virus-scanned immediately upon being loaded into a Tablet and the email attachments deleted unopened.

Microsoft Security Essentials has been loaded onto the Tablets and automatically activates when the Tablet is started. The solid state drive (SSD) and other media can then be scanned for unknown viruses. Updates of this virus software will automatically download to the computer while it is connected to the School's network. In addition, the Tablet has a White List of programmes that are allowed to run. Any other programmes wanting to run will be blocked.

Questions on how to use the software must be directed to the IT Help Desk staff.

Spyware Malware

Spyware is any software that covertly gathers information from the user's computer through the user's internet connection without the knowledge or consent of the user. Typically, it is included as a hidden component of freeware or shareware programs and certain peer-to-peer file swapping products available by downloading from the internet. Spyware can gather information about email addresses, passwords and credit card numbers, and can also alter computer settings. Since spyware uses memory and system resources it can lead to system crashes or general system instability and slowness of operation.



Students should **NOT** download items from any source. All software installations are to be carried out by the PMACS IT Staff

Malware (short for **malicious software**) is software designed to disrupt computer operation, gather sensitive information, or gain unauthorized access to computer systems. While it is sometimes software, it can also appear in the form of script or code. Malware is a general term used to describe any kind of software or code specifically designed to exploit a computer, or the data it contains, without consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software.

The School's IT Help Desk will regularly scan Tablets when they are connected to the School's network searching for spyware, malware and other security intrusion programs.

TABLET OWNERSHIP AND COSTS

Ownership

The ownership of the Tablet will remain with the School for the duration of the lease agreement which is three years. Parent/Guardians will be required to lease the Tablet for the duration of the agreement, paying the specified fee on a termly basis.

Retaining ownership of the Tablet allows the School to:

1. Purchase software licences at educational rates to install on the Tablet.
2. Manage any warranty claims.
3. Maintain the Tablet to minimise disruptions to learning.
4. Apply cyber-safety software.
5. Pre and post load additional resources onto the Tablet.
6. Correct any software problems by re-imaging the Tablet (this deletes all existing software and files on the Tablet).

The ownership of the Tablet remains with the School until either:

1. It is purchased for a residual value at the termination of the lease agreement
(Typically at the end of Years 6, 9 and 12 the residual value would be \$0) **OR**
2. By arrangement with the School's Business Manager.

Students leaving before the end of the Lease Agreement

When a student leaves the School prior to the end date of the Lease Agreement the Tablet must be returned to the School. No paid fees will be returned. If the Tablet is not returned, the balance of the Lease Agreement will be debited to the Parents School account.

Students starting after the start of Years 4, 7 and 10

If a student joins the School after the start of Years 4, 7 and 10, where available existing Tablet will be issued and the Lease Agreement will be applied, from the first day of enrolment.

Insurance and Warranty claims

The School has secured accidental damage insurance for the Tablet / laptops which will be covered within the annual fee paid by parents over the 3-year life cycle of the device.

Malicious and deliberate damage to the Tablet is not covered by the School's Tablet insurance policy and repair costs will be payable by the student's parents.

Loss or Theft of the Tablet / laptop while offsite not directly under Teacher supervision is not covered by the School's insurance policy. Parents will be asked to pay for the remaining balance of the Lease Agreement.

Please be advised that from January 2018 the School will implement a revised insurance excess fee policy.

If the student's device requires repairs, the first repair per laptop will incur a \$100 insurance excess fee and all subsequent repairs to that laptop will incur a \$200 fee. This does not reset each year but continues through the three-year cycle.

The first repair fee remains unchanged. The increased fee for subsequent repairs has changed due to increasing laptop insurance costs to the School.

The insurance company reserves the right to increase costs should the number of claims in a year exceed actuarial estimates. This increase will be passed onto parents through an increase in the annual fee.

Warranty Repairs

Warranty repairs encompass all claims against hardware failure under normal usage conditions. They incur no financial penalty to the student, parents or School and are decided upon by a Toshiba representative in consultation with the School's IT Help Desk technicians. In most cases, all warranty repairs are carried out by the Toshiba technicians. Damaged hardware is not covered under the warranty.

When a student suspects that his/her Tablet has a component failure, they should report this promptly to the technician on duty at the IT Help Desk. If the repair is likely to take a minimum of one day a loan Tablet may be issued for the students use while the warranty repair is undertaken.

Under no circumstances should students or parents attempt to fix the Tablet themselves. Any damage incurred during such an attempt is likely to result in a warranty claim not being approved.

Should you require more information regarding insurance matters please contact the School's Business Manager.

The Tablet comes with a three-year warranty which covers all components of the Tablet against failure (including the battery). If a warranty claim is required, it will be managed by the School's IT Help Desk and a loan device will be issued to the student until their Tablet is returned. A battery replacement, if needed, will be covered at no extra cost. Damaged hardware is not covered under the warranty.

Details above are subject to amendments when known.

TABLET DISTRIBUTION INFORMATION

Handover Day



Information sessions on the care and function of the Tablet computer will be held for parents/guardians and their son / daughter within each sub school.



Parents/Guardians will be required to sign an agreement document on the care and use of the Tablet before it is handed over.

Parents/Guardians Unable to Attend Distribution Day

Parents/Guardians unable to attend the handover day will need to make alternative collection arrangements by contacting the School's Main Reception on 9304 5500.

Alternative Parent Workshops will be given at times other than on the specified handover day.

Distribution Process

Allocated staff will conduct the handover process where the following points will be addressed:

1. Items (Tablet, power unit + cable, case, stylus, Resource Issue forms)
2. Use and care of each item

School Wireless Access

During a typical day at school, staff and students rely on constant access to information. The School has installed a campus-wide wireless computer network with infrastructure of the highest integrity and reliability, making use of recently developed technologies to support the provision of resources for everyone involved in the learning experience.

The network allows for many important activities to occur. The electronic curriculum developed by teachers is available in the classroom for students to view, interact with, or download and review at their own pace and needs. Administrative databases track student progress and daily attendance. Throughout the day, email and discussion forum software keep students, staff and administrators communicating. Through advanced filtering, access to the Internet for the School community is provided in a responsible way.

TECHNICAL SUPPORT

Technical support - IT Help Desk

The School IT Help Desk, (located on the second floor of the Administration Building) will be open on School days from 8:00am–4:00pm, allowing students and staff to seek technical assistance regarding their Tablet computers when necessary.

The primary solution to software issues will be a re-imaging of the Tablet, which is a process where all data and programs on the Tablet are deleted off and replaced with the original setup data and programs. Any data or files not backed up by the Tablet user will be lost.

Hardware and software issues will be logged and a Loan Tablet will be issued while the Tablet is repaired. When the Tablet is back from repair, the student will hand back the loaned device and get their Tablet. Again data may be lost during this process so it is the responsibility of the students to backup their data each day to minimise any loss.

Summary of IT services offered to students

The School's IT Help Desk technicians endeavour or provide the following support:

- Answer queries pertaining to information Technology at the School.
- Assist students with Tablet technical issues.
- Coordinate the repair of damaged Tablets or their replacement, if lost.
- Facilitate warranty claims where applicable.
- Document the service history of all Tablets.
- Store, distribute and track the loan Tablets, as needed.

Software Issues

Students experiencing difficulties in using a software application on their Tablet, during class time, may be instructed by their teacher to take their Tablet to the IT Help Desk (**only** with **written** permission from their classroom teacher). It is important that students are present in class during lesson times and should miss lessons only when the teacher deems it necessary for the student to attend the IT Help Desk.

The School software is thoroughly tested before being installed onto the Tablets. Most software issues result from other software being loaded onto the Tablet without thorough compatibility and stability testing. When this occurs, the School's IT Help Desk technicians will **re-image** a student's Tablet. This involves the complete deletion of all data and software from the SSD drive and the subsequent reloading of the software that was contained on the "Master Image". Students are advised to regularly save copies of their important files to an external file repository to avoid loss. In the case of re-imaging, this is especially important.

Home Internet and Network connections

If a Tablet were to be configured to run on a home network or dial-up to an Internet Service Provider (ISP), it is possible that the changes may conflict with the School's Network configurations. The IT Help Desk may be able to provide further information to aid in this configuration process.

RELATED SCHOOL POLICIES

This document should be read in conjunction with the following School policies:

- Homework Policy
- Assessment Policy
- IT Policy
- Social Media Policy
- Code of Conduct - Students Policy

Which are all available online at <http://www.petermoyes.wa.edu.au>

