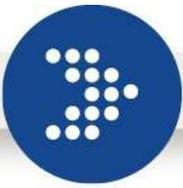# STUDENT LAPTOP PROGRAM FAQS

STUDENT LAPTOP PROGRAM FAQS @ HILLBROOK

This document provides answers to our most frequently asked questions. If you cannot find the information you are looking for please contact the IT Support Centre by using the IT Help Desk available from Online@Hillbrook. When students log-in they select from two IT Help Desk Quicklink options on the front page. Access the IT Help Desk directly by using http://itcrowd.hillbrook.qld.edu.au:8081

WHAT DOES THE IT LEVY COVER?
The IT Levy contributes to the cost of maintaining the school IT infrastructure, laptop program (including a software suite) and enabling new technologies. The school's investment in IT resources and supporting infrastructure has steadily grown in recent years. This is partly due to developments in greater integration of IT in teaching and learning.

HOW DOES THE HILLBROOK IT LEVY COMPARE WITH OTHER SCHOOLS?
The school has tried to keep the levy as low as possible and believes the levy is very reasonable compared to similar programs in other schools.

WHO OWNS THE LAPTOP?
Laptops have been acquired by Hillbrook Anglican School and remain the school's property.

Laptops will be retired at the end of year 9 for replacement with a new machine at the beginning of year 10.

YEAR 7-12 LAPTOP PROGRAM
Students receive a MacBook Air at the beginning of Years 7 and 10 and are expected to use the laptop for educational purposes only. The MacBook Air will be used by all students.

They are expected to care for the laptop and ensure that it is available for return to the school at any time when requested. The MacBook Air remains the property of the School, and must be returned at the end of Years 9 and 12.

If an option to purchase the laptop is made available, all Hillbrook licensed software must first be removed. The purchase cost will be determined at the time of return.

CAN I USE THE SOFTWARE FOR PURPOSES OTHER THAN EDUCATIONAL PURPOSES?
Hillbrook has entered Software End User License Agreements that specify all software on the laptop be used for educational purposes only and while the student is enrolled at Hillbrook.

Accordingly it is important for parents and students to note that all software used as part of the laptop program is provided using an educational site license which gives students use of a diverse range of software that is provided to the school at economical rates. The end user license agreement specifies that users of this software cannot produce anything that results in monetary gain for the user.

WHEN DO I USE THE ONLINE HELP DESK?
For any technical matters students need to first access the IT Help Desk via Online@Hillbrook. Whether it is in regards to the laptop program, the student's Hillbrook user account, or for any other kind of IT information or assistance, creating a Help Desk Request will ensure the issue will be resolved. To access the Online Help Desk, you should use the Quicklinks from the Online@Hillbrook dashboard.

WHAT IS THE IT SUPPORT CENTRE?
We hope the IT Support Centre will be a welcoming environment for students. It provides a central location for assistance during a school day for both students and parents. The IT Support Centre will provide face-to-face contact with IT staff members who will offer support for technical issues relating to the laptop program. If you haven't already created a Help Desk Request using the Online Help Desk, you can do this with the assistance of an IT staff member.

WHAT IF THE LAPTOP IS DAMAGED OR APPEARS TO BE FAULTY?

If at any time the laptop you received has a fault or does not work for any reason, please use Online@Hillbrook to create a Help Desk Request or contact the IT Support Centre for assistance. If your laptop is sent away for repairs, you will receive a temporary replacement laptop.

WHAT DOES THE INSURANCE COVER?

As the School owns the laptop, it has taken out an insurance policy to protect it from damage, loss or theft. The insurer's liability is limited to the value of the laptop in each school year, which means that if multiple repairs are needed within the space of a year, the insurance policy only covers up to the original purchase cost of the device. The insurance policy excess is $250 for each claim.

In the unlikely event multiple repairs are needed and the accumulative cost of repairs exceeds the initial purchase value, parents will pay this extra amount. For example, if in one school year two screens are damaged and replaced at a total cost of $1,450, parents will be liable to pay a total of $800; $500 (2 x $250 excess) plus $300 (the amount by which the total repair cost exceeds the initial purchase value).

WHAT IS A WARRANTY CLAIM?

The warranty cover provides the School a guarantee of the reliability of the laptop under conditions of ordinary use and covers defects in materials and workmanship. For example, if water is spilled onto the keyboard and a repair is required, this will not qualify for a warranty claim. If you believe the laptop is faulty it is important that you contact the IT Support Centre as soon as possible and present the laptop so that our IT staff can make an initial assessment. You should also create a Help Desk Request using Online@Hillbrook, under the IT / Support menu.

WHAT PROCESS IS FOLLOWED TO REPAIR A LAPTOP?

When a student creates a Help Desk Request and presents the laptop to the IT Support Centre, staff will make an initial assessment. If the laptop needs to be repaired it will be repaired by an Apple certified repairer. Students receive a temporary replacement laptop containing his/her data. Students will be notified by email when the laptop has been repaired and their current data will be transferred back to the repaired laptop when the laptops are exchanged.

WHAT IF I BREAK MY LAPTOP CASE OR EXTERNAL HARD DRIVE?

The accessories are not covered by insurance. If they are lost or damaged it is the responsibility of the student/parents to purchase a replacement as quickly as possible. Laptops must be transported to/from school in the protective carry case. Replacements can be purchased from any seller, however students should ensure they obtain details and specifications of the items from our IT staff to ensure they acquire the appropriate product.

WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT THE LAPTOP?

You should first access the IT Help Desk via Online@Hillbrook and make a Help Desk Request. IT staff members are able to assist you online through the Help Desk system during normal business hours and also for most times during the holiday periods. If you would like to have a face-to-face chat, please visit the IT Support Centre in C Block for assistance.

WHEN DO I HAND BACK THE LAPTOP?

All students should expect to hand back the laptop at the end of the school year, making sure that all their data has been safely stored on the backup drive originally supplied with the laptop. All laptops must be available for return to the school when requested. It is possible that such a request will be made at the end of each school year so that the operating system and other critical software can be upgraded.

HOW DOES THE SCHOOL HANDLE INTERNET FILTERING?

All school laptops utilise a content filter for all internet access. This means filtering applies wherever the laptop is being used. This is an 'online' service that acts as a filter or gateway between a device and the Internet. It provides features including:
• Proactive safe searching capabilities.
• Proactive mitigation of internet threats and harmful content.
• URL and Web content filtering.
• Protection for users from inappropriate content. (The database is continuously updated to ensure accurate and advanced control)
• Monitoring and tracking logs and reports on all activity.
If you have any concerns about filtering effectiveness please contact the IT Support Centre.

HOW DO I ASK FOR A WEB SITE TO BE UNBLOCKED IF I BELIEVE IT SHOULD BE?

Any website accessible while students are at school will be accessible from home, as internet filtering will work in the same way that it works at school. If a student needs to access a particular website for school work purposes and it is blocked, they can request for the site to be unblocked. The request can be made by clicking on the 'submit site for review' button on the blocked page.

CAN I ASK THE SCHOOL TO GIVE MY CHILD ACCESS TO SOCIAL MEDIA E.G.FACEBOOK?

The laptop is provided for educational purposes only and Facebook is a filtered site. To access Facebook students will have to use a home computer.

HOW DOES MY CHILD CONTRIBUTE TO FORUMS TO DISCUSS SCHOOLWORK?

Each course available on Online@Hillbrook provides access to a course forum, and students studying a specific course are able to communicate with other students and their teacher. Students are also given access to

personal Hillbrook Gmail accounts, which they can use to communicate with students or staff members.

CAN MY CHILD INSTALL OTHER PROGRAMS ON THEIR LAPTOP?

Other software can be installed via the Mac OS App Store. Some specialised software may require higher account privileges to install, thus requiring installation by the IT Support Centre.

IS IT POSSIBLE TO IMPOSE TIME RESTRICTIONS FOR THE USE OF THE LAPTOP AT HOME?

It is possible to add time of day use restrictions to the laptop. For example, a laptop can be set so that it cannot be used between midnight and 6.00 am. Parents can make this request via the IT Support Centre or through their child's Home Teacher. The feature will be applied automatically to the laptop when the student next uses the laptop at school.

CAN I BRING MY OWN LAPTOP TO SCHOOL?

Our review of the laptop program is continuing as technology develops and enhances device capability. Our ongoing review must also take into account the software required to properly access the curriculum. At present the retail price for software makes a BYO device solution no more economical than our current laptop program.

WHY IS THE SCHOOL USING APPLE LAPTOPS?

Apple laptops were chosen for the student laptop program after considering issues such as suitability of software to support the curriculum, durability, weight, hardware support, superior battery life, and underlying software architecture. The school believes that on balance, Apple laptops are the most appropriate for our laptop program.

HOW DO I BACKUP THE DATA ON THE LAPTOP?

All personal data can be easily and safely stored as a backup on the external hard drive provided by the school. The built in Time Machine application, once configured correctly will continuously backup the laptop whenever the provided external backup drive is plugged into the laptop. Students are then able to recover documents that are accidentally deleted or any other data if the machine were to fail.

If a student is unsure how to setup of check that Time Machine is running properly on their laptop, they should review the information provided on Online@Hillbrook:

https://online.hillbrook.qld.edu.au/mod/book/view.php?id=11827

Please see the IT Support Centre for any further help with Time Machine.