



One to One eLearning Program

Student Handbook

as at August 2011



One to One eLearning Program

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One to One eLearning Program

School eLearning Vision

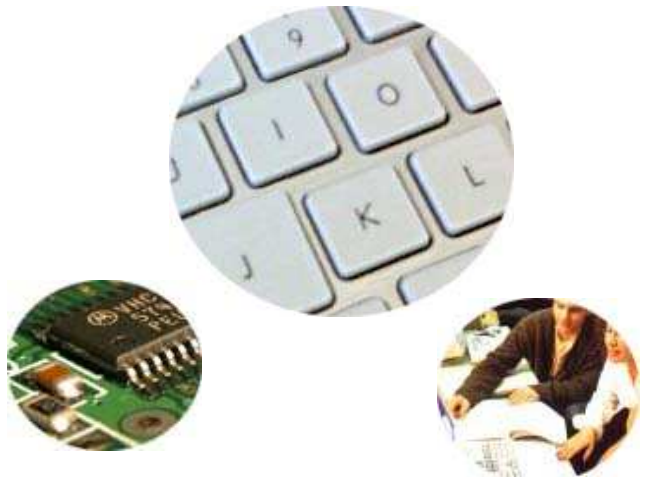
Central to the core values of Aldridge State High School is the challenge we set to be innovative and inspiring in our search for excellence in curriculum, teaching, learning, performance and relationships that produces engaged, robust citizens and lifelong learners capable of shaping our future.

Program Rationale

The Aldridge State High School One to One eLearning Program affords the opportunity for our students to enter a new world of curriculum possibilities, allowing authentic engagement and involvement in their learning. Learning experiences across the school are purposefully designed to develop the attributes of a life-long learner. In this way, each student learns to develop and demonstrate the knowledge, skills, practices and attitudes necessary to be an engaged, robust 21st century citizen capable of shaping our future.

The smart classrooms of the future will allow our learners to access personalised education anytime, anywhere. Learners have changed – for the first time we are engaging with the first “connected generation”. To sustain productive educational processes that align with how students learn, our school is willing to challenge the way we teach. Technology is no longer a luxury; our students see ICT inclusion in learning as a necessity.

Be assured that we have explored all opportunities to ensure that we will be providing an affordable program which will deliver value for money for your family.





One to One eLearning Program

The Device: Acer Aspire T1830

Overview

The Acer Aspire 1830T is a high quality, ULV (Ultra Low Voltage) laptop. It is an ultraportable laptop with advanced wireless connectivity & comes enabled with 3G access.

The device including Windows 7 and loaded with Microsoft Office 2010 Professional retails for \$2087 – see Attachment A.



Technical Specifications

ULV Processor	Intel® Core™ i3-370M Processor (3MB L3, 2.40GHz)
Memory	4 GB
HDD	320 GB 5400RPM Hard Drive
Video	Intel® HD Graphics with dynamic frequency
Display	11.6" High Definition (1366X768) Wide LED LCD Panel
Keyboard	Full size keyboard keys within the footprint
Battery	6 Cell Li-Ion estimated battery life up to 8hrs



Ultra-low voltage laptop device	Computrace theft protection
Free telephone support (landline only)	Blue Coat internet filtering
7am – 8pm Monday to Friday	Windows 7 operating system
24-hours online call logging	Microsoft Office software suite
Accidental damage protection	Antivirus software
3G connectivity and data plan	Crush-proof protective case
Four year warranty	



Cost of Participation

Consider for the price a cup of coffee per week your child will have an exceptional educational opportunity!

Points to Note

- The costs below are accurate at the time of printing, but may slightly vary at time of invoicing (within reasonable range)
- The costs below do not include the small residual amount at the end of the four years for the retaining of the device (as small as \$20 – amount to be finalised at time of release, if exiting prior to four years an amount can be calculated on a pro-rata basis)
- First payment to be paid upfront prior to being issued with a device, amounts will be invoiced on a Term basis thereafter (continuation of payments required to retain device).*

	Annual Cost to Student:	Total Retail Cost: (at time of printing)
Device	\$0.00	\$1299.00
Protective Casing	\$0.00	\$80.00
Insurance	\$0.00	Included in Home Contents
4 year Warranty	\$0.00	\$235.00
Technicians/Help Desk/Software Support/Training	\$200.00	Unlikely to get the same level of support offered by school
CompuTrace	\$0.00	Not available retail
Software (Windows, MS Office, Antivirus)	\$0.00	Windows (included), Anitvirus (\$87/year), MS Office Professional (\$788)
Total	\$200.00	\$2750.00

Payment Schedule

	Year 9	Year 10	Year 11	Year 12
Upfront Payment Due Week 2 Term 4 2011	\$100.00	-	-	-
Term 1	\$50.00	\$50.00	\$50.00	\$50.00
Term 2	-	\$50.00	\$50.00	\$50.00
Term 3	\$50.00	\$50.00	\$50.00	\$50.00
Term 4	-	\$50.00	\$50.00	\$50.00
			Total	\$800.00

Please note the payment option to pay up front at the beginning of the year for years 10, 11 & 12 (discount applies) or in Term instalments.



One to One eLearning Program

Rights and Responsibilities

Rights and Responsibilities of School

Aldridge State High School will assure the following:

- We will seek to provide the best value for money device available for the program
- Develop an eLearning Program that is affordable to be inclusive of all students
- Provide students with appropriate software to conduct learning anytime, anywhere
- Provide comprehensive and prompt technical support – using a Hot Swap system to ensure that your child is not without a device for extended periods in the event of repair and maintenance
- Provide an education program prior to the deployment of devices for parents, students and teachers

Rights and Responsibilities of Student

We request that Students:

- Participate in the education program prior to receiving device
- Understand that the principle purpose of the device is educational
- Together with parents read and sign the User Agreement Contract
- At all times responsibly care for their device as shown by the school during the education program
- Ensure that their device is fully charged overnight and ready for school each morning
- Report damage to the device to the school as soon as it occurs
- Not damage or loan other student's devices, and not loan out their own device to others
- Provide their device for inspection when requested during spot checks
- Report to Police if device is stolen whilst at home as soon as it occurs and obtain a copy of the Police report for the school, report to school if it is stolen whilst at school.
- Students will ensure that the device is connected to the school's network at least once a week via network cable (access available in any computer labs or the library) to ensure the updating of antivirus software

Rights and Responsibilities of Parents/Guardians

We request that Parents/Guardians:

- Participate in the education program prior to receiving device
- Understand that the principle purpose of the device is educational
- Together with student read and sign the User Agreement Contract
- At all times assist student in responsibly caring for the device as shown by the school during the education program
- Report damage to the device to the school as soon as it occurs
- Report to Police if device is stolen whilst at home as soon as it occurs and obtain a copy of the Police report for the school
- Ensure that required payments occur promptly
- Ensure the safe access of Internet materials if using a private Internet carrier whilst at home on the device – the Internet will be filtered whilst at school, however the usual precautions will need to be taken whilst at home



One to One eLearning Program

Guidelines for Participation

Initial Deployment

Prior to devices being issued to students:

- Each device must be Ed-quipped and registered in SIMS with a unique identifier and logged in a local database against the students' ID.
- Parents must attend an information event and agree in writing to the terms and conditions of the program.
- Students must attend an education program on appropriate care and maintenance of device and agree in writing to the terms and conditions of the program.
- First payment for the program is made to the school office (see Program Costs in this handbook for details)

A series of parent induction programs will be offered, running for 60-90 minutes each. These will be mandatory if a child is to participate in this program.

Induction programs will cover:

- care / maintenance of the devices
- roles and responsibilities
- restrictions
- policies / procedures
- liabilities etc.

Students will also receive similar induction prior to being issued their device.

Software and Copyright

Each device will be loaded with an Education Queensland approved software image configured for use on the school network. A copy of that image will be stored in a partition on the hard drive to enable the device to be rebuilt at any time by a system administrator.

The image will contain the software requested by the teachers. Throughout a school semester, a minimum of two image updates may be scheduled to allow for the inclusion of new applications on the devices. (note: Image updates are subject to licensing conditions. E.g. the MEA only applies to school / P&C owned devices, and can not legally be extended to privately owned devices).

The school as part of Education Queensland has been able to negotiate very competitive and reasonable licence fees that are not available to private individuals outside the educational environment.



One to One eLearning Program

Each year the school also pays licensing fees on some of the software that is installed on the devices which needs to be covered annually. The school One to One Devices comprise a variety of software packages as part of our Managed Operating Environment (MOE). These include operating system software, anti-virus software, standard Microsoft software and curriculum specific software licensed to our school. Software installed by the school is copyright and must not be distributed or deleted without written permission from Education Queensland.

Internet Usage

The school, as part of DETA's (Department of Education and the Arts) network, makes use of internationally implemented products to filter access to web pages while at the school. Although it cannot block 100% of undesirable sites due to the frequency of new site publishing and time taken for detection, it does greatly reduce the likelihood of students accidentally stumbling across such sites and, in fact, makes it quite hard to find sites which are not blocked. All students are required to sign a responsible internet and network usage agreement which clearly outlines unacceptable and inappropriate usage.

Appropriate use of the internet service is closely monitored and MIS (Managed Internet Service) provides inappropriate content blocking by a regularly updated list of categories and sites. Any inappropriate use of the internet is unacceptable and is subject to disciplinary action and exclusion from our network. (Refer to the Responsible Internet Usage Agreement signed by students and parents upon enrolment).

3G access will still be filtered by BlueCoat however when operating outside of a school environment the parameters are relaxed slightly to allow access to sites such as Facebook and YouTube.

However, whilst the device is at home you may wish to use your personal Internet Access Carrier. When this occurs, the parents and guardians must take full responsibility for the material students will access online. Your internet provider may not provide the level of security provided at school and parental measures will need to be taken to assure student safety whilst online.

Insurance

Aldridge SHS has a policy to self-insure the devices to ensure you are protected from loss, theft and accidental damage. The percentage calculation on this insurance has been advised to us from the Education Department. Conditions of this policy are as follows:

- Every insurance claim, whether for loss or accidental damage, will incur an insurance excess (see Schedule A) payable by the assigned user & to be paid prior to returning of device (Research indicates that students take greater responsibility for the laptop's security if an excess applies);
- The school must be notified immediately if a school owned device is lost or missing;
- Insurance does not cover the loss of unattended devices from an unsecured location, e.g. loss from an unlocked car parked on the street. See Schedule A for details
- Insurance does not cover vandalism or wilful damage to the device including screen damage (which is in most cases due to neglect); See Schedule A for details



One to One eLearning Program

- It is the user's responsibility to report any lost or stolen devices to the nearest police station and provide the school with a crime report number. The device will not be replaced until this has been provided.

Users and Security

The Department's password policy requires users to change their password every 42 days. Passwords must meet the following criteria:

- is at least 8 characters
- has not been used in the previous 10 passwords
- must not have been changed within the last 1 day
- does not contain your account or full name
- contains at least three of the following four character groups
 - English uppercase characters (A through Z)
 - English lowercase (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (such as !, \$, #, %)

Our network audit logs contain information on the user logging in, the computer which is attempting to log in and various other parameters. This information can, and will, be used to track user access and usage.

At no stage are students to provide their password and login details to another student for use, or log on for another student to use their accounts. If this was to occur, both parties are liable and will be suspended from network access for a period of time.

Games and Personalisation of Device

Students are reminded that the device remains the property of the school, and as such must not be vandalised in any way. Students will be able to identify their device via a personalisation sticker which is not offensive and the Edquip number which will be engraved on the device for security purposes. Other engraving will not be permitted.

Due to security, storage, copyright and distraction purposes offensive or copyrighted games will not be permitted to be stored on the device either. Any music, pictures and videos stored on the device must be for proven educational purposes and must be owned by the student and not infringe copyright laws.

Remember that the device is an educational device and provided to enhance the school's curriculum and pedagogy and is not a gaming device for the entertainment of students.



One to One eLearning Program

Virus Protection

Viruses have the potential to severely damage and disrupt operations within the school and DET's computer networks. As students have the right to personally use their devices, and connect to the internet from home, they should take all steps to protect the school and DET's computer network from virus attacks.

Viruses can enter devices through:

- Removable media such as CDs, DVDs, floppy disks and USB memory sticks
- Emails
- The internet (including web browsing, FTP programs and chat rooms)
- File download\Network file shares, such as servers and shared folders

TIPS

- Protect your device from virus attacks by scanning your computer for viruses at least weekly. Symantec virus definitions updates are managed automatically by the school network – ensure that you connect to the network via a network cable at least once a week for updates.
- Consider carrying out a virus scan of your device after you have accessed the internet or personal mail or opened a file from a removable media source. You should carry out the scan before returning to the school and connecting to our network.
- Do not open any files attached to suspicious or unknown emails.
- Exercise caution when downloading files from the internet. Save the files to the device's hard disk and run the virus scanner on the file before opening them.
- Delete chain and junk emails. Do not forward or reply to any of these.
- Never reply to spam. Spam email messages can contain viruses that notify a third party of the legitimacy of an email address and then add the recipients to the spammer's database they can also consume a large amount of disk space on the server, which slows computer networks.
- Send as and attachment all spam to missed-spam@eq.edu.au. Education Queensland currently blocks over 1.5 million spam emails per month.

Technical Support

Students experiencing technical and/or software faults should report these to the school's technicians as soon as possible. If left unreported, some damage and/or issues have the potential to cause extensive trouble if not fixed early on. Students will be requested to fill out a damage report and sign. Such documentation will be filed and used for later reference for insurance, warranty etc.



One to One eLearning Program

The school endeavours to limit device down time as much as possible. We will be using a Hot Swap system whereby students will temporarily swap their damaged laptop for a loaner device (may not always be available, depends on demand). A loan device will be denied to a student if damage was done on purpose or due to neglect or repeated offences. Typically, we would expect each child to be without their device for up to six days per year for servicing or repairs.

Security and Storage

Students are ultimately responsible for the security and storage of their devices at all times. If students are required to leave their devices behind during a lesson (ie to visit the farm or for PE) the teacher will supervise the locking of the room and unlocking of the classroom afterwards to ensure the safety of the devices. During recess time students should ensure the location of their device. Storage based on a sign-in, sign-out during recess times will be provided at the Library. Due to OH&S reasons, the school cannot provide charging stations for the devices onsite – students need to ensure that devices are fully charged each night and ready for use the next day.

Carry Cases

Students will be provided with a case for their device. This case is to be used at all times when the device is not in use. The device should not be placed in the case whilst it is still turned on. The case will not be totally water proof, so it is advised that the student wraps the device in a plastic bag prior to putting it into the case during wet weather. It is also advisable that water bottles, drinks etc. are fully secured to prevent leaking onto the device.

Lost and Found

If the device is lost, students must report the loss as soon as possible to the Office and to H4. If a device is found, it must be returned as soon as possible (without damage) to H4.

Backup & Data Recovery

Student work will be regularly backed up on the school server. Students may wish to purchase a USB key or external hard drive to provide additional backup. Please note the school's assessment and assignment policy with regard to loss of student work. Student work loss due to lack of current backup is not a valid reason for the granting of an assignment extension or failure to submit. The school takes no responsibility for the safe storage of student work.



One to One eLearning Program

Caring for your Device

Packing away & Handling of your Device

- Always store your device bottom down and with the LCD facing away from the front of the backpack.
- Do not wrap the cord too tightly around the power adapter or the cord will become damaged.
- Try to avoid moving your device around when it is on. Before switching on, gently place your device on a stable surface and then switch on.
- You still need to be careful with your device while it is in the bag. Do not drop the bag from your shoulder. Always place the device bag gently down. Wrap device in a plastic bag in the event of rain.
- Be careful when putting the device in the car that no other items are on top of it and nothing will roll onto the device bag.
- Devices should be switched off before being placed into the bag.

Operating conditions

Please don't place objects on top of your device and never carry it around while it is turned on.

Avoid exposing your device to:

- Direct sunlight or sources of heat such as desk lamps.
- Dust, dirt, rain, liquids or moisture
- Heavy shock or vibration

LCD screen

LCD screens are delicate - they don't like being poked, prodded, pushed or slammed. Never pick up your device by its screen. Don't slam the screen closed and always be gentle when putting your device down.

To clean your LCD screen:

- Switch off your device.
- Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion.
- Do not directly apply water or cleaner to the screen.
- Avoid applying pressure to the screen.

AC Adapter

- Connect your adapter only to your device.
- Do not step on your power cord or place heavy objects on top of it. Keep your cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself, rather than the cord.

Keyboard

- Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt.
- If any key tops are missing or keys are in a damaged state, take your device to Technicians to be repaired immediately. A single key top can easily be replaced but continuing to use the keyboard with a missing key top can result in having to replace the entire keyboard.

Casing Cleaning

- Take a non-abrasive cloth, spray Windex or like cleaner on to cloth to moisten, do not spray the Device directly, gently rub device.



One to One eLearning Program

Frequently Asked Questions

Extensive research has been undertaken in the existing successful take home eLearning programs. Concerns have been addressed to ensure Aldridge State High School's anticipated 100% student and parent participation. Below is a typical set of frequently asked questions about the student take home eLearning program.

Q. Do we have a choice of the device?

No. Education Qld has secured the supply of this device from Acer as part of a bulk buyup of approximately 65,000 laptops and as such have been able to also include Acer 24/7 NBD on site warranty repairs as standard.

Q. On the device will the internet be filtered?

Yes, please note previous section in handbook on Internet Access.

Q. Will I be able to download my own games, music, pictures and videos to the laptop?

Yes for purchased music and games, NO for inappropriate or pirated games music or other media– see section on Games in handbook. As the device remains the property of the school, it is important that we do not breach any copyright laws and protect our devices against viruses. Music, pictures and videos are permitted provided they are for an educational purpose. Please ensure that whatever content you own meets with the 'Acceptable Use Agreement' and is acceptable. (Note: the Acceptable Use Agreement must be signed by you and one of your parents.) A percentage of devices will be called in for screening on a weekly basis without warning– if your device is found to contain inappropriate material appropriate action will be taken.

Q. Is the material on the laptop backed up or saved anywhere else?

Yes at school, No, when at home. You are responsible for safe keeping of all personal information and data. We advise that you backup daily using a USB or external hard drive that can be connected to your device.

Q. Will I be able to use school software, like MS Office, when I am at home?

Yes, you will have access to the school software installed. (Note: Specialist software will only be loaded if required by the subject.)

Q. If I use my own laptop, not the school device, can I connect at school so I can print and use school software?

No, only school owned devices can connect to the school network. This is for a number of reasons involving security and is not a school decision but is Education Queensland mandated.

Q. Is the device covered under insurance?

Yes, the insurance covers the device for four years: at home, at school and in-transit. The following conditions must be met: all care must be taken to secure the device, and a police report will be required if stolen outside school.

Q. What if my child does not participate in the eLearning Program, how will they complete their required class tasks?

Please note that this program is for a learning device, similar to a textbook hire scheme and all possible avenues have been explored to make it as affordable as possible. We are anticipating that we should have 100% participation. Any child that does not participate in the program will have access to school-based devices that can be accessed from the library and from computer labs at school to assist in helping with access. However this access will have to occur during recess times as devices will not be allowed to go home.



One to One eLearning Program

Appendix A: Non-Warranty Arrangements

The department has established standards regarding the repair or replacement of devices in the event of damage or loss that is not covered under the warranty or the accidental damage protection. These standards will streamline the resolution of non-warranty incidents to ensure that students have greater access to the devices.

Costs incurred for the repair or replacement of devices may be charged to parents, according to the schedule. In the event of non-compliance, schools may decide to review the student's continued participation in the take-home program.

2.5.1. Accidental damage

The department has negotiated an accidental damage cover to support schools and families when a 'genuine accident' results in damage to a device. The excess charged to the school, for recovery from parents, is shown below:

- ☐ First incident - \$50
- ☐ Second incident - \$100
- ☐ Subsequent - \$150

If the laptop is a pool device, this cost will be charged per device.

2.5.2. Theft or loss

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

- ☐ First case: \$200
- ☐ Subsequent cases: not exceeding full replacement cost.

2.5.3. Wilful and malicious damage

Where a school determines that damage has been intentionally caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.