



# BYOD Frequently Asked Questions

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## Frequently asked questions

### What about safe internet use?

Appropriate use of the internet service within the Investigator College network is closely monitored by a filtering system which allows for inappropriate content blocking by an automatically updated list of categories and sites.

The College already has policies in place such as the ICT Acceptable Use Policy to ensure appropriate use of technology and the internet. An additional student agreement has been developed which parents and students will be required to sign.

Teachers, students and parents share the responsibility to ensure safe and responsible use of devices at all times.

### What about security?

Protecting your identity and the use of your machine is important and students will be instructed how to build on the great skills they have already been using to secure their passwords and good practice guides for not sharing password information.

### What about roaming when they aren't with a teacher?

We recommend that devices brought to the College do not access any 3G connection while at school. At home, the home connection can be used but at school the College WiFi will meet all internet access requirements and provide filtering and monitoring.

### Will there be no more writing?

As with all new technologies there is a fear the skill or foundations from past practice will be lost and there will be a 'negative' to the new device moving into the space. We are keen to support our learning with new opportunities wherever we can, but fully intend to support learning with reading from books and writing with pens as well. We are aware that the world is changing and we want to support our students to embrace change with support and guidance.

### What IT support will there be?

In order to build good digital skills, students will be assisted in the development of their own troubleshooting skills. Class peers will provide the next line of help before utilising the IT support team for more in depth issues.

### Will there be computer homework?

With the use of iCloud and Dropbox, the storage and collection of work takes on a new perspective. Work done at home can be kept and shared or collected from home for school or vice versa. By having access available 24 hours a day, the 'wait until I get back to school' or 'I left it at school' will not be an excuse. Homework, class work and even shared projects will become more 'digital' in delivery and presentation.

### What if it breaks?

A temporary device may be provided for up to 14 days in the event of damage that prevents it being used in the classroom.

### What are specifications?

To ensure devices brought to the College meet the requirements of the College network, a specification document is available on the BYOD page of the College website.

Investigator College:

- Highly recommends that you choose one of the two recommended platforms as outlined in the preferred device document.
- Will not assess devices to determine if they match the specifications. If you decide to provide your own alternative machine, please ensure you are familiar with the specifications required.

- Cannot guarantee that an application installed on an unsupported machine may not interfere with connectivity to the wireless network.
- Will provide wireless connectivity assistance to students who have thoroughly read the 'how to connect' documents provided.

Parents providing their own device

- Will be wholly responsible for any insurance, warranty and repairs for their machine
- Must keep access their own copy of the factory restore CD that comes with the device.

## Technical Support

While developing skills in the classroom, students will become familiar with a variety of trouble shooting skills. There are a number of issues that students will face in general use that require some immediate resolution. Our goal is to have students who know their own device and can be mostly self-supporting after the conclusion of the start of year 'BYOD getting started' classroom session.

In the first instance support would come from the skills taught to students through practice with their device. This basic set would include:

- deleting of apps
- restart of the device
- changing or resetting passwords
- deleting and reinstalling apps
- use of Office365 and other web based learning management systems
- tracking network issues
- isolating sources of concern
- charging devices should the power source be low

Where student skill and needs do not match the above, further support is available from class peers as the next port of call. The teacher may refer students to the College IT support team if the issue is of a network nature.

Temporary devices will be available in a limited supply for students who have repair or replacement issues. This is for a short term loan and may include a small cost. This service is not available for devices that are not charged or mistakenly left at home. To access a temporary device, students require their student ID card and must have no outstanding loans from the Library.

## Will the student files on personal devices be private?

In the event of disruptive, inappropriate or illegal use of devices, students can reasonably expect their device to be inspected. College personnel may request access to the browser history and/or caches as well as any and all files belonging to the student as well as stored on the College servers or Office365. Students and parents need to be aware that files stored locally, on College servers or on Office365 are not private.

## What software will be on the devices?

Students will have access to the BYOD portal once connected to the school wireless network. Students can also download and install software from the device's relevant App store or other websites. The College has adequate software licenses for students participating in subjects where a specific software application is required. College owned and supplied software will need to be uninstalled at the conclusion of study. Students are responsible to ensure that software and media files they have on their devices is legally purchased and adequately licensed.

## How will data stored on the hard drive be backed up?

Students take responsibility for backing up their data. Data should be backed up to the students Office365 account, or onto a student-provided external hard drive. SACE guidelines no longer accept device failure or lack of backups as an excuse for late submission.

### **Will textbooks still need to be purchased?**

Many publishers are currently developing electronic resources that may take the place of text books. At this stage students will still need to purchase paper based textbooks. However, many texts already come with companion CDs or DVD's, so students may not always need to have textbooks with them. Importantly, laptops mean that the stationery usage and purchase are heavily reduced. Student with devices that would like to install or access CD based content and do not have a CD drive will be able to download the content from Office365 or other network transfer method provided by the College.

### **Where do the devices go when not in use?**

When not in use, the devices should be stored in a LOCKED locker.

### **What about flat batteries? Will students 'plug in' in the classrooms?**

Students are expected to charge the device overnight and to bring it fully charged to school each day. When selecting a device, parents are strongly encouraged to purchase a device that is fitted with a seven hour battery. Investigator College will provide some power boards for emergency charging, but students must not assume that recharging will be available.

### **What if my student's device breaks?**

Students are able to borrow one of a limited number of reconditioned laptops from the campus library. It is anticipated that a two week loan will be sufficient to allow repair or replacement of the student's primary device. The college will also provision a small number of thin clients in each of the Year 11 home rooms.

### **What about insurance?**

Parents requiring insurance will need to cover any devices through their home/contents insurance. Normally devices less than \$1000 are automatically covered by the accidental damage portion of contents insurance. Please check your insurance cover to confirm this.

### **The College monitors usage at school, but who monitors it at home?**

This is the responsibility of the parents. When off school grounds, parents have full authority to monitor device usage.

Examples of this include:

- encourage use in a family room and not in the bedroom, restrict use at certain times of the day
- advise not to take on long trips, and examine the documents and other contents of the device
- the use of cybersmart web filtering tools. The ACMA provide some information about these on their website, [www.acma.gov.au](http://www.acma.gov.au).

### **What software will be on the devices?**

- When students bring their own device, they will simply connect to the College BYOD portal and install software that is required by the particular subjects they select. School licensed and owned software remains the property of the school and the right to use the software on the student's device will expire at the conclusion of their studies.