



1 to 1 Laptop Handbook 2024

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Vision and Rationale

Willunga High School is committed to providing students with an engaging learning experience that reflects the increasing use of digital technologies in our ever changing global society. Advances in technology have provided new opportunities for students to connect, show understanding, think creatively, problem solve and work collaboratively.

Our vision is for all students to participate in the 1 to 1 program at Willunga High School. Participation means that all students can engage in positive learning opportunities that will improve all learning outcomes and develop skills that will be beneficial throughout their lives and careers.

Ownership Model

The 1 to 1 laptop program is an annual cost to parents/caregivers over a three year period. Parents/caregivers pay the annual fee in exchange for 24/7 access. This model is designed to ensure the following educational benefits:

- taking the laptop home to have consistent access to the extensive suite of software
- three year warranty
- all students have consistent laptop and software which makes teaching and learning more effective
- facilitates the curriculum delivery with software licencing that is covered by the Department for Education
- allows for the consistent approach to the management and support of laptops with access to a hot swap loan machine while under repair.

The laptop program includes:

- technical support from school based ICT staff
- accidental damage cover (excess paid by families)
- repairs and maintenance arranged by school ICT staff
- access to a hot swap device during repairs
- protective case.

This agreement does not give the families ownership of the laptop. The school retains ownership of the laptop during the term of the provision.

At the end of the three-year period families can choose to purchase the laptop outright for \$1 and/or enter into another three-year cycle with a new laptop.

Guidelines for Participation

Prior to the laptops being issued to students

- parents/caregivers and students are required to sign the 1 to 1 laptop agreement form, agreeing to the terms and conditions of the program
- each laptop will be imaged with the school software and registered to the school's asset register with a unique identifier recorded against each student's ID
- students will be given an induction to ensure that they are familiar with the roles and responsibilities by their home group teacher.

The laptop must be available for use at school each day fully charged.

Early Return Policy

If the student leaves the school prior to the end of the laptop program agreement, families will be able to pay the remaining balance to purchase the laptop outright. Alternatively if the laptop is returned to the school and there are no outstanding fees and the device is in good working order, the contract will cease. The laptop and all of the accessories must be returned in good working condition as, when issued, and any personal identifications must be removed. If the device is not returned in this condition, an additional cost to replace the laptop or items missing may be invoiced.

Once the student leaves the school, access to school licenced software will be deactivated as they will no longer fall within the schools licencing agreement. It is recommended that all data is backed up and the laptop is brought back to the IT Helpdesk to be reimaged back to factory settings prior to leaving.

End of Lifecycle Process

The laptop remains the property of the school for the lifecycle of the program. At the end of the three-year period, if all the fees for the program have been paid, families can choose to purchase the laptop outright for \$1 and/or enter into another three-year cycle with a new laptop.

Device Specifications

All the laptops purchased by the school will have the same specifications to assist in the management of hardware, software and teaching and learning. Students are not permitted to change the device specifications, make modifications or add upgrades. Please note, the warranty of the laptop is void if attempts are made to change the hardware.

Warranty

Laptops are covered by a three year manufacturer's warranty that covers hardware failure. The school's IT Team will assess and oversee all warranty claims in collaboration with the vendor. The warranty does not include any damage to the laptop, however there is an accidental damage insurance (\$100 excess to families approx. Students receive a maximum of 3 claims in the 3 year period). It is strongly recommended that parents/caregivers provide strong guidance about appropriate care and handling of the laptop.

Insurance

Willunga High School has no insurance for the 1 to 1 laptops. Families are encouraged to seek advice from their insurance providers regarding insurance cover. It is recommended that the laptop is added to the household insurance policy to ensure the laptop is covered in case of theft or fire etc. If the laptop is lost, stolen or severely damaged through student negligence, then the family will be invoiced to replace the laptop. There is however an accidental damage policy applied to each device for the warranty period which has a \$100 excess invoiced to the families for incidents occurring accidental damage.

Privately Owned Devices

Students within year 7 to 10 do not have the option to participate in the bring your own device (BYOD) program. Privately owned devices add complexity to the teaching and learning programs designed for these year levels. The school is committed to providing a 1 to 1 learning environment.

Damaged, Lost/Stolen and Malfunctioning Laptop Policy

The laptops provided as part of this program shall be kept in good condition by the student. The school IT team should be notified immediately if the laptop is lost, stolen or damaged.

Where an issued item is lost or negligently damaged, parents/caregivers will be responsible for the replacement cost of the item. Failure to make payment may result in debt recovery action being undertaken including, where warranted, referral to an external debt collection agency. This may result in extra costs being incurred by the parent/guardian.

The parent/guardian must use their best endeavours to ensure that the laptop is kept in good condition, and that it is not damaged, lost or stolen. It is the obligation of the parent/guardian to ensure the laptop is in a safe place when taken off the school site.

Information and advice on how to protect the laptop is outlined in the caring for your laptop section.

Faulty Devices and Repairs

If a laptop is faulty or needs repair, technical support is available through the school IT services helpdesk. A 'hot swap' loan laptop will be provided while the faulty laptop is being repaired. The loan laptops are for daily use only and need to be returned at the end of each day. If the laptop isn't covered by the warranty an invoice for the repairs will be sent to families and will need to be paid for before the repairs can be undertaken.

Technical Support

Office Hours

8am to 4pm - Monday to Friday

Email IT Support

dl.0909.icthelpdesk@schools.sa.edu.au



Software, Copyright and Intellectual Property

Each device will be loaded with a Willunga High School approved software image configured for use on the school network. The image will contain operating system software, anti-virus software and software relevant to individual teaching areas.

Software installed by the school is copyright and must not be distributed or deleted without written permission from the school. Students may add their own private software as required. This software must be legally purchased with a user licence and must not interfere with the running of the laptop. The software must not be malicious or offensive or breach copyright laws.

Internet Usage

Students can access the internet through the school's network while on site. Internet usage on the school's network will be monitored and subject to strict filtering provided by the Department for Education.

Students may also use the internet for their personal use at home once their laptop is connected to their home internet service provider. Parents/families are responsible for content filtering while at home, the school is not responsible for ensuring compatibility with home internet connections. However, students are reminded that inappropriate downloads can be detected once the devices are reconnected to the Willunga High School network.

Tips and advice on what parents/guardians need to know, including online safety basics, good habits, privacy and the hard-to-have conversations is made available by the e-safety commissioner at <https://www.esafety.gov.au>

Network and Network Security

Ad-hoc networks: Ad-hoc networks (the creation of a standalone wireless network between two or more laptops) are strictly banned while at school. The school's network security system will scan for, remove and report on any ad-hoc networks detected.

Wired networks: Students are prohibited from plugging any device into the school's wired network. Any student caught with a device plugged into the schools wired network without permission, will receive an immediate consequence. The school's network security system will scan for and report on any non-school devices plugged into the schools wired network.

Hacking: Hacking is a criminal offence under the Cyber Crime Act (2001). Any hacking attempts will be forwarded to the police.

Packet sniffing: Any type of software or hardware device designed to capture or view network data/packets is prohibited. Any student detected capturing network traffic will receive serious behaviour consequences. The school's network security system will scan for and report on any device capturing packets.

Games Music and Non-School Applications

Students may have administrator access to add their owned private software and files provided they provide the legitimate licences. The software must be educational or have a direct relationship to the student. Non educational software, games and music are not recommended as they will take up unnecessary space on the laptop hard drive and therefore impede the student's learning. Students using non-educational software, games and files at school will be subject to consequences according to the acceptable use guidelines. In instances where laptop performance is restricted due to installed software and files, the device storage may be reimaged by the IT services team.

Passwords

Department for Education ICT Security and Internet Access and Use policies contain the following main provisions with regard to passwords:

- passwords must be kept confidential and not displayed or written down in any form
- passwords must not be words found in a dictionary, or based on anything somebody else could easily guess or obtain using person-related information
- students must not disclose their personal passwords to any person other than WHS IT staff and Principal Team members, and except on Willunga High School IT Support request forms
- students will be accountable for any inappropriate actions (eg bullying, accessing or sending inappropriate material) undertaken by someone using their personal log-on details.

Copyright

Students must be aware of their responsibilities regarding intellectual property and copyright law and ethics, including acknowledging the author or source of information. To ensure compliance with copyright laws, students must only download or copy files such as music, videos or programs, with the permission of the owner of the original material. If students infringe the Copyright Act 1968, they may be personally liable under this law.

Cyber Safety

Staff, Students and parents/caregivers must familiarise themselves with the content of the eSafety Commissioner's Online Safety Book: <https://www.esafety.gov.au/parents/online-safety-book>

Key aspects of cyber safety include:

- students must not give out identifying information online, use only their first name and not share their home address, telephone number or any other personal information such as financial details (e.g. credit card), telephone numbers or images (video or photographic) of themselves or others
- students must not use their school e-mail address in non-school online communications as this email address contains their personal name and school details
- students must use the internet, e-mail, mobile phones or any ICT equipment for positive purposes only, not to be mean, rude or offensive, or to bully, harass, or in any way harm anyone else, or the school itself, even if it is meant as a joke
- students must not forward inappropriate material to others
- students should never respond to messages that are suggestive, obscene, belligerent, threatening or make them feel uncomfortable - these messages should be reported to a teacher
- students must inform their teacher immediately if they see anything on a website that is inappropriate, unpleasant or makes them uncomfortable
- parents/caregivers and teachers should actively monitor online behaviour and encourage their child/student to follow cyber-safe strategies.

Power Issues/Battery/Charging

Students must bring the laptop to Willunga High School each day fully charged. Students will not be permitted to charge laptops at school. Loan chargers will not be available. Students may need to adjust their power settings to ensure that their device will last the full day.

Virus Protection

Anti-virus software will be installed onto the laptop through the initial imaging process. The anti-virus software will be updated regularly when students are connected to the school network. If the school network detects the laptop to have a virus the laptop will be disabled and the laptop may have to be reimaged. Students should ensure that the anti-virus software is up to date on their devices and regularly check for viruses.

Viruses can enter laptop computers through:

- removable media such as CDs, DVDs, floppy disks and USB memory sticks
- emails/phishing attempts (emails linking to malicious websites)
- the internet (including web browsing, FTP programs and chat rooms)
- file download
- network file shares, such as servers and shared folder
- installation of software.

Tips

Keep your anti-virus software up to date. Run regularly scheduled scans with your anti-virus software. Think before you click. Keep your personal information safe. Don't use open Wi-Fi networks. Back up your files. Use multiple strong passwords.

Social Networking Sites

Under certain circumstances social networking sites may be beneficial for learning. However, in many instances social networking sites can be a distraction and potentially unsafe. Students must seek permission from their parent/caregiver or teacher before accessing social networking sites.

The Willunga High School internet filtering will block many social networking sites. Parents may need to monitor the use of these sites at home.

Students using social networking sites without permission during lessons will be subject to consequences according to the school's positive behaviours for learning policy. Students are reminded to use cyber safe strategies and use the internet in a safe and ethical manner.

Learn about the latest apps and social media, including how to protect your information and report inappropriate content: <https://www.esafety.gov.au/key-issues/esafety-guide>

Data Security and Backups

Students must understand the importance of backing up data securely. Should a hardware or software fault develop, assignment work that has taken considerable time to prepare may be lost.

Students are responsible for the backup of all data. Students are able to save locally to the device and to the cloud through Microsoft 365 if they are using Office 365 programs. The backup of this data is the responsibility of the student and should be backed-up on an external device, such as external hard drive or USB memory stick.

Students should also be aware that, in the event that any repairs need to be carried out, the contents of the device may be deleted and reformatted.

Printing

Students will be able to connect their laptop via the wireless network to print, using the paper-cut tracking software, to any printer while at Willunga High School. Printing restrictions and charges apply.

Occupational Health, Safety and Welfare

Students are advised to consider the following points when using their laptop:

- not using the device for more than 2 hours in any one session
- working in an environment free from glare
- using the laptop on the desk rather than on their lap
- ensuring the screen is positioned and angled to minimise the need to bend the neck
- maintaining a good posture.

Acceptable Use

1. Students must take the laptop to all lessons unless the teacher has requested otherwise and make sure the laptop is sufficiently charged from the night before.
2. Inappropriate and off task behaviour will be subject to consequences in line with Willunga High School's positive behaviours for learning policy.
3. Any illegal or offensive material found on a laptop will result in consequences in line with the positive behaviours for learning policy. Illegal or offensive material includes but is not limited to violent, racist, sexist, pornographic, offensive language, cyber bullying or e-crime (illegally downloaded games/movies, TV series etc).
4. Engaging in chat lines or downloading files is not permitted unless forming part of legitimate class activity guided by the teacher of that class.
5. Inappropriate use of the internet and email is a serious matter and can have significant consequences e.g. sending a message over the internet using someone else's name.
6. Passwords should remain confidential. No user should log-on as another student using their password or use someone else's laptop that is logged onto the network without their permission.
7. The use of the laptop device is on the understanding that students will follow teacher instructions and access applications and files in safe and ethical ways. Students must not disrupt the smooth running of the school network to hack or gain unauthorised access to any system. The schools 1 to 1 laptop agreement and Acceptable Use Policy extends outside of school hours for these instances
8. Willunga High School has the ability and right to monitor the use and activity of the student's laptop while the laptop is being used at school. The students must permit school staff to perform checks when requested.
9. The laptops must be setup using the students first and last name, and this must not be changed.
10. Under the privacy legislation it is an offence to take photographs and record individuals without their expressed permission and to use these images or recordings on the internet or in the public domain. During class time, make sure you have teacher permission to use these digital communication devices, and that it is relevant to the task undertaken in class.

Use and Care of the Laptop

The student is responsible for the use, care and security of both the laptop and accessories in accordance with the following guidelines.

If at any time a student believes that their device is faulty or close to failure, they should immediately take it to the IT team located in the Learning Hub for checking. In hardware terms, this includes everything from a loose/missing key on the keyboard through to a cracked screen. In software terms, this includes everything from not being able to log on through to a program not running correctly.

Usage

- do not use the laptop on soft surfaces (eg bed or carpet) it can restrict airflow and cause overheating
- avoid dropping or bumping the laptop
- do not get the laptop wet, even though they will dry and appear to operate normally. The circuitry could slowly corrode and pose a safety hazard
- follow all instructions given by school staff
- login correctly and logoff when finished
- always shut down computers through the 'Start – Shutdown' mechanism
- always pack, carry and store the laptop in the carry case
- do not place personal stickers on the laptop. A personal key ring or ribbon located on the zipper of the carry case is permitted
- do not place objects on top of your laptop
- do not carry your laptop around while it is turned on
- avoid exposing your laptop to sources of heat (such as desk lamps), dust, dirt, rain, liquids or moisture, heavy shock or vibration.

Handling your laptop computer

- try to avoid moving your laptop around when it is on. Before switching on, gently place your laptop on a stable surface and then switch on. It is advisable to keep your laptop in the carry case, when not in use
- you still need to be careful with your laptop while it is in the carry case. Do not drop the carry case
- always place the laptop gently down
- be careful when putting the laptop in a vehicle so that no items are placed on top and will not roll on to the laptop
- the laptop should be switched off before being placed into the carry case.



Packing away your laptop computer

- always store your laptop bottom down in the carry case
- the carry case may not be waterproof. When conditions are wet, it is a good idea to place your carry case in a zip lock plastic bag, reducing the chance of moisture getting into the laptop. Never leave your laptop stored in a wet school bag
- do not place your power adapter in the carry case. Leave it at home
- do not place stickers or the like on the laptop
- do not mark the laptop in any way. The barcode and name on the bottom of the device should not be altered.

Laptop screen

- the laptop screen is delicate. Do not poke, prod or push the screen
- never pick up your laptop by its screen. Don't slam the screen closed and always be gentle when putting your laptop down.

To clean your LCD screen

1. switch off your laptop computer
2. lightly dampen a non-abrasive cloth with water and gently wipe the screen in a circular motion
3. do not directly apply water or cleaner to the screen
4. avoid applying pressure to the screen.

Power adapter

- connect your power adapter only to your laptop computer
- do not step on your power cord or place heavy objects on top of it. Keep your cord away from heavy traffic areas
- when unplugging the power cord, pull on the plug itself, rather than the cord
- do not wrap your cord tightly around the adapter box
- do not bring your power adapter to school. Leave it at home. The adapter has the potential to damage your laptop when in your school bag.
- ensure your laptop is charged when at home. The school will not be providing facilities for recharging your laptop.

Battery

- whilst the battery is charging, keep it on a hard surface away from plastics and paper
- computer batteries can get hot during use. Do not use your laptop on your lap
- charge the battery often. Try not to fully discharge the battery.

Keyboard

- gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt
- if any key tops are missing or keys are in a damaged state, take your laptop to a school technician to be repaired immediately. A single key top can be replaced but continuing to use the keyboard with a missing key, can result in having to replace the entire keyboard.

Cleaning

1. take a non-abrasive cloth and spray a glass cleaner (or like) on to cloth to moisten. Do not spray the cleaner directly on to the casing
2. gently rub your laptop casing with the moistened cloth to remove any dirty marks.

Security

- report any laptop fault or suspected virus activity to the school computer technician
- undertake virus scans of computers after home usage and prior to reconnecting to the school's ICT network
- make regular backups of your saved work
- keep your login and password confidential
- do not tamper either physically or electronically with either hardware or software settings
- do not attempt or undertake any malicious behaviour towards the school's ICT resources
- do not attempt to make unauthorised access to ICT resources or entities
- do not have food or drink near the laptop
- a good idea is to attach a fairly large name tag in a bright colour to the carry case so it is easy to identify
- remember, over the life of the program it may need to be returned for servicing at any time.

Software

- do not change or attempt to change, any of the software that is initially installed on the laptop
- always adhere to licensing and copying agreements.

Laptop case

- ensure the laptop travels, and is carried to and from school, in the laptop case
- any laptop not being used should be packed away in your laptop case and or stored securely in the school lockers
- the protective slip case may be personalized to promote easy identification.

Appearance/personalisation

- as the laptops are the property of the school, they are not to be altered or personalised in any way that is not completely irreverisble. Do not write anything on the laptop, as this may void warranty
- the barcode and name on the ottom of the device should not be altered
- the protective slip case may be personalised to promote easy identification
- if the device is not in its orginal condition upon its return a cost will be incurred.

Cyber Safety Strategies and Social Media tips for parents

Parents and families play a critical role in supporting their child to be safe online. We encourage you to be aware and discuss some of the strategies that can be used to support children to be cyber safe when using technology at school and at home.

- put computers in open spaces within your home
- remind your child that content can be posted instantaneously, the downfall is that they can potentially post something without thinking about the consequences
- educate your child about appropriate online behavior and the need for respectful communication with other internet users
- keep an eye on what your child is doing online (both in the home and on any mobile devices they may have access to eg phones, music devices and tablets)
- set clear rules about what sites and activities they are allowed to access
- install software to limit their use and monitor/restrict the sites they visit
- discuss a plan with your child about how to address any cybersafety issues that may arise (make sure they know you will be supportive if they mention anything and that they will not get in trouble)
- encourage them to find someone they feel safe talking to, such as yourself, a relative, a teacher or a trusted adult.



Social media tips

Social media applications (such as Facebook) are extremely popular with young people and the usage of these sites is only likely to increase.

Some tips to help your child stay safe while using social media include:

- make sure they never reveal their home address, phone number, email address and passwords
- review the age of suitability for any sites and apps your child joins or installs
- look at who their contacts and followers are - this will help reduce the risk of them encountering inappropriate people and content
- educate yourself on the issues that children face
- establish an open relationship with your child so that they trust you to view their profiles reinforce the need for them to keep passwords private and to update them regularly
- ensure your child understands the implications of posting images and content on the internet.

Consider creating an account on the social media application your child uses and request to become friends or follow their account. Your child may resist this but it may still be a good idea to open up an account to increase your understanding of the site or app they are using.

For more tips, advice and useful resources:

[eSafety issues](#)

[Games, apps and social networking](#)

Frequently Asked Questions

1. Who can I contact if I have further questions?

Questions regarding the Student 1 to 1 Laptop program can be directed initially to Willunga High School on 8557 0100. Your inquiry will be responded to as quickly as possible.

2. Will students be using their laptop device in every subject every day?

A student will not necessarily be required to use the computer at all times. The use of computers will take place alongside a range of learning activities. However the device is an essential learning tool that must be available to be utilised when required and therefore should be taken to all classes unless specifically advised.

3. Where will a student store their laptop when it is not in use?

Students must store and secure their device in their locker during recess and lunch times. If students are unable to secure their device at these times they should report to the appropriate sub-school office. Students will need to store their devices in their lockers before Physical Education practical classes unless otherwise instructed by their class teacher.

4. Can a student add their own software to the device?

Yes as long as it is legal and licensed and does not interfere with the running of the laptop (ie slowing it down).

5. What is the process if my child leaves the school?

If a student leaves the school prior to end of the laptop program agreement families will be required to pay the remaining balance or return the laptop in good working condition.

6. Is my child expected to take their device home every day?

Yes, students are expected to take the laptop to and from school each day. This will enable them to fully utilise it at home and at school. It is expected that computers will be charged overnight ready for a full day's use at school. Parents are asked to ensure that the computer is used responsibly and cared for appropriately in the home environment. Devices must be transported within their protective cases inside the student's school bag to and from school.

7. Can I recharge my computer at school?

Students are expected to bring their laptop to school fully charged. The laptop will have sufficient battery life to work for the school day. Students must be aware that the use of the device outside class time may impact on the ability to remain charged for all classes. Students will not be able to charge their laptops at school.

8. Can the device be taken on holidays and overseas?

All laptops remain property of the school for the duration of the program. The Laptop is not to be taken on a holiday for any reason, unless formally requested by a staff member for excursions. This includes interstate and overseas.

9. Does my home need internet access?

No. Students will be able to access the information they need when they are at school.

Even when not connected to the internet, laptop computers are still very useful tools for learning. If students do not have access to the internet at home they can download the resources at school to continue working at home.

10. What specifications will the laptop have?

The model of the laptop will change from year to year as new models become available. The model will be similar to the HP Pro x360 435 13.3 inch G10 Notebook PC, more information can be found on the HP Pro website: <https://support.hp.com/au-en/product/hp-pro-x360-435-13.3-inch-g10-notebook-pc/2101554798>

Frequently Asked Questions - Money Matters

How much will my child's laptop cost me?

The laptops cost a total of \$1371 over a 3 year period.

Will I own the laptop once I have paid the \$1371?

Absolutely, once the final payment is made the laptop is owned by the student/family.

Can I pay for the laptop outright?

You can pay the amount of \$1371 upfront if you choose to but the final payment of \$1 is paid at the end of the 3 year period.

Why do I have to wait until the end of the 3 year period to pay the final \$1?

In order to meet software licensing agreements and arrange for any repairs that are required the school needs to maintain ownership of the laptop.

Can I pay by installments?

Absolutely, we are happy to accommodate a payment plan that works for your family. We suggest \$457 per year for three years then a final \$1 payment.

Can the annual \$457 payment be made in installments?

Yes, we can accommodate a payment plan to suit you, simply discuss a plan that suits you with our finance team.

Do I need to complete any paper work?

Yes, you will need to complete the 1:1 Laptop agreement contained in your child's enrolment pack.

When will my child receive their laptop?

Laptops will be issued to families at a 1:1 Laptop Handover evening during week 1 of term 1.

What if my child accidentally damages the laptop?

The \$1371 package includes an insurance premium for accidental damage. If accidental damage is caused to the laptop there is an excess payment of \$100 for the repair. You can access this insurance up to three times over the 3 year period.

Do I have to pay the \$100 each year?

No the \$100 payment is the excess that will need to be paid should repairs to the laptop be necessary following accidental damage.

Will my child be without a laptop whilst the repair is being undertaken?

No, the cost of the package includes access to a loan laptop should a repair be required.

What if the laptop stops working or requires attention?

Repairs can be arranged by the school's ICT team as the laptop belongs to the school for the duration of the 3 year period.

Can my child still access a loan device if this happens?

Yes, the cost of the package includes access to a loan device for the repair period.

What happens at the end of the 3 year period?

You have a number of options:

- Pay the \$1 final payment and retain ownership of the laptop, your child can continue to use the laptop on the school's network for as long as they remain enrolled at the school.
- Choose not to pay the final \$1 payment and return the laptop to the school.
- Enter into another 3 year term for a new laptop.

If my child leaves the school and I return the laptop will I be reimbursed the the installments paid?

The cost of the use of the laptop is \$457 per year, a calculation will be made based on the time your child is enrolled and any overpayment can be reimbursed.

Will my child be able to use a laptop that is not part of the 1:1 laptop program?

No, only laptops that are owned by the school and part of the program will be able to connect to the school network.