

Student Laptop Handbook 2020



Contents

Introduction to Laptop Program	3
What does the laptop lease include?.....	3
Typical Student Laptop Specification	3
Years 4 – 6	3
Years 7 – 12	3
Software Included with Student Laptop	4
Warranty	4
Accidental Damage Protection	4
Student Laptop Usage and Care	5
Before School Use	5
On the way to and from school	5
At school – before class, morning tea and lunch	5
At school – during class times	5
Looking After Your Laptop	5
Student Laptop Support.....	6
What if something goes wrong?	6
Configuration/software issues	6
Faulty hardware issues.....	7
Accidental Damage	7
Theft/Loss and damage not covered as Accidental	8
Periodic Servicing	8
Allowed Software.....	9
Returning Your Laptop	9
Appendix One: Sample St John’s Anglican College Student Laptop Supply Agreement 2020.....	10
Appendix Two: St John’s Anglican College Lost/Stolen Laptop Form.....	12
Appendix Three: Laptop Part(s) Replacement Form	13

Introduction to Laptop Program

One of the key aspects of the College's curriculum framework is to utilise innovative pedagogical practices that effectively integrate technology. The program allows student access to our 24/7 online learning platform and the ability to communicate with staff in a safe online environment. Students are encouraged to regard the College laptop as an educational device intended to support and enhance the learning experience at St John's. Students will be issued with a leased laptop at the start of the year. The laptop will belong to the College but will be leased to your student. The cost of the laptop will be charged as a levy on your fee statement each term as published on the St John's fee schedule. The technology levy is broken up into two parts, the lease of the laptop and ongoing costs to the College for infrastructure and support of providing the program.

* "laptop" is used to refer to College selected device (e.g. laptop, tablet, etc.)

What does the laptop lease include?

The laptop lease provides the following benefits:

- An education grade laptop setup for use on the College network
- Licensing and installation of required software applications
- Extended manufacturer's warranty
- Coverage for accidental damage at home and school*
- Comprehensive maintenance package with onsite technical support

* does not cover loss, please see "Accidental Damage Protection" section for more details.

Typical Student Laptop Specification

St John's Anglican College have selected laptops from leading vendors to deploy to our students. Several different vendor offerings were considered as part of the selection process taking into consideration performance, reliability, warranty and support. The models chosen are part of a vendor's education range and therefore boasts a number of features such as strong case material, reinforced hinges, and a reinforced LCD display to increase durability.

Specifications of the typical student laptop model are as follows:

Years 4 – 6

2 in 1 form factor (laptop and tablet mode)

11.6" LCD with touch and active stylus

Intel Pentium N5000 Quad Core CPU

8GB RAM

256GB SSD



Years 7 – 12

2 in 1 form factor (laptop and tablet mode)

13.3" Full HD LCD with touch and active stylus

Intel Core i5 CPU

8GB RAM

256GB SSD

*subject to change



Software Included with Student Laptop

The student laptop comes bundled with the following software:

- Windows 10 Education
- Office 365 Pro Plus
- Adobe Creative Cloud Suite
- Departmental software
- Antivirus

Students have the ability to install their own software onto the laptop in addition to the included packages (provided the software is licensed and to be used for learning purposes)

Warranty

The student laptops are covered by a comprehensive warranty to protect the laptop against manufacturing faults and hardware failures as per normal use. St John's Laptop Support and/or the vendor will deem whether the fault is considered warrantable.

Accidental Damage Protection

The student laptops supplied by the College include Accidental Damage Protection which covers:

- Accidental drops/falls
- Liquid spills
- Electrical surges

It does not cover:

- Theft
- Loss
- Fire damage
- Malicious and/or intentional damage
- Rain (acts of God)
- Stylus

Please note that laptop models deployed at the College may attract an Accidental Damage Protection charge of \$100. Accidental Damage Protection provides a maximum of one repair per year, exceeding this may result in charges to cover part replacement costs (see Appendix 3 – “Laptop Part(s) Replacement” form).

In addition, the laptop is required to be included in your household contents insurance as 'Property in your Custody & Control' for cover whilst at home. The policy must be endorsed, where possible, to cover the laptop whilst outside the home as this policy will also be the first point of call for claims for loss or damage whilst the laptop is away from home.

If your household contents insurance cannot be endorsed to cover the laptop whilst away from the home, it will be covered by the College's comprehensive policy for Theft, Loss, Fire damage, Animal damage, Malicious damage, Rain (acts of God) and Battery which are all excluded under Accidental Damage Insurance. Claims will be subject to the equipment being carefully safeguarded and handled in a responsible manner by the student to whom it has been issued and subject to you paying the insurance excess charge of \$750 per claim.

You must inform the College of any damage to or loss/theft of the laptop and/or accessories as soon as you are aware. In the event of theft or Malicious Damage you must notify police and provide a copy of the report reference number to the College. If the loss or damage occurred away from your home and could not be covered by your household contents insurance, a statutory declaration to this end will need to be completed to accompany any claim.

Student Laptop Usage and Care

Before School Use

- Make sure you charge your laptop overnight so it is fully charged for the school day
- Laptop and accessories packed and ready to go:
 - Laptop
 - AC adaptor
- Shut down your laptop before going to school (do not put in sleep or hibernate mode)

On the way to and from school

- Do not use the laptop in the car or bus as it can be easily damaged
- Secure your laptop safely and securely in the car, not in the back seat where it can slide around and be in full view of possible thieves

At school – before class, morning tea and lunch

- Laptop should be safely stored in your classroom or student locker when not in use
- Do not give your laptop to anyone else to look after
- Do not lend your AC adaptor to anyone

At school – during class times

- Always keep laptop in its bag when moving from class to class
- If needing to plug in the laptop during class, make sure cord does not create a tripping hazard for others
- Use of the laptops is at the discretion of the teacher

Looking After Your Laptop

- Always transport laptop in its carry bag

- Do not leave laptop unattended or ask someone else to look after it
- Always take laptop home with you each day, do not leave overnight in lockers
- Do not eat or drink over the laptop
- Do not write on or put stickers on laptop (name sticker accepted)
- Do not put heavy weights on laptop such as textbooks, they can damage the LCD screen
- Only use fingers and supplied stylus on screen
- Laptop can be cleaned with a damp (not wet) cloth, do not use cleaning products on the laptop
- Cycle laptop battery as much as possible to prolong battery life:
 - Try to only leave on charge when required, unplug when charged
 - Use on battery until low battery
- Backup your data regularly
 - If your laptop is handed in for repair it is assumed that you have backed up any personal data on it, this is not retrievable if wiped during restore process

Student Laptop Support

What if something goes wrong?

There are four main areas requiring service:

1. Configuration/software issues
2. Faulty hardware issues
3. Accidental damage
4. Loss/theft and damage not covered as Accidental

For each of these areas the first point of call is the classroom teacher (Years 4-6) or Laptop Support counter at the library (Years 7-12).

Configuration/software issues

Years 4-6

- Please inform your teacher if you are experiencing any issues with your laptop (e.g. applications not running, errors, not turning on, strange noises, etc.). If the teacher cannot resolve the issue you will be given a temporary hotswap replacement laptop (numbers permitting) and your laptop will be logged with Laptop Support
- Job is logged
- Issue is resolved
- Student and classroom teacher notified of completion
- Laptop returned to library for pickup (hotswap returned if applicable)

Years 7-12

- Go to Laptop Support counter
- Fill out Laptop Support Form
 - Date, name, student code, laptop service tag, provide a good description of the problem and when it occurs
- Laptop Support staff will confirm your details and take your laptop

- If a hot swap is on hand it will be issued to the student
- Job is logged
- Issue is resolved
- Student notified of completion
- Laptop returned to Laptop Support for pickup (hotswap returned if applicable)

Faulty hardware issues

Years 4-6

- Please inform your teacher if you are experiencing any issues with your laptop (e.g. applications not running, errors, not turning on, strange noises, etc.). If the teacher cannot resolve the issue you will be given a temporary hotswap replacement laptop (numbers permitting) and your laptop will be logged with Laptop Support.
- Laptop is inspected by Laptop Support and if deemed a warrantable fault, a warranty job is logged with the vendor (the vendor may also inspect)
- Laptop is repaired and tested
- Student and classroom teacher notified of completion
- Laptop returned to library for pickup (hotswap returned if applicable)

Years 7-12

- Go to Laptop Support counter
- Fill out Laptop Support Form
 - Date, name, student code, laptop service tag, provide a good description of the problem and when it occurs
- Laptop Support staff will confirm your details and take your laptop
 - If a hot swap is on hand it will be issued to the student
- Laptop is inspected by Laptop Support and if deemed a warrantable fault, a warranty job is logged with the vendor (the vendor may also inspect)
- Laptop is repaired and tested
- Student notified of completion
- Laptop returned to Laptop Support for pickup (hotswap returned if applicable)

Accidental Damage

Accidental Damage Protection cover is a standard inclusion on all student laptops and covers accidental damage such as spills, drops and surges. It does not cover fire, theft/loss, damage caused by animals, intentional damage, the battery or stylus

Years 4-6

- Please report any accidental damage to your teacher as soon as possible. Your teacher will ask you some questions concerning how the damage occurred (e.g. the laptop fell from the table onto the floor when I pulled a book from my school bag) that is required to verify the damage was accidental. You will be given a temporary hotswap replacement laptop (numbers permitting) and your laptop will be logged with Laptop Support
- Laptop damage is inspected by Laptop Support and if damage is deemed accidental, job is logged to get required parts (the vendor may also want to check laptop damage is accidental). An excess charge may be applicable.

- Laptop is repaired and tested
- Student and classroom teacher notified of completion
- Laptop returned to library for pickup (hotswap returned if applicable)

Years 7-12

- Go to Laptop Support counter
- Fill out Laptop Support Form
 - Date, name, student code, laptop service tag, provide a good description of the problem and when, where and how it occurred (failure to provide detailed information can result in delays in getting laptop repaired until necessary information is obtained)
- Laptop Support staff will confirm your details and take your laptop
 - If a hot swap is on hand it will be issued to the student
- Laptop damage is inspected by Laptop Support and if damage is deemed accidental, job is logged to get required parts (the vendor may also want to check laptop damage is accidental). An excess charge may be applicable.
- Laptop is repaired and tested
- Student notified of completion
- Laptop returned to Laptop Support for pickup (hotswap returned if applicable)

Theft/Loss and damage not covered as Accidental

You must inform the College of any damage to or loss/theft of the laptop and/or accessories as soon as you are aware. In the event of theft or Malicious Damage you must notify police and provide a copy of the report Reference number to the College. If the loss or damage occurred away from your home and could not be covered by your household contents insurance, a statutory declaration to this end will need to be completed to accompany any claim.

The attached Lost/Stolen Laptop form is required to be completed by the parent/guardian and handed into the College. An insurance excess charge of \$750 is payable by the parent/guardian to cover the cost of replacement of the laptop.

In the case of damage that is not deemed accidental (by St John's Laptop Support and/or the vendor) there may be a charge applied to the parent/guardian to cover the cost of repair.

Periodic Servicing

The laptop is required to be handed back into the College prior to the last day of the school year (a date in the last week of school will be advertised to students).

There may be times that the laptops are requested to be returned to the College for a variety of reasons, in which case the laptop must be returned on the day requested.

Allowed Software

Students are able to install their own software on the laptops. It is expected that this software be correctly licensed and to be used for learning purposes. Students are encouraged to consider the laptop as a learning tool rather than a recreational device. Any games etc. should be installed and used on personal devices and not the College laptop.

Random checks will be performed on student laptops at periods throughout the school term and any software must be able to be proven legal, licenced and related to learning if questioned.

Returning Your Laptop

Your laptop must be returned clean, free of stickers, graffiti and in a re-saleable condition. Below are some points to go over:

- Cleaning
 - LCD – gently wipe LCD with damp (not wet) soft cloth.
 - Case – wipe over using a damp (not wet) soft cloth, a mild cleaner can be used (do not use abrasive or high strength cleaners)
 - Keyboard – lightly wipe over with a damp (not wet) soft cloth making sure not to catch the keys
 - Bag – wipe over the bag to remove any dirt or scuff marks
- Battery
 - Must be returned fully charged. Batteries that do not hold 10 minutes of charge when tested may need to be replaced at the cost of the parent/guardian
- Accessories
 - Failure to return AC adapter, carry bag and stylus (if applicable) will result in a replacement fee payable by the parent/guardian
- Repairs
 - Any repairs required to the laptop that are not covered under the laptop's accidental damage policy will be payable by the parent/guardian

St John's Anglican College adheres to the Australian Privacy Principles as set out in the Privacy Act (Cth)1988. Further details are available in the College's Privacy Procedure located on the St John's website – www.stjohnsanglicancollege.com.au

Appendix One: Sample St John's Anglican College Student Laptop Supply Agreement 2020

This Agreement

is made on _____ (date)

Between

St John's Anglican College and _____ (parent/guardian)

Background

The College has integrated the use of laptops into its educational programs. Consequently, students are required to have a College supplied laptop in order to complete their educational studies at St John's Anglican College.

Through your signing of this agreement you acknowledge that the student is being given a limited right of access to a laptop through you the parent/guardian. The student will have access to the laptop subject to the terms of this agreement.

By signing this agreement, you are indicating that you have read and accepted the following:

Laptop

Each student will be issued with a College owned and serviced laptop and associated peripherals for the period of the program.

You acknowledge that the College laptop is to be used in support of learning and agree to minimise the use of the laptop for recreational purposes.

Ownership and Management of the Laptop

You agree that the laptop and its accessories (AC adaptor, carry bag, stylus if applicable) remains the property of St John's Anglican College at all times.

The College may require the laptop to be returned for maintenance at any time and it is the responsibility of your child to ensure any personal data is backed up.

Obligations

You agree to pay the technology levy per term as published on the St John's fee schedule. The levy will be billed with College fees each term. You must ensure that the laptop supplied is kept in good working order and appearance, and not defaced, damaged, or lost.

The laptop is required to be included in your household contents insurance as "Property in your Custody & Control" for cover whilst at home. The policy must be endorsed, where possible, to cover the laptop whilst outside the home as this policy will also be the first point of call for claims for loss or damage whilst the laptop is away from home.

If your household contents insurance cannot be endorsed to cover the laptop whilst away from the home, it will be covered by the College's comprehensive policy for Theft, Loss, Fire damage, Animal damage, Malicious damage, Rain (acts of God) and Battery which are all excluded under Accidental Damage Protection. Claims will be subject to the equipment being carefully safeguarded and handled in a responsible manner by the student to whom it has been issued and subject to you paying the insurance excess charge of \$750 per claim.

You must inform the College of any damage to or loss/theft of the laptop and/or accessories as soon as you are aware. In the event of theft or Malicious Damage you must notify police and provide a copy of the report Reference number to the College. If the loss or damage occurred away from your home and could not be covered by your household contents insurance, a statutory declaration to this end will need to be completed to accompany any claim.

The College laptop is covered by Accidental Damage Protection, any repairs necessary that are not covered under warranty may be liable for a \$100 charge. Accidental Damage Protection provides a maximum of one repair per year, exceeding this may result in charges to cover part replacement costs.

The student is only permitted to have and use the laptop supplied at the College, at home and at such other places as the College specifically approves.

You agree that your child will use and keep the laptop as detailed in section "Student Laptop Usage and Care" of the Student Laptop Handbook (available from My St John's).

The software loaded onto the supplied laptop is licenced to the College. You must ensure that the software is not copied, deleted or transferred, for any reason at all, without our prior written consent.

When at the College, only College provided Wi-Fi is to be used.

You must ensure that no illegal or illicit material or data is stored or otherwise loaded onto the supplied laptop.

No modification or repair work is to be carried out on the supplied laptop under any circumstances.

You are responsible for the supervision of your child when using the laptop outside school hours.

Return of Laptop

You acknowledge that if your child leaves the College after week 1 of the term, there is no refund available of the laptop charge for that term.

The supplied laptop must be returned in a good, working condition (see section "Returning Your Laptop" in the Student Laptop Handbook) at the end of each school year, or if leaving during the school year, or if requested by the College.

Appendix Two: St John's Anglican College Lost/Stolen Laptop Form

This form is required to be completed by the parent/guardian if the student laptop is lost or stolen and returned to the college (downloadable version on College website – www.stjohnsanglicancollege.com.au)

Please contact the eLearning Coordinator, Sharon Singh to report a lost/stolen laptop by phone 3372 0127 or email slaptopsupport@sjac.qld.edu.au

Name of Student: _____

Year level / PC group: _____ / _____

Parent/Guardian Name: _____

Contact Number: _____

Date of Loss/Theft: _____

Location of Loss/Theft: _____

Police Report Number (if necessary): _____

Details of Loss/Theft: _____

Parent/Guardian Signature/Date: _____ / _____

Appendix Three: Laptop Part(s) Replacement Form

Replacement parts (not covered under Warranty/Accidental Damage Protection or excessive repairs) for the College laptop supplied to your student must be purchased through the College. Payment for parts must be made at the finance desk on Level 2 of the Administration building (if the student is making payment they will need to show this form signed for authorisation).

Reason (please tick):

- Not covered under Warranty
- Not covered under Accidental Damage Protection
- Excessive Accidental Damage Protection claims

Part(s): _____

The cost of the replacement part(s): \$ _____

Please complete the information below and sign to authorise payment.

Student Code: _____

Student Name: _____

Year Level: _____

Home Group: _____

Laptop service tag: _____

Parent/Guardian: _____ Date: _____