



MT ST PATRICK COLLEGE

Laptop/Tablet Computer User Terms and Conditions

2020



2020-2022

HP x360 Laptop/Tablet computer

Mt St Patrick College
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1. Guidelines for Participation

Prior to devices being issued to students, parents/carers are invited to attend an information evening and must agree in writing to the terms and conditions of the program.

At the information meeting, the Principal and a member of the College ICT Committee will inform you of the key aspects of the scheme and provide relevant documentation with details on:

- Rationale for the Laptop/Tablet program
- Loan and Ownership conditions
- Warranty and insurance provisions and liabilities
- Help Desk service
- policies/procedures/restrictions
- Answers to Frequently Asked Questions

All material on the Laptop/Tablet is subject to review by College staff.

The student will be responsible for:

- Taking care of Laptop/Tablets in accordance with College guidelines.
- Adhering to the conditions outlined in this document.
- Adhering to the Student Computer Network Policy of the College.
- Backing up data securely.

Ownership

Access to the Laptop/Tablet computer for school use is dependent on payment of the Technology Levy by the dates set in the payment schedule. The student Laptop/Tablet, charger and case that have been issued to you are the property of Mt St Patrick College until final payment is made.

Ownership of the Laptop/Tablet computer will transfer to the student's family at the end of the 3-year loan period (December, 2020) conditional upon full payment of all relevant school fees. At this time, the Laptop/Tablet computer will be re-imaged to return it to its original, licensed specifications when purchased, removing all Mt St Patrick College networking software.

If the student leaves the College prior to completing the term of their Laptop/Tablet agreement or moves to another College,

interstate or overseas, the Laptop/Tablet **must** be paid out in full and returned to the IT Help Desk for reimaging before being returned to the student.

Use of the Laptop/Tablet, as well as access to the College network, internet access and email are a privilege and not a right. These items are provided for educational purposes only and are intended to support the learning objectives of Mt St Patrick College.

Private Devices

Privately owned devices will not be permitted on the College network. This policy has been enacted to ensure quality of service to all students and the security of the College network. Our software licences will not extend to personal, student-owned devices.

2. Damage or Loss of Laptop/Tablet

Any problems, vandalism, damage, loss or theft of the Laptop/Tablet must be reported immediately to the College.

In the case of suspected theft a police report must be made by the family and an event number provided to the College immediately.

In the case of loss or accidental damage, a witnessed Statutory Declaration signed by a parent/carer must be provided.

If a Laptop/Tablet is damaged or lost by neglect, abuse or malicious act, the Principal will determine whether replacement is appropriate and/or whether or not the student retains access to a Laptop/Tablet for home use. Cost for replacement in such incidents will be determined by the following table:

Age of Laptop/Tablet	Pro Rata Value
Less than 1 year	90-100%
1 to 2 years old	80%
2 to 3 years old	50%

Students will be required to replace lost or damaged chargers and/or batteries.

When a Laptop/Tablet is replaced, it is replaced with one of similar age and condition.

Warranty

All Laptop/Tablets are covered by a three year manufacturer's warranty. Laptop/Tablet battery warranty is for a term of one year. The warranty covers manufacturer's defects and normal use of the Laptop/Tablet. It does not cover negligence, abuse or malicious damage.

The College Help Desk will deal with all warranty claims on behalf of the student, while the Laptop/Tablet is under warranty.

Insurance

All Laptop/Tablets are covered by a three year Accidental Damage Protection Service (ADP). This service provides additional protection against accidental damage to the Laptop/Tablet that is not usually covered by the warranty.

ADP provides coverage for one accidental damage event per year for the term of the contract (3 years) in the following areas:

- remote fault diagnosis (if needed)
- courier 3 day service
- repair, materials and parts
- HP has changed some conditions of the ADP Scheme for the contract on laptops purchased from 2015 onwards. The relevant clause in the new contract is:

“For HP commercial and consumer products, accidental damage protection is limited to 3 parts per product per calendar year with excess of A\$55 (plus GST) per claim.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis.”

ADP covers *accidental damage*, NOT abuse, negligence, or malicious damage. It does not cover lost or stolen Laptop/Tablets. Parents are encouraged to contact their own insurance company to ascertain their individual coverage for these events when in a student's possession.

The College Help Desk will deal with all ADP claims on behalf of the student, while the Laptop/Tablet is under warranty.

3. Technical Support

The College provides an IT Helpdesk as an integral part of the student Laptop/Tablet computer scheme. If the student is experiencing problems with their Laptop/Tablet, their first step is to troubleshoot the problem themselves. More often than not, students will be able to resolve most software issues. A troubleshooting section for a range of common computer problems can be found in the Student User Manual which will be supplied with the Laptop/Tablet.

If students experience persistent hardware or software issues, they must access the Helpdesk as soon as possible to report the problem and gain assistance.

Please note: There must be no attempt to open the case to repair the Laptop/Tablet as this will void the manufacturer's warranty.

If a problem cannot be fixed within a set period of time by the Helpdesk, the Laptop/Tablet will be re-imaged and returned to its default settings. It will be the student's responsibility to ensure a backup of all data has been done prior to the re-imaging process.

There are no provisions for support after College hours. The Helpdesk will be closed on weekends, public holidays and College holidays.

Students are not permitted to attend the Helpdesk room if they have not logged a Helpdesk ticket. Once the ticket has been logged the student will be notified when to attend the Helpdesk for assistance.

NB: The Helpdesk is NOT responsible for backing up student work. This must be carried out by the student at regular intervals and before bringing a Laptop/Tablet in for servicing.

Battery Life

The Laptop/Tablet battery is capable of lasting a normal College day on battery power alone. The power supply must remain at home in a safe place. Students will need to recharge their Laptop/Tablet overnight, **every night**, ready for the new College day.

Loan Computers

The Helpdesk will manage all loan Laptop/Tablets if there is a need to issue the student with one.

A loan Laptop/Tablet will be denied to a student under the following circumstances:

- Not bringing their assigned Laptop/Tablet to College.
- Not having the Laptop/Tablet battery charged ready for the school day.
- Wilful vandalism or destruction of their assigned Laptop/Tablet.

Backup / Recovery

Students will at all times be responsible for backing up their school-related data stored on their Laptop/Tablet. They will be instructed on backup procedures at the time the Laptop/Tablet is rolled out.

The students will continue to access their Google Drive on the College file server for backup of essential school work. However, Parents should consider organising an auxiliary storage system such as a USB memory stick or portable hard disc drive for complete backups of their files or for the use of all the family.

Lost and Found Policy

The College must be notified immediately if a College-owned Laptop/Tablet is lost or missing.

If the Laptop/Tablet was lost at the College, the student must report the loss to the front office to check if it has been found. If it is not located at the front office a 'Laptop/Tablet Incident Report' must be filled in immediately and handed to the Learning Technologies Coordinator.

4. Acceptable Computer and Internet Use

On enrolment at Mt St Patrick College, all students and parents/carers were made aware of the Student Computer Network Policy detailing conditions relating to 'acceptable use' of the computing equipment and network, including the internet, at the College.

All students and parents/guardians have signed the Computer Network Agreement. The use of

a personal Laptop/Tablet computer is also covered by this agreement.

However, additional responsibilities also apply and these are specified in this Laptop/Tablet-specific document and the associated agreement.

Internet Usage

The College, as part of the Catholic Education Commission, makes use of internationally implemented products to filter access to web pages while at the College.

Although it cannot block 100% of undesirable sites due to the frequency of new site publication and time required for detection, it does greatly reduce the likelihood of students accidentally stumbling across such sites and, in fact, makes it quite hard to find undesirable sites which are not blocked.

Appropriate use of the internet is closely monitored. The College blocks inappropriate content by using a regularly updated list of categories and sites. Any inappropriate use of the internet is unacceptable and is subject to disciplinary action and exclusion from our network.

When at home, the devices will not be protected by the filtering system provided by the College and therefore monitoring of student's internet use will be the responsibility of the parent/carer.

General Classroom Usage

When the Laptop/Tablet is used in class it is to be used under the direction of the teacher. The web camera and recording features on the Laptop/Tablet are not to be used at school unless instructed by the teacher. Failure to follow specific instructions from the class teacher may result in confiscation of the Laptop/Tablet, detention and further sanctions as would be appropriate in normal classroom management situations.

Virus Protection

Viruses have the potential to severely damage and disrupt operations within the College's computer network. As students have the right to use their Laptop/Tablets for personal use and connect to the internet from home, they should take all steps to protect the College computer network from virus attacks.

Microsoft virus protection is updated every time the laptop is logged on to the College network to help protect from virus problems.

Viruses can enter Laptop/Tablets through:

- removable media such as CDs, DVDs, floppy disks and USB memory sticks
- Emails
- the internet (including web browsing, FTP programs and chat rooms)
- file download/network file shares, such as servers and shared folders.

Tips:

- Protect your Laptop/Tablet from virus attacks by scanning your computer for viruses at least weekly. Microsoft virus definitions updates are managed automatically by the College network.
- Consider carrying out a virus scan of your Laptop/Tablet after you have accessed the internet, personal mail or opened a file from a removable media source. You should carry out the scan before returning to the College and connecting to our network.
- Do not open any files attached to suspicious or unknown emails.
- Exercise caution when downloading files from the internet. Save the files to the Laptop/Tablets hard disk and run the virus scanner on the file before opening them.
- Delete chain and junk emails. Do not forward or reply to any of these.
- Never reply to spam. Spam email messages can contain viruses that notify a third party of the legitimacy of an email address and then add the recipients to the spammer's database.

- Hundreds of viruses are discovered each month. Run your virus scan regularly.

Games

There are significant educational benefits from some games. However, many games can be unproductive and distracting to student learning. Teachers will determine the value of these used within the classroom environment.

Music/Movies

Students are not permitted to listen to digital music or watch digital movies on their Laptop/Tablets while at the College unless given express permission by a teacher for an educational purpose. Laptop/Tablets may be audited for illegally obtained and inappropriate files. Parents should play an active role in ensuring copyright compliance.

A Laptop/Tablet is not to be used in the College grounds at recess or lunchtime or before and after school. They can be used in the Library at lunch time. Failure to adhere to this may result in confiscation of the student's Laptop/Tablet.

Software / Copyright

Each device will be loaded with a Lismore Catholic Schools Office approved software image configured for use on the College network. The image will contain the software requested by the teachers.

The College, as part of the Lismore Catholic Schools Office, has been able to negotiate very competitive and reasonable licence fees that are not available to private individuals outside the educational environment.

Each year the College also pays licensing fees on some of the software that is installed on the devices which needs to be covered annually.

The College Laptop/Tablets have a variety of software packages as part of our Standard Operating Environment (SOE). These include operating system software, anti-virus software, standard Microsoft software, Google Mail, Google Docs for Education and curriculum specific software licensed to our College.

Software installed by the College is copyright and must not be distributed or deleted. Altering or modifying the original pre-set

software image is prohibited. Unauthorised or illegally-obtained software applications must not be installed. Printing software, scanner software and internet access software are acceptable. Any other software installation will need the approval of the Helpdesk.

Other examples of changes not permitted include, but are not limited to:

- changing the computer name.
- changing or removing operating system extensions.
- altering security software.
- altering the pre-loaded operating system or application software.
- taking apart the computer for access to internal parts.

Security / Storage

The Laptop/Tablets are to be securely stored within the student's desk or the student's locker while at school or kept with the student during lesson times. Students should ensure that their Laptop/Tablet is:

- Securely stored within its case.
- Kept dry and away from liquid at all times
- Not placed in a high traffic area where it could be stepped on or present a trip hazard.
- Not sitting in direct sunlight.
- Within their possession when in public places or when travelling to and from school.

5. Caring For Your Laptop/Tablet

Students are expected to treat their Laptop/Tablet with care and respect. The Laptop/Tablet and College issued sleeve are the property of Mt St Patrick College and should be kept clean and free of marks at all times.

Please refer to the Student User Manual issued with the Laptop/Tablet for specific details on caring for your Laptop/Tablet.

Appearance / Personalisation

Laptop/Tablets will be clearly labelled with the student's name on the front cover with the workstation designation on the underside of the Laptop/Tablet. Students are not to remove these labels.

Students are permitted to personalise the appearance of their Laptop/Tablet with a single appropriate sticker, personalised cover and/or suitable protectors. However, irreversible personalisation is not permitted, such as engraving, the use of liquid paper and other permanent markings.

Carry Cases / College Bags

The Laptop/Tablet must at all times be stored within its case. This includes when moving between classes, when the Laptop/Tablet is in the student's desk or locker, or when it is in the student's bag whilst travelling to or from the College. This should keep the Laptop/Tablet safe from accidental damage.

