ICT Handbook 2017

Students and Parents

NORTHPINE
CHRISTIAN COLLEGE

NOTHING WITHOUT GOD

Terms and Conditions

1. 1-to-1 Laptop Program

A. General Overview

All students entering Year 7 to 12 will be issued with a laptop under the terms of the '*ICT Agreement – Terms & Conditions*'. Students entering Year 7 will be issued a laptop on a 3-year agreement, thus making use of the laptop for Years 7 to 9. When they commence Year 10, they will be issued a new laptop that will be assigned on a 3-year agreement for Years 10 to 12. This document will be reviewed annually and will therefore require signed acceptance each year. Important changes will be published in the school newsletter. Although the laptop is the personal responsibility of each student, it remains the property of Northpine Christian College.

Students commencing at the school during the 3-year cycles will have a computer issued to them that is the same age as others in the student's cohort.

Laptops will be issued to each student in Year 7 to 12 after parents and students have completed the following:

• Read the '*ICT Agreement – Terms & Conditions*'
• Returned the signed '*Laptop Computer Acceptance Form*'
• Paid the '*ICT Levy*' - this includes the cost of the General Technology Levy that may be subject to adjustment as the associated costs change.

Acceptable Use:

• The student must comply at all times with Northpine Christian College's '*ICT Agreement – Terms & Conditions*' that must be signed by both parent/guardian and student. Failure to comply with this agreement will set in motion a process of disciplinary action that may include a review of the student's privileges in relation to the use of the laptop.
• If the student does not comply with all terms of the '*ICT Agreement – Terms & Conditions*' the College has the right to manage access to the laptop computer.

B. Northpine Christian College's 'Level of Service' Responsibilities

Software:

Each laptop is loaded with all necessary operating systems and software, including current versions of Microsoft Windows and Microsoft Office, Adobe Suite and other software required for educational purposes. It is important that the installed software remains on the laptop.

Hardware and Warranty:

The laptop is provided with a protective case and appropriate ID labelling. These are to remain with the laptop in good condition - no writing on case, stickers on the laptop or removing ID tag.

Northpine Christian College has purchased insurance to protect the laptops against accidental damage such as: liquid spills, accidental drops and power surges (when protected by an operational surge protector). The insurance company will not cover loss or damage caused by disappearance, misplacement, and reckless misuse, abusive, wilful or intentional misconduct. Normal wear and tear, cosmetic damage and other damage that does not affect functionality are also not covered. The insurance company's terms and conditions state that laptop damage claims are limited to three parts per calendar year with a **$55** callout fee.

Laptops may be recalled during a term break period for maintenance and software updates. At the end of each year the laptop with all supplied accessories must be returned to the College ICT department.

Students will have the same laptop reissued (by serial number) to them, until the Year 7 students finish Year 9 and the Year 10 students complete Year 12.

Equipment Evaluations: Each laptop may be inspected periodically to verify condition and compliance with College policy.

Laptop Technical Support:

The ICT Support office is located in the Resource Centre. All repair work and laptop related issues are coordinated from this Centre. Technical support for students is only available before school, at recess, at lunch and after school. Services include:

• Hardware maintenance and repairs
• User account and password support
• Operating system or software configuration support
• Software and update installations
• Warranty repair coordination
• Loan laptop distribution
• Hard drive imaging and reimaging
• Basic operational support

Parents are welcome to contact the ICT Coordinator during normal office hours if they have any questions or concerns about this policy or how it is being applied (Please make an appointment).

C. Parent Responsibilities

ICT Levy:

A levy will be charged at the start of each term in accordance with the school fee schedule. This levy will be listed as a separate line item on the fees account and needs to be paid promptly so that the privilege of students taking the laptop home can be maintained.

Liability:

• **Intentional Damage**: Parents/Students are responsible for full payment of intentional damages to laptops. Warranty **DOES NOT** cover intentional damage of the laptops. Parents/Students will have full financial responsibility for intentional damage.
• **Additional Information**: In cases of loss, theft, vandalism or other criminal acts, a police report, or in the case of fire, a fire report **MUST** be filled in by the relevant authorities. A copy must be provided to the ICT Support office or Principal's office. Parents/Students are responsible for the payment of any excess for this insurance claim.
• The replacement cost for damages is not covered by warranty nor the loss of accessories (protective cases, stylus pens, chargers, key tags, etc.). Any additional charges will be the responsibility of the parents/students.
• All problems with the laptop **MUST** be reported to the College's ICT Support office or the warranty may be rendered void. Excessive claims on the warranty may result in costs being passed on to the user of the laptop.

Parents' general responsibilities:

• Parents will be responsible for reviewing the '*ICT Agreement – Terms and Conditions*' with their child.
• Parents have the full right and responsibility to manage the care and use of the laptop outside of school. For example: always keeping and using the laptop in a common area, disabling Internet access when not specifically needed, setting time restrictions for daily use and limiting the use of games, music and/or movies.
• Parents will be responsible for monitoring student use of the laptop at home or away from school and discuss cyber-safety issues with their child(ren) on a regular basis. (See esafety.gov.au.)
• Although all laptops are installed with monitoring software for internet usage at home, it's still the parents' responsibility to monitor internet usage of laptops outside school. The school is able to assist with these reports of internet usage on parents' request.
• Parents are to ensure that the student understands legal propriety issues, especially with regards to games/music/movies.
• Parents should communicate any concerns to the ICT Support office or Principal.
• Parents will be contacted when it has been made clear that a student requires extra support from home to care for their school laptop.
• Parents are asked to communicate with their child regularly regarding issues that the child may have had with the laptop.

D. Student Responsibilities

Day to Day Usage:

- Students are responsible for bringing their laptop to school for use each day fully charged, and taking it home at the end of each day to recharge it so that it is ready for use the next day. Students must bring their laptops to all classes every day, unless specifically advised by their teacher.
- Student are responsible to report any damages or issues (connectivity, wear and tear and battery problems, etc.) with the laptop to the ICT Office promptly.
- It is important to note that students are responsible for the care, safety and protection of their laptops at all times. (Refer to Appendix 1)

Privacy and Safety:

- Students may not chat on-line without teacher direction.
- Students may not open, use or alter computer files that they did not create, without permission.
- Students may not reveal full names, phone numbers, home address, social security number, credit card numbers, or passwords on line.
- Storage of data on the laptop is NOT guaranteed to be private or confidential.
- If students inadvertently accesses inappropriate or offensive material on a web site, it is their responsibility to notify a teacher or the ICT Support Office.
- Students that have knowledge of security problems are under obligation to convey that information, without discussing it with other students, to teachers or the ICT Support Office.
- Students are under no circumstances to store illegal software (pirated) and/or files (music, movies, games) on the school laptops or network folders.
- Laptops and internet use is monitored for safety and security by the school – the school laptops are not a personal device.

Legal propriety:

- Users must comply with all trademark, copyright laws and license agreements. Ignorance of the law is not immunity.
- Use or possession of hacking software is strictly prohibited. The committing of Computer Crimes which violate state or federal law will result in disciplinary action by the college and will be referred to the police possibly resulting in criminal prosecution.
- Releasing files, home address, personal phone numbers, passwords or other vital information to others without stated permission is a violation of the Privacy Act and as such is illegal.

See Appendix 1 for further detailed information regarding the use of the laptop and student responsibilities.

2. Laptop Bag Policy

The laptop should always be carried in the school provided Targus T.A.N.C. The laptop case should always have the name tag attached, with the student name and the laptop service tag printed onto it.

The front pocket of the Targus T.A.N.C. may be used to store the charger and a few additional items. Common sense should be exercised when using the front pocket, as excessive items will damage the case and parents/students will be liable for the replacement cost. Currently the cost of a new Targus T.A.N.C. is $60.

At the start of the laptop programs, every student is given a new, clean protective bag. It remains school property throughout the program and is to be handed back in good condition.

If the student personalises the case, the student will have to pay the cost of the case when it is handed back in at the end of the year.

If the Targus T.A.N.C. is damaged during the cycle of the laptop program, the student is responsible to purchase a replacement through the College ICT department.

Appendix 1

Laptop User Guidelines & Responsibilities

General Guidelines & Responsibilities:

- Users are responsible at all times for the general care of their laptop. When carried, the laptops must always be carried in the Targus T.A.N.C. at all times. Never carry the laptop while turned on or open.
- When not using the laptop at school, the laptop should either be stored securely in student lockers or in a locked classroom. The laptop is **NEVER** to be left unattended, ie. visible in cars or in any unsupervised area.
- When in use, the school laptop should always be placed on a flat, stable surface.
- Users may only log in under their assigned username and should never disclose their passwords. Unauthorized use of hardware or software passwords is forbidden.
- Students may **NOT** loan their laptop to anyone without permission from the school. Student are not obligated to lend/loan accessories (eg. chargers, stylus pens, etc.) to other students. Doing so is at their own risk and potential expense.
- Sound will be muted at all times unless directed otherwise for instructional purposes.
- Music, videos and games are **NOT ALLOWED** during schools hours, unless specifically approved by a teacher for educational purposes.
- Streaming audio or video is prohibited on the school network, unless specifically approved by a teacher for educational purposes.
- Users who repeatedly fail to bring their laptop to school fully functional will face corrective action.
- Students may use printers in classrooms or the Resource Centre with teacher permission during class or breaks. There is a cost associated with the use of printers at school. Students wanting to print on a home printer will be responsible for installing their own printer software to the laptop.
- The laptop should always be put into hibernation/sleep mode before moving between classes. Laptops must be shut down at the end of every school day before placing it in the Targus T.A.N.C.
- It is the student's responsibility to make sure that their school work is correctly saved. They will need to back it up on at least their network drive at school/Google Drive and optionally a removable device. The school is **NOT** in any way responsible for lost data.
- Using the network for financial or commercial gain, advertising, or political lobbying is prohibited, unless specifically approved by a teacher for educational purposes.
- Accessing or exploring on-line locations or materials that do not support the curriculum and/or are inappropriate for school assignments is prohibited.
- Vandalizing and/or tampering with equipment, programs, files, software, system performance or other components of the computer and/or network and use of or possession of hacking software is strictly prohibited.
- Gaining or supporting unauthorized access anywhere on the network is strictly prohibited.
- Knowingly placing a computer virus on a computer or network is strictly prohibited.
- Downloading or transmitting multi-player game, music, or video files using the school network is prohibited.
- Ad hoc networks created/used at school are not allowed.

Managing files:

- Users should back up all school-related documents and files to their Network folder on the college network or using the Google Drive associate with their Northpine email address. It is the student's responsibility to back up any schoolwork.
- Users are advised to use Google Drive and/or removable file storage devices (ie. flash drives, memory sticks, etc) to back up work completed at home or away from the school network.
- It is the user's responsibility to ensure that work is not lost due to computer failure, virus or accidental deletion.
- Computer malfunction is **NOT** an acceptable excuse for not submitting work.

Requesting Support:

- When technical difficulties occur, take the laptop to the Resource Centre during student support times to obtain assistance.
- When you have a computer issue or question, the procedure is to:
    1. Check if your issue has already been addressed: http://support.northpine.qld.edu.au
    2. Send an email from your school email account to support@student.northpine.qld.edu.au with a detailed message explaining the issue.

3. Take the laptop to the ICT Support Office either before school, during recess, lunch or after school.
- Our priority is to get the laptop back to the user as soon as possible. The quickest way is often to re-image a system back to its initial state.
- The school is **NOT** responsible for the loss of any data due to re-formatting, re-imaging or a failed hard drive.

Online services:

- Email and instant messaging transmissions, stored data, or any other use of the Northpine Christian College's network shall **NOT** be considered confidential and is subject to inspection. Contents of email and network communications are governed by Seventh-day Adventist Schools (South Queensland) Limited; proper authorities will be given access to their content.
- Mass emails, chain letters, and/or spam are prohibited.
- Engaging in harassment of any kind or using objectionable language in public or private messages is prohibited.
- Sending, accessing, uploading, downloading, or distributing offensive, profane, threatening, violent, pornographic, obscene, illegal or sexually explicit materials is prohibited.

Software and Hardware Guidelines & Responsibilities:

- Anti-virus and anti-spyware software is installed and updated through the school network to protect the laptops while on the Northpine network as well as outside of the school network.
- Inappropriate media and software, defined at the discretion of the administration may not be used. Inappropriate material may include, but are not limited to: weapons, pornographic materials, inappropriate language, violence, alcohol, drug and gang related symbols or pictures. Use of such material will result in disciplinary action.
- Deletion of files can negatively affect the performance of the laptop. Do NOT delete any program/system files.
- Appropriate software installed by a student for personal use is permitted. However, should it interfere with the functionality of the operating system, the computer will be reimaged by the ICT Support Office and the student will be directed not to reinstall the offending software.
- Attempting to repair, remove or install hardware components is prohibited.
- Installing, enabling, launching, or creating programs that deliberately interfere with the performance of the network, Internet, or hardware technology resources is prohibited.

Classroom Organisation:

- You are always expected to bring your laptop, fully functional for classes, unless told otherwise.
- Do NOT bring just your laptop to class. The traditional educational tools (eg. pen, notebook, etc.) will still be used and are required to be brought to classes.
- If not in use on your desk, it needs to be safely stored in the classroom; not left on the floor.

Loan Laptops and School Desktops Guidelines and Responsibilities:

- Loan laptops may be issued for the school day to users while their laptop is in for repair. Day loans **DO NOT** leave the College premises and must be checked out and in daily from the Resource Centre.
- When there is no physical damage to a laptop in for service, students can apply to take home a loan laptop.
- The school desktop computers and loan laptops are to be treated with the same level of care that is given to the laptop computers and the same guidelines apply with regard to their use.

Power / Battery Guidelines & Responsibilities:

- Students are responsible for keeping their laptop's battery charged for each school day.
- There is limited availability for students to recharge their laptops at school.
- Students should run batteries until the Low Battery warning is displayed to ensure best battery life.
- Students MUST take responsibility for maximizing battery life at school (reducing screen brightness, turning laptop off when not needed, always put into hibernation/sleep mode before moving between classes).
- When battery health reaches a below normal state, students are responsible for logging the battery with the ICT Support Office for a replacement which is covered under warranty.

Cleaning guidelines:

- Clean the screen with a soft, dry or anti-static cloth.
- Clean the keyboard regularly with a damp cloth.
- Never eat or drink when using the laptop.

- Clean your hands before using the laptop, to avoid leaving marks on it.

Consequences

Any breach of the above guidelines will be investigated thoroughly and appropriate consequences will apply. Consequences may include, but are not limited to:

- Loss of the right to take the laptop home for a designated period of time.
- Discipline action in line with general school guidelines.
- Possible long term suspension or recommended expulsion from school.
- Referral to law enforcement authorities.

Contact:

For further information, please contact:

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