ELTHAM College Tablet Program

Information for students entering Year 7 and 10 in 2016

The purpose of this document is to outline arrangements made by the College for the distribution of tablet computers for students entering Year 7 and 10 in 2016. Please note Tablet Program arrangements for students across other year levels may be different.

Background
Having access to technology (in the form of a personal computing device) in an educational setting is not a new or revolutionary idea. The introduction of laptop computers in primary and secondary schools began in Melbourne in 1990 and prior to that schools had been using other technology to educate and empower thinking and learning.

Computer use in schools varies from the pragmatic (productivity enhancements) to the transformative (previously inconceivable learning and thinking activities) and as such it is important that the device selected responds to these diverse needs.

In 2015 ELTHAM College embarked upon a transition to 1:1 (1 device per student) mobile computing for students in Year 7 to 12, while augmenting the 1:1 iPad program currently operating from Years 3 to 6. This transition phase will take three years to complete with 2016 being the second year in the process.

Why a standard device for ELTHAM College?
After careful consideration and research the College has decided to standardise the device students’ use at school. The program being implemented is compulsory and there is no option to use alternate devices other than the one designated by the College. There are numerous reasons for this, but primarily this approach ensures a consistent computing environment in which students and staff can operate. Key benefits include:

- A consistent hardware and software environment for all students and staff. This minimises the challenges inherent with using and managing multiple devices and allows the focus to be on learning.
- A clear, onsite support process for all students.
- Software usually not available due to licensing constraints, becomes affordable under a BYOD (Bring Your Own Device) model is affordable and accessible
- Administrative and support efficiencies

The device
After a formal tender process we have selected the recently released Microsoft Surface Pro 4 for students entering Year 7 and Year 10 in 2016. The Surface offers great flexibility to users in educational settings providing a keyboard for quick text entry and a pen for note taking, diagram drawing and mathematical notation. This pen also provides enhanced opportunities for artistic and design endeavours. The Surface Pro 4 also complements the use of the Surface Pro 3 issued to students in 2015.

Device inclusions and advantages:
- Microsoft Surface Pro 4 Core i5, 128GB SSD, 4GB RAM
- A Solid State Drive (SSD). This is more reliable (SSD drives are not susceptible to knocks and vibration), faster, lighter and more power efficient than traditional hard disc drives – this makes them ideal for school settings where students are always mobile.
• The machine is physically small and light, making it convenient to carry to and from class and easy to fit inside a school bag when travelling to and from home.
  o Tablet with keyboard attached: 1096g (786g for tablet alone)
• The Surface Pro 4 has a balanced technical specification to achieve a mix of good performance and long battery life – up to 9 hours.
• The machine comes with a protective bag, the Targus TANC. This bag is small enough to be slipped into a school bag or can be carried independently with its handle or shoulder strap. In addition to this, the ELTHAM College branded school bag made by Spartan (which students already have) has a protective device pocket in the main compartment.
• In addition to the bag, machines issued in 2016 will come fitted with a protective hard case, the STM Dux.
• Machines are covered for accidental damage and total loss in the event of theft or other catastrophic event. A $200 contribution applies to make a claim.
• The Microsoft Surface is not a serviceable device and as such a swap-and-go approach to physical repairs has been devised. This “swap-and-go” model sees the device a student has swapped for another device from the College’s swap-out pool if a hardware fault is detected. The damaged machine is then repaired by Microsoft and returned to the College to replenish the pool of swap-out machines. This facilitates a very rapid turn-around for students when a hardware issue arises. It also requires a very good backup of files to be maintained at all times and could also result in students not necessarily using the same machine over the life of the program. This process has operated successfully throughout 2015 and we have confidence it will continue to work well.
• The machines come with a second AC adapter (battery charger); one for home and one for school. As well as reducing what students are required to carry to and from school, this will also serve as a handy backup should one of the AC adapters be lost.

Our supplier
Trident Computer Services will supply all tablets, Targus bag and adapters and will manage the "swap-and-go" process of repair which ensures students have a functioning computer at all times. Tablets will be financed by Capital Finance, with costs recovered from parents via a levy.

Software
Software includes Microsoft Windows 10, Microsoft Office 365, Adobe Creative Cloud Master Collection, Inspiration, ClickView player and Sophos Anti-Virus, along with a variety of education specific software titles. As the school manages these devices, we are able to make available software previously unattainable due to cost or licensing constraints.

Licences for software on each computer are education licences which do not include manuals or discs. Software licences are valid for educational use only, and can be used only while students attend ELTHAM College.

Computer delivery
Computers will be delivered to students in groups to allow for an orderly distribution with some initial training. This distribution will take place for Year 7 and Year 10 at a time yet to be determined in the first two weeks of Term 1, 2016. More specific information will be provided when groupings have been determined in the days leading up to distribution.
**Initial Training**
A brief introduction to the device and its care will be provided to each student on delivery day. Students will also be instructed on backup processes and an overview of Windows 10 will be provided to help orientate students. Further training will be provided by class teachers throughout the school year.

**Program Costs and Levy**
The cost recovery levy is determined by dividing the total computer package price (including three year warranty and coverage for accidental loss/damage, onsite service via swap-and-go, the machine, second AC adapter, software, financing, bag and cover) by 12: $2580 ÷ 12 terms = $215 per term. Please note that a contribution of $200 applies in the event of loss or damage.

The levy is a cost recovery process and as such the College will not make financial gains in operating the program. For a breakdown of costs please refer to [Appendix A](#).

**What if my child leaves before all 12 instalments have been paid?**
We understand that circumstances may change over a period of years. If your child leaves ELTHAM College before all 12 instalments of the levy have been paid (i.e. sometime between Year 7 and Year 9, or between Year 10 and Year 12) then the following will occur:

The computer should be to be returned to the College Technical Centre for assessment. If the machine is deemed to be in acceptable condition (see section following: What constitutes reasonable wear and tear?) then the computer will be accepted and used elsewhere in the program. Parents are responsible for costs associated with repairs to bring the machine up to an acceptable standard or to replace lost accessories.

If the student wishes to retain the machine, there is an option of buying the device from Capital Finance by paying the remaining instalments as a lump sum. A document acknowledging that all software, aside from the operating system, will be removed must be signed. Please note that the majority of software will cease to function when the tablet is no longer connected to the College network for an extended period of time.

**Care of machines**
Whilst the tablets are robust, it will be necessary for students to take good care of the device as there is a cost associated in the event of loss or damage (refer below). We request you ask your child to follow all instructions given to them by the College, and take all reasonable care when transporting or storing their tablet.

What constitutes “reasonable wear and tear”?
ELTHAM is obliged to maintain computers to a standard that the College’s financier would describe as “good working order”. Students assume this obligation while they are using the computer.

Examples of what is considered normal wear and tear over the 3 year life of a machine:

- Slight discolouration of casing;
- Slight deterioration in screen resolution;
- Lightly soiled/worn keyboard, touchpad and mouse buttons;
- Small, superficial scuffs or chips on the casing;
- Loose or sticking keyboard keys;
- Bag in good condition without tears or damaged zippers;
- Working power adaptors; and
- A working battery.

Examples of what **is not** considered normal wear and tear:

- Damaged screens, including bruising;
- Damaged hinges or other movable parts;
- Broken power adaptors;
- Machines which do not power on;
- Deep or unsightly cracks in the casing;
- Keys moved/swapped around or missing from the keyboard;
- Missing or damaged tablet pens;
- A dead battery;
- Bags with cuts, tears, broken zippers or graffiti;
- Attempted removal of, or deliberate damage to the serial number or product registration stickers; and
- Adhesive stickers, graffiti or intentional scratches and scuffs on the screen, casing, bag and cover.

Should damage be sustained while using the computer, **students are required to return the device to the Technology Centre for assessment and repair as soon as possible.**

**Replacement of damaged units**
Where a tablet is not serviceable for any reason (refer below RE failure/loss/damage), the unit will be swapped for a working unit. The implications for parents will depend on the nature of the problem – failure versus loss/damage. This will be determined by Technology Centre Staff and Trident Technicians.

**Failure of the Tablet**
Should a hardware fault cause the tablet not to function there will be no cost to parents. The faulty unit will be swapped for a device which will be as close as possible to the same age as the unit being replaced. The student will retain the “swapped” unit and the College will make the claim under the conditions of the machine warranty. The advantage of this “swap-and-go” methodology is minimal downtime for students. A good backup of files will be essential – students are responsible for their own files.

**Loss, or accidental damage to the Tablet**
Where there is loss or accidental damage to the computer, there will be a contribution of $200 toward the cost the College will incur in replacing the unit on a “swap and go” basis. Damaged machines are returned to Microsoft for repair and our swap-out pool of machines is replenished with returned devices. Machines will not be replaced where the Technology Centre staff determine that damage is normal wear and tear.

We suggest you may wish to notify your insurer that you have the unit, as damage caused by overseas travel, where placed in the hold of an aircraft, “acts of God”, acts of terrorism, malicious damage, damage from solvents or other chemicals, could result in you being liable for the remaining termly charges.

**Lost accessories**
Where items such as the pen, type cover (keyboard) or power supply are lost or broken, there will be a cost to replace these. Current prices from Trident Computer Services are:

- Surface Pro 4 Pen $79
- Surface Pro 4 Type Cover (Keyboard) $152
- Power supply $80

**Arbitration**
Where disputes arise as to the cause of damage to a tablet, the College’s Director, Information Technology will arbitrate the matter in dispute.
What happens next?
An online agreement has been created for parents to read and complete prior to distribution. Students will not be issued a device until an agreement is submitted. The online agreement can be found here: http://bit.ly/yr710computer

If you have any further questions about the College’s tablet computer program, please contact the Director, Information Technology on 94371421.

Trevor Frazer
Director, Information Technology
November 2015
## Appendix A – Program Cost Breakdown

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Surface Pro 4 Core i5, 128GB SSD, 4GB RAM with Type Cover</strong></td>
<td>$1492.00</td>
</tr>
<tr>
<td>(keyboard), 2 AC Adapters &amp; 3 Year Manufacturer’s Warranty</td>
<td></td>
</tr>
<tr>
<td><strong>Swap-and-go</strong></td>
<td>$295.00</td>
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<tr>
<td>- Onsite buffer of machines to facilitate rapid return to students. The</td>
<td></td>
</tr>
<tr>
<td>Surface cannot be repaired. Damaged devices are returned to the</td>
<td></td>
</tr>
<tr>
<td>manufacturer and a replacement device issued</td>
<td></td>
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<tr>
<td><strong>Tablet PC Customisation and Managed Deployment</strong></td>
<td></td>
</tr>
<tr>
<td>- Complete Tablet PC Run-up and customisation i.e. asset tagging and</td>
<td></td>
</tr>
<tr>
<td>tracking of the machine and accessories</td>
<td></td>
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<tr>
<td>- Software imaging on all Tablet PCs</td>
<td></td>
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<tr>
<td><strong>Microsoft Accidental Damage Handling and Onsite Support</strong></td>
<td></td>
</tr>
<tr>
<td>- 3 Year maintenance program coupled with the onsite support of</td>
<td></td>
</tr>
<tr>
<td>technicians for software issues. ($200 contribution in the event of</td>
<td></td>
</tr>
<tr>
<td>claim)</td>
<td></td>
</tr>
<tr>
<td>Total loss cover ($200 contribution in the event of claim)</td>
<td>$80.00</td>
</tr>
<tr>
<td>Targus TANC Bag for Surface Pro 4</td>
<td>$52.00</td>
</tr>
<tr>
<td>STM Dux Hard Case</td>
<td>$38.00</td>
</tr>
<tr>
<td>Finance cost over 3 years</td>
<td>$173.00</td>
</tr>
<tr>
<td>Software</td>
<td>$150.00/year</td>
</tr>
<tr>
<td>Total financed cost of machine, bag, software, insurance and service</td>
<td>$2580.00</td>
</tr>
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<td></td>
<td>($215 per term)</td>
</tr>
</tbody>
</table>

![Pie chart showing the cost breakdown](chart.png)

Microsoft Surface Pro 4 - i5 4GB/128GB

- Software 17%
- Finance 7%
- Bag & Case 3%
- Support package 15%
- Cost of Machine 58%