



1:1 Laptop Program 2017

FAQ's FOR PARENTS

The following document has been prepared by the ICT Department in order to answer many of the frequently asked questions we believe you may have. Should your question not be answered here please feel free to contact the ICT Department directly ICThelp@phoenix.vic.edu.au

<p>What is the 1:1 laptop program?</p>	<p>Phoenix P-12 Community College will be introducing a 1:1 (one-to-one) Laptop Program for all students commencing Year 7 in 2017. The introduction of this program is to ensure we continue to prepare our students for the technology rich world in which we live. We believe that giving students immediate access to technology in a 1:1 program will help engage them in the learning process in new and creative ways.</p>
<p>Why does my child need a laptop?</p>	<p>Implementing a 1:1 Laptop Program means that we are able to expand our curriculum allowing us to bring the classroom into the home. Students will have access to digital resources and be able to continue their learning at home. This is something we are very excited about as a school as we continue to maintain high expectations of our students and to provide enriching learning experiences which will develop their digital literacy skills.</p>
<p>How much does it cost?</p>	<p>We have a variety of options for parents designed to make it as affordable as possible. The most cost effective option for parents is OPTION 1 which asks parents to pay up front. The school will then make a bulk purchase on behalf of the parents which ensures we get the absolute cheapest possible price. This is passed onto the parents directly. OPTION 2 allows parents to purchase directly at any time however this option will not be at the discounted bulk purchase price. OPTION 3 allows parents to pay the device off over 1, 2 or 3 years. This option also attracts finance costs. <i>(Please see payment options sheet for prices.)</i></p>
<p>When will I get my laptop?</p>	<p>We have asked parents to order by November 11th so that we can order the devices and have them ready to collect on Orientation Day. This is to give students the chance to become familiar with their device over the holidays.</p>
<p>What does this include? What is the school contributing towards this program?</p>	<p>We have developed these options based on a proven model adopted by hundreds of schools called a co-contribution model. This means that both the school and parents work together in providing the best possible educational experience for the student.</p> <p>Our contribution towards the Laptop Program as a school is as follows:</p> <ul style="list-style-type: none"> • Office 365 software and Windows 10 (valued at \$100 per year). • Educational software (valued at approx. \$1,000). • Full technical support. • Phoenix Laptop Bag (for Option1). • ICT classes and training in how to get the most out of your device. • Working in partnership with LWT to provide you with a secure online portal to manage your payments. • Assistance to set up your online account. • Using the school's buying power to offer you the lowest price. • A loan device if your device requires a warranty repair so that your child's learning can continue uninterrupted.
<p>What if we already have a laptop?</p>	<p>Students will not be able to bring their own laptop to school instead of the laptop suggested. Home laptops are not configured to the school network, can be a source of viruses and often will not have the licenced software we require in the classroom. We have created minimum device specifications that the device must meet in order for it to be able to be compatible with our network. These include but are not restricted to:-</p> <ul style="list-style-type: none"> • 3 year warranty.

	<ul style="list-style-type: none"> • 8 hour battery life. • Windows 10 (natively not mac or iPad). • Pentium quad core processor. • 11.6" touch screen. <p>The ICT Department have spent extensive time researching and testing models before selecting the prescribed device so that we can be sure it will be compatible with our network and have the processing speed to handle the school software that we put on for you. We have also balanced this with making it affordable.</p>
What about handwriting? Isn't that still important?	Absolutely! Implementing a 1:1 Laptop Program does not mean that students are not expected to write any more. As always, a balanced curriculum will be delivered. The main advantage will be that students will have complete access to their own device which allows for greater and more personalised learning.
What if I can't purchase a computer?	If you cannot purchase a computer outright, there are finance options available by purchasing directly from the supplier (LWT). A link can be found on the College website. Terms and conditions will apply. Please make sure you read the terms and conditions before making a purchase using finance. If finance is not an option for you, please make an appointment to speak with the Principal and Business Manager to discuss an alternative solution.
Who is going to handle warranties and repairs?	Each machine must have a 3-year warranty. This will cover major hardware issues. Students will be able to bring their device to the ICT Department to log their repair with LWT and will be given a loan device whilst their laptop is being repaired. LWT provide quick and reliable warranty service and usually will have the computer back within a day or two.
What about accidental and deliberate damage?	For accidental or wilful damage (dropping the device, cracked screens, viruses, etc.) our ICT Department will treat each case separately and will assist where possible. Costs may be charged for parts in some cases. All jobs will be logged and a process put in place to deal with damage.
How often will the laptop be used during school time?	The laptop will not replace the use of all the tools we currently use in class such as books, pen and paper. The advantage of the laptop is its use for research, communicating and creativity. Students and teachers will need to find a balance so that they are using the right materials for the task required.
Will extended use of the laptop be harmful to the eyes?	Like all technical devices with backlit screens it is important to manage and monitor daily 'screen time' and find a balance that works for you. The laptop can be adjusted for brightness to suit personal preferences. Not all school related work will be completed on the laptop so there will always be a balance at school and it is important to be aware of this at home.
Will the student files on the laptops be private?	Students can expect their laptops to be periodically inspected and monitored for appropriate usage. School staff may request access to the browser history and/or caches as well as any and all files belonging to the student on the laptop as well as stored on the school servers. Files stored locally on the laptops or on school servers are not private.
What about flat batteries? Can students charge their devices at school?	Students are expected to charge the laptop overnight and to bring it fully charged to school each day, leaving the charger at home. Students will not be permitted to charge their laptop at school. The laptop battery lasts approximately eight hours before needing recharging; this will be sufficient for student use during the school day. In the case where the laptop has not charged properly, charging stations will be available. If students continually bring their laptop to school not fully charged parents will be contacted and students will encounter lunchtime detentions.
Will parents continue to be informed about the use of laptops?	Yes. The College Newsletters, website and LMS (COMPASS) will provide updates to the whole school community about the use of the devices by students and teachers in and out of the classroom. Ongoing Parent Information Evenings will assist parents with the use of the device at home.
Will text books still need to be purchased?	In some cases, yes. Many books are not yet online. Each subject area has strived to ensure they have selected electronic versions of textbooks. This has seen the cost of the Year 7 booklist drop quite significantly in order to compensate for the cost of

	purchasing the laptop. All electronic books will be purchased through Ballarat Books and families will not have to pay for individual subscriptions.
Where do the devices go when not being used?	Students must store and secure their laptop, in its protective case, in their locker during recess and lunchtimes. If students are unable to access their locker they should report to the appropriate House Manager. Students will need to store their laptops in their lockers before Physical Education practical classes unless otherwise instructed by their teacher.
What advice can you give parents about managing laptop use at home?	That is the responsibility of the parents. When off school grounds, parents have full authority to monitor device usage. Examples of this include: <ul style="list-style-type: none"> • Encourage use in a family room and not in the bedroom. Restrict use at certain times of the evening or weekend. • Advise not to take on long trips. • Examine the documents and other contents of the device. • Be aware of what your child is doing online and who they are talking to.
What if the student leaves the school?	Your laptop goes with you. The laptop is the property of family and therefore will be taken with the student. However, families will be responsible for any outstanding finance agreements pertaining to the device.
Will students in other year levels have the same laptop?	No. As time progresses and new laptops are required, the model supplied may change. This is because of new models being released and changes in the value of the Australian dollar. However, all laptops will be capable of fulfilling their primary task of education for students at Phoenix College.
Do I 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 laptop 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. It is important to remember that if your machine requires service or repair that your laptop will not be backed up first. Ensure you backup your important documents daily both at school and at home.
What happens when the laptop is 3 years old?	The expected life of any device these days is approximately three years. Once your warranty has expired you may want to take the opportunity to upgrade your device and purchase the current device being offered by Phoenix College that year. If your device is still in good condition, you might decide to keep using it. This is fine as long as you realise that there will be no warranty repairs available after this point.
Will a student be using their laptop in every subject every day?	A student will not necessarily be required to use the computer at all times. The use of computers will take place alongside a range of learning activities. However, the laptop is an essential learning tool that must be available to be utilised when required and therefore should be taken to all classes unless specifically advised.
Is my child expected to take their laptop home every day?	Yes, students are expected to take the laptop to and from school each day. This will enable them to fully utilise the device at home and at school. It is expected that the laptops will be charged overnight ready for a full day's use at school. Parents are asked to ensure that the computer is used responsibly and cared for appropriately in the home environment. Laptops must be transported within their protective cases inside the student's school bag to and from school.
Can other people use the laptop?	While it is a family owned device, the laptop is required for the student's education so it is recommended that it is not used by anybody else.
What if we don't have Internet at home?	Students will be able to access the information they need when they are at school, and use the software and textbooks loaded on the laptop at home. Even when not connected to the Internet, laptops are still very useful tools for learning. Of course, if you have Internet access at home, you are welcome to connect the laptop to your Internet connection. In the case where the Internet is required for homework tasks to be completed, students are welcome to take advantage of access to our Library each night from 3.15pm-4.30pm.
Guidelines for use at home	Parents don't need good computer skills to help children use their laptops. Your interest and encouragement is more important than computer skills. <ul style="list-style-type: none"> • Encourage open use of the laptop, not hidden away in a private space like a

	<p>bedroom.</p> <ul style="list-style-type: none"> • Remind your child to charge the laptop overnight to ensure it is ready for school each day. • Spend time with your child asking them to show you the places they use online. Make this a regular, ongoing conversation. • Discuss strategies your child could use if they were upset by something sent or posted online. Telling you, not responding and leaving the site straightaway may be some first steps your child could take. • Set time limits around laptop usage. • Set in place agreed levels of personal information your child can share online. It is important that private information such as their name, address, and images are kept just that – private. • Encourage your child to think before they post information online. They should be aware that once information is posted online it can be difficult to retrieve it. • Remind your child of the importance of keeping their password a secret. More often than not, accounts are hacked by someone known to the account holder using a password they have obtained from the account holder. • Try not to use the removal of technology as punishment for online issues. International research shows the number one reason young people give for not reporting online issues, including cyber bullying, is because they believe they will lose access to their online technology and communities. • Talk to the school if any issues arise.
Can students install their own software?	Yes. However, we advise that they ensure they understand this process first. We will be covering computer basics in classes but students must do so with care and caution as this is the way to download viruses.
What about a mouse, USB and headphones?	Students will be required to have a USB and headphones available for every class to use as required. Both of these items have been listed on the booklist. Students may also wish to use a mouse which they are welcome to purchase.