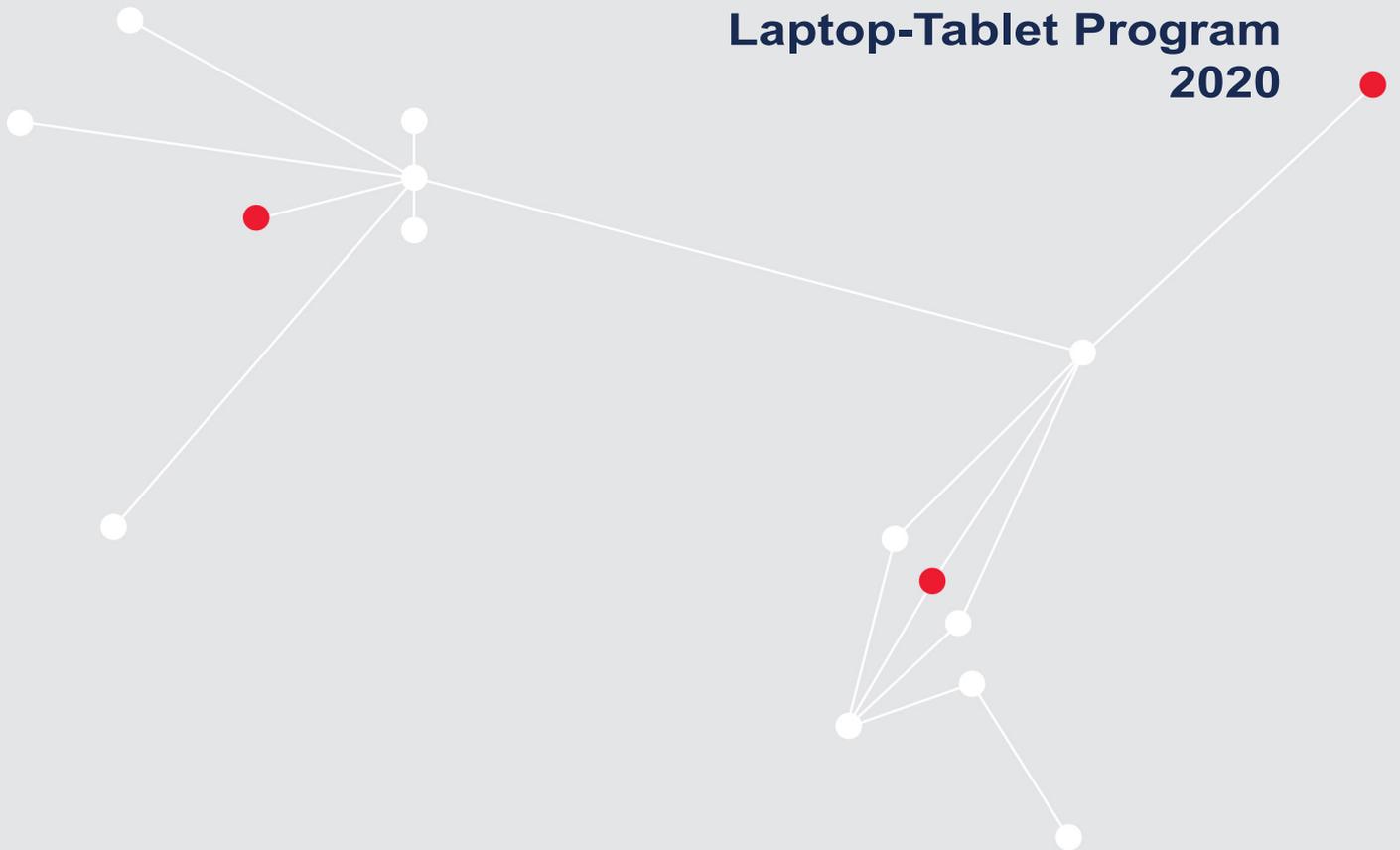




**Eltham  
High School**

## **Laptop-Tablet Program 2020**



# Eltham High School 1:1 Laptop-Tablet Program

## Introduction and Overview of Current Program

Eltham High School (EHS) has recognised for a number of years the importance of ensuring our young learners develop 21st Century Skills. We are striving for our students to both individually, and with their peers, use technology safely, insightfully, fluently and efficiently in order to connect, collaborate and create within and out of the classroom. With this approach, we aim for our students to experience lifelong learning in a variety of digital environments and communities drawing on a range of adaptable and evolving technology skills.

A key component of this realisation was the introduction and support of the EHS 1:1 Laptop Program in 2012. With the support of parents and the Department of Education and Training, EHS has managed to have a 1:1 environment where all students have access to a laptop device in the classroom, with further access to cloud-based technologies. We focus on the importance of integrated tablet and 'touch' devices as a way of integrating technology into learning seamlessly and meaningfully.

## Expectations of Student Laptop-Tablets in Class

It is an expectation that all students have access to a charged laptop in every class. By far the most effective manner in which we have achieved this is for each student to have their own device that they use both in and outside of school. EHS believes that effective and integrated technology is an essential component of the 21st Century Classroom. In order to achieve this students may:

- Utilise their own machine from home, as long as it is a device that meets the outlined specified criteria as outlined in this document.
- Borrow a laptop before the start of each session from the Library.

When using either a school or their own specified Bring Your Own Device (BYOD) Laptop-Tablet, it is important that students:

- Utilise the protected school EduStar wireless and not any mobile data sources;
- Adhere to the 'Acceptable Usage Agreement', 'CyberSafety Agreement' and technology policies of the school;
- Take responsibility for the use and upkeep of their machine including:
  - Charging their machine at home so it is ready to use in class all day (chargers are not permitted at school);
  - Accessing IT Support as soon as an issue arises, following up as required;
  - Be mindful and respectful of their and others' machines at all times to reduce accidental damage including:
    - Retaining the device in a cover that protects screen edges;
    - Labelling all components of their device including the pen;
    - Ensuring safe and secure storage in lockers and bags;
    - Ensuring that the device is placed securely in the locker, not resting on books or hidden behind items and that the locker is locked properly with only the owner having access; and
    - When in a bag to and from school, ensuring the bag is kept in sight, on their lap, a table or on their person.
- Not leaving the device on the floor (or in a bag on the floor) or on the edges of tables and surfaces;
- Carrying the device securely and closed between locations; and
- Not vandalising or altering the machine so that it is less effective or valuable.

**Note:** Mobile data is not to be used in class. Any secondary or hotspotting devices (phones, iPads, remote internet access devices) are not permitted in class without the expressed permission of the teacher. Students are not permitted to bring a secondary laptop to school as an entertainment/work device.

## Outline of the 1:1 Specified Bring Your Own Device (BYOD) Laptop-Tablet Program

The 1:1 Laptop-Tablet Program at EHS uses a 'Specified and Managed BYOD' Model (smBYOD). This means that parents are able to choose and purchase for their student the most suitable tablet laptop from a list of acceptable and supported devices. Each of the devices listed has passed a rigorous set of criteria to ensure that they meet a minimum set of specifications and features so that:

- They are flexible and able to manage the learning applications in which they will be used over a 3 year period;
- They are able to withstand the physical demands of daily use in a school environment; and that
- Sustainable technical support is able to be offered to students.

For these devices parents:

- Determine to select and purchase the most appropriate supported device for their child from any retailer/source of their choosing;
- Maintain the hardware of the device to ensure it is safe and in working order, including repairing the machine as necessary; and
- Determine when the machine will be replaced\*

\* A machine will remain listed on our supported device list for three years from the last year that we offer it through our program. After this, we may not be able to support the device should anything go wrong. Devices are usually replaced after 3 years.

For these supported devices each year, Eltham High School:

- Provides the Department of Education and Training EduStar software suite and Standardised EHS Windows 10 Professional Operating Environment;
- Provides technical diagnostic support (only) for hardware;
- Provides full software support for students throughout the day;
- Conducts research to determine a suite of suitable and supported laptop devices with a minimum set of technical specifications and features to maximise learning and use;
- Reacts to, reviews and makes appropriate changes to the Program as the technology industry and DET guidelines change;
- Provides a laptop education specialist retailer for parents to purchase from (if they wish) who can ensure:
  - competitive prices;
  - convenient and varied purchasing system; and
  - access to an adequate educational use insurance policy.

## Selection of the Supported Specified BYOD Laptop-Tablet Device

### Learning Requirements of the Device

For the past five years EHS has invested in full active touch tablet technology. This technology increases both the users' experience, connection and efficiency with the device. Touch technology allows the fusion of typing, navigating, drawing, annotation and multi-tasking on the one surface. This technology benefits our students as the one tablet device can be integrated seamlessly into their learning at at their call:

- Photograph and record what they have created;
- Record their changing thoughts, feelings and performances;
- Annotate and draw their understandings;
- Record and share instructions and resources; and
- Type to create information products.

## Device Criteria and Selection

The supported device selection criteria is reviewed every year to ensure it still best meets the ongoing teaching and learning needs of the school. For the 2019-2020 cycle the device criteria are:

Criterion	Descriptor
Network Requirements	A new machine model may only be listed if it is less than 2 years old, able to run a minimum of Windows 10 with a minimum 4GB of RAM and at least 128GB of onboard storage (preferable SSD). The Standard Operating Environment (EduStar SOE) must be able to be installed onto a freshly wiped and blank computer. The computer must have a working USB 3, video output, dual band wireless and expandable media slot, such as a SD card. The machine must have a keyboard that physically connects to the device (i.e. the keyboard cannot connect via powered wireless or bluetooth).
Learning Features	The machine must have good quality forward <b>and</b> rear facing cameras. It must utilise active 10-point touch with a high level of handwriting realism and sufficient drawing capacity as required in Art and Technology classes (eg. Wacom or Ntrig technology). The machine must have an easily removable keyboard to allow the device to be used as a tablet.
Longevity	The device must have minimal moving parts, be made of a high quality material and utilise hinges that are appropriate for extensive use in a school environment. It must have a known successful predecessor (i.e. not the first in its line with untested hardware). Essential peripheral components (i.e. chargers, styluses, cases, keyboards etc.) must be readily available and replaceable. The device must come from a reputable brand with clear and acceptable warranty information and processes (i.e. 2 years for the main device). The brand must have a history of making components that are backwards compatible between models. All machines listed need to be able to be insured in a school environment (i.e. under \$2,000).
Equity	The machine must be a part of a species of devices for which various technical specifications are available, however, visually distinguishing between them is not immediately apparent (eg. students are unaware of who has the most expensive machine).
Safety and Ergonomics	The machine must have a minimum screen size of 10 inches and be no larger than 14 inches. The charger must be robust and magnetic, or designed to protect the device and student in case of a tripping incident. The battery must last for at least 7 hours (of normal internet browsing). The stylus must be large enough and able to be held for sustained periods of use during writing. The screen position must be adjustable to allow for ergonomic use and a dock needs to be available for those parents who wish to create a home work station. The weight of the machine, including keyboard, should not exceed 2kg.

## Supported Devices

A supported device is a tablet laptop that has been deemed by the school, by the listing date to:

- meet the set criteria;
- be readily available; and
- be purchased and used by students in the subsequent year (and 3 years from its last listing) at EHS.

A supported device will:

- be given the EHS EduStar software suite and wireless; and
- have access to technical support.

Devices that are not listed but successfully meet the criteria may be able to be used within the school but will not;

- necessarily be able to be connected to the EduStar WiFi (use of mobile data is strictly prohibited);
- be able to access the EduStar Standard Operating Environment (SOE); or
- have as extensive software technical support or any hardware support.

If you believe you have one of these devices, or are planning to purchase such a device you should check with our IT Department before purchasing or using at school by emailing [helpdesk@elthamhs.vic.edu.au](mailto:helpdesk@elthamhs.vic.edu.au).

**Devices that do not successfully meet the criteria are unable to be used at school in any capacity.**

**Please note that the Surface Pro X is NOT a suitable device.**

### 2020 Supported Device List

Only the following devices are suitable for use by year 7-9 students in school in 2020:

Supported Device Models	Recommended Models	
Surface Go (smaller screen) Intel 4415Y, 128GB SSD, 8GB RAM	✓	
Microsoft Surface Pro 7 Core i3, 128GB SSD, 4GB RAM	✓	Whilst any of these devices will be supported by Eltham High School, the shaded models are recommended for all students across all levels.
Microsoft Surface Pro 7 Core i3 128GB SSD, 8GB RAM	✓	The models with higher specification may suit students with computing interests and hobbies.
Microsoft Surface Pro 7 Core i5 256GB SSD, 8GB RAM		Most students should only require 128GB of storage (they have access to additional cloud storage through school).  This website may assist you in making an informed choice: <a href="https://www.microsoft.com/surface/en-us/devices/help-me-choose">https://www.microsoft.com/surface/en-us/devices/help-me-choose</a>

## Offered & Recommended Device Range

Parents may choose from where and whom to purchase their supported laptop from, however, for parent convenience, EHS has enlisted a retailer who could offer the most competitive and convenient:

- Online purchasing portal;
- Inclusive prices;
- Delivery timeframes; and
- Insurance policies.

## Eltham High School JB HiFi Education Portal Purchasing

For the 2019-2020 period, EHS will be continuing to use JBHiFi Education as their preferred supplier.

To purchase your child's device, please visit <https://www.jbeducation.com.au/byod/>

The password to access the portal is: **EHS2020**

The JBHIFI portal sells the recommended machines as packages inclusive of:

- Surface Pro laptop and pen;
- keyboard;
- recommended protective cover; and have
- school software already pre-loaded and tested.

Also, the portal offers various insurance policies for the laptop, which whilst not compulsory, are highly recommended by EHS. The number of accidental damage incidents the EHS IT Department have processed over the years suggests that this is crucial.

On first glance the portal prices may seem more expensive, but are less expensive than in store JB retail prices when all of the extra features are factored in.

All machines purchased on the portal **before 24 December 2019** will be available for collection at EHS on Tuesday, **28 January 2020**. Any orders placed after this might not be ready to collect on this collection date. Only parents, or students with signed notes (from the purchaser) are able to collect the machine and must present photo identification to do so.

## Recommended Model Comparison

In compiling the Supported Device List, specific models were identified and highlighted as being of the best value for both parents and students financially and educationally. These are the recommended models, and the only models that are sold through the JB HiFi portal. Parents wishing to purchase a different non-recommended but supported model will need to purchase it from an alternative retailer. A comparison of the recommended models is provided over the page. Again, parents are reminded that the Surface Pro X is NOT a suitable model for school use.

Laptop Tablet Generation	Model & Specification	Model Recommendation
<p>Surface Go</p> 	<p>Intel 4415Y, 128GB SSD, 8GB RAM</p>	<p>The Surface Go is a <b>much smaller version</b> of the Surface Pro. It has a <b>10” HD screen</b>, a Surface pen (stylus), Windows 10 Professional, enabling students to access all Microsoft applications.</p> <p>This base model is suitable for junior students and has a reasonable price point. This machine has similar specifications to any desktop machine at EHS and is suitable for all subjects throughout Years 7-9. <i>Bundle price in October 2019 is \$1,043.94*</i></p>
<p>Surface Pro 7</p>	<p>Core i3, 128GB SSD, 4GB RAM</p>	<p>All Surface Pro machines are light and conducive to a mobile workspace. They have a <b>12.3 “ HD screen</b>, a Surface Pen (stylus) are equipped with Windows 10 Professional, enabling students to access all Microsoft applications. <i>Bundle price in October 2019 is \$1,326.72*</i></p>
<p>Surface Pro 7</p> 	<p>Core i5, 128GB SSD, 8GB RAM</p>	<p>This model is similar to the Core i3, but has a more powerful processor. This increase in power however means a slightly less efficient battery charge. <i>Bundle price in October 2019 is \$1511.99*</i></p>
<p>Surface Pro 7</p> 	<p>Core i5, 256GB SSD, 8GB RAM</p>	<p>This model is similar to the Core i3, although it has a more powerful processor and twice the storage space. This increase in power however means a slightly less efficient battery charge. <i>Bundle price in October 2019 is \$1,850.71*</i></p>

**\*Bundle pricing**

These prices are correct at the time of publication, but fluctuations in the Australian Dollar might result in some changes. These will be reflected on the portal at the point of purchase. The bundle includes the computer, detachable keyboard, pen and protective case. Please check pricing carefully if considering purchasing elsewhere to ensure that these peripherals are included. Insurance is an additional but highly recommended cost, between \$140 and \$185 for three years, depending on the model selected.

## Purchasing From An Alternative Retailer or Transferring Machines

Parents are able to purchase supported machines new or second hand from any retailer of their choosing. If a parent chooses to purchase from a different retailer it is important to:

- Double check that the retailer offers a suitable insurance policy/transfer of insurance;
- Ensure the price is inclusive of the keyboard and protective case;
- Parents may choose a different model of protective case, however, it must:
  - Protect the corners of the machine with hard plastic or rubber; and
  - Be able to remain on during machine use.
- Be wary of overseas internet purchases. In particular:
  - The warranty may be compromised and will need to be returned to the country of origin (at the parent's expense) if something goes wrong;
  - Ebay or non-authorized sellers:
    - Second parties cannot offer them at a better price than Microsoft or Microsoft's authorised sellers;
    - Scams of these popular devices do exist;
    - There are complex and decreased warranty issues;
    - Sometimes can lower their prices as they are not charging taxes that will be passed onto the buyer through Customs when the device enters Australia;
    - Machines from overseas may come with different power supplies that will cost \$100 to replace; and
    - Any seller requesting a direct money transfer through institutes such as Western Union Money Transfer.

## Purchasing a Second Hand Machine

It is perfectly acceptable to use a second hand supported machine at EHS, however, it is recommended that:

- Parents check that the machine is in full working order physically before transfer of payment.
- Parents ensure that the machine is less than two years old, has a 10-point touch screen, front and rear facing cameras, a working pen, battery life to last the school day, and have a working physical keyboard. The device should have at least 128GB of memory.
- Parents request if the ownership/warranty can be transferred by,
  - Deregistering/transferring the device with Microsoft.
  - Getting a copy of the original receipt.
- Parents request/check if there was an insurance policy and if this can be transferred with the device.
  - This may include checking for damage and claims previously against the device.
- Parents ensure that the previous owner has wiped the device back to factory settings before completion of the sale.

In addition, parents can negotiate to purchase only the main machine and buy the peripherals (keyboard, pen, case, power supply) separately. This has the advantage of making the machine feel new.

When the machine has been purchased second hand from a non-related EHS family (i.e. the serial number of the machine is still logged on our system) we will need permission in writing from the previous owner regarding the sale/transfer. In this instance we recommend that the purchasing party request the sellers have the machine removed and wiped from the school system before completion of the sale.

Parents may also transfer supported machines between their children. For example, a leaving Year 12 student's supported smBYOD machine may be transferred to a Year 10 student. To do this:

1. The parent must notify the school by email at [helpdesk@elthamhs.vic.edu.au](mailto:helpdesk@elthamhs.vic.edu.au), requesting and indicating:
  - A time to book in the machine for audit and transfer;
  - That they give permission for the machine to be wiped and reimaged; and that
  - They request the transfer of this machine's serial number from student X to student Y.
2. The IT Department will:
  - Book a time for this task to be completed within 5 school days;
  - Inspect the machine to ensure it is still safe and suitable for school use;
  - Reimage the machine; and
  - Contact you regarding any issues and pick up.

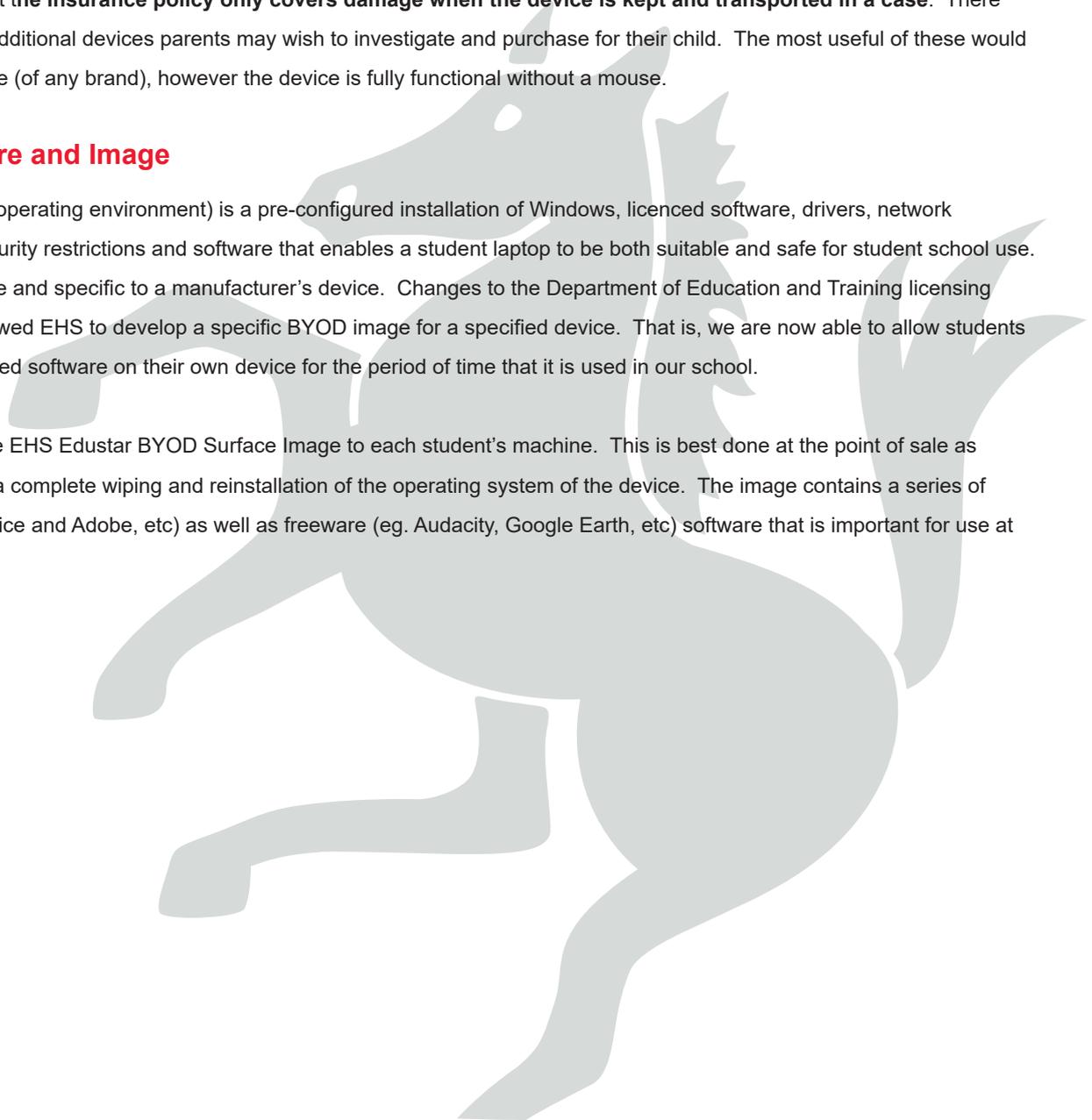
## Recommended Device Peripherals

In the past five years the most common accidental repair reported by students has been screen breakage due to dropping the device on a corner. These breakages occur as students place the tablet amongst their books, in their locker and when carrying them between classes. For this reason included in the price on the 2020 EHS 1:1 Tablet Laptop Program Price and Purchasing Guide sheet is the cost for a bumper cover. These cases are a permanent cover that shields the perimeters of the machine. It is important to note that **the insurance policy only covers damage when the device is kept and transported in a case**. There are a wide array of additional devices parents may wish to investigate and purchase for their child. The most useful of these would be a bluetooth mouse (of any brand), however the device is fully functional without a mouse.

## Device Software and Image

An image (standard operating environment) is a pre-configured installation of Windows, licenced software, drivers, network connections and security restrictions and software that enables a student laptop to be both suitable and safe for student school use. Each image is unique and specific to a manufacturer's device. Changes to the Department of Education and Training licensing agreements has allowed EHS to develop a specific BYOD image for a specified device. That is, we are now able to allow students to have EHS's licenced software on their own device for the period of time that it is used in our school.

JB HiFi will install the EHS Edustar BYOD Surface Image to each student's machine. This is best done at the point of sale as installation requires a complete wiping and reinstallation of the operating system of the device. The image contains a series of both paid for (eg. Office and Adobe, etc) as well as freeware (eg. Audacity, Google Earth, etc) software that is important for use at school.



## Device Insurance and Servicing

### Insurance

Since 2013 EHS has processed over **4,000 insurance claims** for accidental damage to laptop devices. Most of these were for screen or charging port damage. School laptops are used for multiple hours a day in multiple environments exposing them to the potential for damage.

**A specific laptop insurance policy suitable for educational purposes is highly recommended for every school laptop device.**

When a laptop device is purchased through JB HiFi you will be given the option to purchase an insurance policy. EHS recommend a three year accidental damage policy and has included this cost in the purchasing guide.

Parents should be aware that there is an excess of \$100 for this insurance policy. This highlights the importance of having a proper bumper case and also stressing careful use to your child. The full Product Disclosure Statement of this insurance policy is available from the JB HiFi website.

### Servicing and Repairs

The Surface Pro comes with a two year manufacture's warranty: 12 months provided by JB HiFi and 2 years provided by Microsoft. If the machine has a fault students should return it to the EHS IT Department, who will diagnose the problem and provide the necessary paperwork for machine to be sent back JB HiFi for repair. For this device there is no on-site repair. The machine will be couriered to Sydney for repair or replacement at no cost to families. A form will be provided to families by the IT Department outlining the process to prepare the device to be transported by the courier.

The process for an accidently damaged machine is similar to when you have a car accident. As soon as the machine is damaged you should take photos of it and write a report of what happened. Contact your insurance company and follow their instructions for servicing and repairs. As the insurance policy is in the name of the parent/guardian, EHS is unable to lodge a claim on your behalf.



# Frequently Asked Questions

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## Is the device required?

We believe that having permanent, 24 hour access to digital learning technologies is an essential component for success in today's digital learning environment. With greater access to real time learning resources and assistance from peers and staff, students experience higher levels of motivation and engagement in their learning. The barrier between school and home is also blurred as learning happens all the time, anywhere.

## Can students bring their own laptop from home instead?

As stated previously in this booklet, the only **fully supported** laptops (EduSTAR software and WiFi) at EHS are those which we have listed that meet our specifications (both hardware and features). If at home you have a supported device, then this can be brought to school and connected to our network. Likewise, if you have a machine that you believe meets the criteria you may be able to use this machine at school, however:

- EHS will **not** be able to provide a software image for this device- parents will need to provide their own software (with licenses); the school will be able to provide you with a list of required software;
- EHS will be able to spend a reasonable amount of time (1 hour) to connect the device to the school Wifi. If this is unsuccessful, the device will not be connected to the internet at school.

It is not possible to connect or use a device at EHS that does not meet the specification criteria listed in this booklet. Students are not able to bring or use these devices at school.

## Why has the school selected an insurance policy with an excess?

All laptop insurance policies independently owned by a parent now have an excess of \$100 for each claim. This change is a reflection of the large number of accidental damage claims that schools Australia-wide have submitted over the last three years. Insurance underwriters no longer believe that it is financially viable to offer a 'no excess' policy.

## Do we still need to purchase textbooks?

You will need to purchase some textbooks, however a number of these will have an e-book option. e-books are an effective and enhanced textbook option with interactive components. EHS will continue to review the use of textbooks in light of the tablet devices.

## Can I buy the Surface Pro from a different retailer?

You can purchase a specified model of the Surface Pro from any retailer you choose, however **EHS highly recommends the JB HiFi online portal**. This provider is one of the few licensed sellers of this product, they are highly price competitive, trusted and can provide the required insurance policy. If you do choose to purchase your device from another retailer, you will need to book in with the IT Department by emailing [helpdesk@elthamhs.vic.edu.au](mailto:helpdesk@elthamhs.vic.edu.au) in order to organise to have the school image placed on it. You will also **not** have access to a school replacement machine in the event of damage. You will also need to make a recovery disk for your device as our IT Department will need to wipe it prior to loading our BYOD image.

## I already own a supported device. Can my child bring that to school?

If you own one of the specified models your child can use this at school, however, it is unlikely you will be able to retrospectively purchase an insurance policy and you will need to make a recovery disk for your device as our IT Department will need to wipe it. You will also need to purchase the compulsory bumper protective case in order to use this device. Please email our IT Department at [helpdesk@elthamhs.vic.edu.au](mailto:helpdesk@elthamhs.vic.edu.au).

## How will I identify my child's machine?

EHS will keep a record of your device's serial number in case it is lost or recovered. In the past EHS found that devices clearly labelled with the school logo were returned to the school. We can provide your child with an EHS *Values* sticker so that the machine can be clearly identified as a school device. Irrespective, you should permanently label your child's machine and all peripherals.

### **Can my child install their own programs and peripherals on their device?**

This device is purchased with the view that it will be used to support your child's learning. Any personal programs, music, games, movies, etc may compromise the School Programs which are of first priority. However, peripherals such as printers and scanners, etc can be installed. Any personally installed materials must also be:

- In line with the EHS *IT Acceptable Use Policy*; and
- Backed up regularly, no responsibility will be taken for lost materials.

### **What about flat batteries? How will charging the device work?**

One of the reasons that this device has been chosen is that it will last the entire school day without requiring charge if used in a conventional manner. It is the student's responsibility to charge their machine at home ready for the school day. **Chargers are not permitted at school** as:

- Chargers are frequently lost and are expensive to replace; and
- Chargers are often damaged in transport to and from school.

### **How will my child back up their work?**

It is your child's responsibility to back up all of their files at regular intervals onto an external media storage device. To facilitate this EHS:

- Will be teaching and reminding students how to effectively back up their work; and
- Each child will have an Office 365 account for Cloud-based storage to back up their files through the school network.

The Surface Pro has a slot for a MicroSD card. Students are encouraged to:

- Consider keeping a backup on an SD card which can be quickly and easily removed in case of emergencies; and
- Keep their personal files in this space.

### **What about safe internet use?**

EHS utilises state-of-the-art internet filtering and monitoring to ensure your child is safe at school. The school also is a member of the E-Smart Program. An important component of the 1:1 Program is teaching students how to be responsible, safe, global cyber-citizens. In this regard, educational programs are built into the curriculum and offered separately in order to assist students with this, especially in Junior School.

### **The school monitors usage at school, who will monitor it at home?**

This is the responsibility of parents. When off school grounds, parents have full authority to monitor laptop usage in the same manner as any other personally owned device. EHS assist with this by providing cyber safety information nights for parents at various times of the school year. Details will be provided in the newsletter.

### **Can students access the internet from home?**

Home internet connections are not provided by EHS. The laptop will be able to be connected to any WiFi system outside of the school.

### **Will my child be using the device for prolonged periods of time?**

Although it is essential that a laptop is present in the classroom this does not necessarily mean that the machine will be used for the entire lesson. Teachers balance screen and non-screen time and EHS has selected a device that is extremely light and will not be cumbersome for students to carry or transport to and from school. For parents that are concerned about the ergonomics of the device, a dock is available to purchase for this model.

### **What if I have a question about the laptop program?**

If you have any questions that are not addressed in this booklet, please contact the eLearning/ICT Leader, Natalie Heath at [het@elthamhs.vic.edu.au](mailto:het@elthamhs.vic.edu.au)

### **I am concerned about how we will afford to participate in this Program. Can the school assist?**

EHS has a range of strategies and community affiliations to assist parents experiencing financial difficulties. If you are concerned about this the first step is to contact our Business Manager, Lauren Keenan at [kez@elthamhs.vic.edu.au](mailto:kez@elthamhs.vic.edu.au)