Q4 Frequently Asked Questions

I had intended to purchase a device for my child. Should I proceed?
All students in years 9 to 12 will have access to a high quality, high performance device with the latest software installed, that can be used both at school and at home. You are encouraged to take advantage of this 1:1 program so the student can maximise the use of this learning environment at home as well as at school.

We already have a device at home; can my child use it at school?
No, the only devices permitted to connect to the school network are those distributed through the 1:1 program. Education Queensland computers are licensed and equipped with the Education Queensland Managed Operating Environment (MOE) to connect to the school network.

Will students need to bring the device to school every day?
Yes. Teachers are transforming the way they teach to take advantage of students having unlimited access to technology. The new digital platform curriculum means that computers will be essential tools in each classroom.

Will students be disadvantaged if they do not wish to participate in the Take Home program?
Any student not participating in the Home Use Device program will have access to either a desktop computer or school device during school hours.

Will all students have the same device?
No. As time progresses and new devices are required, the model supplied may change. This is because of the pricing available through the Government contract, new models being released and changes in the value of the Australian dollar. However all devices will be capable of fulfilling their primary task of education for students in the digital world.

Can students hand back their devices and receive a newer model?
No. The device will stay with the student for four years and any damaged devices requiring replacement will be replaced, subject to school discretion, with a model of similar age.

Will students be permitted to use the device during school holidays?
Yes. Students are permitted to keep their devices during holiday periods unless it has been recalled for maintenance. The school has the right to ask that devices remain at school during the school holidays. This is generally done to deal with any warranty service, software upgrades or annual stocktake. Flagstone SCC will provide notice when these ‘maintenance periods’ will occur.

Return of devices when leaving a school, including Year 12 graduates
When students leave the school, including those students graduating Year 12, the devices are returned to the College and will be removed from the school network. Depending on the age of the device, it may have all licensed software and data removed and may be restored to original factory state. At that time, the Department of Education and Training will make a decision about the disposal, sale or recycling of the used devices as appropriate.

Will students be able to recharge their device at school?
No. It is the student’s responsibility to ensure their device is fully charged before bringing it to school. If the device is fully charged prior to the commencement of school, the battery power should last all day. Due to workplace health and safety issues, there will be no charging of devices during school time.

How is the device kept safe when not required?
Security of the device during the day shall be the responsibility of the student. Students will have their device with them at all times except during non-classroom activities including sports. As part of the take home programme, students will receive access to a locker in which to safely store their device during these lessons. If students have a practical lesson where the teachers have advises them they will have no need to their device during that lesson, students will be required to secure their devices in their allocated locker.
Do students 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 device 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. Please remind and encourage your child to back up their documents daily, both at school and at home.

How will students be kept safe online?
The Department of Education, Training and Employment has provided all devices with a Cybersafety help button designed to keep children and families safe online. It is an online resource hub that provides instant 24 hour access to Cybersafety help and information. All students are encouraged to use this should they feel uncomfortable with any online interactions. Further information for parents/caregivers and students can be found at http://education.qld.gov.au/studentservices/behaviour/gsaav/docs/cybersafety_brochure.pdf

Do parents need to pay for students to participate?
Although the Federal Government is funding the provision of devices, schools may incur some overall expenses. It will cost the College to provide students with additional items associated with the devices. These additional items include:

- Technical support
- Hot swap devices
- Identification labels
- Lockers – for safe storage at school
- Additional school software licences

The College’s P&C Association has endorsed a cost of $200 per year to participate in the Take Home Tablet Programme.

What other computer related costs can I expect to pay in the Take Home Programme?
Printing credit top up. Students are allocated $10.00 annually when they’ve paid to part of the Shared Resource Scheme (SRS). They may need to add credit once their balance falls to $0.00.

Can I claim back the school’s annual fees through the Education Tax Refund scheme?
If you are currently eligible to claim, for further information please contact the ATO or an accountant.

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What will happen to all the existing computers and computer labs at the College?
Eventually, as the computers age and the other year levels get devices, some of the computer labs will be converted to general learning areas. Some computer labs will remain for Year 8 students to use as they are not covered by the program. Also, some specialist areas like Art and Graphics may continue to have desktop computers to allow special equipment and software to be used.

How will classes change when every student in the class has a device?
Some classes will be very different; others won’t change a lot. Students will have access to more resources, more quickly, whenever needed, instead of having to wait to access computers. Students will be able to collaborate on tasks, review each other’s work, share notes, and many other activities they and their teachers will discover as we go along.

What sorts of things will students use their devices for in class?
The device will give students and teachers the opportunity to work together or individually using a range of tools that they can currently only access in computer rooms – Maths classes might use spreadsheets to model problems, English classes can share writing tasks and give peer feedback, HPE classes might analyse video of their skills and look for ways to improve, etc. Having a device on hand at all times will encourage students to write more in class (notes, responses to questions, text research, etc) that is legible and stored for easy access later - at home or at school. Students will also be able to work on assignments, using the Internet for research without waiting for a computer room booking.
Is wireless connectivity to the network and the Internet available at the College?
The College is equipped with a wireless network that covers all classrooms across the campus.

The wireless solution is a “high density” wireless access which allows many devices to connect at once. The wireless network also covers some outside areas as well, so students will not be limited to working in classrooms with their devices. Students will be able to access the school network and Internet through this wireless connectivity. Due to Education Queensland’s workplace health and safety regulations, students will not be permitted to plug into network points at school and all access will be through the school’s wireless network.

Accessing files from home?
Your child will be able to save their files to the device and work on them at home. They will need to back up their files regularly. Weekly backups are recommended.

Can my child take their device with them on holidays?
Students are permitted to keep their devices over the holidays unless the Information Technology Department recalls them for a maintenance period. Flagstone State Community devices are not permitted overseas without the written consent from the Principal or delegate.

What happens if my child leaves Flagstone State Community College during the year? Will there be a partial refund?
Yes. The student is required to return the device to the College and a pro-rata refund will be negotiated with the Business Services Manager. If the student is moving to another school that has a Takehome Device Programme, the student may apply to be part of that school’s programme (if available).

What is Computrace?
In the event of a computer being lost or stolen, Computrace can be used to locate the computer and remotely disable it. Local law enforcement can also be called in to recover the device.

What happens if my son/daughter is doing the wrong thing on the computer during class time?
Students are expected to use their devices during class time for educational purposes only (as directed by their teacher) and will be monitored by their teachers and IT technicians. Students who are consistently using their device inappropriately or misusing the network will receive consequences as outlined in the Responsible Behaviour Plan. This could mean a suspension from school. Students who continually breach this policy may risk serious consequences and possible removal from the Take Home Programme.

What is on the Device

What is the MOE?
The Managed Operating Environment (MOE) is a suite of software that offers students access to:
- School licensed software
- Secure filtered internet
- School printers
- School network resources
- Other school software resources

What software is included in the MOE?
The device will include Windows 8 operating system, the Microsoft 2013 Office Professional suite, anti-virus software, plus additional utilities.

How will the computer connect to the internet?
At school there are both wired and wireless solutions dependent upon class location. At Flagstone SCC, you can connect your device to the College wireless network. Outside of the school network 3G roaming capabilities may be utilised. The use of home internet connections will require the student and/or parent/guardian arrange connectivity via third parties.
Will the school assist me with home internet connection settings and issues?
No. Your home internet provider or a private computer technician can assist you with these enquiries.

Will the school protect the student devices from virus attacks?
Yes. Each device will have Queensland Department of Education, Training and Employment owned anti-virus software installed and this will be refreshed when the student logs onto the school network. The network also has anti-virus protection so all precautions are taken to prevent against malicious software. However it must be realised that 100 per cent protection cannot be guaranteed.

What is permitted on the device?

Can students install their own software and games on the device?
Yes. Provided you own the software, and have permission to install the software. A valid software licence is always required. If you load software onto your device, it will need to satisfy the appropriate laws (e.g. copyright laws). The device is still school owned and students must not store illegal or inappropriate materials on it as per the school’s Responsible Behaviour Safety Plan and Acceptable Use Agreement. Students who breach this policy may risk serious consequences and possible removal from the home use program.

NOTE: Games are not allowed to be played on their device during class time.

What is deemed inappropriate?
Any illegal (unlicensed) software; pirated music or videos; defamatory documents, or images, or any content not suitable for viewing by persons under the age of 18 are deemed inappropriate.

Who is responsible for data stored on the device?
The school has a backup procedure in place to ensure students do not lose valuable educational data during school hours. However for any school work performed off-site or non-school data stored on the device, it is recommended the student back up data to a USB device (drive or memory stick).

Privacy
Students will never publish or disclose personal information including names, addresses, email addresses, photographs, credit card details or telephone numbers of themselves or others. This is for their protection and security.

Intellectual property and copyright
Students must never plagiarise information and shall observe appropriate copyright clearance, including acknowledging the original author or source of any information used.

Students will ensure that permission is gained before electronically publishing other people’s works or drawings. Always acknowledge the creator or author of any material published.

Material being published on the internet or intranet must have the approval of the principal or their delegate and have appropriate copyright clearance.

What software is provided on the device?
Software provided by Education Queensland includes:
- Windows 8 Operating System
- Microsoft Office 2013 software suite
- Antivirus software
- 3G connectivity until December 2015
Additional software provided by the College includes:

- Adobe Web Premium CS5.5
- Mediator 9 (Multimedia Authoring Tool)
- Clickview Media Viewer & Video Library
- Clickview Online
- Online Overdrive Digital Library
- AB Tutor
- Netbox Blue

Repairs and maintenance

**Will there be a help desk for students to access technical support?**
Any service requests during the school terms should only be logged directly with the IT Support Team in the Science and Technology Block (not with Acer). Students will be required to bring their device to the help desk in ST13 and the school based technicians will then ascertain how to fix the problem and will inform the student. Some problems may be resolved on the spot; however, other problems may need to be logged by the school directly with Acer and therefore take longer to repair. If the repair is a warranty job, a hot-swap device may be available to students.

**Will my personal software and data be restored?**
No. Students must be aware that should a device require repair, all data will be wiped as the machine is restored to its original settings.

**Will a replacement device be available for students if theirs is taken for repair?**
If the device requires repair under warranty, students will be offered a hot-swap until their device is fixed.

If the device is accidently damaged and requires an excess to be paid, students will need to pay this excess before they will be offered a hot-swap device.

Using the hot-swap, students can still access the school network and Internet and work as they would normally. When their device is fixed, the student can return the hot-swap device to Information Technology Help Desk and collect their own device.

**Will my device be required for maintenance?**
Yes. There may be a need to deploy software updates. Students will be notified when their devices are required. Parents may have the opportunity to elect notification of a maintenance period via email. Should illegal or inappropriate material be found on the device, it will be restored to the original settings and all data stored on it (school and personal) lost.

**What if the device is damaged or equipment is lost?**
All devices and batteries are covered by a manufacturer’s warranty which covers manufacturing defects through normal usage. In addition, devices are covered against accidental damage, which is determined by the vendor. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school.
What if the device is stolen or lost?
If the device is stolen outside of school, the parent/caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:
• Police crime number; and
• Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DETE will initiate recovery procedures via the inbuilt theft protection software.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows:
• First case: $200
• Subsequent cases: full replacement cost.

What if the device is accidentally damaged?
Accidental damage is used for cases where the cause of the fault would not qualify as a manufacturing defect but is a result of a non-deliberate accident. When a device has been damaged, you will be required to complete insurance forms. ACER will use the information on these forms to determine whether the damage was non-deliberate and therefore accidental. Where the device is deemed ‘accidental damage’, the following excess costs apply:
• First incident: $50
• Second incident: $100
• Subsequent: $150

Please read ACERs Understanding Your Education Queensland Warranty for Tablets document for more detailed information on what constitutes accidental damage.

Non-warranty damage
This case type is used for circumstances where the incident was caused by neither manufacturing defect nor a non-deliberate accident, but as a result of intentional actions and/or carelessness.

Examples of non-accidental events would include:
• Any keys being removed from the tablet's keyboard due to excessive force applied.
• Leaving the device unattended and, as a result, it was damaged by someone else other than the user or assigned owner.
• No explanation whatsoever can be provided for how the resulting damage occurred.
• Not carrying the tablet, in the supplied carry case.

Please read ACERs Understanding Your Education Queensland Warranty for Tablets document for more detailed information on what constitutes non-warranty damage.

Where a device is deemed non-warranty damage, the following costs apply:
• Minor Repair, includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: $147 excluding GST
  • If two (2) or more components require replacement then this would be deemed a ‘Major’ repair and will cost $399 excluding GST
• Major Repair, including repair or replacement of LCD screen or Mainboard: $399 excluding GST
  • If both components require replacing then the unit is deemed ‘Beyond Economical Repair’. In this instance, the College will be advised of the process to follow.

Other non-warranty damage costs:
• Acer Integrated Keyboard Case replacement = $69
• Power adaptor = $35
• Case replacement = $40
• Identification stickers = $6

Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.
**Device Safety Precautions**

Safely removing device from power source

1. Turn off power from the wall outlet.

   ![Image of a power outlet and cord]

2. Locate device end of power cord.

   ![Image of a person unplugging a device]

3. Remove power cord from device.

   ![Image of a person unplugging a device]

Remember:

- Always check that the power has been turned off at the wall outlet yourself.

- Do not touch the device end of the AC adaptor (power cable) or the socket immediately after the power has been turned off. Electricity can remain and may result in an electric shock.

- Never push objects, other than intended, into power sockets as they may touch dangerous voltage points. This can lead to electrocution or an electrical fire.