ELTHAM College Tablet Program

Information for students entering Year 7, 9 and 10 in 2015

The purpose of this document is to outline arrangements made by the College for the distribution of tablet computers for students entering Year 7, 9 and 10 in 2015.

Background

The educational landscape has moved a long way from the handwriting, traditional hard copy book, blackboard/whiteboard methods of learning. ELTHAM College wishes to be recognised as an innovative leader in educational thought, and to be at the forefront of modern learning practices. Our ambition is to lead the way, such that other educators refer to the College when defining best practice in education.

The tablet program will allow students and staff to engage in effective learning and critical thinking, while ensuring ethical, intelligent and creative use of technology.

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 reason for this is to ensure a consistent computing environment in which students and staff can operate. Key benefits of this approach include:

- A consistent hardware and software environment for all students
- Software not available due to licensing constraints will now be affordable and accessible
- Onsite support for all students
- Administrative and support efficiencies

The device

After extensive research we have selected the recently released Microsoft Surface Pro 3. The Surface offers considerable flexibility to users in educational settings providing a keyboard for quick text entry and a pen for note taking, diagram drawing, mathematical notation along with artistic and design endeavours.

The package includes:

- Microsoft Surface Pro 3 Core i5, 128GB SSD, 4GB RAM
- The Surface 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 machine is physically small and light, making it convenient to carry from class to class and easy to fit inside a school bag when travelling to and from home.
  Tablet: Approx. 800g
  Tablet with keyboard attached: Approx. 1095g

- The Surface has a balanced technical specification with an aim to achieve a mix of good performance and a long battery life – up to 9 hours.

- The machine comes with a protective bag, the STM Blazer laptop sleeve (small size). This bag is small enough to be slipped into a school bag or can be carried independently with its handle or shoulder strap.
The machines including the battery, 2 X AC adapters and carry bag carry a three year manufacturer’s warranty.

The machines are covered for total loss in the event of theft or other catastrophic event. A $200 fee applies in the event of total loss.

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.

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, bags and adapters and will manage the “swap-and-go” mechanism of repair which ensures students have a functioning computer at all times. Tablets will be financed by Capital Finance, and costs recovered from parents via a levy.

The College has worked with both of these companies for many years, and believes they deliver the service you should expect.

Software

Software includes Microsoft Windows 8.1, Microsoft Office 2013 Professional, Adobe Master Collection, Inspiration, ClickView player and Sophos Anti-Virus, along with other more specific education software. As the school manages 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.

Roll out

Students entering Years 7, 9 and 10 in 2015 will be supplied with a device as part of this first rollout. Students entering Year 9 in 2015 will return their device to the College at the end of the year and will be issued a new device when they start Year 10 in 2016 which they will then use for the remainder of their studies at ELTHAM. The reclaimed devices will be refurbished and used by students entering Year 9 in 2016.

Students in Years 7, 9 and 10 will be provided with tablets in 2015. This will be repeated in 2016 and 2017, at which time all secondary students will have a tablet.

This means:
2015 - Years 7, 9 and 10 receive new tablets. Year 9 tablets will be a class set (Termly fees apply).
2016 - Years 7 and 10 receive new tablets. Year 9 students will use the class set (Termly fees apply).
2017 - Years 7 and 10 receive new tablets. This will repeat each year.

Students at other year levels can “opt in” to the program, but will pay for the device in one or two years as the case may be. As we are managing tablets via leasing arrangements, a date will be set as
a final date for a 2015 opt in. Beyond that date, an opt in may be available if units are on hand, and we would seek to provide a unit which matches your opt in period as closely as possible.

**How and when will Tablets be delivered to students**

A significant amount of work is required to prepare each notebook for use by students. In excess of 200 machines will need to be prepared, registered, and allocated to students.

We believe all notebooks can be delivered by the end of week 2 in term 1, 2015. Delivery of Year 9 tablets will occur on a day when students are attending the Research campus.

**Internet speed**

We have entered into a new contract which significantly increases our internet speed and allows for unmetered access to the internet. While data charges will no longer apply from 2015, it is important that this valuable resource is used with others in mind. Bandwidth intensive activities (downloading large files, watching online videos etc.) impact on other users and it is important that everyone is considerate in their use of this resource.

**Training**

Trident Computer Services will provide a brief introduction to the device and its care for each student on delivery day. Our new Technology Centre and e-Learning staff will assist this initial training to assist both students and teachers in obtaining the most from their devices. Further training will be provided by classroom teachers throughout the school year.

**Cost**

Costs have been determined based on hardware, software and service costs. The College will not make financial gains in operating the program.

To reduce impact to parents, an on-going charge of $195 per term will be included with each terms fees (the cost will be fixed while the student retains the same device). For those “opting in” the charge will be $292.50 per term for two years, or $585 per term for one year (where payment of fees is by instalments, payment for a notebook will also be by instalments). This charge will cover the device with detachable keyboard, a second charger, Trident Computer Services support, software, data storage on ELTHAM College servers (with a potential to move to the cloud at a later date), three year warranty and coverage for accidental loss/damage (noting that a contribution of $200 applies in the event of loss or damage). Also included is the cost of replacing the device on a swap and go basis where the device is not functioning or is lost.

**What if my child leaves before completing Year 12?**

A student who leaves the College before graduation will also have the option of buying the device from Capital Finance, but will have to sign a document acknowledging that all software, aside from the operating system, will be removed. Please note that the majority of software will cease to function where the tablet is no longer connected to the College network for an extended period of time.

Should a student not wish to retain the tablet, the College will accept return of the device provided it is in fully serviceable condition and meets an assessment of reasonable wear and tear. Damage beyond reasonable wear and tear will mean the tablet cannot be returned, and parents would be liable for the remaining termly charges.
As there is a requirement for students entering Year 9 in 2015 to return their machine at the end of the year and the possibility of return of machines to the College in the event of leaving, we ask that student do not personalise either the device or the bag.

**Care of machines**

Whilst the tablets are robust, it will be necessary for students to be aware of the level of care required for these valuable tablets, as there may be 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 lid latches, 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 or casing.

Should damage be sustained while using the computer, students are required to return the computer 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.
**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 of or accidental damage to the Tablet**

Where there is loss or accidental damage to the computer, there will be a contribution of $200 (for 2015) 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 chemical, 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. Current prices from Trident Computer Services are:

- Pen $50
- Type Cover (Keyboard) $112
- Power supply $75

**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.

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

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Trevor Frazer  
Director, Information Technology  
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