Student Laptop Program
Parent and Student Information Booklet
Year 8 - 2014 / 9 - 2015

Acer Iconia Tab W510
1. Introduction

Background
Loreto College has implemented a comprehensive student laptop program where all students from Year 8 through to Year 12 have their own laptop/tablet to use both at school and at home. An important part of the Student Laptop program is the ongoing training and technical support that is provided for use of hardware and software, as well as responsible use as a good digital citizen.

Educational Context
The education of our students needs to reflect the dominant method of information flow used in society. We are in the middle of the digital information and educational revolution and teaching and learning needs to reflect this to ensure a relevant and contemporary education. We are living in a world where technology is getting faster and cheaper and is fundamentally changing the world in which we live and work. However, technology itself is a tool and the process of learning needs to be at the centre of any pedagogy. The incorporation of ICTs into subject areas will be to enhance student learning, not replace types of student learning but will support the concept of anywhere, anytime learning. Students must also learn to utilise information and technology effectively and in a responsible and ethical manner in line with our College Mission statement.

Australian Curriculum
The disciplines outlined in the Australian Curriculum provide a foundation of learning in schools because they reflect the way in which knowledge has, and will continue to be, developed and codified. However, 21st century learning does not fit neatly into a curriculum solely organised by learning areas or subjects that reflect the disciplines. Increasingly, in a world where knowledge itself is constantly growing and evolving, students need to develop a set of knowledge skills, behaviours and dispositions, or general capabilities that apply across subject based content and equip them to be lifelong learners able to operate with confidence in a complex, information-rich, globalised world. There are seven general capabilities specified within the Australian Curriculum with Information communication technology (ICT) competence being one of them. Students develop ICT competence as they learn to use information and communication technology effectively and appropriately to access, create and communicate information and ideas solve problems and work collaboratively in all learning areas at school, and in their lives beyond school.

Handbook
This handbook will provide information on how to use the laptop effectively and ensure it is kept in optimal working condition. It will also provide much valuable information on caring for the laptop, laptop security, reporting faults, saving data as well as warranty and insurance matters.
Ownership and Cost
The Loreto College Student Laptop Program is a parent funded program with the laptop being rented from the college with payments being made on a per term basis. If a family is eligible for Tax Benefits under the Education Tax Package the cost of the rental may be able to be claimed as a deduction. Please discuss this with your Tax Accountant. At the conclusion of the rental term (2 Years for Year 8, 2014) and with all payments made, the ownership of the laptop can be transferred from Loreto College to the parents of the student for a $1 payment. The tablet will then be re-imaged with only the operating system remaining with all other software removed due to licensing restrictions. When a student leaves at the end of Year 12 all Microsoft software will remain on the computer that they have used from Year 10 to 12 and ownership of that is transferred to the parents when the student leaves the college. This is a part of our Microsoft licensing agreement.

Implementation Overview

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What are the benefits of a student laptop program?

- The medium of learning and teaching must be a reflection of the prevailing information transfer method in society.
- Today’s students seek opportunities to directly engage in their own learning and are used to the immediacy of their digital lifestyle.
- They desire a learning environment which is collaborative and is teamwork focused.
- We must prepare our students for the world that is waiting for them.
- There was a high rate of support expressed for a laptop program in the parent and student responses (over 75%) from the survey in 2011.
- Will enhance the learning opportunities and outcomes for the girls.
- Offers a significant cost saving – device, software (+ updates), extended warranty, accidental damage protection insurance, service, training.
- Provides educational equity for ALL students since they will have the same equipment and software available to them at school AND at home.
- Students will always have access to a laptop. If their laptop is damaged we provide a ‘hot swap’ so their education is not interrupted.
Tablet Specifications

**Acer Iconia Tab W 510**
10.1" HD 1366 x 768 IPS Display with 10 finger touch
Intel Atom Processor 2760 1.50 GHz
2 GB DDR2 RAM
64 GB eMMC Solid State Storage (Applications)
Apacer 64 GB Micro SD Card (Data Storage)
2 Cell Lithium Polymer Battery in Tablet (9 hours)
2 Cell Lithium Polymer Battery in Keyboard (9 Hours)
2 Year Onsite Warranty
3 Year Accidental Protection Insurance
Padded carry bag

Loaded Software Image

**Use anywhere**
Windows 8.1 32 Bit
Microsoft Office 2013
Adobe Creative Suite 6 Web Premium
Internet Explorer 10
Google Chrome
Firefox
Audacity
Clickview Online
Cyber Safety Button
eBuddie
ITC Think Drive Student Version

**Only at School**
Sibelius
Type quick

**Background**
Java
Flash Player
Shockwave
Microsoft Silverlight

**Assigned by Active Directory upon Logon within the College Network**
Computer Studies Shortcuts
Student Café
Assigned Printers
User Directories (Student network drive and student common)
2. Laptop Care

Students are responsible for the care and security of the laptop that has been provided for them. The laptop must be treated as a valuable and fragile piece of equipment and students will be held accountable for any damage or loss that occurs, which may involve an extra financial cost to parents. Please refer to Section 5 Warranty & Insurance and the student laptop contract for specific details.

It is crucial that students use their laptop in an acceptable manner and as a learning tool. Students are responsible for the programs and sites that are accessed whether they are at school or at home. Access to the internet, online programs and social media and email must be used in a responsible and socially acceptable manner. Since the laptop is the property of Loreto College until ownership is transferred to parents, Teaching and ICT Staff reserve the right to access the contents of any of the student laptops for maintenance, security or to monitor appropriate use at any time.

Care in School
A primary responsibility for all students will be to ensure that their laptop is fully charged every day when it is brought to school. Students are not to bring chargers to school and there are no facilities available for charging the laptop during the day. The laptop provided has ample battery life to ensure a full school day’s use. If a student does not bring a charged laptop to school they will not have a laptop to use during class time and no replacement will be provided.

Student laptops will be used extensively in classes around the college. A padded carry bag has been provided as part of the laptop kit provided to all students. The laptop must be in the carry bag at all times when the laptop is being transported around the school between classes, as well as to and from school. Students must not move around with a laptop that is still on with the lid open. Laptops should be locked in a student’s locker during morning tea and lunch, as well as any other time when it is not being used. Laptops should not be taken out in a public place but should be left in their school bag.

Students are not to write, deface, place stickers on or graffiti any part of the laptop, including the tekskin or the provided carry bag. The ID label on the tekskin on the front of the laptop must not be removed or marked. The ID tag on the carry bag should also not be removed.

Do not eat or drink while using the laptop as any spillages may damage it.

Closing the lid of the laptop will place the laptop in sleep mode and will ensure a faster start up time when you go to the next class. If the laptop is not be used for an extended period of time eg. Lunch or at conclusion of the school day, the laptop should be shut down. DO NOT close the lid until the computer has completely shut down and turned off.

Care at Home
This laptop is a powerful educational tool for enhancing your daughter’s education. However, not all learning experiences or assessment items should/could/will be done using the computer and a balance must be found outside of the classroom to ensure students are
exposed to a broad range of educational opportunities, just as not every lesson in school will involve the use of the laptop. Face-to-face social activity, physical exercise, cultural programs and just a general non-use of technology (including phones) at certain times are to be encouraged. Parents may wish to discuss strategies for ensuring this balance with their daughters.

**Ergonomics**

The laptop is best used on a desk, table or other sturdy piece of furniture rather than working on the student’s lap, ground or other position, particularly if using the laptop for an extended period of time. This places the laptop in a better ergonomic position and removes the heat, power and wireless transmitters away from direct contact with the body.

It is important that the laptop be used in a comfortable position – top of the screen just below eye level, screen about one arm’s length away with it centred directly in front of the user. The position of the keyboard should allow minimal bending of the wrists while maintaining an elbow bend at less than 90 degrees. A firm, straight backed and supportive chair is also desirable.

When at home, an optional external USB mouse, keyboard, laptop stand and larger monitor may be used if you wish to achieve a better ergonomic setup. Users should not continually remain in the same working position for more than 30 minutes. Regular breaks where users move around and stand are recommended.

**Software**

The laptop is provided with a school software image which includes all of the software that is necessary for the educational use of the computer both at school and at home. Students are local administrators of their own laptop and this allows the student to personalise the laptop to a certain extent.

There is Microsoft Defender (in Windows 8) anti-virus software installed on the laptop to protect it from viruses and malware when the laptop is connected at school or at home. While students are able to download additional software, such as printer drivers etc., as well as joining a wireless network at home if available, this brings specific responsibilities as well.

Only software authorised by the college is to be loaded on to the Laptop. Written permission needs to be sought from the college before any software is loaded, except for peripheral device software such as software drivers for printers, scanners etc. which allow for normal functioning of the laptop at home. Students are prohibited from accessing or storing offensive or illegal software, images, video and audio on the laptop or other digital storage devices that are connected to the laptop. The student laptop may be accessed by Loreto Teaching and ICT staff at any time and any such offensive material will be reported to College Administration. Illegal software will be removed by the college technicians. In the case of a fault that requires the laptop to be re-imaged, only the school supplied software will be returned to the machine with all other additional software being removed in the process. Data storage on Drive D: (64 GB Micro SD Card) will not be affected by a re-image but it will be assumed that the student has made a backup in the event that personal files and data are affected or removed. The college will not accept any responsibility of loss of data in cases such as this.
**Backing up Data**

Backing up data and files is crucially important and is the responsibility of the student. Data can be stored locally on the D: drive (Micro SD Card) of the computer as students are not able to access their network I: drive from home. Students are able to create a folder structure in D: Drive that best suits their own requirements. Students should also save any files to their college network I: drive as well, as this is backed up every evening. USB flash drives are not a reliable method of storage of data. These small devices have a high failure rate and are very easy to lose so are not recommended as a form of data backup. A larger portable hard drive could be used for such a purpose and if you choose to use this method then they would have to be purchased separately. Loss of data is not an excuse for the failure to hand in an assignment.

**Optical (DVD) Drive**

The Acer Iconia Tab W 510 does not come with an inbuilt optical (DVD) drive. You are able to purchase external optical drives which connect via USB from retailers such as Dick Smith, Harvey Norman etc. if you wish to have this option.

**Battery**

The combined battery life of the tablet and keyboard supplied with the Acer Iconia Tab W 510 should last for 18 hours under normal conditions. What programs are being run and the power settings of the laptop will have a significant effect on how long the battery will last. We would recommend that the laptop should be left in Power Saver mode to maximise the battery life of the laptop.

The battery of the Acer Iconia Tab W 510 should also be run completely flat about every two weeks and then fully re-charged to maximise the overall life of the battery. You do not have to flatten the battery every time that it is used and you also do not have to fully charge it every time it is connected to a power supply, but a regular process of full discharge, followed by full recharge is beneficial to long term battery life.

Students must ensure that their laptop is fully charged when they come to school each day. There will be no recharging facilities or battery exchange available for students who have forgotten to charge their laptop overnight. No power packs are to be brought to school for this purpose. Power packs are to remain at home at all times.

It is important that the laptop not be left in a hot environment for extended periods of time eg. Car boot during summer, as this can affect the internal circuits of the laptop but also may seriously affect the battery and reduce its life significantly.

**ID Labels**

There is an ID label on the TEK skin cover on the front of the laptop which has the student’s name, ID number and a barcode. This is not to be removed under any circumstance and is used to help identify the laptop, particularly when they are brought to the ICT Help Desk area for service or warranty issues.
3. Using the Laptop

The Acer Iconia Tab W 510 laptop is designed to enhance student learning both at school and at home.

School
While at school the students have access to the college wireless network. This includes a personal network I: Drive, access to all of the software on their laptops as well as connection to the internet. The college has Microsoft Defender (Windows 8) anti-virus software loaded onto the laptop and firewall software installed on the college network that restricts student access from certain categories of websites eg. Pornography, some social media and other non-suitable sites. The restriction from certain sites is constantly under review and may change depending on the educational benefits and individual subject requirements. The College Firewall is a system based Firewall and it is not installed on the local machine so the settings applied at school will not be applied if the laptop is connected to your home network. Students also have access to the college email account which should be accessed regularly as this is an important form of communication between teachers and students and students with other students.

Laptops will be used within classrooms at the discretion of their teacher. The laptops are being implemented to enhance student learning not replace types of learning. They will not be used in every lesson of every subject and it would not be educationally appropriate to do so. Teachers will manage the use of the laptops in his/her own classroom.

Laptops are not to be taken out of carry bags at morning recess or lunch unless the student is working in the library or is under the direct supervision of a teacher. Laptops should be shut down and locked in a locker at morning tea and lunch. Failure for students to follow this procedure on a regular basis may result in them being placed on a Thursday lunchtime detention. Laptops should not be left in lockers overnight but must be taken home.

Lid Closure
During school time it is important that the laptop starts up quickly to ensure maximum use of lesson time. There are several settings that can be used when the lid of the laptop is closed. The installed default that should not be changed is that when the lid of the laptop is closed the laptop goes into ‘sleep’ mode. This is a low power usage mode that allows a much faster start-up time as compared to starting from a power off state. This will also ensure maximum battery life during the school day. This mode should only be used when the laptop is likely to be used again within a fairly short time frame as it will still use power in sleep mode. For any time frame longer than 30 minutes eg. Lesson finishing before lunch, the laptop should be shutdown. At the end of school the laptop must be shutdown completely, ensuring the machine is off before the lid is closed.

Home
The laptop provided by Loreto College is for your daughter’s exclusive use at both home and at school and should not be used by other members of the family for their own personal use. Issues that arise from use by people other than your daughter may void certain warranty conditions.
Loreto College strongly encourages active supervision of your child’s use of technology, including the laptop provided by the college, at home. The internet is a wonderful learning tool and resource that enables access to information that supports and enhances all areas of the college curriculum. However, the decision to connect your daughter’s laptop to your home network is entirely your decision and is under your supervision. The college supplied laptop has anti-virus software installed but is open to access any sites that your present home internet connection allows. What sites you allow your daughter to access is entirely your decision. We will continue to provide parents and students with support, resources and advice for the appropriate and safe use of the internet and other online environments.

Some suggested guidelines for when your child is using their laptop at home are below:

- Ensure your daughter uses their laptop in a public room
- Avoid allowing your daughter to use their laptop in bedrooms or rooms that can be closed off to other members of the family
- Ask your daughter regularly to show you what they are doing on their laptop
- Establish a set of expectations regarding the use of the laptop and internet for your daughter
- Not every piece of work or assessment will require the use of the laptop
- Negotiate technology free time every day with your daughter, which would include laptops, mobile phones, iPads etc.
- Educate yourselves and your daughter on how to be a responsible and safe digital citizen and how to make appropriate choices online. Support can be found at www.cybersmart.gov.au

**Backing up Data**

Backing up data and files is crucially important and is the responsibility of the student. Data can be stored locally on the D: drive (Micro SD Card) of the computer, particularly when the student is working from home as students are not able to access their network I: Drive from home. Students are able to create a folder structure in D: Drive that best suits their own requirements.

It is important that you encourage your daughter to backup all of her work in a safe and secure manner. If files are saved locally to the D: Drive of the laptop they should also be saved to her college network I: Drive regularly as this is backed up every evening. There will be an app on the Desktop of the laptop which allows this backup process to be done with one-click. Work can also be saved to a portable hard drive as well (would need to be purchased separately). Loss of data is an invalid excuse to not hand in a piece of assessment.

Small USB flash drives are not a reliable method of storage of data. These small devices have a high failure rate and are very easy to lose so are not recommended as a form of long-term data backup. A larger portable hard drive could be used for such a purpose and if you choose to use this method then they would have to be purchased separately.
4. Technical Support

**ICT Help Desk**
Students may access the ICT Help Desk area within the library for any issues they may be having with their laptop. This area will be available from 7.30am in the morning to 3.30pm in the afternoon on school days. Students may come to the help desk before and after school, as well as during lunch and morning tea. Students may also contact the ICT help desk via email at helpdesk@loreto.qld.edu.au.

If a student is experiencing laptop problems during a lesson it will be up to the discretion of the teacher whether they give permission to allow the student to go to the ICT help desk. A student must have written permission from their teacher to go to the ICT help desk during lesson time. A technician will endeavour to fix the problem promptly but if it is an issue that may take a longer amount of time, or require the laptop to be sent away for repairs then a ‘hot swap’ will be arranged. We have spare laptops available for this purpose so that students are able to continue to have access to a laptop while their own is being repaired. Hot swaps will not be given to students who have left their laptop at home, who have failed to charge their battery overnight or to students who have used their laptop outside the guidelines outlined in Sections 2 and 3 of this guide.

**Student Laptop Portal and Online Tutorials**
A range of video and print guides and tutorials are available to assist in the efficient use of the laptop both at school and at home. If you are having any difficulties using the laptop you may wish to consult these methods of help before your daughter goes to the ICT help desk. The Student Laptop Portal can be accessed via the Loreto College Website www.loreto.qld.edu.au. This portal has a range of information and tutorials designed to assist in every aspect of the implementation and use of the laptops.
5. Warranty and Insurance

The Acer Iconia Tab W 510 is covered by a 2 Year extended Manufacturer’s warranty and a 3 Year Accidental Damage Protection Insurance policy. If a student laptop is damaged it should immediately be taken to the ICT help desk area within the library at the college. If the damage occurred outside of normal school hours then the earliest time on the next school day would be appropriate. The student will be asked to complete a report outlining how the damage occurred and this incident form will become the basis of the insurance claim if it is accidental damage or a warranty claim due to software or hardware malfunction.

The laptop is covered by an Acer three year accidental damage protection (ADP) insurance policy. This specifically covers accidental damage in the normal use of a laptop eg. spilt food or liquid on keyboard, damage caused by dropping the laptop etc. In the case of an accidental damage claim an excess of $100 will be incurred for the first claim. The second and any other subsequent accidental damage claims in the period of this policy will also incur a $100 excess for each claim. The success of an accidental damage claim will depend on the nature of the damage as determined by the insurer. Damage to the laptop that is not ‘accidental’ is not covered by this ADP warranty.

In the case of a lost or stolen laptop you must contact the college immediately and report it to the Police. It is necessary to have a police report to present to the college. If outside of normal business hours, after having contacted the police, email the college at helpdesk@loreto.qld.edu.au immediately and then phone the college as soon as normal opening hours resume. If the laptop is not recovered then an excess of $400 will apply to purchase a replacement.

If a laptop is damaged and it is deemed as malicious, deliberate or non-accidental you will have to meet the complete costs of repairing or replacing the laptop as this is not covered under insurance. Damage to the laptop during overseas travel is not covered by the accidental damage coverage.

As the laptop is the property of Loreto College until ownership is transferred at the end of the rental period, all damage or problems must be reported to the College ICT Help Desk as soon as possible. No work on the laptop by non-Loreto Technicians is permitted and in some cases may void the warranty.
6. FAQs

Day to Day Operations and Procedures

Q. Will my daughter be expected to bring their laptop to school every day?
A. Yes. While not every lesson of very class will require the use of the laptop, students must bring the laptop to school, fully charged every day. If a teacher indicates that they are not using the laptop in a lesson there is no need to take the laptop to that class and it should be locked in their school locker.

Q. What happens if my daughter forgets her laptop?
A. She will not have a laptop to use during the day as swaps are not provided for forgetting to bring a laptop to school.

Q. What is the best way transport the laptop to and from school and between classes?
A. Whenever the laptop is moved outside of a classroom it should be in its protective case. When going to or from school the laptop case should be inside the student’s school bag. When moving between classes the laptop bag can be carried just as they would carry books.

Q. Is the college moving towards digital or e-Books?
A. Most textbooks now come with both a printed version and a digital version. There will be a transition process where students may be able to leave textbooks at school as they would have the e-Book version loaded onto their laptop. This will be advised on a per subject basis.

Q. What happens if the laptop battery goes flat?
A. If the laptop comes to school fully charged and is discharged and then charged completely on a regular basis as advised, the battery should comfortably last an entire day at school. There will be no recharging facilities available at school and students should not bring their chargers to school. We will monitor this policy regularly and make changes if necessary.

Q. What does my daughter do with her laptop when she is out at Wednesday afternoon sport?
A. The laptop should not be left in her locker overnight. A room in the MWC will be available for students to leave their bags while they are away at sport. This room will be locked until they return from their sporting activity.

Q. What happens if my daughter is having some technical issues with her laptop?
A. There is an ICT Help Desk located in the college library which is open between 7.30am and 3.30pm. Students are also able to email helpdesk@loreto.qld.edu.au for assistance.

Q. What happens if my daughter accidently damages her laptop?
A. The laptop should be taken to the ICT Help Desk immediately if the incident happens at school or as soon as she returns to school if it happens outside of school hours.
Connectivity and Networking

Q. How is the laptop connected to the school network?
A. The Loreto College campus is entirely wireless and a connection to our secure network connection is made via this wireless link. Students have access to the internet and to their own personal drive as well as a drive common to their year level so that resources can be shared from staff. The internet connection runs through a firewall and filtering software.

Q. Can I connect my daughter’s laptop to our home wired or wireless network?
A. Yes. Your daughter is a local administrator for her machine so if you give her permission to connect to your internet at home she can do so. The laptop has anti-virus software installed but there is no filtering of websites unless you have this activated through your own ISP as with any other device connected through your home network. While at school the internet connection is filtered.

Q. How do I connect my daughter’s laptop to my home internet?
A. There is a video tutorial available on the Student Laptop portal which can be accessed through the college internet home page www.loreto.qld.edu.au

The Loreto College Student Laptop Program

Q. Can we bring along a laptop we already own and connect it to the school network?
A. No, only laptops provided by Loreto College can be connected to the network. The software image provided on the college laptops contains specific software required by students which means that every computer has the same programs and versions installed.

Q. What are some of the included features that the college laptops have?
A. Because of the number of computers that Loreto College purchases they are cheaper than retail price. Each laptop has a comprehensive list of software installed that would cost significantly more if purchased through a retail outlet. Warranty and accidental damage claims are supported by the college through our business partner and the extended manufacturer (2 Year) and accidental protection (3 Year) warranties are also included in the cost. Students have wireless access to the internet and personal network drives which are backed up every night.

Q. How long do the present Year 8s have these laptops for?
A. This laptop will last the student through Year 8 and Year 9. At the end of Year 9 and after all lease payments are made the ownership of the laptop will transfer to the parents. When the present Year 8s start Year 10 they will receive another more capable laptop which will last them for 3 years.

Q. Are there going to be opportunities for more information for students and parents in the coming months?
A. Yes. All Year 8 students will receive an introductory training lesson in their homeroom on Thursday 30th January, which is the day they will receive their laptops. Further training will be planned for the Year 8 students during the year. The online
Student Laptop Portal will be constantly updated and will be an important source of information.

Q. *How will the effectiveness of the program be evaluated?*
A. At Loreto College we are constantly reviewing our learning outcomes and programs, the laptop program will be no different. We will undertake surveys of both staff and students as the year progresses. Professional development for staff will be tailored towards development of ICTs for students in the laptop program.

Q. *How will students access digital learning resources?*
A. The college is using a Learning Management System which can be accessed through the Student Café portal where teachers will make digital resources available to students. This LMS will be available both at school and from home as long as the student is connected to the internet.