

## ELTHAM College Tablet Program

### Information for students entering Year 9 and 12 in 2018

The purpose of this document is to outline arrangements made by the College for distribution of tablet computers for new students entering Year 9 and 12 in 2018. Please note Tablet Program arrangements for students across other year levels may be different. New students entering Year 9 and Year 12 in 2018 will commence in the third year of the three-year tablet program.

#### 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 Years 7 to 12, augmenting the 1:1 iPad program currently operating from Years 3 to 6. 2018 will be the second year where all students from Years 7 to 12 have their own mobile computing device.

#### Why a standard device for ELTHAM College?

After careful consideration and research the College has decided to standardise the device students' use at school. 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
- Software that would otherwise be unavailable due to licensing or monetary constraints
- Onsite support for all students
- Administrative and support efficiencies

#### The device

The **Microsoft Surface Pro 4 (i5/4GB/128)** will be issued to students entering Year 9 or Year 12 in 2018. This is the same device that their peers were issued in 2016 and will continue to use in 2018. This ensures that all students at Year 9 and Year 12 in 2018 will have the same device and support structure.

The Surface Pro 4 has a solid state drive (SSD) which 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 Surface 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.

- Tablet: 770g
- Tablet with protective case and keyboard attached: Approx. 1400g

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 tablet 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 the bag, tablets issued in 2018 will come fitted with a protective case: the STM “Dux”.

Tablets are covered for accidental damage and total loss in the event of theft or other catastrophic event. A \$200 fee applies in the event of total loss or accidental damage. Further details are below in *Loss of, or accidental damage to the Tablet*.

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 a student’s device swapped for another device from the College’s swap-out pool if a hardware fault is detected. The damaged device is then repaired and returned to the College to replenish the pool of swap-out devices. 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 tablet over the life of the program. This process has operated successfully since 2015 and we have confidence it will continue to work well.

The tablets 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, bags and adapters and will facilitate the “swap-and-go” mechanism which ensures students have a functioning tablet computer at all times. Please note that the “swap-and-go” mechanism is managed through the ELTHAM College Technology Centre; do not take your device directly to Trident Computer Services. Tablets will be financed by the College’s financier and 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 and subscriptions. 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 tablet 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.

### Tablet delivery

Tablets will be delivered to students in groups to allow for an orderly distribution with some initial training. Arrangement for delivery will be made in consultation with class teachers and Level Coordinators in the first week of Term 1, 2018. More specific information and/or any changes 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 provided by class teachers will occur in class throughout the school year and is augmented by an [online course](#) found on mE (the College's learning management system and intranet).

### Program costs and levy

The cost recovery levy is determined by dividing the total tablet package price negotiated back in 2016 (including three-year warranty and coverage for accidental loss/damage, onsite service via "swap-and-go", the tablet, second AC adapter, software, financing, bag and cover) by 12:  $\$2580 \div 12 \text{ terms} = \$215 \text{ per term}$ . For each of the 4 terms remaining in the 12 term life of the machine, parents of students entering either Year 9 or Year 12 in 2018 will be charged \$215.

Please note pricing and devices are different for students in other year levels. A contribution toward the cost of repair applies in the event of damage or total loss. Further details are outlined below in *Loss of, or accidental damage to the Tablet*.

The levy is a cost recovery mechanism and as such ELTHAM College will not make financial gains in operating the program.

### What if my child leaves before all 4 instalments have been paid?

We understand that circumstances may change over a period of years. If your child leaves ELTHAM College before all 4 instalments of the levy have been paid (i.e. sometime before the end of the year) then the following will occur:

The tablet should be to be returned to ELTHAM College Technology Centre for assessment. If the tablet is deemed to be in acceptable condition (see section on the following page: *reasonable wear and tear*) then the tablet will be accepted and used elsewhere in the program. Parents are responsible for costs associated with repairs to bring the device up to an acceptable standard or to replace lost accessories.

If the student wishes to retain the tablet, there is an option of buying the device. The payout figure can be obtained by contacting the Director, Information Technology. Tablets that are bought out need to be returned to the Technology Centre to be restored to factory defaults. 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 tablets

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 tablet computers to a standard that the College's financier would describe as "good working order". Students assume this obligation while they are using the tablet.

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

- Slight discolouration of casing;
- 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;
- Devices which do not power on;
- Deep or unsightly cracks in the casing;
- Dints in the casing;
- Keys moved/swapped around or missing from the keyboard;
- Missing or damaged tablet pens;
- 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 tablet, **students are required to return the tablet to the Technology Centre for assessment 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 Computer Services 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 tablet 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 of, or accidental damage to the Tablet

Where there is loss or accidental damage to the tablet, there will be a contribution of \$200 toward the cost ELTHAM College will incur in replacing the unit on a “swap-and-go” basis.

Damaged devices are returned to Microsoft for repair and our swap-out pool is replenished with returned devices. Tablets 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 or power supply are lost or broken, there will be a cost to replace these. Although these prices may change, the current prices our 2018 supplier JB Hi-Fi Education Solutions are:

- Surface Pro Pen \$59
- Surface Pro Type Cover (Keyboard) \$129
- Surface Pro Power Supply \$79
- STM "Dux" Protective Case \$32
- Targus "TANC" Bag \$28

### 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: [Online Form](#)

### Questions

If you have any further questions about the College's tablet program, please consult <http://me.eltham.edu.au> or alternatively contact Trevor Frazer on 03 94371421 or [tfrazer@elthamcollege.vic.edu.au](mailto:tfrazer@elthamcollege.vic.edu.au).

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