



# Student Computing Devices Program

(for students in Years 7 to 9, between 2018 and 2020)



The computing devices which will be distributed to students in Year 7 at the start of the 2018 school year will be ACER Switch Alpha 12s. These are hybrid devices (laptop/tablet convertibles), as shown.

These devices will be provided with Windows 10 Education operating system software, the Microsoft Office suite, Adobe design suite, and enterprise antivirus software.

## Program Details

The devices are allocated to students for three school years. Students will retain a device in their possession and will use it at school, at home, and elsewhere, for appropriate study purposes and other reasonable computing requirements. Students who enter the College after the start of 2018 will be allocated a device when they enrol.

**To finance the device program, families will be charged a levy each school year.** The levy will be payable for each school year in which the student is enrolled and attends school.

This levy contributes towards:

- purchase of the device, its accessories, a ruggedized protector and carry case,
- purchase of extended hardware warranty and accidental damage insurance (see below),
- preparation, configuration, and installation services provided by Clonard ICT staff,
- licensing of enterprise software, including but not limited to, Windows, Office, and Office 365 (from Microsoft), Creative Suite/Cloud tools (from Adobe), and enterprise antivirus,
- diagnosis, logging, and management of all warranty and accidental damage protection (ADP) insurance claims relating to the device, plus any other repair, configuration, or restoration actions required,
- operation of the ICT Help Desk which is available onsite from 8:30am to 4:30pm each school day, to deal with any hardware, software and usage issues,
- a broad range of ancillary costs related to the device program which includes, but is not limited to, infrastructure and consumable costs and provision of a spare device pool.

These devices remain the property of Clonard College Geelong and must be returned to the College when the allocation expires or when a student leaves the College permanently, or at any other time, as notified by the College. Students who retain a device for three years and whose family has paid the full levy **each year** will be given the opportunity to retain a device, after processing, for a modest fee.



# Warranty, Insurance, and Repair Details

## Warranty

These devices (and batteries and keyboards) have a three year hardware warranty. The active stylus carries a one year warranty as it is considered a consumable item. Typically, the warranty covers failure of the device or its components, e.g., if the hard disk or wireless card ceases to function within three years – without any obvious sign of misuse, neglect, or damage – the device will be repaired or replaced under the hardware warranty.

The Clonard ICT Help Desk will process all warranty claims on behalf of families/students.

## Accidental Damage Protection (ADP) Insurance

These devices are also covered by ADP insurance for a period of three years (or until the maximum benefit is exhausted). ADP insurance provides for device repair or replacement in cases where an accident makes the device unusable. For example, screen breakage when the device is accidentally dropped or if liquid is spilt on the device.

The maximum benefit available via the ADP insurance is \$2500 over three years with a limit of \$1000 for any claim, and up to two replacement units over the course of the insurance policy.

**Each claim made against the ADP insurance will incur an excess fee of \$100 which will be added to the family's College account.** For each claim, the repair or replacement cost is deducted from the maximum benefit.

In cases where an ADP claim is made but the remaining benefit amount is less than the repair or replacement cost, the additional cost incurred **will be added to the family's College account in addition to the excess fee.** In cases where a device is damaged but the maximum benefit has already been exhausted the repair or replacement cost **will be added to the family's College account.**

Accessories (keyboard, charger, stylus) are not covered by ADP insurance and neither warranty nor ADP insurance covers damage due to animals. If damage occurs in transit and the device was *not* in its protective case, the student will receive a demerit and an ADP claim may be rejected. If damage occurs when the ruggedized STM Dux protector is *not* fitted to the device the student will receive a demerit and an ADP claim may be rejected. **In such cases, the repair or replacement cost will be added to the family's College account.**

The Clonard ICT Help Desk will process all ADP claims on behalf of families/students. Parents will be notified whenever any charges are added to their College account as a result of damage.

If the device is lost or stolen, the cost of replacement **will be added to the family's College account.** Families are advised to have the device listed as an insured item under their own policies to cover theft, fire, or other mishaps at the family home. The device's insurable value for this purpose is approximately \$1070 (ex GST).



The following table outlines approximate current prices for replacement parts. These prices may vary. Labour charges may apply. The most frequently damaged component is the screen (that is, the TOUCH PANEL MODULE 12' N12QHDS, \$329).

| <b>Product ID</b> | <b>Product Title</b>           | <b>Price<br/>Ex GST</b> |
|-------------------|--------------------------------|-------------------------|
| NB.GDQ11.004      | Mainboard SA5-271_i5-6200U_8GB | \$899                   |
| KN.2560L.012      | SSD-M 256GB LITEON CV1-8B256 1 | \$348                   |
| 6M.LB9N5.001      | TOUCH PANEL MODULE 12' N12QHDS | \$329                   |
| KN.2560B.021      | Flash Disk SAMSUNG SSD NAND 25 | \$257                   |
| NK.I1213.03Z      | Keyboard CHICONY KT1P_A50B KT1 | \$173                   |
| NC.23811.03F      | Acer Active Stylus Pen ASA610  | \$65                    |
| 60.LB9N5.003      | THERMAL MODULE ASSY            | \$49                    |
| KT.00204.003      | Battery SONY AP16B Polymer 2S1 | \$50                    |
| 60.LB9N5.001      | U FRAME ASSY                   | \$40                    |
| 60.LB9N5.002      | BOTTOM CASE ASSY               | \$35                    |
| 27.RGV0U.005      | POWER CORD 1.8M 3 PIN AUS      | \$35                    |
| KI.STN01.008      | Wireless LAN Intel WLAN 7265.N | \$30                    |
| NC.23611.02Z      | Foxconn 3rd WiFi 2x2 AC+ BT M. | \$25                    |
| NC.23611.030      | Liteon 3rd WiFi 2x2 AC+ BT M.2 | \$25                    |
| KP.04501.003      | Adapter DELTA 45W 19V 1.1x3.0x | \$25                    |
| KP.0450H.001      | Adapter Chicony Power 45W 19V  | \$25                    |



# Program Obligations

## **OBLIGATIONS of THE COLLEGE:**

The College will:

- provide a device for each student for a period of three school years (in most cases),
- provide basic instruction and advice regarding the use of the device both at College and at home, including information and resources designed to help students make safe and productive use of on line resources and to help parents monitor and support this use,
- provide ICT Help Desk services for students to support their use of the device for learning purposes, to monitor and diagnose problems or failures relating to the device's hardware and/or software and to restore the device to functionality in the event of damage, dysfunction, or failure,
- manage and monitor all warranty/insurance and repair matters related to the device in order to return it to functionality for the student's use at the earliest possible convenience,
- provide (whenever possible) a spare device to maintain the student's productivity whenever the student's allocated device requires lengthy diagnosis, reconfiguration, repair, or replacement,
- provide appropriate feedback to parents regarding aspects of the program which may assist them to support the student's learning and determine the best course of action to support the use of the device at home and at school,
- communicate with parents whenever costs are added to their College accounts as a result of damage, loss, or theft of the device,
- provide occasional information to students regarding necessary or prudent maintenance activities for their device,
- retain the right to recall, inspect, and monitor the device in any way at any time and to monitor all student transmission, communication and storage which utilizes the device and/or the College's information systems.

The College will NOT:

- supply replacement batteries for the active stylus which should be considered consumable and are likely to need replacement during the three year allocation. (Replacement batteries are relatively inexpensive, about \$3 to \$4, and the ICT Help Desk carries stock which are available for purchase.)



## **OBLIGATIONS of THE STUDENT:**

The student will:

- take all reasonable steps to ensure that the device remains secure and in good condition, in particular, by always storing the device in a locked locker when at school but not in use, and by always carrying the device in its protective case when in transit, and by ensuring the STM Dux protector is fitted to the device whenever it is in use,
- take all reasonable steps to ensure the security of the active stylus, understanding that it is both an integral component of tablet computing and an expensive item to replace (currently, \$65), a cost which will be added to the family's College account,
- be aware of potential personal security issues related to use of the device:
  - the student will be aware of issues related to visible use of the device in public or isolated locations,
  - the student will be aware of the risks and obligations of using the device online and, in particular, will refrain from publishing personal information which may identify her or her location to people who are not personally known to her,
  - specific instruction will be provided by the College to enhance the student's awareness of personal security issues,
- bring the device to College each day with a fully-charged battery (and, subject to teacher instruction, take it to all classes) and take it home each day and for weekends and holiday periods,
- use the device, whether at College or at home, for genuine educational, study, and research purposes in addition to limited, balanced and reasonable recreational or other purposes,
- notify – promptly – the ICT Help Desk with respect to actual or suspected theft, loss, damage, infection or dysfunction of the device and ensure that parents are aware of any actual or suspected theft, loss, damage, infection or dysfunction,
- ensure that copyright permission is gained before electronically publishing the works or drawings of others, always acknowledging the creator or author of any material published (refer to the college's library website for details: <http://library.clonard.catholic.edu.au:8080/oliver>),
- abide by teacher instruction (when at College or on College activities) and parent instruction (when at home or elsewhere) regarding use of the device,
- carry out regular maintenance activities which ensure the device's functionality remains optimal and the student's data is secure, such activities may include:
  - keeping passwords confidential and changing them when prompted or when known by another user,
  - regularly restarting the device (daily, for example) instead of setting it to standby,
  - explicitly logging onto and off of the school network (at least once a week) rather than locking the device continually,
  - backing up school and personal files - to home folder on the network and/or removable media and/or cloud storage - on a regular basis,
  - applying software updates when they are made available via the school network,
  - running virus scans on a regular basis,



## **OBLIGATIONS of THE STUDENT (continued):**

The student will:

- return the device (and any associated accessories) to the ICT Help desk in as close to “as new” condition as possible, either, a) before leaving the College on a permanent basis, b) at the conclusion of the three year allocation, or c) at any other time as requested by ICT Department staff,
- apply all obligations which relate to her allocated device to any replacement device(s) which may be issued to her,
- exercise a reasonable level of duty of care for devices allocated to other students at the school, in particular, wherever possible, the student will take care to refrain from any activity which may lead to any damage to any device, even if not specifically allocated to the student entering into this agreement; contributing to deliberate or malicious damage to any device may result in repair/replacements fees or excess being charged.

The student will NOT:

- mark or personalize the device in any lasting way, in particular, the student will refrain from applying graffiti to the device (and, in particular, writing or drawing on the keyboard) and will try to maintain it “as new”, to the extent possible,
- take photos or video or make audio recordings of members of the College community without their consent,
- use social networking sites without the permission of a teacher or parent,
- install or copy to the device any software or other content which is inappropriate, illegal or in any way unreasonable or which could possibly have any negative impact on the device, its software, the school, the school’s reputation or the school’s information system, in particular, the student should use their judgement when accessing any website or installing any software which may prove malicious,
- subvert - deliberately and knowingly - the College’s online security systems to gain access to information which would otherwise be unavailable to them.



## **OBLIGATIONS of THE PARENT:**

The parent(s) will:

- review this agreement document, together with the student, in a thorough and detailed manner and ensure that the student is aware of, and understands, her obligations under this agreement,
- ensure that the attached agreement form is signed and completed and returned to the College, as required,
- provide advice, assistance and encouragement to the student to try to ensure she meets her obligations under this agreement,
- monitor and manage the student's use of the device whilst at home,
- employ strategies which will assist the student to make safe and reasonable use of the device and to develop a reasonable balance between educational and recreational use,
- (optionally) communicate with insurance provider(s) to have the device listed as an insured item, this may alleviate some financial impact in case of theft, loss or damage of the device in the home,
- pay any charges which are added to their College account due to damage, loss, or theft.

The parent(s) will NOT:

- present - under any circumstances - the allocated device to any third party for installation, configuration, maintenance, diagnosis, or repair.

**Note:** The College employs staff to provide support services for parents and students via the ICT Help Desk (from 8:30am until 4:30pm) every school day. Presenting the device for service to any third party will void its warranty and may incur unnecessary expense for the parent(s).

**Please complete, sign, and return the attached agreement form to indicate your awareness of your obligations and your daughter's obligations and your willingness to uphold these obligations.**







# Student Computing Devices Program

(for students in Years 7 to 9, between 2018 and 2020)

## AGREEMENT FORM

This agreement form is to be signed by,

- a) the student to whom the device will be allocated, and,
- b) a responsible parent/guardian,

Ideally, both the student and a parent/guardian will have read the provisions of the full Student Computing Devices Program (for students in Years 7 to 9, between 2018 and 2020) document, together, and discussed all obligations and implications prior to completing this form. Any concerns or questions arising should be addressed prior to consenting to the agreement. Address any concerns via email to [helpdesk@clonard.catholic.edu.au](mailto:helpdesk@clonard.catholic.edu.au) or via phone to the ICT Help Desk (phone 5278 2155 then press 8 for the ICT Department).

### Student Agreement:

I have read the agreement and fully understand all of my obligations. I have discussed the implications with my parent(s). I undertake to abide by the agreement to the best of my ability. In particular, I will try to ensure that the device is not damaged or defaced and is secure at all times. I will use it in accordance with the agreement, in particular, and school rules, in general. I will refrain from any action either with the device, or otherwise, which is likely to place me in danger, to break the law, or to cause harm or upset to others.

Name:

Home Room:

Signed:

Date:

### Parent/Guardian Agreement:

I have read the agreement and fully understand all of my obligations. I have discussed the agreement with my daughter and I believe she fully understands all of her obligations. I undertake to abide by the agreement to the best of my ability. In particular, I agree to pay any charges added to my College account due to device loss, theft, or damage.

Name:

Signed:

Date: