



# Student & Parent Handbook



## Information & Communication Technology Agreement Terms & Conditions 2019



# Laptop Computer Agreement Terms & Conditions

2019

## 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 **'Information & Communication Technology Agreement – Terms & Conditions'**. Students entering Year 7 will be issued a laptop on a 3-year agreement, making use of the laptop for Years 7-9. When they commence Year 10, they will be issued a new laptop which will be assigned on a 3-year agreement for Years 10-12. This document will get reviewed yearly and may require signed acceptance every year, however, important changes will be published in the College newsletter. Although the laptop is the personal responsibility of each student, it remains the property of Brisbane Adventist College.
- Students commencing at the College during any 3 year cycle will, where possible, have a computer issued to them that is similar in age and model as others in the student's year cohort.
- A laptop will be issued to each student in Year 7 to 12 after parents and students have completed the following:
  - Reading the **'Information & Communication Technology Agreement – Terms & Conditions'**
  - Signing and returning **'Laptop Computer Acceptance Form'**
  - Promptly paying the **'ICT Levy'** as per the 2019 Fee Schedule - this includes the cost of the General Technology Levy which may be subject to adjustment as the associated costs change.
- **Acceptable Use:**
  - The student must comply at all times with Brisbane Adventist College's **'Information & Communication Technology Agreement – Terms & Conditions'** which must be signed by both parent and student. Any failure to comply with this agreement will set in motion a process of disciplinary action which 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 **'Information & Communication Technology Agreement – Terms & Conditions'** the College has the right to manage access to the laptop computer.

### B. Brisbane Adventist College's 'Level of Service' Responsibilities

- **Software:**
  - Each laptop is loaded with all necessary operating systems and software, including *Windows 10* and *Microsoft Office, Adobe Design Premium 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.
- **Insurance:**
  - Brisbane Adventist 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 or cosmetic damage and other damage which does not affect functionality are also not covered. The insurance company will assess the laptop damage and repair or replace the machine at no cost if the damage is determined to be accidental, infrequent and within the protection guidelines. There is an excess on these damages of \$60 which may be passed on to the parents.
- **General:**
  - 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.
  - 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 Kiosk** is located in the Secondary Learning Resource Centre. All repair work and laptop related issues are coordinated from this Kiosk. 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 & reimaging
  - Basic operational support
  - Parents are welcome to contact the ICT Coordinator, Mr Jamin Henley, 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 College fee schedule. This levy will be listed as a separate line item on the fees account (for tax purposes) and needs to be paid promptly so that the privilege of students taking the laptop home can be maintained. Please ensure you keep your receipt, as you may qualify to claim this levy as a tax rebate.
- **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 Kiosk** or **Principal's office**. Parents/students are responsible for the payment of any excess for this insurance claim.
  - The replacement cost for damages not covered by warranty or the loss of accessories (protective cases, stylus pens, chargers, key tags, etc.) will be the responsibility of the parents/students.
  - All problems with the laptop **MUST** be reported to the College's **ICT Support Kiosk** 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 '**Information & Communication Technology 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 hours. *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/movies.
  - Parents will be responsible for monitoring student use of the laptop at home or away from school and discuss Cybersafety issues with their child on a regular basis. (See [www.cybersmart.gov.au](http://www.cybersmart.gov.au).)
  - Although all laptops are installed with monitoring software for Internet usage at home, it is still the parents' responsibility to monitor Internet usage of laptops outside school hours. The College 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 Kiosk, ICT Coordinator** or **Principal**.
  - Parents will be contacted when it has been made clear that a student requires extra support from home to care for their College 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 the College 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.
  - Students are responsible to report any damages or issues (connectivity, wear and tear and battery problems), etc. with the laptop to the **ICT Support Kiosk** 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 online.
  - Storage of data on the laptop is **NOT** guaranteed to be private or confidential.
  - If students inadvertently access inappropriate or offensive material on a website, it is their responsibility to notify a teacher or the **ICT Coordinator**.
  - 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 Coordinator**.
  - Students are under no circumstances to store illegal software (pirated) and/or files (music, movies, games) on the College laptops or network folders.
  - Laptops and Internet use is monitored for safety and security by the College – the 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 College 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 this is \$60).
- At the start of the laptop program, every student has been given a new, clean protective bag. It remains College 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 **ICT Support Kiosk**.

### Targus T.A.N.C. (cost \$60):



# 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 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 the College, the laptop should either be stored securely in student lockers or in a locked classroom. The laptop is **NEVER** to be left unattended, i.e. visible in cars or in any unsupervised area.
- When in use, the College 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 College. Students are not obligated to lend/loan accessories (eg. chargers, stylus pens, etc.) to other students, since 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 College network, unless specifically approved by a teacher for educational purposes.
- Users who repeatedly fail to bring their laptop to the College fully functional will face corrective action.
- Students may use printers in classrooms or the Secondary Learning Resource Centre with teacher permission during class or breaks. In the future there may be an additional cost associated with the use of printers at the College. 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 College day before placing it in the Targus T.A.N.C.
- It is the student's responsibility to make sure that their class work is correctly saved. They will need to back it up on their network drive at the College, as well as a removable device or 'cloud' storage. The College 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 online locations or materials that do not support the curriculum and/or are inappropriate for College 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 College network is prohibited.
- Ad hoc networks created/used at the College are not allowed.

## 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.

## Requesting Support

- When technical difficulties occur, take the laptop to the **ICT Support Kiosk** either before school, during recess, lunch or after school to obtain assistance.
- 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 College is **NOT** responsible for the loss of any data due to re-formatting, re-imaging or a failed HDD.

## Online Services

- Email and instant messaging transmissions, stored data, or any other use of Brisbane Adventist 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.

## Loan Laptops and College Desktops Guidelines and Responsibilities:

- Loan laptops may be issued for the College 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 **ICT Support Kiosk**.
- When there is no physical damage to a laptop in for service, students can apply to take home a loan laptop.
- The College 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.

## Software and Hardware Guidelines and Responsibilities

- Anti-virus and anti-spyware software is installed and updated through the College network to protect the laptops while on the Brisbane Adventist College network as well as outside of the College 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 Kiosk** 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.

### **Power / Battery Guidelines and Responsibilities**

- Students are responsible for keeping their laptop's battery charged for each College day.
- There is limited availability for students to recharge their laptops during College hours.
- 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 the College (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 Kiosk** for a replacement which is covered under warranty.

### **Managing Files**

- Users should back up all College-related documents and files to their *Network* folder on the Brisbane Adventist College network. **It is the student's responsibility to back up any class work.**
- Users are advised to use 'cloud storage' or removable file storage devices (i.e. flash drives, memory sticks, etc.) to back up work completed at home or away from the College 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.

### **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 or on the ground near your locker.

### **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 College guidelines.
- Possible long term suspension or recommended expulsion from the College.
- Referral to law enforcement authorities.



**If you have any questions or comments about this policy, please contact Mr Jamin Henley – ICT Coordinator.**