



## Frequently Asked Questions

### **Is the laptop program compulsory for all students in years 7 to 12?**

Yes, the program is compulsory for all students in years 7, through to 12. (since 2015).

### **My child already owns a laptop. Are they able to use this laptop instead of the school provided laptop?**

- Unfortunately no – for a number of reasons a school provided laptop needs to be used:
- We need to be confident that the laptop battery will last all day. The laptop being provided has an 8 hour battery life.
- Certain programs are required for subjects to be taught within the school. The school laptops come preinstalled with a number of programs including Microsoft Office , Adobe Creative Suite and Sophos Endpoint Security suite.
- Maintenance and support. It is impractical for the College to support a multitude of different brands, models and specifications.
- All school provided laptops are covered by accidental damage insurance. This significantly reduces the cost incurred from breakages.
- Security through standardised virus protection / security software.
- Equal access to the same technology across the year level. As a result teachers can be confident that the same resources are available for all.
- Due to bulk purchasing the College can provide the laptop for less than half the price than if parents purchased the laptops individually with the same features and software installed.

### **How will the laptops be used in the classroom?**

The use of devices in the classroom will evolve over time as students and teachers become more familiar with them. For example, we may soon see a class where students create a podcast of their original poetry, accompanied by a soundtrack they have written and enhanced with their own digital images to share with the world. The device can be used to record and document information, then share learning. In art, students can research projects on various artists then use the laptop as a medium to create their own drawings as well as clay animations. Students in science could attach probes for data analysis and physical education may involve analysing patterns of movement.

Staff and students will collaborate and use the device as a tool that develops the student as information seeker, analyser and evaluator, problem-solver and decision-maker. They will use programs to create ways in which to communicate their findings and become publishers of their own work.

The nature of the 1:1 environment is that students will have their laptop with them and available for use throughout the school day. This does not mean that they will be used in every class. Like other learning tools, the use of laptops will depend on the particular learning activity and this is at the discretion of the teacher. Laptop activities will blend with others such as writing, reading, discussion, debate and testing and students will find that their use of the laptop will vary from day to day.

### **What about safe internet use?**

Appropriate use of the Internet within the Temple Christian College network is closely monitored by a filtering system which allows for inappropriate content blocking by a regularly updated list of categories and sites. The college already has policies in place such as the "Responsible Use of ICT Resources" policy to ensure appropriate use of technology and the Internet. An additional policy has been developed which parents and students will be required to sign. Teachers, students and parents share the responsibility to ensure safe and responsible use of devices at all times.

### **Will students be safe carrying the laptop?**

Research has shown that insurance companies have reported very few incidents while students travel to and from school. Students should be specifically warned not to take the devices out in public, and to carry them in the protective cover provided, which should be placed within their school bags.



## Frequently Asked Questions

### **Will the students files on the device be private?**

Students can expect their device to be periodically inspected and monitored for appropriate usage. College personnel may request access to the browser history and/or caches as well as any and all files belonging to the student resident on the laptop as well as stored on the College servers. Students and parents need to be aware that files stored locally or on College servers are not private.

### **What software will the student be using?**

Students will have access to the same software that is provided on all other computers at Temple Christian College. This software includes the complete Microsoft Office suite and the Adobe Creative Suite collection. Students using the laptops do not have administrator access to the machine and cannot change settings or install programs. This ensures a consistent experience for all students using the program. The laptops are managed by the server with updates and settings pushed out automatically.

### **How will data stored on the hard drive be backed up?**

Students take responsibility for backing up their data. We recommend the use of Dropbox, a cloud storage solution, which allows students to store up to 2GB of data for free. The Dropbox client will be installed on the laptops students receive. Students may also choose to back up their data on a regular basis to an external USB hard drive.

### **Will textbooks still need to be purchased?**

Many publishers are currently developing electronic resources that may take the place of text books. At this stage students will still need to purchase paper based text books. However, many texts already come with companion CDs or DVD's, so students may not always need to have text books with them. As much as possible the school will be providing students with the PDF versions of their textbooks.

### **Is the laptop password protected?**

Yes. The College will have the laptops set up so students will be prompted to log on with their network username and password when turning on the device. A password protected device should help protect students' personal information in incidents of loss or theft. Students will not be given administrator level access to the laptops.

### **Where do the devices go when not in use?**

When not in use, the devices must be stored in the student's locker. The locker must be locked.

### **What about flat batteries? Will students be able to 'plug in' in the classroom?**

Students are expected to charge the device overnight and to bring it fully charged to school each day. The devices are fitted with an eight hour battery, so charging at school is usually not necessary. The school will provide some power boards for emergency charging, but students must not assume that recharging will be available.

### **What if something goes wrong?**

Students are able to directly access technical support from the ICT Helpdesk. Onsite warranty ensures normal warranty issues will be resolved within a few days.



## Frequently Asked Questions

### **What about insurance?**

The laptops come with an accidental damage insurance policy. Damage to the laptops not covered under manufacturer's warranty involves lodging a claim with the insurance provider and may take an extended period of time to resolve. This also attracts an excess, which will be charged to the parent/caregiver.

### **How can students access the internet from home?**

Home Internet connection is not supplied by Temple Christian College. There is no mandated expectation that Internet access is available at home. If there is an existing Internet provision at home, a device is able to be configured for access via wireless. 3G USB cards will not be supported due to the complexity of various Internet providers and the need to install software to support these devices.

If you are only able to get 3G coverage at your location you may wish to consider a 3G modem with inbuilt Wi-Fi from a carrier such as Telstra. Hardware based at home such as printers or webcams that require installation of software on the laptops will not be supported.

### **What is included in the laptop program?**

All laptops come with 3 year warranties, support at the College, as well as support from the company. Insurance is included, for when the laptop is at school as well as at home. Plus the laptops will be connected to the College's wireless infrastructure, providing access to all of the College's web services provided to students. Almost all of the software required will be installed on the laptops – one exception to this is the Sibelius music software that unfortunately (due to licensing constraints) must be purchased separately.

### **Do students or the school own the laptop?**

Although the laptop is owned by the school (for reasons above), shared ownership means:

- Students and Families take responsibility for a laptop
- Students and Families get the benefits from having 24/7 access

### **How long will the battery last?**

It can vary greatly depending on use. Acer claims 8 hours, but realistically this is probably 6-7 hours or perhaps less under heavy use. There should be no problems getting through a day at school as long as it is used appropriately (including implementing some power-saving settings) as long as it is fully charged at the start of the school day. For OH&S and other reasons, students will not be allowed to bring battery chargers to school.

### **Will all of the laptops work over the wireless at the same time?**

The school has invested significant funds in upgrading the wireless network. This provides wireless connection to almost all classrooms in the school. As well as this, the College's Internet connection has been upgraded to a fast fibre connection which will allow increased bandwidth to Internet resources.

### **Will parents need to purchase additional software?**

At the moment, the only extra software that may need to be purchased is the Sibelius software (for music students).

### **Will students need to take their laptop home every night?**

Yes, students will need to take their laptop home every night in order to ensure that the laptop battery has 100% charge at the start of each school day.



## Frequently Asked Questions

### What is students misuse the laptop?

Using a laptop in class is a privilege (not a right). It is still up to the teacher to decide when it is appropriate to use the laptop. If a student has 'messed with' their laptop so that it doesn't work for school work, it will be reimaged back to the original system (losing any data on it). Only as a last resort (for malicious intent or continued misuse) would the student lose the use of their laptop.

### How To open DNS to provide filtering at home

One of the challenges of having computers (and other similar devices) at home is providing safe access to the Internet.

Temple Christian College strongly recommends you use the free OpenDNS service to protect your children (and yourself) from objectionable content on the Internet.

OpenDNS provides two types of service, free of charge, for home users:

1. OpenDNS FamilyShield OpenDNS FamilyShield is very simple to implement. All you need to do is to make a simple change to the settings on your home Internet router. Once you have made these simple changes, all computers at home accessing the Internet through your router will be protected from the majority of adult content on the Internet.
2. OpenDNS Home The OpenDNS Home service is a little more complicated to implement but gives you more control as to what kind of websites your children (and yourself) can access. It also allows you to view details about which websites are being visited.

For more information and details on how to set up the OpenDNS Home service go to <http://www.opendns.com/home-solutions/parental-controls/> and click on the OpenDNS Home tab.

### How Does OpenDNS Work?

Basically, to use OpenDNS FamilyShield to protect computers at your home from Adult content on the Internet, all you need to do is make a simple configuration change to your home Internet router. You need to replace the DNS server addresses provided by your ISP with OpenDNS's DNS server addresses.

OpenDNS's DNS Server addresses are:

- Primary: 208.67.222.123
- Secondary: 208.67.220.123