

# PARKTONE PRIMARY SCHOOL BYOD PROGRAM FREQUENTLY ASKED QUESTIONS

## Philosophy Statement

The ICT philosophy at Parktone recognizes that in the digital age, and with rapid and continuous changes in the ways that people share, use, develop and communicate with ICT, young people need to be highly skilled in its use. To participate in a knowledge-based economy and to be empowered within a technologically sophisticated society now and into the future, students at Parktone Primary will be equipped with the knowledge, skills and confidence to make ICT work for them at school.

Technology is the only way to dramatically expand access to knowledge. Equally important, technology allows teachers and students to access specialized materials well beyond textbooks, in multiple formats, with little time and space constraints. Technology provides great platforms for collaboration in knowledge creation, where teachers can share and enrich teaching materials. Perhaps most importantly, technology can support new pedagogies and collaborative workspaces. For example, technology can enhance experiential learning, foster project-based and inquiry-based pedagogies, facilitate hands on activities and cooperative learning, deliver formative real-time assessment and support learning and teaching communities, with new tools such as remote and virtual labs, highly interactive non-linear courseware based on state-of-the-art instructional design, sophisticated software for experimentation and simulation. (OECD Publishing, 2015)

That being said, a laptop is not the teacher, it is not the learning, it does not replace pen and paper or the essential requirement to develop penmanship. A laptop is a tool that we intend to use to enhance the teaching and learning experience of teachers and students alike at Parktone Primary School.

It is a parent's choice as to whether or not they decide to bring a device. In the following table, we have chosen the word 'required' to indicate what is needed if we are to realise the optimum benefits of having a BYOD program; that is, by 2019, a critical mass of 80% of students in each year level bring their own device. We believe the benefits of the program are equally valuable to grade 3 children however we have chosen to use the word 'optional' at grade 3 because most laptops come with a 3 year warranty and we did not feel that we could expect parents to purchase a product that has a warranty life less than the time we expect it to be used.

	<b>Grade 3</b>	<b>Grade 4</b>	<b>Grade 5</b>	<b>Grade 6</b>
<b>2017</b>	Optional	Required	Highly Recommended	Optional
<b>2018</b>	Optional	Required	Required	Highly Recommended
<b>2019</b>	Optional	Required	Required	Required

**What happens if there is a technical problem with the device?**

The student needs to firstly notify their teacher of the issue who will then log the job with the technician and provide time for them to talk to the technician if needed.

The school technician will provide support as they do on all school owned equipment. In the event of serious problems the device can be reimaged and returned to original settings.

### **Does the recommended device come with a warranty?**

Yes. Please refer to the portal for specific warranty and insurance coverage.

<https://eduportal.centrecom.com.au/account/signin>

School identification code: PPS3195

### **What technical support will be provided under warranty issues?**

In the event of warranty covered technical faults, where possible, the school will offer a loan device for temporary use until the student's laptop is repaired at the school site. Where possible the student's own hard drive (or SD card) will be fitted to the loan device so that they can continue working on their files with no issue.

### **Is the device insured?**

Insurance is an optional extra which can be purchased through the portal. Alternatively, like any piece of technology, it is wise to include your child's device as a nominated item on your house and contents insurance policy. Please check your home insurance cover to see what additional coverage you may have.

### **Who is responsible for backing up my data and where do I backup to?**

It is the students / families responsibility to keep current backups of your device. This should be done at home. The school takes no responsibility for data that is lost on a BYOD Device. Students are advised to back-up using a method of their own choosing. This includes backing up your device to a USB drive, an external hard drive, SD card, another home computer or a cloud server of your choice.

### **What if there is a virus on the device?**

Students will need to notify their teacher as soon as possible to log the issue. In the event of viruses, devices will be 're-imaged' and returned to original settings as a first response. The school will copy and replace any student files. The school is not obliged to save any personal data or photos that are not part of school work. It would be best to make regular home backups. In the event of the device needing to be reimaged you can then replace any personal files.

### **Does the recommended device come with an antivirus program?**

Yes. The recommended device comes with Windows System Centre Endpoint Protection which is an anti-virus and anti-malware program and will be updated automatically. You may choose to install additional free or purchased anti-virus or anti-malware program however these may interfere with the schools connection and is not recommended. Individually installed anti-virus/anti-malware programs must be kept up to date and scanned by the user.

### **Should I update the software on the recommended device?**

The Windows operating system and virus software will be updated via the school systems.

### **What applications will be used to assist learning in the classroom?**

MS Office will be utilised extensively. Installed programs such as Adobe software and a variety of other thinking and creating tools will be utilised for learning. Online applications such as Google Maps, Google Drive, and various links on our websites will contribute to our pool of resources. Collaborative tools and software will be regularly used to share, give feedback and encourage student voice.

### **Can my child put their own programs/songs/media on their device?**

Yes, as long as the media has been obtained legally and from reputable sources and does not breach any copyright laws and adheres to the schools Acceptable Use Agreements. Sufficient space must remain to ensure the educational needs of the device can still be met.

### **Can the device be left at school?**

The amount of screen time a child has can sometimes be a contentious issue. Some parents also worry about the safety of the device in the journey between home and school. Parktone Primary is prepared to support parents with these issues by purchasing secure charging stations which permit the child to safely leave their device at school to charge overnight.

### **Will the device be required for homework?**

No. Though students may choose to use the device to complete homework, any homework set will not require the device to complete it.

### **How often should a device be charged?**

It is expected that students will bring their device to school fully-charged each day. It is recommended that the devices are charged overnight prior to each school day. For those parents who have opted to keep their device at school this will occur in one of the secure charging stations.

### **What if my child's device is not charged?**

If on an odd occasion the device does not come fully charged to school, access to a few spare school owned chargers may be possible depending on the number of students who require it. If the device was not charged overnight due to extenuating circumstances, it will be possible for the student to bring their own charger to school and run off power on 'odd' occasions. The charger must be clearly labelled.

### **How does my child save work?**

This depends on what work we are talking about. Students will be able to keep their work on their devices as they are a personal device. Students will be able to share / save some tasks and work on our school servers as well. We predominately have students save their work to our servers rather than to a cloud based program as this will reduce the amount of load on the uplinks therefore allowing more speed for internet use.

### **How will students know which recommended device belongs to them?**

A record of the serial number and the student's name will be held by the school. Parents are encouraged to affix a label with their child's name on the device. At school, once logged in, the screen will display the student's name or logon details. Students will be encouraged to lock their device when not in use.

**Will my child's device be safe at school?**

It is important that students learn to manage their own technology. Students will store their device in a locked filing cabinet in their classroom during recess and lunch times or when not in use.

**What happens if the device is lost, stolen or damaged?**

You will need to pay all associated costs, in other words it is the owners responsibility. The school will not be held responsible for any damage or theft of your device. We highly recommend you take out insurance on the device.

**Can my child use their device at recess and lunchtime at school?**

Students are not permitted to take their devices into the school yard at recess or lunchtime for any reason. We do have a lunchtime Computer club which runs once a week, outside of the club we encourage to the children to be active and socialise with their friends.

**Will my child's education be disadvantaged if I choose not participate?**

If you choose not to participate your child will be no more disadvantaged than they currently are.

**What if I am in a situation where I am unable to purchase a device?**

Families enduring financial hardship are encouraged to speak to the leadership about their situation.

**What access will my child have if I choose not to participate in the program?**

Your child will have access to the shared devices in the Years 3,4,5 and 6 learning areas. These devices may need to be shared amongst multiple users.

**What happens if a student leaves their device at home?**

Students will return to the default of using the shared devices available in their learning area.

**How will teachers know what students are doing on their notebooks?**

Teachers constantly move around the classroom and observe student learning. They will also have access to software which is predominately used for education purposes but can also be used for monitoring, which enables them to use their own laptops to view, at a glance, the screens of every student in the class.

**My child has downloaded programs that I do not think he/she should be using. What should I do?**

Parents are responsible for how the device is used at home and what is downloaded. Parents are strongly encouraged to develop 'household rules' and to discuss the sites that their child has asked to use. If you feel anything inappropriate has been installed then it should be removed. The school has the option of reimaging the device to remove any unwanted programs.

**Can my child put their own programs/songs/media on their device?**

Yes, as long as space remains to ensure the educational needs of the device can still be met.

**Who is responsible for Internet safety at home?**

It is a parent's responsibility to ensure they have a protected network and good Internet protocols and environment at home.

### **Can a family member use the device when it is at home?**

The device is your device. You decide how it is used; however, parents need to ensure that only age appropriate programs/content is on the device. Please see the related policies for further information.

### **Who is responsible for home configurations?**

The parent/s or guardian will be responsible for home network connectivity and user preferences.

### **How can my child protect the device from accidental damage?**

We highly recommend all devices are kept in a protective case/bag and used with due care. Such bags can be purchased via the portal or you may choose to supply your own. Students are also instructed not to leave devices on the floor, near food or water or use it in a careless manner. We recommend you look at and read through insurance cover available to you select in the portal.

### **What are my options for purchasing a device for 2016?**

The Portal is currently opened for all parents to choose the device and any additional options such as insurance and a carry bag.

The prices are at government school pricing and does include the Parktone Primary School Windows image.

### **What device will we receive?**

Acer Switch 11: A 2 in 1 device with a detachable keyboard, i5 processor, SSD, and good battery life. Product model -NT.L69SA.002-G06

### **What are the specifications of the recommended device?**



<b>Name</b>	Acer Iconia Switch Pro 11 , i5, W Active Stylus and KB Dock
<b>Product model</b>	NT.L69SA.002-G06
<b>Processor:</b>	Intel® Core i5-4202Y (1.6 Ghz, 3MB Cache, (Turbo boost 2.0Ghz)
<b>Memory:</b>	4GB DDR3
<b>Graphics:</b>	Intel HD Graphics
<b>Screen Size:</b>	11.6" FHD 1920 x 1080 resolution, supporting multi-touch, <b>Storage</b>
<b>Size:</b>	128GB eMMC Solid State storage (SSD)
<b>Battery Life:</b>	Up to 6.5 hours
<b>OS and Software:</b>	Windows 8.1 64 bit

**Weight:** 850g (1.55kg with Dock)  
**Networking & Ports:** 802.11A/B/G/N (2.4/5.0Ghz), Bluetooth 4.0, 1 x USB 3.0; 1 x standard USB Port (on keyboard), 1 x Micro SD Reader; 1 x Micro HDMI Port with HDCP support  
**Manufacture Warranty:** 3 years onsite warranty with Acer  
**Extended Warranty:** No Additional Warranty (+\$0.00)  
**Insurance:** No Insurance (+\$0.00) 3 Years Laptop/Convertibles/Hybrids Insurance. \$100 excess (+\$291.06)

### **What is included in the cost of the recommended device?**

- \*The Acer Switch 11 device
- \*Fully imaged with the Windows Operating System
- \*MS Office 2013
- \*3 years onsite warranty with Acer
- \*Onsite repairs
- \*Technical support
- \*Windows updates
- \*Antivirus

### **I believe I have an equivalent device at home?**

Parents can supply their own device provided it meets the minimum specifications below and is deemed suitable by the school technicians. As the device will not be the same as our recommended device it may not be able to get some of the school's additional programs as some licensing agreements may not extend to parent supplied devices.

The personal computing device that is brought to school must meet the specifications listed below in order to operate with our network:

- Operating system requirements: Windows 8 or higher
- Minimum screen size 11"
- 6 hour battery life
- Minimum 4GB RAM
- Physical connected keyboard (no wireless or Bluetooth)
- USB port

### **What is the difference between SSD and HDDs.**

The SSD (solid state drive) is a new technology for disk storage, it runs much faster than conventional HDD and is less likely to have bad sectors or disk failure. This is highly recommended as the warranty rate for SDD failure is a lot lower than conventional HDD.

### **Does the recommended device meet the requirements of secondary schools?**

These are the same requirements expected of parents from Parkdale Secondary College. The device that Parktone Primary has sourced and purchased for our own use has superior specifications than the minimum required by Parkdale Secondary College and at a cheaper cost than their recommended device.

### **References**

#### **Students, Computers and Learning**

*Making the Connection (OECD Publishing, 2015)*

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