



Government
of South Australia
Department for Education
and Child Development



Marryatville High School



Laptop Handbook 2014

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Laptop Program Purpose

Introduction of the Student Laptop Program supports our vision 'to provide excellence in student centred 21st Century Learning in a global context'. A laptop is necessary to personalise learning and provide access to electronic resources.

Battery

The Acer V5-573 Ultrabook has been chosen because it is an Ultrabook with long life battery for all day computing. The battery can accept 1000 charges which is 3 years of daily charging.

Charging Your Battery

Students should charge their laptop each night and bring it to school fully charged for up to 8 hours of use. Battery life is affected by the use of the laptop so it is common for a Battery Power Profile to try and save power by turning down the screen brightness, turning off sound and backlit keys and resting the hard drive. If a student is doing intensive work with programs such as image manipulation or video editing then more power is used than with simple text editing.

Caring for Your Laptop

Packing Away Your Laptop

- Always store the laptop in the carry case
- Do not wrap the cord too tightly around the power adapter or the cord may become damaged
- Try to avoid moving the laptop around when it is on and use sleep mode between classes. Before switching it on, gently place the laptop on a stable surface and then switch it on.
- Be careful with the laptop while it is in the bag. Do not drop the bag. Always place the laptop bag gently down.
- Avoid putting anything heavy on the laptop and make sure it is switched off for travel to and from school.

Operating Conditions

Do not place objects on top of the laptop and never carry it around while it is turned on and in active mode. Avoid exposing the laptop to direct sunlight or sources of heat such as desk lamps dust, dirt, rain, liquids or moisture, heavy shock or vibration.

LCD Screens

LCD screens are delicate – they don't like being poked, prodded, pushed or slammed. Never pick up the laptop by its screen. Don't slam the screen closed and make sure that there are no objects on the laptop such as pens when closing the screen. It is strongly advised that all users are aware of the care required to look after the LCD screens. **This is usually the most expensive part of the laptop to repair and the most commonly damaged part.**

To clean your LCD screen:

- Switch off the laptop
- Lightly dampen a non-abrasive cloth with water and gently wipe the screen in a circular motion
- Do not directly apply water or cleaner to the screen
- Avoid applying pressure to the screen

AC Adaptor

- Connect the adapter only to this laptop
- Do not step on the power cord or place heavy objects on top of it. Keep the cord away from heavy traffic areas
- When unplugging the power cord, pull on the plug itself, rather than the cord
- Do not wrap the cord too tightly around the adapter box

Personalising Your Laptop

Students own the laptop so they can personalise the case and the laptop. It is certainly a good idea to personalise the case because having a large number of identical units can be a problem. It is not generally recommended to engrave the laptop as this may cause warranty issues but using a black light pen is a sensible security issue. Stickers can also be useful.

Adding new Software to Your Laptop

Students have administrator rights to their laptop and can install new software. They should be prudent in what they choose to install as there are plenty of programs on the Internet that can cause problems because they include older files which may over-write the newer files used by the Operating System.

The School will have a secure place on the network where students can download and install new software that teachers want students to use or virtualised programs that are bundled like a Tablet application for students to run. This could also apply to programs that connect to licence servers and must be run in a school environment.

Guidelines for Installing Software

Software that is added should be legally owned and should not be offensive, malicious or breach Copyright Laws.

Games, Videos, Music and other Non-school Applications

The School does not object to the installation of non-school applications and files on the student laptops provided that the installed applications and files:

- Are appropriately licensed (i.e. they do not breach copyright and intellectual property laws – this includes video and music downloads)
- Are ethically and morally acceptable (including consideration of school appropriateness, age appropriate ratings and privacy issues)
- Do not affect the efficient functioning of the laptops for educational purposes (i.e. they do not interfere with the speed and storage capacity of the laptop or generate problems that might arise from increased battery use)
- Do not affect the school's wireless network
- Do not interfere with the learning program (i.e. they may only be used in class under specific teacher direction).

While some games have educational benefits, other games have little educational merit and may affect network function. Therefore:

- The use of network games is banned
- No ad-hoc networks should be formed to play games unless directed to by staff for a clear educational purpose

Protection for Your Laptop

Insurance

The Department of Education and Child Development (DECD) and the School do not have specific Insurance policies to protect students' and teachers' personal property. This is why taking the Accidental Damage, Accidental Loss and Theft Protection Policy is a wise move. This policy is an extra option available at purchase time for parents.

Virus Protection

The laptops will use Microsoft Security Essentials for Virus and Spyware Protection. This is a good free product from Microsoft and can be set to update automatically with "Windows Update". It doesn't have big performance issues for the laptop. It can also be updated by School systems when they attach to the Wireless Network.

Backup and Data Storage

It is wise to back up the laptop and these days portable USB hard drives can be purchased relatively cheaply. Students will have a Microsoft SkyDrive link on their laptop which provides Internet storage for files and synchronisation of files between different devices such as Smart Phones and Tablets. Students should take up the option to have a free storage account with Microsoft using the Windows Live Suite. Students will be able to access a home drive on the network but this will involve logging into the network to access. All students should have a USB drive to back up their work.

Using Your Laptop at School

The laptop comes with a protected clamshell case to absorb knocks and bumps. Students use the laptop in the case and there is no need to take it out. The power switch is on the front of the laptop and the case has a pull down flap to access the power connector and USB ports at the rear. The laptop in its case will fit on a student's desk. Students will not be allowed to plug in power charges in the classroom because of WH&S requirements so the power adaptor should remain at home. Students are able to put their laptop into sleep mode between classes so that it is instantly ready for the next class.

The laptop should be stored in a student's locker at break times or in practical subjects such as Technology or PE where the teacher has indicated that the laptop will not be required for use at that time.

Internet Access

To access the Internet at School students go through a Proxy Server. These settings in the browser would prevent a student accessing the Internet at home unless they turn the settings off. Students could use Internet Explorer (IE) at school with the Proxy Server settings and another Web Browser like Mozilla Firefox at home which can be proxy free. However the laptop will have a small program on it for students to do proxy changes for different networks.

The Internet is controlled by DECD Safe Environment Policies at School and Internet access is monitored and charged for. The school has set its charging policies to the minimum so students get plenty of access for work purposes. However if a student exceeds their quota through indiscriminate downloading of non-work related material then they will have to purchase more Internet credit at the Finance Office before School or at Recess Times.

Printing

Students will be able to access the Ricoh Printers around the School. Prices have been set to cover costs of printing. If students exceed quotas then more printing credit will need to be purchased from the Finance Office.

Network Security

Student laptops connect to the Wireless Network "MHS Student". This is a WPA2 Enterprise Network that uses Certificates rather than a password. Students are identified by their network login and password which they will usually only have to add once. Students new to the School will need to logon to a Desktop Machine first to set up their password before they setup their Wireless Laptop login for the School. This will provide students, access to the Internet through a proxy server and to Network Drives for file access. Students will have a proxy changer program on their laptop so that they can move between a school Wireless Network and a Home Wireless Network.

Students should not connect their laptop to the cabled network and should not be running any malicious software designed to capture Network traffic or probe the network. Any detection of students doing this by Network Administrators will be considered a hacking offence which is covered by the Cyber Crime Act.

Students who have USB Wireless modems to obtain Internet Access are bound by the same rules of appropriate use as if they were using the school's Internet.

The conditions for using the School's Network is the same for both wired and wireless as is detailed under the section on Cyber Safety.

Dealing with a Faulty Laptop

If there is a problem then the appropriate form, see appendix, will need to be filled in stating how the damage occurred. If parents have purchased the extra Insurance or the School Technical Services believe it is a warranty issue then a replacement machine will be provided that may be taken home, if this is not the case then the student will be provided with a laptop from our school resources that will need to be returned and picked up from student services each day.

When a fault is identified that needs to be paid for, ie the damage assessed by ACER staff does not fall under warranty. Then the school will provide a letter and contact details so payments can be made to ACER before the faulty laptop will be fixed. During this time the student will have access to a loan laptop from the school stock.

If the problem is software related then the computer can quickly be re-imaged to its original state. The image is kept in a hidden partition on the laptop and School Technical Services can quickly restore it. Students will have to re-install any software they have loaded for their own use. It is a responsibility of the students to save and backup all data themselves.

Leaving Marryatville High School

When the student leaves the School they are able to keep the software that is on the laptop, unless specifically directed to remove a program by staff because of licensing arrangements. If they leave the School while the laptop is still under warranty then they can receive warranty support directly from Acer. If a Rental Purchase Contract has been used rather than a cash purchase option then the parent continues with their payments for the unit.

Microsoft Registration

DECD and Microsoft have a licensing agreement whereby students will be able to register Microsoft software. The School will provide details of the licensing key when provided by DECD to the School for students to register Microsoft Office 2010 Professional.

Cyber Safety, Network Devices and Network Use Agreement

The School expects all students to follow the recommended DECD Guidelines and Expectations for safe use of laptop systems. These expectations include:

1. Use their own user name to logon and not allow anyone else to use their name.
2. Keep their password private.
3. While at School or a School related activity inform the teacher of any involvement with any ICT material or activity that might put them or anyone else at risk (eg bullying or harassing).
4. Use the Internet, e-mail, mobile phones or any ICT equipment only for positive purposes, not to be mean, rude or offensive, or to bully, harass, or in any way harm anyone else, even if it is meant as a joke.
5. Only use their mobile phone/s at the times agreed to by the School during the School day.
6. While at School:
 - only access, attempt to access, download, save and distribute age appropriate and relevant material
 - report any attempt to get around or bypass security, monitoring and filtering that is in place at School.
7. If they accidentally access inappropriate material, they will:
 - not show others
 - turn off the screen or minimise the window
 - report the incident to a teacher immediately.
8. To ensure their compliance with copyright laws, they will download or copy files such as music, videos, games or programs only with the permission of the owner of the original material. If they infringe the Copyright Act 1968, they may be personally liable under this law. This includes downloading such files as music, videos, games and programs.
9. Their privately owned ICT equipment/devices, such as a laptop, mobile phone, USB/portable drive that they bring to School or a School related activity, are also covered by the Use Agreement. Any images or material on such equipment/devices must be appropriate to the School environment.
10. Only with permission from the ICT staff will they connect any ICT device to School systems, or run any software (eg a USB/portable drive, camera or phone). This includes all wireless/Bluetooth technologies.
11. They will ask their teacher's permission before they put any personal information online. Personal identifying information includes any of the following:
 - full name
 - address
 - e-mail address
 - phone numbers
 - photos
12. They will respect all school ICTs and will treat all ICT equipment/devices with care. This includes:
 - not intentionally disrupting the smooth running of any School ICT systems
 - not attempting to hack or gain unauthorised access to any system
 - following all School cyber-safety strategies, and not joining in if other students choose to be irresponsible with ICTs
 - reporting any breakages/damage to a staff member.
13. The School may monitor traffic and material sent and received using the school's ICT network. The School may use filtering and/or monitoring software to restrict access to certain sites and data, including e-mail.
14. The School may monitor and audit its laptop network, Internet access facilities, laptops and other school ICT equipment/devices or commission an independent forensic audit. Auditing of the above items may include any stored content, and all aspects of use, including e-mail.
15. If students do not follow cyber-safe practices, the school may inform their parents/caregivers. In serious cases, the school may take disciplinary action. If illegal material or activities are involved or e-crime is suspected, the School will inform the Police and hold securely personal items for examination by Police. Such actions may occur even if the incident occurs off-site and/or out of school hours.

Frequently Asked Questions

1. When will Year 8 students be expected to have their Acer Ultrabook at school?

Students will be expected to have their laptops at school from Wednesday 29th January as sometime during this week all students will go through an induction program lead by the schools ICT staff.

2. Do families need to buy the Acer Ultrabook if they have access to another laptop?

Students are required to have the same laptop with the standard school image, which will incorporate school licensed software. The Acer Ultrabook has been selected as it has an all day battery life, quick startup, is light to carry and powerful enough to meet the learning needs of students. The laptop also has many features not available through retail sales such as the ability to connect wirelessly to projectors and TV at school.

3. Are the Ultrabooks under warranty?

The computers have an extended 3 Year Hot Swap warranty. This means if a student's laptop is faulty and the cause is covered under warranty then they are given another unit to use while theirs is repaired.

4. What should parents do with regard to insurance?

The School has been able to access a Special Insurance Policy for parents to purchase to protect the laptop. This is an optional purchase for ultrabooks purchased outright through the purchasing portal and included as a part of the payment plan purchasing option. There is no insurance provided by the School or the Department for Education and Child Development to protect student or staff property.

5. Will students need to purchase a laptop bag?

A specially designed case is included in the purchase. Students can use their laptop in the case which is a clam-shell design to provide greater protection than a normal soft bag.

6. How long will the battery charge last?

The battery in an ultrabook laptop is designed to last 8 hours and to have a life of 1000 charges (3 years). Battery life always depends on how the laptop is being used. It is important to follow the instructions for first time charge.

7. Does the School load the appropriate software?

The School has created a software image which will be delivered on the laptop at the time of purchase.

8. What software will be included and will there be an additional charge?

Software will include Microsoft Office Professional, Adobe Master Suite CS6 and a variety of other programs. Students will also have access to the School's digital video library system through Clickview at School or Clickview on line at home. The software is included with the purchase of the laptop and there is no additional charge for software. Students will be able to connect to a network drive to download and install new programs and textbooks.

9. What are the guidelines for the student use of laptops at school?

The laptop is a tool for learning and while students can load programs themselves to assist in their learning, it must be remembered that if a student is displaying unsuitable programs on their machine such as Violent Games or there is any breach of use against the acceptable use guidelines, the student's laptop may be returned to the original image.

10. What happens if a student damages his/her laptop?

Those who have an insurance policy can make claims. Deliberate damage will not be covered. Parents will be notified of any damages that ACER believe are not covered under warranty.

11. Can student laptops be personalised?

Students own the laptop so they are able to personalise it. They may add software which helps them in their learning and they should personalise the case so their unit is easily identifiable.

12. Will an internet filter be installed on the laptop?

The Internet is filtered at School so that students operate in a safe environment. There will not be specific filters on the laptop unless parents put it there themselves. Many parents have a policy of getting students to do their homework in a supervised place in the home, rather than the privacy of their room where they could access unsuitable material.

13. What happens if a student enters a class and his/her laptop is not charged?

If a student does not have a charged laptop, they will borrow a unit (subject to availability) from the laptops available in each learning area. If the student frequently does this then it is a behavioural issue, like not bringing books and pens to class, and will be dealt with through the Behaviour Code.

14. How do students get technical support during the day?

Students will have a place they can report to get technical support. If it is a software issue caused by the student downloading new programs then the laptop may be re-imaged.

15. Will laptops be checked for inappropriate material?

The laptop will not be specifically scanned for inappropriate software. However, if a student is detected with inappropriate material then the unit will be re-imaged and the student will receive consequences. Students need to be on task in class and to follow teacher directions.

16. Where will the laptops be stored during the day?

Students should put their laptops in their locker. New tougher locks have been purchased to protect them. The Insurance Policy will protect any laptop stolen from a secured locker. If a student does not have insurance then there is no fall back protection.

17. Will all school work be done on laptops?

Not all learning will require a laptop.

18. Will books and textbooks be available in electronic form?

Electronic resources are currently in use and this will continue.

19. Should students be backing up their laptop?

Portable Hard Drives are getting cheaper and a 500Gb portable HD can be purchased for less than \$100. This is a very good method for backup of the laptop. Students are always expected to back up their work files on USB drives as a normal operation.

20. How can new Programs be added to the laptop that the school wants without recalling all laptops for re-imaging?

Students will be able to download programs from the Network location to install themselves under teacher direction.

21. Will I be expected to pay more Internet charges because the students will be frequently using it?

There is an initial allocation of internet access as part of the Materials and Services Charge. Students can monitor their usage and will be required to purchase additional internet access if required. However the school has set its charges to the lowest possible level so that students will generally have sufficient for work purposes.

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