



FOUNTAIN GATE
SECONDARY COLLEGE

Bring Your Own Device (BYOD) Program

***Information for Parents &
Students***

Ver. 2.9 – May 2017

FROM THE PRINCIPAL

Dear Parent/Carer,

Your child is about to participate in Fountain Gate Secondary College's Bring Your Own Device (BYOD) program. This program ensures every student has 'anywhere, anytime' access to cutting-edge learning resources. It will also allow teachers to engage students in quality e-learning activities in class, and ensure they are prepared to enter a technology-rich world.

This booklet contains a range of information that will hopefully answer many of the questions you may have about this program. Please do not hesitate to contact the College if you would like more information.

Kind regards,

Mr. Pete Hanratty
College Principal

SUMMARY – WHAT YOU NEED TO DO

1. Have a notebook computer (“device”) which meets or exceeds the *minimum requirements* (see right).
See ‘Getting a device’ for details.
2. Prepare the device for use at school.
See ‘Preparing the device’ for details.
3. Ensure your son/daughter brings the device to school fully charged every day, and follows the BYOD Usage Agreement.
See ‘Using the device’ for details.

MINIMUM REQUIREMENTS

The device must:

- have a battery life of at least 5 hours
- have a screen size of at least 10" (diagonally)
- be able to access wireless networks
- run Windows 7*/8/8.1/10 or Apple OSX 10.8+
- have a physical keyboard (i.e. not an on-screen keyboard)

*NOTE: iPads and Android tablets do **not** meet these requirements.*

** Windows 7 devices must have Service Pack 2 (a free update from Microsoft)*

1. GETTING A DEVICE

OPTION 1: Purchase a device from Learning With Technologies, via the Fountain Gate S.C. Purchasing Portal.

- Learning With Technologies (LWT) is a major provider of IT to schools, and provides an online portal for Fountain Gate S.C. parents to purchase appropriate devices.
- There are several different devices available, and you can use the portal to compare their features and decide which is best for your child.
- All of the devices available in the purchasing portal have been tested to ensure they work correctly on our school network. They all have 3 years warranty and insurance, and repairs can be performed at the school by LWT technicians. Students are provided a Long-Term Loan device (which they can take home) while the repairs are being completed.
- A 3-year Accidental Damage insurance policy with \$0 excess is included with all devices. Please note that this insurance policy *only* covers accidental damage, and does not cover loss/theft. There is a maximum of one insurance claim per year. Please read the details and Product Disclosure Statement on the Purchasing Portal.
- Parents are encouraged to insure the device against loss/theft (possibly as part of their home/contents insurance).
- An optional protective case is available with all devices. All students need a case for their computer. If you choose not to purchase the case from the portal, please ensure you arrange an alternative case.
- The devices have Microsoft Windows pre-installed.
- Microsoft Office, anti-virus software and other important software are available to students via the 'BYOD' section of the school website. Microsoft software must be activated by using the software on the Fountain Gate S.C. network. The licence will expire after not being used on the Fountain Gate S.C. network for 3 months.
- The purchasing portal can be accessed at <https://fountaingatesc3.orderportal.com.au/>
- The device will be delivered to the address you select in the checkout process (usually your home). *PLEASE NOTE: Purchases made through the portal are private financial transactions between you and LWT. Fountain Gate S.C. does not receive any commission or other benefit for your purchase via the portal.*

OPTION 2: Use a device which you already own.

- Any device which meets the minimum requirements (see previous page) can be brought to school for use as part of this program.
- Please double-check that the battery life meets the minimum requirement, as many older devices don't have the capacity to last for a whole school day.
- It is highly recommended that you insure the device against theft, loss and accidental damage (possibly as part of your home/contents insurance).

OPTION 3: Purchase a device from another provider.

- You are welcome to purchase a device which meets the minimum requirements (see previous page) from any provider.
- Please double-check that the battery life meets the minimum requirement, as many devices will not have the capacity to last for a whole school day.
- It is not necessary for you to purchase Microsoft Office or anti-virus software, as this will be provided by the school at no cost.
- Most devices will only come with a 1 year warranty, and may have to be sent away for repair. If purchasing a device from another provider, we encourage parents to consider purchasing an extended warranty and insuring the device against theft, loss and accidental damage.
- Please keep in mind that very large devices (screen sizes over 13”) can be cumbersome for students to carry, and students struggle to fit them on desks with their books.

FINANCIAL HARDSHIP:

Casey North Community Information & Support Service offer interest-free loans to help families pay for education expenses. This is an excellent opportunity to purchase your own device and pay it off gradually without being charged any interest. Please visit www.caseynorthciss.com.au or phone 9705 6699 for more information.

DAILY LOAN DEVICE:

If no other option is available, students can borrow a loan computer from the Library each morning and return at the end of the school day. Please note:

- Although they meet the minimum requirements, these devices are several years old and significantly slower than newer devices.
- The ‘Request for Loan Device’ form must be completed and returned to the Library before a student can borrow a daily loan computer.
- Any damage to loan devices must be paid for by the borrower. The repair costs are:

REPAIR COSTS FOR LOAN DEVICES	
DAMAGE	PRICE
Lost case	\$30
Lost power adapter	\$30
Individual broken key (where whole keyboard replacement is not required)	Gold coin donation to State Schools Relief charity
Multiple broken keys, or where whole keyboard replacement is required	\$30
Screen damage (cracking, etc)	\$50
Case damage (cracking, bending, etc)	\$50
Complete loss/theft	\$100, and must complete statutory declaration to attest that the device has been stolen. <i>NOTE: If the student refuses to return the device to the school, they will be required to pay the full replacement cost of \$500.</i>

2. PREPARING THE DEVICE

NOTE: This section is not required for students who are borrowing a loan device from the school.

1. Ensure the device is functioning correctly, and your son/daughter is comfortable using it.
2. Ensure there are no passwords which will prevent your son/daughter from using the computer, or changing its configuration (e.g. connecting to a wireless network).
3. Remove any software (e.g. games) which might distract your son/daughter.
4. Ensure the device has up-to-date anti-virus software.
 - For Windows 8 and above, Windows Defender is pre-installed.
 - For other versions of Windows, we recommend Microsoft Security Essentials (free download).
 - Many new computers come with free trials of anti-virus software such as Norton, Symantec or McAfee. Although this software has some security benefits, it often slows the computer down, and when the free trial expires it will stop working or require payment. Most of our students choose to uninstall this software and instead use Windows Defender or Microsoft Security Essentials (see above).
5. If the device has Windows 10, please ensure Google Chrome is installed (this is optional for other operating systems).
6. Label the device with the student's name.
 - It's usually best to put an identification sticker below the keyboard, and another on the outside of the lid.
 - A sticker will also be offered to students during the Configuration Session (see 'Using the Device').
7. Ensure the device is fully charged.

3. USING THE DEVICE

CONFIGURATION SESSION:

During the first 3 weeks of school, the school's IT technicians will visit relevant classes. They will:

- provide students with their school username, and help them set their password.
- help students connect to the school's wireless network.
- help students install VMWare View Client which enables them to connect to the 'Fountain Gate Virtual Desktop'.
- help students add a firewall rule to reduce the possibility of their computer being accessed without their permission.
- help students set their homepage to the Fountain Gate S.C. Student Intranet.
- help students install the DISCO-ICT client, which allows the school to record basic details about their computer (operating system, model, serial number, etc).
- offer students an identification sticker with their name and username.
- record the details of each student's device.

Once students have their school username and password, they will be able to download Microsoft Office and install it on their computer. The download link is on the Student Intranet, and also on the school website ('BYOD' -> 'Software Downloads').

If you would like to discuss the technical details of what is changed on students' computers, please contact the school.

Apple OSX users may need to attend the IT Office at recess/lunchtime to finalise their configuration.

DAILY USAGE:

- Students must charge their device at home each night. For student and teacher safety, devices must not be charged in class.
- Students must bring the device to school every day. Students should carry the device inside their school-bag to reduce the risk of theft.
- Students must bring the device to every class unless instructed not to bring it by their teacher.
- Students may bring a protective case (which only contains the device) to class. However, they cannot bring a larger bag or school-bag.
- Students must follow teacher instructions when using the device, and must only use it for school-related purposes while at school (see 'BYOD Usage Agreement').
- At recess/lunchtime, Year 7-10 students may only use the device under teacher supervision (e.g. in the Library). Year 11 & 12 students may use their device at any time in the VCE Centre or VCE Courtyard.

- Students must store the device in their locker when it is not in use.
- Students should keep regular backups of their files. The easiest way to do this is on a USB drive. Teachers will generally not accept technical problems as an excuse for late/missing work.
- Students can either use the software on their device, or access the Fountain Gate SC Virtual Desktop to access a wider range of software.
- Students may print via the 'WebPrint' link on the Student Intranet. This allows students to upload files from their device and choose the printer where they would like them printed.
- Students are given a limited printing budget at the start of each year, and can check their balance in the WebPrint system. Money can be added to their account at the Bursar's Office.

TECHNICAL SUPPORT PROCEDURES

DEVICES PURCHASED VIA PURCHASING PORTAL:

NOTE: As these devices are not owned by the school, the school technicians can only provide general advice. It is the responsibility of the student (and their parent/carer) to ensure repairs are carried out correctly.

STEP ONE – WINDOWS REFRESH

Most problems are caused by software or incorrect configuration. These can usually be resolved by using the 'Refresh' function, which is available in Windows 8 and above. **Please note that this will delete any software which you have installed.**

1. Ensure you have a backup of your important files.
2. 'Refresh' your device by:
 - a) Swipe in from the right edge of the screen, tap *Settings*, and then tap *Change PC settings*.
(If you're using a mouse, point to the upper-right corner of the screen, move the mouse pointer down, click *Settings*, and then click *Change PC settings*.)
 - b) Tap or click *Update and recovery*, and then tap or click *Recovery*.
 - c) Under *Refresh your PC without affecting your files*, tap or click *Get started*.
 - d) Follow the instructions on the screen.

STEP TWO (if required) – WARRANTY REPAIR CLAIM

If problems persist, you will need to lodge a warranty repair claim.

1. Log a warranty claim with LWT via their website (www.lwt.com.au select 'Support' then 'Log a Service Job') or via phone (1300 556 788).
2. Bring your device to the IT Office and provide them with your warranty reference number.
3. The IT technicians will provide a Long-Term Loan device to use until the repairs are completed. This device must be returned before the student can collect their own device. Any loss or damage to the loan device must be paid for according to the 'Repair Costs for Loan Devices' table (see below).
4. The IT Technicians will send an email to the student's email address when the repairs have been completed and the device is ready for pickup.

If you need to lodge a warranty claim during school holidays, follow step 1 and request a repair at your home.

DEVICES PURCHASED FROM OTHER SOURCES:

If running Windows 8 or higher, you may find that the 'Refresh' process (see above) resolves the problem. You will need to contact the manufacturer or retailer to seek further support or warranty repairs.

To ensure the student still has a device in every class, a Daily Loan device can be borrowed from the Library. To borrow a Daily Loan device:

1. Parent and student complete the 'Request for Daily Loan Device' form (available from 'BYOD' section of the school website).
2. The student brings this form to Library, who provide the loan device and keep the form.
3. The device must be collected from the Library before school each day and returned by 4PM. The device will not operate outside the school. If the student does not return the device by 4PM, they will receive a detention.

LOANS:

If a loan device is faulty, the student should bring it to the IT Office. The IT technicians may be able to resolve the problem immediately. If not, they will provide a replacement loan device.

If the device has been damaged (either accidentally or deliberately), the repairs must be paid for according to the table below.

REPAIR COSTS FOR LOAN DEVICES	
DAMAGE	PRICE
Lost case	\$30
Lost power adapter	\$30
Individual broken key (where whole keyboard replacement is not required)	Gold coin donation to State Schools Relief charity
Multiple broken keys, or where whole keyboard replacement is required	\$30
Screen damage (cracking, etc)	\$50
Case damage (cracking, bending, etc)	\$50
Complete loss/theft	\$100, and must complete statutory declaration to attest that the device has been stolen. <i>NOTE: If the student refuses to return the device to the school, they will be required to pay the full replacement cost of \$500.</i>

FREQUENTLY ASKED QUESTIONS (FAQ)

Why is this program being implemented?

Fountain Gate Secondary College aims to develop the knowledge, skills and attitudes necessary to be engaged and capable 21st Century citizens. A key component of this is technology, which most students will regularly use in their future careers.

When every student has access to a computer, they can also participate in unique educational tasks which would otherwise be impossible. These tasks will enable greater collaboration between students and teachers, and enhance their learning opportunities.

Furthermore, a personal computer gives students access to learning resources 24 hours a day, 7 days a week.

Which students participate in the program?

In 2017, all students at Fountain Gate Secondary College will participate in the BYOD program.

Do I need to install any particular software?

All devices must have up-to-date anti-virus software, and Microsoft Office (available at no cost from the school). Other software may be useful but is not essential. Students can access a range of educational software at school via the Fountain Gate SC Virtual Desktop.

What is the Fountain Gate SC Virtual Desktop?

This enables students to use their own device to access a virtual school computer. Regardless what device or operating system the student uses, they can access a virtual version of a Windows 7 desktop with Microsoft Office and a range of educational software.

Students use VMWare View Client to access the Virtual Desktop. This is installed during the configuration session. If you need to download it again later, it is available from the school website.

Students login to the Virtual Desktop using their school login details. The Virtual Desktop can also be accessed from home using the student's BYOD device.

Which of the school's IT services can I access from home?

The following IT services are accessible from home:

- Student Intranet
- Compass
- Email (via the link from the Student Intranet)

- Drive (i.e. access to shared drives and home-drive storage space; available via the link from the Student Intranet)
- The Fountain Gate Virtual Desktop (on BYOD device only)

Can students continue to use their BYOD computer at home? Are there any restrictions on how it can be used outside of school?

Yes, however we discourage students from installing software which may distract them (e.g. games). Parents are reminded that the school cannot directly control or filter the content which students may access using their home Internet connection. If a student brings a device to school which contains inappropriate content, they will receive serious consequences. If teachers suspect a student's device contains content which violates the BYOD Usage Agreement, they will ask the student for more information and/or contact the student's parent.

Will students still use pen and paper in class? Will they still require textbooks?

As many important assessments and exams are still completed using pen and paper, it is important that students don't lose their handwriting skills. Teachers will be encouraged to have students complete some writing tasks by hand in class. The computers are not intended to be a replacement for students writing notes or completing handwritten tasks. Rather, they are an additional tool to enable new ways of learning.

To help reduce the overall cost to parents, the number of textbooks on the book-list has been decreased. However, many subjects still require hard-copy books. Students are still expected to have every item required by the book-list.

How will students keep the computers safe from theft and damage?

Students should take their computer to every class, except some technology or practical classes where this may not be appropriate. At lunchtime/recess, and when the student does not take the computer to class, it must be kept in the student's locker and inside its protective case. It is the student's responsibility to ensure that their locker is securely locked, and nobody else knows their combination. The school does not take any responsibility for the loss or damage of any personal item, including electronic devices (computers, phones, etc.).

When travelling to and from school, students should put the computer in its case, and put this case inside their school-bag.

Students should avoid using the computer in public places, as this may make them a target for theft.

Can I charge my computer at school?

Students must charge their computer overnight at home. If their charge runs low during the day, there are limited charging stations available in the Library during lunchtime and recess. The student must stay with their device while it is charging.

Students must not charge their computers in class, as the cables can cause a safety hazard.

What if someone else damages my computer, or uses my computer to access/store inappropriate content?

Each student is responsible for their own computer, and we strongly encourage all families to purchase insurance cover for their devices. The school will investigate any claims of damage or misuse, but cannot guarantee that they will be able to identify the person responsible or recover the repair costs from them.

A student should not allow anyone else to use their computer, as the owner of the computer will be held responsible if their computer is found to have accessed or stored inappropriate content.

What if I lose my data?

Each student is responsible for backing up their own data. Every student is expected to have a USB drive, and they must use this to regularly backup important files. The College takes no responsibility for the loss or corruption of student data, even when the computer is being worked on by IT Technicians. Teachers will generally not accept technical problems as an excuse for late or missing work.

Students using loan devices must save their data within their user account folder, to ensure it can be easily identified and backed-up if a technician is working on the computer.

What if I want to replace my device?

Replacement devices can be purchased using any of the options listed in the 'Getting a Device' section of this document. The first time the student brings the replacement device to school, they will need to visit the IT Office. The school's IT Technicians will record the device's details, and complete the procedures which would normally be done in the 'Configuration Session'.

Why aren't iPads or Android tablets allowed to be used?

The school provide the 'Fountain Gate Virtual Desktop' to prevent problems with compatibility and ensure all students have access to the required software. Unfortunately, software licensing rules relating to the Virtual Desktop prohibit it from being used on iPads or Android tablets.

Furthermore, many students find it difficult to manage their files and documents when using an iPad or Android tablet.

ONLINE SAFETY - TIPS FOR PARENTS

1. Computers should be used in a central, communal area of the house – not a private place like a bedroom.
2. Ask your child to show you the places they use online. Make this a regular, ongoing conversation.
3. Discuss strategies your child could use if they were upset by something sent or posted online.
4. Set time limits around mobile computer usage. Even during the busiest periods of studying, students should take regular breaks away from the computer.
5. Reach an agreement with your child about the levels of personal information they can share online. It is important that private information such as their full name, address and images is kept private.
6. 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.
7. Reinforce ‘stranger danger’ messages and encourage your child to question who they trust online, as there is a chance that people may not be who they say they are. This can at times be difficult, as the concept of friends online can include people your child does not actually know offline.
8. Remind your child about 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.
9. Make sure your child’s online profiles are set to private so that their personal information is kept secret.
10. Try not to use the removal of technology as a solution if your child has problems online. Research shows that the main reason young people don’t report online problems such as cyberbullying is because they believe their parents will take their access away.

The Department of Education and Early Childhood Development (DEECD) website provides further cyber-safety information for parents: www.education.vic.gov.au/cybersafety

BRING YOUR OWN DEVICE (BYOD) USAGE POLICY



BACKGROUND:

Fountain Gate Secondary College believes that digital technologies can provide significant benefits to students' educational opportunities. Furthermore, the teaching of cybersafe and responsible online behaviour is essential to the lives of students and is best taught in partnership between home and school.

The goal of this policy is to ensure that students use school-based technology safely and responsibly. Further details are available in the 'BYOD Program - Information for Parents and Students' booklet (the "Information Booklet").

BRING YOUR OWN DEVICE ('BYOD'):

Selected year levels participate in our school's Bring Your Own Device (BYOD) program. As part of the program, all students in these year levels are expected to:

- Bring an acceptable device (which meets the minimum specifications as outlined in the information booklet) to every class, unless instructed otherwise by a teacher.
- Ensure their device is working correctly.
- Ensure their device is charged every day, and has sufficient battery power to work in all classes.
- Ensure their device does not contain any inappropriate or offensive content, or any content which they would not be comfortable for a teacher or parent to see. Students are expected to show any content on their device to teachers if requested.
- Only use their device for school-related educational purposes while at school.
- Keep their device securely locked in their locker when not in use.
- Take full responsibility for the safety and security of their device at all times.
- Use their device in accordance with the 'Using Technology' section of this policy (see below).
- Fulfil the other expectations of students outlined in the Information Booklet.

Approved BYOD devices are exempt from the school's 'Mobile Phones & Electronic Devices Policy'. Other devices (mobile phones, iPods, electronic games, etc.) are not to be used at school except where teachers direct students to use them for educational purposes in accordance with the 'Mobile Phones & Electronic Devices Policy'.

The school does not take any responsibility for the loss or damage of any personal item, including electronic devices (computers, phones, etc.).

USING TECHNOLOGY:

They will use their device to access electronic resources (including the internet) at school. Parents/carers should be aware that the nature of the internet means that full protection from inappropriate content can never be guaranteed.

If a student does not follow this agreement, or fulfil their obligations as explained in the Information Booklet, they will receive consequences under school's 'Code of Cooperation'. In cases where the student has been responsible for damage to technology owned by the school or another student, the student or their parents may be asked to pay for the damage to be repaired. Some online activities are illegal and may be reported to police.

While at school, students must:

- Fulfil their obligations under this policy and the BYOD Information Booklet.
- Only use technology for school-related educational purposes.
- Not download, display, save, print or transmit and inappropriate or offensive material (e.g. obscene language, pornographic, violent or racist material). If such content is accidentally accessed, students must leave the site immediately and notify a teacher.
- Not bring inappropriate or offensive digital content to school.
- Follow all teacher directions regarding the use of technology.
- Only take photos, sound or video recordings of people when they have received that person's consent and it is under the direction of a teacher.
- Not use the internet for gambling, advertising or personal financial gain.
- Keep their password safe, by never revealing it to anyone except a teacher or IT Technician.
- Respect others and communicate with them in a supportive manner; never writing or participating in online bullying.
- Protect the privacy of others by never posting or forwarding their personal details or images without their consent.
- Handle all technology with care and notify a teacher if any of the school's technology is damaged or requires attention.
- Abide by copyright and intellectual property regulations.
- Never interfere with network systems and security, access the data of another user, or attempt to log into the network with a user name or password that is not their own.
- Not attempt to download or install unauthorised software (including games) onto school-owned devices.
- Not use online 'chat' facilities or social networking websites, except under the direction of a teacher.
- Not deliberately damage hardware or make changes to the configuration of a computer.
- Not use any internet connection other than the connection provided by the school.