Frequently Asked Questions

Will students need to bring the laptop 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 all students have the same model laptop?
All students will receive the same model laptop at the beginning of 2012. However, as time progresses and new laptops 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 laptops will be capable of fulfilling their primary task of education for students in the digital world.

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

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

Return of Laptops at the finish of Year 12
When students leave school at the end of Year 12, the laptops are returned to the school and will be removed from the school network. Depending on the age of the laptop it will have all licensed software and data removed and will 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 laptops as appropriate.

Will students be able to recharge their laptop battery at school?
No. It is the student’s responsibility to ensure their laptop is fully charged before bringing it to school. If the laptop 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 changing of laptops during school time.
How is the laptop kept safe when not in use?
Security of laptops during the day shall be the responsibility of the student. Students will have their laptop with them at all times except during non-classroom activities such as sports. As part of the Take Home Laptop Programme, students will receive access to a locker in which to safely store their laptops during these lessons. If students have a practical lesson where the teachers have advised them they will have no need for their laptop during that lesson, students will be required to secure their laptops in their allocated locker.

Do students need to backup the data stored on their laptop?
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. Please remind and encourage your child to backup their documents daily, both at school and at home.

If a device is sent away for service or repair, it is important that students back up their data to prevent loss.

How will students be kept safe online?
The Department of Education and Training has provided all laptops 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/care givers and students can be found at: http://education.qld.gov.au/studentservices/behaviour/gsaav/docs/cybersafety_brochure.pdf

The Internet connection provided on the laptop by Education Queensland, whether at school or via 3G connection will be filtered. Parents have the option to apply either medium level filtering (allows social networking sites) or high level filtering on the laptop. To help you make the decision, the Blue Coat Filtering Information sheet is available on the school website (http://www.flagstonescc.eq.edu.au/pdf/Takehome%20Laptop%20Programme/BlueCoat%20Filtering.pdf) and identifies which categories of URLs will be allowed and blocked through the department’s internet filtering system. You will need to refer to the columns under the heading ‘Proxy Client Filtering’. Please ensure you select the right filtering level as it requires a complete rebuild of the laptop to change the level. Due to this, you will only be able to change the filtering level once per year.

For information on internet filtering, please see the department’s web filtering guide:

Can I claim back the school’s annual fees through the Education Tax Refund scheme?
If you are currently eligible to claim, for more information please contact the ATO or an accountant. Information is also available at: http://www.educationtaxrefund.gov.au/

What other computer related costs can I expect to pay in the Take Home Laptop Programme?
Printing credit top up. Students are allocated $10.00 annually from their text and resource fees. They may need to add credit once their balance falls to $0.00.

Parents may also elect to top up the 3G access from the 2GB per month. Information about this will be provided at a future date.
What will happen to all the existing computers and computer labs at the College?
These will remain in use, as at first only Year 9 and 10 students will have laptops. Eventually, as the computers age and the other year levels get laptops, 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 laptop?
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 others’ 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 laptops for in class?
The laptop will give students and teachers the opportunity to work together or individually using a range of tools that they currently can 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 laptop 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 has recently been equipped with a wireless network that covers all classrooms across the campus. The wireless solution is a “high density” wireless access which allows many laptops to connect at once. The wireless network also covers some outside areas as well, so students will not limited to working in classrooms with their laptops. 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.

Can we bring along a laptop we already own, and connect it to the College network instead?
No, only Education Queensland (EQ) owned computers can be connected to the network, and have the special Managed Operating Environment (MOE) software installed. The MOE offers students access to: the secure filtered school internet, school licensed software, a good quality corporate level anti-virus software, school printers and connection to network software resources such as Clickview.

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

Can my child take their laptop with them on holidays?
Students are permitted to keep their laptops over the holidays unless the Information Technology Department recalls them for a maintenance period. Flagstone State Community laptops 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 laptop 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 Laptop 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 laptop.

What happens if my son/daughter is doing the wrong thing on the computer during class time?
Students are expected to use their laptops 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 laptop 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 Laptop Programme.

What is on the Laptop?

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 laptop will include Windows 7 operating system, the Microsoft 2010 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 school there is a wireless network for your computer to connect to, on occasion there may be opportunity to also use a wired network. Outside of the School network 3G roaming capabilities can be utilised. The use of home internet connections will require the Student and/or Parent/Guardian arranged 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 laptops from virus attacks?
Yes. Each laptop will have Queensland Department of Education and Training 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% protection cannot be guaranteed.
What is permitted on the laptop?

Can students install their own software, music, pictures, videos and games on the laptop?
Yes. A valid software licence is always required. Provided you own the software, and have permission to install the software, there is no restriction on what is put on the laptop. If you load software onto your laptop, it will need to satisfy the appropriate laws (eg copyright laws). The laptop is still school owned and students must not store illegal or inappropriate materials on it as per the school’s Responsible Behaviour Plan and Acceptable Use Agreement. Students who breach this policy may risk serious consequences and possible removal from the Take Home Laptop Programme.

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 laptop?
The school has a backup procedure in place to ensure students do not lose data saved by the student on the school network. However for any data stored on the laptop, it is each student’s responsibility to backup their data. It is recommended they do so to a USB device (drive or memory stick).

What Software is Provided on the Laptop?
Please see page 16 of the NSSCF Parents and Student Guide for a list of software that is provided by Education Queensland.

Additional software provided by the College includes:
- Adobe Web Premium CS5.5
- Mediator 9 (Multimedia Authoring Tool)
- Clickview Media Viewer
- Clickview Online
- AB Tutor
- Turn It In

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

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

Students must 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.
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 laptop to the help desk and the school based technicians will then ascertain how to fix the problem and 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. In this case a replacement laptop will be available for students if theirs is taken for repair.

We are currently considering the best possible assistance program that we can provide and the process may change throughout the year as we refine our processes.

Will a replacement laptop be available for students if theirs is taken for repair?
Yes. Students can borrow a hot-swap laptop from our Information Technology department. Using the hot-swap, students can still access the school network and Internet and work as they would normally. When their laptop is fixed, the student can return the hot-swap laptop to Information Technology Help Desk and collect their own laptop.

What happens if my laptop requires technical support during the school holidays?
Any service requests during the school holidays can be logged directly with Acer. There are two methods to log service requests. They are:

• by phoning 1800 819 713 between 7am – 8pm, Monday to Friday (only available to school staff, parents or caregivers)
• logging a job online using the www.acer.com.au/helpdesk 24hrs - 7 days a week

Phone requests during the school holidays can only be logged by parents. Students under 18 will need to ask their parents to log a service call for them. The staff in the Acer service centre have not undertaken a working with children check. NB: Personal devices are not supported within the above service model.

What information is required if I log a service request during the school holidays?
You will be required to provide the following details:

• Contact Name
• Contact Number
• Device Serial Number (SNID)
• Email address (for online logged requests)
• Home address
• Request details (i.e. a description of the fault)

Will my laptop be required for maintenance?
Yes. There may be a need to deploy software updates. Students will be notified when their laptop is required. Parents may have the opportunity to elect notification of a maintenance period via email. Should illegal or inappropriate material be found on the laptop, it will be restored to the original settings and all data stored on it (school and personal) lost.
What if the laptop is broken?
There is accidental damage cover and some items are covered under the manufacturer’s warranty. There is an expectation that students will be responsible and take care of this valuable asset. An excess applies – the cost ranges from $50 to $200.

What is accidental damage?
Accidental damage is where a laptop is damaged as the result of an unexpected and non-deliberate external action. For example, a student trips dropping the laptop resulting in damage to the laptop.

What is wilful or malicious damage?
Deliberate damage is where a reasonable person could expect that their action will cause damage to the laptop but completes the action anyway. For example, a student forces a foreign object into the USB port.

Where the damage is determined to be wilful or malicious, then the full cost of repairs will be charged to parents.

What if the laptop is lost or stolen?
**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: the excess charged to parents is $200 ex GST
- Subsequent cases: full replacement cost.

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

How do I report malfunction, damage, theft or loss?
A Laptop Incident Report Form is available on the College’s website. Please complete the appropriate sections of this form and return it to the Information Technology department in S&T Block.