

Ocean View College

Student Device Program

(SDP)

Handbook



Government
of South Australia

Department for Education

Le Fevre
PENINSULA PARTNERSHIP

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Vision and rationale

Ocean View P-12 College is committed to providing students with an engaging learning experience that reflects the increasing use of digital technologies in our ever-changing global society.

Advances in technology have provided new opportunities for students to connect, show understanding, think creatively, problem solve and work collaboratively.

Our school vision is for all students to participate in the Student Device Program (SDP) at OVC. This participation means all students can engage in positive learning opportunities that will improve learning outcomes and develop skills that will be beneficial throughout their lives and careers.

Ownership model

The Student Device Program is an annual cost to parents/guardians over a 3-year period.

The annual fee enables 24/7 access for the student to a personal device.

This model is designed to ensure the following benefits:

- Taking the device home to have consistent access to the extensive suite of software
- All students have a consistent device and associated software which makes teaching and learning more effective
- Facilitates the curriculum delivery with software licencing that is covered by the Department for Education
- Allows for the consistent approach to the management and support of laptops with access to a hot swap loan machine while under repair or left at home.

The Student Device Program includes:

- Technical support from our ICT Team
- Extended three-year warranty
- Three-year Accidental Damage Protection (This Insurance allows for 1 Accidental Damage repair per calendar year.)



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- Repairs and maintenance arranged by school ICT staff
- Access to a hot swap device during repairs
- Protective case.

This agreement does not give the student ownership of the Device. The school retains ownership of the device during the 3-year lease. Ownership remains with the school at the end of 3 years and will be used to support other areas of the school.

Guidelines for participation

Prior to the laptops being issued to students

- Parents/guardians and students will need to complete and sign the SDP form agreeing to the terms and conditions of the program
- Each device will be imaged with the school software and registered to the school's asset register with a unique identifier recorded against each student's ID
- Students will be given an induction to ensure that they are familiar with the roles and responsibilities by their Mentor teacher.

The device must be available for use at school each day fully charged.



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Early return policy

If the student leaves the school prior to the end of the Student Device Program agreement, the device is to be returned to the school, if there are no outstanding fees and the device is in good working order, the contract will cease. The device and all the accessories must be returned in good working condition as when issued.

If the device is not returned in this condition, an additional fee to repair or replace the device or items missing may be invoiced.

Once the student leaves the school, access to school licensed software will be deactivated as they will no longer fall within the school's licensing agreement. It is recommended that all data is backed up and the device is brought back to the ICT helpdesk to be reimaged back to factory settings prior to leaving.

End of lifecycle process

The laptop remains the property of the school for the lifecycle of the program. At the end of the 3-year period, remains the property of the school. The devices will be used for our Primary Years and our Daily Loan\Hot-Swap cages.



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Device specifications

All the devices purchased by the school will have the same specifications to assist in the management of hardware and software to support teaching and learning. Students are not permitted to change the device specifications, make modifications, or add upgrades. Please note, the warranty of the laptop is void if attempts are made to change the hardware.

Warranty

Laptops are covered by a 3-year manufacturer's warranty that covers hardware failure. The school's ICT team will assess and oversee all warranty claims in collaboration with the vendor. The warranty does not include any damage to the laptop, however there is an Accidental Damage Protection (ADP) insurance. It is strongly recommended that parents/guardians provide strong guidance about appropriate care and handling of the laptop.

Insurance

OVC has no insurance for the SDP Devices when offsite. Families are encouraged to seek advice from their insurance providers regarding insurance cover. It is recommended that the device is added to the household insurance policy to ensure the device is covered in case of theft or fire etc. If the laptop is lost, stolen or severely damaged through student negligence, then the family will be invoiced to replace the laptop.

Accidental Damage Protection (ADP)

Accidental Damage Protection (ADP) is applied to each device with no excess.

This Insurance allows for 1 Accidental Damage repair per calendar year.

If the device is damaged again within the repair year parents/guardians will be financially liable for the \$90 Device Repair Fee to cover the cost of the repairs.



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If the device is damaged beyond repair or lost/stolen parents/guardians will be financially liable for the full cost of repair or replacement.

In the event of accidental damage please report to the ICT team to organise repairs.

Bring Your Own Devices (BYOD)

Students in Years 7-12 do have the option to participate in the *bring your own device (BYOD)*

program. Privately owned devices add complexity to the teaching and learning programs, to minimise this OVC has a dedicated order portal for purchasing a device.

<https://ocean.orderportal.com.au/>

The devices available in this portal have been carefully selected to ensure they meet the standards set in the Student Device Policy and come with a 3-year onsite warranty repair with a single use Accidental Damage Repair (This enables 1 free repair for cracked screen, water damage, etc). If this repair is used there is an option to reenable the protection for a fee.

The school will only be joining, configuring, and supporting student personal devices that have been purchased through the above portal.

Students cannot bring a device purchased through a 3rd party retailer (JB HiFi, Officeworks, Kogan, etc) or a second-hand device.

Damaged, lost/stolen, and malfunctioning device policy.

The devices provided as part of this program shall be kept in good condition by the student. The school ICT team should be notified immediately if the device is lost, stolen or damaged.

Where an issued item is lost or negligently damaged, parents/guardians will be responsible for the replacement cost of the item. Failure to make payment may result in debt recovery action being undertaken including, where warranted, referral to an external debt collection agency. This may result in extra costs being incurred by the parent/guardian.



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The parent/guardian must use their best endeavours to ensure that the device is kept in good condition and that it is not damaged, lost or stolen. It is the obligation of the parent/guardian to ensure the laptop is in a safe place when taken off the school site.

Information and advice on how to protect the laptop is outlined in the caring for your laptop section.

Faulty devices and repairs

If a device is faulty or needs repair, technical support is available through the school ICT services helpdesk. A daily loan device will be provided while the faulty device is being repaired. (This device may be taken home upon request and approval by the relevant Head of Sub School and the ICT Team)

The daily loan devices are for daily use only and need to be returned at the end of each day. If the device is not covered by the warranty or ADP an invoice for the repairs will be sent to families and will need to be paid for before the repairs can be undertaken.

Technical support

Students requiring technical support can visit the ICT services helpdesk during the designated times:

Office Hours 8:30am to 4:00pm (Monday-Friday)

Software, Copyright and intellectual property

Each device will be loaded with an approved software image configured for use on the school network. The image will contain operating system software, anti-virus software and software relevant to individual teaching areas.



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Software installed by the school is copyright and must not be distributed or deleted without written permission from the school. Students may add their own private software as required. This software must be legally purchased with a user licence and must not interfere with the running of the laptop.

The software must not be malicious, offensive or breach copyright laws.

Internet usage

Students can access the internet through the school's network while on site. Internet usage on the school's network will be monitored and subject to strict filtering provided by the Department for Education.

Students may also use the internet for their personal use at home once their laptop is connected to their home internet service provider. Parents/families are responsible for content filtering while at home, the school is not responsible for ensuring compatibility with home internet connections.

However, students are reminded that inappropriate downloads can be detected once the devices are reconnected to the OVC network.

Tips and advice on what parents/caregivers need to know, including online safety basics, good habits, privacy and the hard-to-have conversations is made available by the e-safety commissioner at <https://www.esafety.gov.au>

Network and network security

Ad-hoc networks (hot spotting): Ad-hoc networks (the creation of a stand-alone wireless network between two or more devices) are strictly forbidden while at school. The school's network security system will scan for, remove and report any ad-hoc networks detected.

VPN: Any VPN software is strictly forbidden to use at school, this includes applications like Nord-VPN, surf shark, Open-VPN etc. Using a VPN opens potential security risks for our network. Any device with a VPN installed will be requested to remove it, failure to do so will result in a conversation between the parent/guardian and the relevant Head of Sub School.



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Wired networks: Students are forbidden to plug any device into the school's wired network. Any student caught with a device plugged into the school's wired network without permission, will be spoken to by the relevant Head of Sub School. The school's network security system will scan for and report on any non-school devices plugged into the school's wired network.

Hacking: Hacking is a criminal offence under the Cyber Crime Act (2001). Any hacking attempts will be forwarded to the police.

Packet Sniffing: Any type of software or hardware device designed to capture or view network data/packets is forbidden. Any student detected capturing network traffic will be suspended. The school's network security system will scan for and report on any device capturing packets.

Games, movies and non-school applications

Students may have administrator access to add their own private software and files provided they provide legitimate licences. The software must be educational or have a direct relationship to the student. Non-educational software, games and movies are not recommended as they will take up unnecessary space on the laptop hard drive and therefore impede the student's learning. Students using non-educational software, games and files at school will be subject to consequences according to the ICT agreement. In instances where laptop performance is restricted due to installed software and files, the device storage may be reimaged by the ICT team.

Passwords

Department for Education ICT security and internet access and use policies contain the following main provisions with regard to passwords:

- Passwords must be kept confidential and not displayed or written down in any form
- Passwords will be set by the ICT Team and are only changeable by them. If your password has been compromised, please report it immediately to ICT and they will have a new password generated for you.



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- Students must not disclose their personal passwords to any person other than ICT staff

and School Executive Leadership members, when requested.

- Students will be accountable for any inappropriate actions (eg bullying, accessing or sending inappropriate material) undertaken by someone using their personal log-on details.

Copyright

Students must be aware of their responsibilities regarding intellectual property and copyright law and ethics, including acknowledging the author or source of information. To ensure compliance with copyright laws, students must only download or copy files such as music, videos, or programs, with the permission of the owner of the original material. If students infringe the Copyright Act 1968, they may be personally liable under this law.

Cyber safety

Staff, students and parents/caregivers must familiarise themselves with the content of the eSafety Commissioner's Online Safety Book: <https://www.esafety.gov.au/parents/online-safety-book>

Key aspects of cyber safety include:

- Students must not give out identifying information online, use only their first name and not share their home address, phone number or any other personal information such as financial details (eg credit card), phone numbers or images (video or photographic) of themselves or others
- Students must not use their school email address in non-school online communications as this email address contains their personal name and school details
- Students must use the internet, email, mobile phones or any ICT equipment for positive purposes only, not to be mean, rude or offensive, or to bully, harass, or in any way harm anyone else, or the school itself, even if it is meant as a joke
- Students must not forward inappropriate material to others



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- Students should never respond to messages that are suggestive, obscene, belligerent, threatening or make them feel uncomfortable - these messages should be reported to a member of staff
- Students must inform staff immediately if they see anything on a website that is inappropriate, unpleasant or makes them uncomfortable
- Parents/caregivers and staff should actively monitor online behaviour and encourage their child/student to follow cyber-safe strategies.

Power issues/battery/charging

Students must bring their device to Ocean View College each day fully charged. Students will not be permitted to recharge their devices in the classroom and loan chargers will not be available. Students may drop their device in to the ICT Help Desk or the relevant Sub School Office for charging; if this is during a lesson, a daily loan device may be provided.

Continuous use of this service or repeat patterns may result in a conversation between the parent/guardian and the student's Mentor Teacher.

The devices should last a full day. Students may need to adjust their power settings or their use of video or music to ensure that their device will last the full day.

Virus protection

Anti-virus software will be installed onto the device through the initial imaging process. The anti-virus software will be updated regularly when students are connected to the school network. If the school network detects the device to have a virus the device will be disabled and may have to be reimaged. Students should ensure that the anti-virus software is up to date on their devices and regularly check for viruses.

Viruses can enter laptop computers through:

- Removable media such as CDs, DVDs, and USB memory sticks



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- Emails/phishing attempts (emails linking to malicious websites)
- The internet (including web browsing, FTP programs and chat rooms)
- File download
- Network file shares, such as servers and shared folder
- Installation of software.

Tips

Keep your anti-virus software up to date. Run regularly scheduled scans with your anti-virus software. Think before you click. Keep your personal information safe. Don't use open Wi-Fi networks. Store your files in your OneDrive.

Social networking sites

Under certain circumstances social networking sites may be beneficial for learning. However, in many instances social networking sites can be a distraction and potentially unsafe. Students must seek permission from their parent/caregiver or teacher before accessing social networking sites.

The Ocean View College internet filtering will block many social networking sites. Parents/caregivers may need to monitor the use of these sites at home. Students using social networking sites without permission during lessons will be subject to consequences according to the school's Behaviour Support Policy. Students are reminded to use cyber safe strategies and use the internet in a safe and ethical manner. Learn about the latest apps and social media, including how to protect your information and report inappropriate content: <https://www.esafety.gov.au/key-issues/esafety-guide>

Data security and backups

Students must understand the importance of backing up data securely. Should hardware or software faults develop, assignment work that has taken considerable time to prepare may be lost.



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Students are responsible for the backup of all data. Students can save locally to the device but are encouraged to setup and save all work to the cloud through their school provided OneDrive. The backup of this data is the responsibility of the student and should also be periodically backed-up on an external device, such as an external hard drive or USB memory stick.

Students should also be aware that, if any repairs need to be carried out, the contents of the device may be deleted and reformatted.



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Acceptable use

1. Students must take the laptop to all lessons unless the teacher has requested otherwise and make sure the laptop is sufficiently charged from the night before.
2. Inappropriate and off task behaviour will be subject to consequences in line with the school's Behaviour Support Policy.
3. Any illegal or offensive material found on a device will result in consequences in line with the Behaviour Support Policy. Illegal or offensive material includes but is not limited to violent, racist, sexist, pornographic, offensive language, cyber bullying or e-crime (illegally downloaded games/movies, TV series etc).
4. Engaging in chat lines or downloading files is not permitted unless forming part of legitimate class activity guided by the teacher of that class.
5. Inappropriate use of the internet and email is a serious matter and can have significant consequences, eg sending a message over the internet using someone else's name.
6. Passwords should remain confidential. No user should log on as another student using their password or use someone else's device that is logged onto the network without their permission.
7. The use of the device is on the understanding that students will follow teacher instructions and access applications and files in safe and ethical ways. Students must not disrupt the smooth running of the school network to hack or gain unauthorised access to any system. The school's SDP agreement and acceptable use policy extends outside of school hours for these instances.



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8. Ocean View College has the ability and right to monitor the use and activity of the student's laptop while the laptop is being used at school. The students must permit school staff to perform checks when requested.

9. Under the privacy legislation it is an offence to take photographs and record individuals without their expressed permission and to use these images or recordings on the internet or in the public domain. During class time, make sure you have teacher permission to use these digital communication devices, and that it is relevant to the task undertaken in class.



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Student Information

Printing

Students will be able to connect their device via the wireless network to print, using the paper-cut tracking software, to any printer while at the College. Printing restrictions and charges apply.

Occupational health, safety and welfare

Students are advised to consider the following points when using their device:

- Not leaving the device logged in and unattended.
- Working in an environment free from glare
- Using the device on the desk rather than on their lap or other surface
- Ensuring the screen is positioned and angled to minimise the need to bend the neck
- Maintaining a good posture.

Use and care of the device

The student is responsible for the use, care, and security of both the device and accessories in accordance with the following guidelines.

If at any time a student believes that their device is faulty or close to failure, they should immediately take it to the ICT Help Desk for checking. In hardware terms, this includes everything from a loose/missing key on the keyboard through to a cracked screen. In software terms, this includes everything from not being able to log on, through to a program not running correctly.

- Do not place stickers or the like on the device
- Do not mark or graffiti the device in any way

Any alterations or modifications, such as those listed above can void the warranty on the device.



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Usage

- Do not use the laptop on soft surfaces (eg bed or carpet) as it can restrict airflow and cause overheating
- Avoid dropping or bumping the device against surfaces, this includes when placing it in your school bag. The device should be placed inside the provided case before being placed in your school bag
- Do not get the laptop wet, even though they will dry and appear to operate normally. The circuitry could slowly corrode and pose a safety hazard
- Follow all instructions given by school staff
- Log in correctly and log off when finished
- Always shut down computers through the 'Start – Shutdown' mechanism
- Shutdown and startup\login fresh to your device when transitioning between your home network and school and vice-versa
- Always package, carry and store the laptop in the included carry case. This case can be placed in your school bag
- A personal key ring or ribbon located on the zipper of the carry case is permitted
- Do not place objects in or on top of your laptop
- Ensure your device is turned off when placing it in your bag or locker
- Avoid exposing your laptop to sources of heat (such as desk lamps), dust, dirt, rain, liquids or moisture, heavy shock, or vibration



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Handling your device

- 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. It is advisable to keep your device in the carry case, when not in use
- You need to be careful with your device while it is in the carry case. Do not drop the carry case
- Always place the device gently down
- Be careful when putting the device in a locker so that no items are placed on top
- The device should be switched off before being placed into the carry case.
- Never carry the device by the screen or open, shut the lid and carry it from the bottom.

Packing away your device

- Always store your device bottom down in the carry case
- The carry case is water resistant but not waterproof. When conditions are wet, it is a good idea to place your carry case under your jacket or cover the zippers with something reducing the chance of moisture getting into the laptop.

Never carry your device openly in the rain

Never leave your laptop stored in a wet school bag

Device screen

- The device screen is delicate. Do not poke, prod, push or punch the screen
- Never pick up your device by its screen.
- Don't slam the screen closed and always be gentle when putting your device down.



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Power Adapter

- Connect your power adapter only to your laptop computer
- 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
- Ensure your laptop is charged when at home.

Battery

- Whilst the battery is charging, keep it on a hard surface away from plastics and paper
- Computer batteries can get hot during use. Do not use your laptop on your lap or on top of blankets or pillows.
- Charge the battery often. Try not to fully discharge the battery and try not to use it continuously whilst plugged in.

Keyboard

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

Cleaning

- Take a non-abrasive cloth and spray a glass cleaner (or like) on to the cloth to moisten. Do not spray the cleaner directly on to the casing or screen
- Gently rub your laptop casing with the moistened cloth to remove any dirty marks.



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Security

- Report any device fault or suspected virus activity to the ICT team immediately
- Ensure you have your work saved to your OneDrive
- Keep your login and password confidential
- Do not tamper either physically or electronically with either hardware or software settings
- Do not attempt or undertake any malicious behaviour towards the school's ICT resources
- Do not attempt to make unauthorised access to ICT resources or entities
- Do not have food or drink near the laptop
- A good idea is to attach a fairly large name tag in a bright colour to the carry case so it is easy to identify
- Any laptop not being used should be packed away in your laptop case and or stored securely in the school lockers

Software

- Do not change or attempt to change, any of the software that is initially installed on the laptop
- Always adhere to licensing and copying agreements



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Frequently asked questions

1. Who can I contact if I have further questions?

Questions regarding the Student Device Program can be directed initially to the College by phone through the front office or email via dl.0908.info@schools.sa.edu.au

Your inquiry will be responded to as quickly as possible.

2. Will a student be using their laptop device 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 device is an essential learning tool that must be available for use when required and therefore should be taken to all classes unless specifically advised.

3. Where will a student store their laptop when it is not in use?

Students must store and secure their device in their locker during break times and when not in use. If students are unable to secure their device at these times they should report to the appropriate sub-school office. Students will need to store their devices in their lockers before physical education practical classes unless otherwise instructed by their class teacher.

4. Can a student add their own software to their device?

Students will be able to add software relevant to learning from a selection of available software.



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5. What is the process if my child leaves the school?

If a student leaves the school prior to the end of the Student Device Program agreement families are required to return the device prior to, or on, their last full day in good working condition. Failure to do so will result in being invoiced for the full cost of the device, minus previously made payments.

6. Is my child expected to take their device home every day?

Yes, students are expected to take their device to and from school each day. This will enable them to fully utilise it at home and at school. It is expected that computers 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. Devices must be transported within their protective cases inside the student's school bag to and from school.

7. Can I recharge my device at school?

Students are expected to bring their device to school fully charged. The device will have sufficient battery life to work for the school day. Students must be aware that the use of the device outside class time may impact on the ability to remain charged for all classes. Students will not be able to charge their devices in class but can leave their device with their relevant sub-school office for charging during break times or non-use periods. They can also bring it to ICT for charging and, if available, borrow a loan device for the lesson.

8. Can the device be taken on holidays and overseas?

All devices remain the property of the school for the duration of the program. The device is not to be taken on a holiday for any reason, unless formally requested by a staff member for excursions. This includes interstate and overseas. Any extended period of leave it is expected the devices is handed in to ICT for safe keeping. This includes the Summer Holidays.

*Over the life of the program the device may not be assigned to the same student.



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