



HENLEY HIGH SCHOOL

**Respect
Responsibility
Equity
Achievement**

Additional Laptop Program Handbook



Vision and Rationale

Henley High School has a strong focus on Information and Communication Technology (ICT) literacy that will enable students to be successful global citizens in the 21st century.

ICT is a significant feature in the school's strategic plan and the school has invested heavily to support this vision.

In 2010, Henley established a 1 to 1 Laptop Program model where we have a laptop for each student in the school.

The goal is to ensure that all students have access to unlimited opportunities to learn anytime, anywhere and that they have the tools that make this possible.



Ownership Model and Costs

The 1 to 1 Laptop initiative is a parent/school shared-cost model. Parents make a contribution to its cost (the Additional ICT Levy) in exchange for 24/7 access. The shared cost model ensures a consistent platform, which in turn has the following distinct benefit:

- Taking the laptop home for extended afterhours access to extensive bundled software
- Extended four year warranty
- Facilitates curriculum delivery with software licensing that is covered by Department for Education agreements
- Allows management and support of devices with access to quick turnaround repairs and a 'hot swap' loan machine
- Ensures students have a consistent brand and model of laptop that is imaged to connect efficiently to the schools wireless network which makes it more effective for teachers and students to work collaboratively

The laptop costs include:

- Infrastructure costs
- Additional technical support costs
- Cost of devices and accessories
- Warranty costs
- Software costs

Year 8 students '2 laptops over 5 years' program

Students are provided with 2 laptops over their 5 years at the school with the total cost being \$2500. This amount is then spread over 5 years where each student pays \$625 per year for the laptop. The '2 over 5' program means students would receive a new laptop in Year 8 and then a new, latest model laptop again in Year 11. This ensures that laptops are performing at the optimal level for students entering into their senior years of schooling.

Year 9 and 10 students

Students have the option to purchase a new laptop through the school. They will only be required to purchase the one laptop, as the four years warranty will last for their remaining years at school. The cost of the one laptop is \$1250. The cost will be spread over 2 years as outlined on the Agreement to Pay form.

Daily Borrow Option

Students who choose the no-cost Daily Borrowing option are only able to do so until the end of Year 10. As daily borrowing is not available for Year 11 and 12 senior students, the purchase of a laptop will need to be negotiated at the end of Year 10. Parents will need to sign a contract and a 'Commitment to pay for Additional Levy' before the device is handed out.

Year 11 - 12 students will have the option to purchase a new laptop through the school which will have four years warranty at a cost of \$1250. Students in Year 11 can pay an upfront payment of \$1250 or divide the cost over two years, payment being \$625 per year or through payment plans negotiated with the Finance Office. Year 12 will need to pay for the laptop in full \$1250.

Those Year 12 students who do not wish to purchase a new laptop can enter into a non-refundable payment of \$200 for a 'lease' of a laptop for the one year of the student being at school. The leased laptop will need to be returned in good working order before the student leaves the school. Students will receive an invoice for the full amount for non-returned laptops or accessories missing.

Any student who currently has a school supported laptop that is coming out of warranty may also choose to purchase a new laptop.

Cost of Laptops

The cost of a laptops is \$1250. Please note that the cost can be affected by fluctuations in the Australia Dollar. The annual cost to parents is outlined in the above options listed. This can be paid as a yearly lump sum payment or by instalments arranged through the school Finance Officer. This cost will be set when each 'Contract' is initiated.

Guidelines for Participation

Prior to devices being issued to students:

- Parents and students will need to choose an option, sign a Laptop Agreement Form agreeing to the terms and conditions of the program to participate in the laptop scheme.
- Each device will be imaged with the permitted school image and registered in the school laptop database with a unique identifier against the students' ID number.
- Students will be given an induction to ensure that they are familiar with their roles / responsibilities by Care Group and subject teachers.
- The Laptop must be available for use at school each day fully charged.

Early Return Policy

If a student leaves the school before the end of the agreement families may purchase the computer outright by paying the balance of the required payments.

Alternatively the laptop may be returned to the school and if all fees are up to date and the device is in good working order, there will be no more to pay and the contract will cease. The device and all accessories must be returned in the original condition as when issued and personal identifications must be removed. If the device is not returned in this condition, an additional re-detail fee of \$30 will apply and any items missing will be invoiced for.

Once the student leaves the school, access to software will de-activate within 30-60 days as they will no longer fall within the school's licensing criteria and permissions. It is recommended that the laptop is brought back to IT Services Helpdesk for a reimage back to basic factory settings before the student leaves the school.

End of Lifecycle Process

The laptop remains the school's property for the life of the device until the end of the device's signed agreement whereupon, if all laptop fees have been paid, it will then be owned by the student.

Caring for your Laptop

Packing away your laptop

Laptops should be switched off before being placed into its carry case. Always store your laptop in its carry case and have the LCD screen facing away from the front of your school bag. Avoid storing other items in the case with the laptop such as headphones or USB sticks as it can cause damage to the screen.

Be careful with the laptop while it is in the bag. Do not drop the bag from your shoulder. Always place the laptop bag down gently. Be careful when putting the laptop in the car or bus that no other items are on top of it and nothing will roll on to the laptop bag.

Try to avoid moving your laptop around when it is on. Before switching it on, gently place your laptop on a stable surface and then switch it on.

Operating Conditions

Do not place objects on top of the laptop and never carry it around while it is turned on and in an 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.

AC Adaptor

Connect the adaptor to the laptop.

Do not step on the power cord or place heavy objects on top of it.

Keep the cord away from the heavy traffic areas

Do not wrap the cord too tightly around the power adapter box or the cord may become damaged

Be aware of the power savings that come from running your laptop effectively from battery after being fully charged. This can amount to a significant amount per year.

When unplugging the power cord, pull on the plug itself rather than the cord.

Power Issues/Battery/Charging

New technology gives much longer life to modern batteries in computers. The school has purchased extra-long life batteries for each laptop. These should give 6 – 8 hours, sufficient for the school day.

The battery needs to be conditioned to ensure a long life. The laptop battery should be completely powered down before recharging. It should then be fully charged overnight. This needs to be repeated 3 times before you run the laptop from the power outlet.

RUN DOWN FULLY/RECHARGE/RUN DOWN FULLY/RECHARGE/RUN DOWN FULLY/RECHARGE

Then it can be used connected to the power outlet if needed. This is not usually required as the laptops run effectively when fully charged.

Students should bring the laptop to school each day fully charged. Classrooms have no facilities to recharge laptops.

Students will not be permitted to recharge laptops at school as per Work Health & Safety regulations.

LCD Screens

LCD screens are delicate – they don't like being poked, prodded, pushed or slammed.

Never pick up your laptop by its screen.

Don't slam the screen closed and always be gentle when putting your laptop down.

Remove any items like bud headphones, pens, USB sticks before shutting the lid closed as these will damage the screen.

It is strongly advised that all users are aware of the care required to look after the LCD screens. This is the main repair task that the schools faces each year and students will be charged for this damage.

To clean your LCD screen:

- Switch off your 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

Personalising Your Laptop

As the laptops are technically the property of the school, they are not to be altered or personalised in any way that is not irreversible. Screen savers and other digital images on the computer must fit with appropriate workplace conduct.

Labels or stickers are OK but must be removable.

The barcode and name on the bottom of the device should not be altered. The protective carry case may be personalized to promote easy identification.

If the device is not in its original condition upon its return, and the family is not purchasing the device outright, a cost will be incurred.



Cover and Repair of your Laptop

Insurance

Henley High School does not have the funding to cover the insurance of student or teacher 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 device is covered in case of theft, fire or accidental damage. If the laptop is lost, stolen or damaged through student negligence, then the family will be invoiced to replace or repair the laptop.

Warranty

The laptops are covered by a four year manufacturer's warranty that covers hardware failure. The school's IT Services assess and oversee all laptop warranty claims in collaboration with the device provider. The four year warranty does not cover any damage to screens and the student will be invoiced for the repair. It is strongly recommended that parents/caregivers provide strong guidance about appropriate care and handling of the laptop.

Backup and Data Storage

It is important to keep backups of critical student work. There are number of options students should consider. Work can be stored to the laptop C: or D: drive or the student's OneDrive for Business Storage. This should be regularly backed up to a USB device, a portable USB hard drive or to One Drive for Business cloud storage. The backup drives should be carried separate from the laptop. The school cannot be held responsible for lost work due to a failure to do backups.

Faulty Devices and Repairs

If a laptop is faulty or needs repair, technical support is available through the IT Services Helpdesk. Students will be provided with a repair number when the device is "logged in" for repair. A **"Hot Swap" Loan Laptop** will be provided while the machine is being repaired. The loan laptops are for daily use only and need to be returned at the end of each day. Any outstanding invoices for previous repairs must be settled and paid for before subsequent repairs can be undertaken. **The warranty will be voided if laptops are taken outside the school to repair.**

Loss and Damage Policy

Students should ensure that every effort is undertaken to look after and protect their laptops. In the event that a laptop is damaged, it needs to be brought in to IT Services Helpdesk as soon as possible.

An incident report form will need to be filled out and the details of the damage will be emailed home to parents. The cost of repairing damage will be determined by the extent of the damage and how many times the device has previously been repaired for damage. An example of the cost is that the first time a screen is replaced due to damage, the cost is \$100. Subsequent damages will cost \$150. This cost is subject to change without notification.

Repeat offenders may have access to their devices limited and may need to negotiate special provisional access to a device with the Principal depending on the nature of the offences.

If a laptop is lost or found, it must be reported and/or returned immediately to IT Services.

Parents will be liable to pay the replacement cost in such instances. It is the user's responsibility to report lost or stolen laptops to the nearest police station and provide the school with a crime report number.

Technical Support

Students experiencing technical and/or software faults should proceed according to the following steps:

- If the computer has an obvious hardware fault (screen or keyboard not working) then it should be taken to the IT Services Helpdesk where the vendor will be contacted for support, if required.
- If the laptop has any other issues it should be taken to the IT Services Helpdesk so the technicians can determine what repairs are needed. For significant performance issues a re-image may be necessary but be warned, a re-image process will completely reset a laptop to original settings and delete all personal files.
- **IMPORTANT FILES MUST BE BACKED UP BEFORE RE-IMAGING.** Please refer to, backup and data storage section 25. Installing programs or changing settings is strongly discouraged as making changes will impact on the performance of the machine. Students do so at their own risk. Peer to peer software, torrenting programs or the use of UltraSurf or any other proxy bypass programs, including but not limited to VPN software, will result in significant consequences. Viruses and changed computer settings are the issue.



What do I do if my laptop is faulty or damaged?

Laptop is not working properly or is damaged



First step Student takes Laptop to IT Services
Do not take to outside repairers otherwise the 4 year warranty will be voided.



IT Services technicians will inspect, assess and document the laptop fault/damage
If there is serious damage, ie cracked screen an Incident Report will need to be filled out by the student.



If seen as a Product Failure (evaluation by Manufacturer) Laptop is repaired under warranty



Student is issued with a "Hot Swap" loan laptop for the day, until such time as the laptop is repaired.

If damage is due to negligence



Sub-School Manager meets with student to discuss circumstances of damage
Any behavioural issues will be dealt with and parents will be advised.
Repairs to laptop will commence.
Student is issued with a "Hot Swap" loan laptop for the day, until such time as the laptop is repaired (usually 24 hour turnaround)
Invoice for repairs will be sent to parents



Laptop is fixed and student is able to continue with their learning program.

Security and Protection for your Laptop

Virus protection

Anti-virus software (McAfee) and monitoring software will be loaded onto the device through the initial imaging process. Updates of this software may be scheduled at various times. If a student machine attempts to connect to the school network and is found to have a virus the laptop will automatically be 'cleaned'.

Students should ensure that anti-virus software is kept up-to-date on their devices and regularly check for viruses. This can be done at no cost at the school.

As students have the right to personally use their laptops, and connect to the Internet from home, they need to take all steps to protect the laptop from virus attacks.

Viruses can enter laptops through:

- Removable media such as CDs, DVDs and USB memory sticks
- Emails
- The Internet (including web browsing, FTP programs and chat rooms)

Tips

Do not open any files or links attached to suspicious or unknown emails. Exercise caution when downloading files from the Internet. Save the files to the laptop's hard disk and run the virus scanner on the files before opening them. Delete chain and junk emails. Do not forward or reply to any Spam. Hundreds of viruses are discovered each month. Run your virus scan regularly

Web 2.0 Applications

There are significant educational benefits for some Web 2.0 applications. A Web 2.0 site allows its users to interact with other users. These include web-based communities, hosted services, web applications, social-networking sites, video sharing sites, wikis and blogs.

However, many Web 2.0 applications can be unproductive and distracting to student learning. If accessed at home the school will not be liable for any consequences.

Educational Web 2.0 technologies will be used as part of a student's study in various classes.

The use of Web 2.0 applications are based on the policy that:

- The technologies, and the use of the technologies, do not breach any ethical and moral issues
- The applications do not distract student learning
- The Web 2.0 technologies are not to be accessed in class, unless specifically directed by the teacher for educational purposes.
- Web 2.0 technologies may be accessed at recess and lunch times.

Networks and Network Security

Ad-hoc networks: Ad-hoc networks (the creation of a standalone wireless network between two or more laptops) are strictly forbidden 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 forbidden to plug 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 suspension. 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 forbidden. Any student detected capturing network traffic will be suspended. The school's network security system will scan for and report on any device capturing packets.

USERS AND SECURITY

Each student will be required to have an individual password for logging in to the school network. This password cannot be divulged to any other party under any circumstance. Sanctions will be taken against any sharing of passwords. Any attempt to break into a government computer system is a federal offence carrying strict penalties which are also applicable to minors.

Our network audit logs contain information on the user logging in and the computer which is attempting to log in and various other parameters. This information can, and will, be used to track user access and usage. Outside access will be monitored and referred to the police.



Using your Laptop

Internet Usage

Students can access the Internet through the school's network while on site. Access to the Internet through the school's network at school will be monitored and subject to strict filtering.

Students may also use the Internet for their personal use at home after setting up the device to access it through their home Internet Service Provider. (Consult your ISP for processes to do this). However, students are reminded that inappropriate downloads can be detected when the devices are connected to the school's network. The school is not responsible for content filtering while at home and it is not responsible for ensuring compatibility with home internet connections.

Students will receive an 'in-service' on safe Internet usage and topics such as:-

- Personal information security
- Cyber bullying
- Copyright and online referencing
- Libel

Great information pages

<http://www.cybersafetyolutions.com.au/for-parents.shtml>

<http://www.henleyhs.sa.edu.au/section/student-services/bullying-harassment-policy>

Printing

At school you will be able to select a nearby printer to use through "Web Print".

At home you may need to save your work to a USB storage device and print from a computer connected to a printer. You may also want to install your home printer to the laptop. You can also print to a printer with a wireless network card that is connected to your modem if you have this feature. Your supplier can give advice on how to set this up, the school is unable to support you with this.



Inappropriate Use

The Network Managers maintain computers and networks so that they operate effectively, and that the resources needed are available, and that the screen interface operates in a consistent way. The following guidelines are outlined to ensure all users are able to access the latest research available with the latest technology in an acceptable and safe learning environment.

- Users will avoid sites with content that is violent, racist, sexist, pornographic, dominated by offensive language and/or illegal in any way.
- Engaging in chat lines or downloading files is not permitted unless forming part of a legitimate class activity guided by the teacher of that class.
- The Federal Communications Act determines guidelines for appropriate use.
- 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.
- Passwords should remain confidential. No user should log-on another student using their password.
- It is the responsibility of students to maintain sufficient credit in their internet and printing accounts to allow subject related tasks to be carried out.
- Do not remove files or folders that have been installed to the hard disk or network.
- Do not use inappropriate or offensive names for files or folders.
- Do not bring to school, or use, games or any other materials which may be offensive to others.
- Do not engage in cyber bullying or e-crime.
- No laptop (or mobile phones) with camera capabilities are to be used in change rooms or toilets.

Under privacy legislation it is an offence to take photographs of individuals without their expressed permission and place these images on the Internet or in the public forum.



Software, Copyright and Intellectual Property

Software, Copyright and Intellectual Property

Each device will be loaded with a Henley High School approved software image configured for use on the school network. The image will contain operating system software, anti-virus software, standard Microsoft software and Adobe Collection.

Software installed by the school is copyright and must not be distributed or deleted without written permission from the school. The parent will need to sign off on a software use agreement when issued with the laptop. 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 machine. The software must not be malicious or offensive or breach copyright laws.

Games, Music Non-school Applications

Henley High School does not object to the installation of non-school applications and files on the school 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 the 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).

Given the allocated machine is for school use all installed games need to be PG rating and playing games, video during school time will impact on battery performance negatively. It is the student's responsibility for proper battery management. In particular, while some games have significant educational benefits, other games have little educational merit and may affect network function. As a result:

- The use of network games is banned
- No ad-hoc networks are to be formed

Where there is a contravention of this policy, consequences will include re-imaging the device which will result in the loss of data if back-ups have not been carried out effectively. Other sanctions may be imposed as appropriate and determined in consultation with the Coordinator of IT, Network Manager and the Head of the Sub-School.



Cyber Safety

Cyber Bullying

E-technology provides individuals with a powerful means of communicating instantly with others in both positive and negative ways. Cyber bullying is bullying which uses e-technology as a means of victimising others. It



is the use of an internet service or mobile technologies—such as email, chat room discussion groups, instant messaging, Web Pages or SMS (text messaging)—with the intention of harming another person.

Examples can include communications that seek to intimidate, control, manipulate, and put down or humiliate the recipient.

Activities can include flaming (repeated negative messages), sexual and racist harassment, denigration, impersonation, trickery, exclusion and cyber stalking.

The targeted person often feels powerless and may need help.

Electronic Crime (E-crime)

Cyber bullying may involve varying levels of severity, ranging from occasional messages to frequently repeated and highly disturbing threats to a person's life.

Cyber bullying can therefore be an e-crime, a fact often not clearly understood by those involved.

E-crime occurs when a computer or other electronic communication devices (eg mobile phones) are used to commit an offence, are targeted in an offence, or act as a storage device in an offence.

Consequences

Any form of cyber bullying or e-crime will be dealt with through the school's "Harassment Policy" and "Acceptable Use of Technology Policy". These policies are published in full in the student diary and also on our web site. Serious breaches are a police matter and will be dealt with through State & Federal laws and SA police.



Cyber Safety, Network Devices and HHS ICT Agreement

Student Code of Practice

1. I will not use school ICT equipment until my parents/caregivers and I have signed my User Agreement Form and the completed form has been returned to school.
2. If I have my own user name, I will log on only with that user name. I will not allow anyone else to use my name.
3. I will keep my password private.
4. While at school or a school related activity, I will inform the teacher of any involvement with any ICT material or activity that might put me or anyone else at risk (eg bullying or harassing).
5. I will 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, or the school itself, even if it is meant as a joke.
6. I will use my mobile phone/s only at the times agreed to by the school during the school day.
7. I will go online or use the Internet at school only when a teacher gives permission and an adult is present.
8. While at school, I will:
 - access, attempt to access, download, save and distribute only age appropriate and relevant material
 - report any attempt to get around or bypass security, monitoring and filtering that is in place at school.
9. If I accidentally access inappropriate material, I will:
 - not show others
 - turn off the screen or minimize the window
 - report the incident to a teacher immediately.
10. To ensure my compliance with copyright laws, I will download or copy files such as music, videos, games or programs only with the permission of a teacher or the owner of the original material. If I infringe the Copyright Act 1968, I may be personally liable under this law. This includes downloading such files as music, videos, games and programs.
11. My privately owned ICT equipment/devices, such as a laptop, mobile phone, USB/portable drive I bring to school or a school related activity, also is covered by the Use Agreement. Any images or material on such equipment/devices must be appropriate to the school environment.
12. Only with written permission from the teacher will I connect any ICT device to school ICT, or run any software (eg a USB/portable drive, camera or phone). This includes all wireless/Bluetooth technologies.
13. I will ask my teacher's permission before I put any personal information online. Personal identifying information includes any of the following:
 - my full name
 - my address
 - my e-mail address
 - my phone numbers
 - photos of me and/or people close to me.
14. I 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 unauthorized 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.
15. 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.
16. The school may monitor and audit its computer network, Internet access facilities, computers 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 their use, including e-mail.
17. If I do not follow cyber-safe practices, the school may inform my parents/caregivers. In serious cases, the school may take disciplinary action against me. My parents/ caregiver may be charged for repair costs. If illegal material or activities are involved or e-crime is suspected, it may be necessary for the school to inform the police and hold securely personal items for potential examination by police. Such actions may occur even if the incident occurs off-site and/or out of school hours.



Laptop Frequently Asked Questions

1. Can students bring their own laptops from home?

After reviewing the 1:1 laptop program in 2013, one of the strong recommendations was that no private laptops would be allowed due to significant problems with compatibility of operating systems, batteries not lasting for the entire days learning and licensing requirements. The policy allows all students to learn from identical devices with a uniform suite of licensed software that is fully supported by the IT Services staff. This policy also ensures that students are able to access all technology at the school ie interactive tv's and screen and the printing, network and file services setup.

2. What should parents do in regards to insurance?

Parents are advised to add the laptop to their household insurance policy as the school does not provide insurance on laptops.

3. What happens if a laptop is lost or stolen?

If the laptop is lost within the school grounds it must be reported immediately to IT or Media Services for follow up.

If the laptop is lost or stolen outside the school, it is the user's responsibility to report it to the nearest Police Station and provide a Police Report No to IT Services for follow up. If the stolen laptop cannot be recovered, then those with insurance will be able to claim under their policy and a new laptop will be negotiated once the claim has been accepted and the balance of the stolen laptop has been paid.

Any laptops found should be returned to IT Services.

4. Does the school load the software?

The school does not load licensed software directly on computers. Each device will be loaded with a Henley High School approved software image configured for use on the school network. The image will contain operating system software, anti-virus software, standard Microsoft software and Adobe Collection. Software installed by the school is copyrighted and must not be distributed or deleted without written permission from the school. Students are not permitted to change the device specifications, make modifications or add upgrades.

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

If a student is experiencing issues with the laptop then it should be taken to the IT Services Helpdesk so the technicians can determine what actions need to be taken.

If the computer has an obvious hardware fault (screen or keyboard) then a job will be logged for repairs to be undertaken. For significant performance or software issues caused by a virus or the student downloading new programs, then the computer may be re-imaged which will completely reset a laptop to original settings and delete all personal files. It is advised that files are backed up before reimaging.

6. Can student laptops be personalised?

As the laptops are technically the property of the school, they are not to be altered or personalised in any way that is not completely irreversible. Labels or stickers are OK but must be removable. The barcode and name on the bottom of the device should not be altered. The protective carry case may be personalized to promote easy identification. If the device is not in its original condition upon its return, and the family is not purchasing the device outright, a cost will be incurred.

7. Will computers be checked for inappropriate material?

The laptop will not be specifically scanned for inappropriate software. However, if a student is detected with inappropriate material or virus related software then the unit will be reimaged and the student will receive consequences from the Sub-School/Year Level Leader.

8. What is the warranty on the laptops?

Henley High School has arranged a 4 year warranty on each laptop, but this does not cover any loss, theft or damage at home or travel to and from home. Adding the allocated laptop to your household content insurance is **highly recommended**. The warranty covers manufacturer's defects and normal use of the laptop. It does not cover negligence, abuse, malicious or accidental damage. (e.g. cracked LCD screens are not covered under warranty).

Please note the device warranty is void if attempts are made to change the hardware.

9. Can students install their own computer games, music and personal software on the laptop?

Installation of software needs to be compatible with the supplied Windows operating system. Software installed without advice from IT Services Helpdesk may have unknown impact on the stability and security of the device and so it is advisable for students to check with IT Services prior to installation. Where there is a contravention of the Henley HS ICT Agreement Student Code of Practice, consequences will include re-imaging the device which will result in the loss of data if back-ups have not been carried out effectively. Other sanctions may be imposed as appropriate and determined in consultation with the Coordinator of IT, Network Manager and the Head of the Sub-School.

10. Should students be backing up their laptop?

Students are always expected to back up their work as a normal housekeeping operation. Portable Hard drives, USB Sticks and Cloud storage solutions are the various methods that students can use to back up their work.

11. Do the laptops get system and software updates?

Yes. Microsoft Updates are automatically downloaded to each computer. Updates to software installed through the school will be automatic and scheduled to not conflict with student use.

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

The schools internet connection is filtered at a server level so that students operate in a safe environment. There will not be specific filters installed on the laptop so access at home will be under parent's supervision.

13. Where will laptops be stored during the day?

During the school day when the devices are not being used (lunchtime, PE practicals), the devices should be securely stored in their locker. The device must be properly powered off prior to storage to preserve battery life and to prevent heat build-up.

14. What happens if a student comes to school and the laptop is not charged?

It is the responsibility of the student to ensure that the laptop is charged each night. Students will not be permitted to recharge laptops in the classrooms as per Work Health & Safety regulations. In some cases or charger failure, students may negotiate to have their laptops charged in IT Services but the student must bring in their charger the following day to be tested.

15. Who owns the computer?

The laptop remains in the ownership of the school until the student leaves the school. This enables the school to provide the software needs and maintain ongoing technical support while the student is enrolled with the school. Once the School Leavers form has been signed by the parent and if the laptop is fully financial, the school will sign over the device as an asset to the student



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