STUDENT ICT AND DEVICE POLICY

INTRODUCTION

Information and Communication Technologies (ICT) have become an integral part of people's lives at school, work and home. There are positive outcomes to the use of ICT/Internet for teaching and learning, but there are also risks associated. While maximising ICT's potential for improving teaching and learning, it is also important to use as a responsible digital citizen and keep a critical eye on the risks inherent to its misuse.

ONLINE SERVICES

Clonard College uses a number of online services to support and enhance our students' educational experience. All students will have a Microsoft 365 and Adobe Creative Cloud account created for them at the time of enrolment.

Access to a vast array of tools online allows students to develop contemporary skills that are needed for their future in a world where being connected, ability to communicate, collaborate and be creative, are integral. It is through the use of online tools that staff at Clonard College give students the opportunity to explore learning beyond the walls of the classroom and in doing so, also teach them important skills about how to be critical consumers and ethical users of the information and websites they encounter. Students will at times be asked to use other online services and for this we ask they use their school provided Microsoft email address to create these accounts. An updated list of these online services used at Clonard can be found at https://clonard.vic.edu.au/online-services/

ICT ACCEPTABLE USE

General Guidelines for the use of ICT facilities:

- Students and parents acknowledge and sign the agreement annually.
- Network and internet accounts are to be used only by the authorised owner of the account.
- Passwords to network, internet and email accounts are not to be shared.
- Students are responsible for backing up their own files.
- Although every effort is made to back up data stored on the network, the College will not be responsible for data loss.
- Students are required to treat all ICT equipment with due care and diligence.

Specific Guidelines for the use of the Internet:

- Non-school email, chat rooms, and messenger sites are not permitted to be accessed whilst at school.
- The internet and email primary purpose is to enhance and extend learning for educational purposes only.
- Students will be made aware that information on the Internet is not necessarily factually true or accurate.
- All material and ideas of others must be acknowledged, and the sources cited correctly in a bibliography.

- When using the internet, students will not make any attempt to bypass filters or to deliberately enter or remain in any site that has any of the following content:
    * Nudity, obscene language or sexual discussion intended to provoke a sexual response
    * Violence
    * Racism
    * Information on, or encouragement to commit any crime
    * Information on making or using weapons or other dangerous items.
    * Containing other objectionable material.

Specific Guidelines for the use electronic communications:
- Appropriate language must be used in all electronic communications.
- Anonymous communications must not be sent. The sender's name must appear as a part of the message.
- Electronic communications must not contain obscene or pornographic material or language that harasses, discriminates, or vilifies.
- The copyright or other intellectual property rights of another person must not be infringed.
- Users should not reveal their own or others personal details. Clonard College promotes the safety, wellbeing, and inclusion of all children.
- Users need to note that electronic communication is not guaranteed to be private, as system administrators have access to all files including email. In addition, any email with inappropriate content will be automatically bounced back to the System Administrator for subsequent action.
- If a student receives electronic communications that is inappropriate or upsetting, a teacher or ICT staff member must be notified.

Sanctions for non-compliance with ICT, internet and electronic communication guidelines, more than one sanction as described below may apply:
- Any breaches of the obligations and guidelines contained within this policy will be actioned in accordance with the school's Student Behaviour Management Policy.
- Paying to replace damaged equipment as part of the school restorative practises.
- Further sanctions as deemed appropriate in the College disciplinary policy.
- Reporting to relevant authorities e.g., Victoria Police if required.

STUDENT DEVICES

Clonard College provides students with Microsoft Surface devices which are allocated to students for three school years. Students will retain a device in their possession and will use it at school, at home and elsewhere, for appropriate study purposes and other reasonable computing requirements. Students who enter the College after the start of school year will be allocated a device upon completion of their enrolment.

Student devices are funded as part of the College's Annual fee
The College's Annual fee contributes towards the following:
- purchase of the device, its accessories and a case for tablet form factor devices.
- purchase of extended hardware warranty and accidental damage insurance (see below).
- preparation, configuration, and installation services provided by Clonard ICT staff.
- licensing of enterprise software, including but not limited to, Windows, Office 365 and the Adobe Creative Cloud Suite.
- diagnosis, logging, and management of all warranty and accidental damage protection (ADP) insurance claims relating to the device, plus any other repair, configuration or restoration actions required.
- operation of the ICT Help Desk which is available onsite from 8:30am to 4:30pm each school day, to manage any hardware, software and usage issues.
- a broad range of ancillary costs related to the device program which includes, but is not limited to, infrastructure and consumable costs and provision of a spare device pool.

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These devices remain the property of Clonard College Geelong and must be returned to the College when the allocation expires or when a student leaves the College permanently, or at any other time, as notified by the College. Students who retain a device for three years and whose family account is up to date will be given the opportunity to buy-out their allocated device. The buy-out fee will be determined at the time of decommissioning.

Families of students who exit the College during the third year of their device allocation may negotiate a buy-out fee for the device (at the discretion of the College) if they wish to do so.

WARRANTY

Surface devices (including Surface Pro Type Cover) have a three-year hardware warranty. The Surface Pen provided with the Surface Pro devices carry a one-year warranty as they are considered a consumable item. Typically, the warranty covers failure of the device or its components without any obvious sign of misuse, neglect, or damage – the device will be repaired or replaced under the hardware warranty.

Accidental Damage Protection (ADP)

The 'Microsoft Warranty Plan' is available in a Basic and Premium plan. Both plans cover up to three years warranty for manufacturing defects for your Surface device including battery failure. The Surface Pro devices are covered by the Premium plan (3 accidental damage claims) and Surface Laptop device are covered by the Standard plan (2 accidental damage claims).

The Microsoft Type Cover Warranty plan is assigned to all Surface Pro device provisioned by the College, this three-year advance exchange where manufacturing fault or accidental damage occurs. This warranty covers up to two claims of accidental damage at $0 excess

Each Accidental Damage claim made against the Microsoft Complete Warranty Plan will incur an excess fee of $100, this will be added to the family's College account.

In cases where a device is damaged, but the maximum number of claims has already been reached the repair or replacement cost **will be added to the family's College account**.

Accessories (charger and stylus) are not covered by the above Microsoft Warranty Plans. Surface Pro devices must be kept in the provided protective cases, ADP claims may be rejected if the device is damaged and not kept in the protective case. **In such cases, the repair or replacement cost will be added to the family's College account**.

The Clonard ICT Help Desk will process all Warranty and ADP claims on behalf of families/students. Parents/carers will be notified whenever any charges are added to their College account due to damage.

If the device is lost or stolen, the cost of replacement **will be added to the family's College account**. Families are advised to have the device listed as an insured item under their own policies to cover theft, fire, or other mishaps at the family home. The device's insurable value for this purpose is approximately $1,650 (ex GST)

The following items are not covered by the Microsoft Warranty Plan, please note the estimated cost of replacing these items in the event of loss/damage.

Item Description	Price
STM Dux Shell Case (Pro only)	$55
Surface Pro Charger	$120
Surface Laptop Charger	$190
Surface Pen 4	$120

PROGRAM OBLIGATIONS

OBLIGATIONS OF THE COLLEGE:

The College will:

- provide a device for each student for a period of three school years (in most cases).

- provide basic instruction and advice regarding the use of the device at school. The school may provide general resources and guidance to support parents/carers with the use of these devices outside of the school environment.

- provide ICT Help Desk services for students to support their use of the device for learning purposes, to monitor and diagnose problems or failures relating to the device's hardware and/or software and to restore the device to functionality in the event of damage, dysfunction, or failure.

- manage and monitor all warranty/insurance and repair matters related to the device to return it to functionality for the student's use at the earliest possible convenience.

- repair/replace immediately devices that are deemed to pose an OH&S (Occupational Health and Safety) risk. An example of this could be a cracked screen resulting in glass fragmentation.

- applicable to Microsoft Surface devices, provide (whenever possible) a hot swap fleet of devices allowing for fast faulty/damaged device changeover. After an initial assessment has been made by Help Desk staff the faulty/damaged device will be replaced by a device from the hot swap fleet, this device then becomes the student's new device.

- applicable to Acer devices, provide (whenever possible) a loan fleet of devices for student use whilst the device is being repaired/replaced.

- provide appropriate feedback to parents/carers regarding aspects of the program which may assist them to support the student's learning and determine the best course of action to support the use of the device at home and at school.

- communicate with parents/carers whenever costs are added to their College accounts due to damage, loss, or theft of the device.

- provide occasional information to students regarding necessary or prudent maintenance activities for their device.

- retain the right to recall, inspect, and monitor the device in any way at any time and to monitor all student transmission, communication and storage which utilises the device and/or the College's information systems.

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OBLIGATIONS OF THE STUDENT:

The student will:

- take all reasonable steps to ensure that the device remains secure and in good condition by always storing the device in a locked locker when at school but not in use.

- ensure Surface Laptops are stored in the provided sleeve when not in use and by ensuring Surface Pro devices have the STM Dux case always fitted.

- Surface Pro only, take all reasonable steps to ensure the security of the Surface Pen, this is best done by storing the Pen in the provided storage compartment located on the STM Dux case.

- be aware of potential personal security issues related to the use of the device.

- be aware of issues related to visible use of the device in public or isolated locations.

- be aware of the risks and obligations of using the device online and will refrain from publishing personal information which may identify them or their location, specific instruction will be provided by the College to enhance the student's awareness of personal security issues.

- bring the device to College each day fully charged.

- use the device, for genuine educational, study, and research purposes in addition to limited, balanced, and reasonable recreational or other purposes.

- promptly notify the ICT Help Desk with respect to actual or suspected theft, loss, damage, virus/malware infection, or dysfunction of the device.

- ensure the device's functionality remains optimal and the student's data is secure.

- keep passwords confidential.

- back up school and personal files – to removable media and/or cloud storage.

- return the device (and accessories) to the ICT Help Desk, either

  a) before leaving the College on a permanent basis,

  b) at the conclusion of the three-year allocation, or

  c) at any other time as requested by ICT Department staff.

- exercise a reasonable level of duty of care for devices allocated to other students at the school.

- will not deface the device in any permanent way, i.e., graffiti and will try to maintain it "as new", as possible.

- will not install or copy to the device any software or other content which is inappropriate, illegal or in any way unreasonable or which could have any negative impact on the device, its software, or the school.

- will not subvert deliberately the College's online security systems.

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OBLIGATIONS of THE PARENT/CARER:

The parent(s)/carer(s) will:

- ensure they are aware of the student responsibilities.

- pay Clonard College school fees as they fall due.

- pay any additional charges added to their College account due to damage, loss, or theft.

Note: The College employs staff to provide support services for parents and students via the ICT Help Desk (from 8:00am until 4:30pm) every school day. Presenting the device for service to any third party will void its warranty and may incur unnecessary expense for the parent(s)/carer(s).

Please complete, sign, and return the attached agreement to indicate your awareness of your obligations and your daughter's obligations and your willingness to uphold these obligations.

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STUDENT ICT AND DEVICE AGREEMENT

This agreement form is to be signed by:

a) **the student to whom the device will be allocated, and**

b) **a responsible parent/carer**

Ideally, both the student and a parent/carer will have read the Student ICT and Device Policy document, together and discussed all obligations and implications prior to completing this form. Any concerns or questions arising should be addressed prior to consenting to the agreement. Address any concerns via email to helpdesk@clonard.vic.edu.au

STUDENT AGREEMENT:

☐ I have read the agreement and fully understand all obligations and I have discussed the implications with my parent(s)/carer(s). I undertake to abide by the agreement to the best of my ability. In particular, I will try to ensure that the device is not damaged or defaced and is secure at all times. I will use it in accordance with the agreement, in particular, and school rules, in general. I will refrain from any action either with the device, or otherwise, which is likely to place me in danger, to break the law, or to cause harm or upset to others.

Name: ....

Signed: ....   Date: ....

PARENT/CARER AGREEMENT:

☐ I have read the agreement and fully understand all my obligations. I have discussed the agreement with [student name], and I believe [student name] fully understands all obligations. I undertake to abide by the agreement to the best of my ability. In particular, I agree to pay any charges added to my College account due to device loss, theft, or damage.

Name: ....

Signed: ....   Date: ....

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