



## Q4 Frequently Asked Questions

### For Parents

#### **I had intended to purchase a device for my child. Should I proceed?**

All students in years 9 to 12 will have access to a high quality, high performance device with the latest software installed, that can be used both at school and at home. You are encouraged to take advantage of this 1:1 program so the student can maximise the use of this learning environment at home as well as at school.

#### **We already have a device at home; can my child use it at school?**

No, the only devices permitted to connect to the school network are those distributed through the 1:1 program. Education Queensland computers are licensed and equipped with the Education Queensland Managed Operating Environment (MOE) to connect to the school network.

#### **Will students need to bring the device to school every day?**

Yes. Teachers are transforming the way they teach to take advantage of students having unlimited access to technology. The new digital platform curriculum means that computers will be essential tools in each classroom.

#### **Will students be disadvantaged if they do not wish to participate in the Home Use program?**

Any student not participating in the *Home Use Device* program will be provided with access to either a desktop computer or school device during school hours. School devices will have to be booked out each morning and returned at the end of the school day.

#### **Will all students have the same device?**

No. As time progresses and new devices are required, the model supplied may change. This is because of the pricing available through the Government contract, new models being released and changes in the value of the Australian dollar. However all devices will be capable of fulfilling their primary task of education for students in the digital world.





### **Will students be permitted to use the device during school holidays?**

Yes. Students are permitted to keep their devices during holiday periods unless it has been recalled for maintenance.

The school has the right to ask that devices remain at school during the school holidays. This is generally done to deal with any warranty service, software upgrades or annual stocktake. Your school can provide you with further information on this.

### **Will students still be able to participate in class if their battery goes flat?**

Yes. There will be limited numbers of power points and chargers available but if the device is fully charged prior to the commencement of school, the battery power should last all day. It is the student's responsibility to ensure their device has an adequate charge before bringing it to school.

### **How is the device kept safe when not required?**

Students will have their device with them at all times except during non-classroom activities including sports. Individual schools will make decisions about device security when they are not required for classroom lessons. Please contact your school for more information.

### **Do students need to back up?**

Yes. Work completed at school can be saved to the school's servers. However work completed at home or stored on the device will need to be backed up in case of device problems. Sometimes a student can spend considerable time on writing assignments and this work can be lost if the device experiences a problem.

### **How will students be kept safe online?**

The Department of Education, Training and Employment has provided all devices with a Cybersafety help button designed to keep children and families safe online. It is an online resource hub that provides instant 24 hour access to Cybersafety help and information. All students are encouraged to use this should they feel uncomfortable with any online interactions. Further information for parents/caregivers and students can be found at:

[http://education.qld.gov.au/student-services/behaviour/qaav/docs/cybersafety\\_brochure.pdf](http://education.qld.gov.au/student-services/behaviour/qaav/docs/cybersafety_brochure.pdf)





### **Do parents need to pay for students to participate?**

Although the Federal Government is funding the provision of devices, schools may incur some overall expenses. Where on-costs are charged by the school, these will also be managed and communicated by the school.

Please contact the principal for further information if required.

### **Can I claim back the school's annual fees through the Education Tax Refund scheme?**

If you are currently eligible to claim, for further information please contact the ATO or an accountant. Information is also available at:

<http://www.educationtaxrefund.gov.au/>

## **What is on the Device**

### **What is the MOE?**

The Managed Operating Environment (MOE) is a suite of software that offers students access to;

- School licensed software
- Secure filtered internet
- School printers
- School network resources
- Other school software resources

### **What software is included in the MOE?**

The device will include Windows 8 operating system, the Microsoft 2013 Office Professional suite, anti-virus software, plus additional utilities.





### **How will the computer connect to the internet?**

At school there are both wired and wireless solutions dependent upon class location. Outside of the school network 3G roaming capabilities may be utilised. The use of home internet connections will require the student and/or parent/guardian arrange connectivity via third parties.

### **Will the school assist me with home internet connection settings and issues?**

No. Your home internet provider or a private computer technician can assist you with these enquiries.

### **Will the school protect the student devices from virus attacks?**

Yes. Each device will have Queensland Department of Education, Training and Employment owned anti-virus software installed and this will be refreshed when the student logs onto the school network. The network also has anti-virus protection so all precautions are taken to prevent against malicious software. However it must be realised that 100 per cent protection cannot be guaranteed.

## **What is permitted on the device**

### **Can students install their own software and games on the device?**

This is an individual school-based decision and one that requires appropriate sign-off by the school principal. The device is still school owned and students must not store illegal or inappropriate materials on it as per the school's *Responsible Behaviour Safety Plan*. Students who breach this policy may risk serious consequences and possible removal from the home use program.

### **What is deemed inappropriate?**

Any illegal (unlicensed) software; pirated music or videos; defamatory documents, or images, or any content not suitable for viewing by persons under the age of 18 are deemed inappropriate.

### **Who is responsible for data stored on the device?**

The school has a backup procedure in place to ensure students do not lose valuable educational data during school hours. However for any school work performed off-site or non-school data stored on the device, it is recommended the student back up data to a USB device (drive or memory stick).





## **Privacy**

Students will never publish or disclose personal information including names, addresses, email addresses, photographs, credit card details or telephone numbers of themselves or others.

## **Intellectual property and copyright**

Students must never plagiarise information and shall observe appropriate copyright clearance, including acknowledging the original author or source of any information used.

Students will ensure that permission is gained before electronically publishing other people's works or drawings. Always acknowledge the creator or author of any material published.

Material being published on the internet or intranet must have the approval of the principal or their delegate and have appropriate copyright clearance





## **Device Safety Precautions**

Safely removing device from power source

1. Turn off power from the wall outlet.



2. Locate device end of power cord.



3. Remove power cord from device.



### Remember:

- Always check that the power has been turned off at the wall outlet yourself.
- Do not touch the laptop end of the AC adaptor (power cable) or the socket immediately after the power has been turned off. Electricity can remain and may result in an electric shock.
- Never push objects, other than intended, into power sockets as they may touch dangerous voltage points. This can lead to electrocution or an electrical fire.





## Repairs and maintenance

### **Will my device be required for maintenance?**

Yes. There may be a need to redeploy software updates. Students will be notified when their device is required. Parents can also elect to be notified of a maintenance period via email. Should illegal or inappropriate material be found on the device, it will be restored to the original settings and all data stored on it (school and personal) lost.

### **What if the device is broken?**

There is accidental damage cover and some items are covered under the manufacturer's warranty. Where the damage is determined to be non-warranty damage, then the full cost of repairs can be charged to parents.

### **What happens when a device is damaged accidentally?**

The department has negotiated an accidental damage cover to support schools and families when a genuine accident results in damage to a device (excesses will apply). Examples of accidental damage are:

- Accidentally dropping the notebook resulting in physical damage
- Accidentally spilling liquid over the keyboard

Device fault data listed is provisional only. Faults are reconciled by the hardware vendor monthly, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

### **What is non-warranty damage?**

Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage (excesses will apply). Acer will complete an assessment on the device to advise the school of the applicable type of damage.

Examples of non-warranty damage are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.





- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeating cases for the same Notebook which may have previously been termed as accidents

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Non warranty claims may lead to a school reconsidering participation in take home programs. This is a school managed process.

### **Will students have access to a replacement device should the home device require repair?**

The School will make every effort to provide a replacement device whilst the original machine is being repaired. The student will still have access to all school software and files stored on the network as per normal. The duration of the loan period will vary depending upon the complexity of the repair.

### **What if the device is lost or stolen?**

On receipt of a police report and a statutory declaration from parents, the National Secondary School Computer Fund program will initiate recovery procedures via built-in protection software. Should a device be unrecoverable, the cost of replacement is as follows:

- First case: the excess charged to parents is \$200 ex GST
- Subsequent cases: full replacement cost.

### **Will my personal software and data be restored?**

No. Students must be aware that should a device require repair, all data will be wiped as the machine is restored to its original settings.

### **Can I hand back their device and receive a newer model?**

No. The device will stay with the student for four years and any damaged devices requiring replacement will be replaced, subject to school discretion, with a model of a similar age.





### **Return of devices when leaving a school, including Year 12 graduates**

When students leave a school, including those students graduating Year 12, the devices are returned to the school and will be removed from the school network. The devices will have all licensed software and data removed and will be restored to original factory state. At that time the Department of Education, Training and Employment will make a decision about the disposal, sale or recycling of the used devices as appropriate.

