2016 KWS iPad Program

Introduction

The KWS iPad Program is compulsory for students in Years 5 to 9. The iPad program is a multi-year program, ie: for Year 5 students it is a 5 year program, for Year 7s it is a 3 year program. Over 600 iPads are currently being used by staff and Year 5-9 students at KWS.

The program commenced in 2013 and has seen significant changes to improve the service provision and capabilities of the program. The program is a user pay system with technical support provided by the School.

Program Costs

The first year of the program is $915 and subsequent years are approximately $180. These charges will be added to your student’s School Account.

<table>
<thead>
<tr>
<th>Program Components</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPad Air 2.0 WiFi only 64GB space grey</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iPad Urban Army Gear case and screen protector</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>School Apps and licences pre-payment (eg: Garage Band)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>10G Internet/Month (on campus 16 months)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Device Management licence: access to text books, past exams etc and protect students</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Licence to access Air Print software</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>TOTAL COST</td>
<td>$915</td>
<td>$180</td>
</tr>
</tbody>
</table>

The School currently provides the following services to the iPad Program:

<table>
<thead>
<tr>
<th>Program Components</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast WiFi on campus</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iPad set up and installation</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iPad support in-class for staff and students</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Network infrastructure and support</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>“Hot-Swap” service for all years 5-9</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>iPad Helpdesk</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Service provision for repairs</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Technical Support and Repairs

All iPad breakages, damages and screen replacements are paid for by the user. The School facilitates for them to be fixed at cost, but students are charged the repair fees.

If an iPad is damaged, the School will organise for it to be fixed externally. In the meantime, the student will receive a “hot-swap” iPad so the student may continue to work with minimal disruption in the classroom.

A backup copy of the iPad is transferred to the hot-swap iPad so Apps, data and settings will be the same. Once the iPad has been repaired content from the hot-swap iPad is copied back onto the original iPad. Repair time depends on the damage. It may take several days, weeks (or even months) to have an iPad repaired.

It is a requirement that all iPads use the specially designed iPad case which will minimise risk of breakages, however will not prevent damage from careless actions. We have had minimal screen breakages with these cases since their introduction in 2015. The main reason for screen breakages is a poor quality replacement case which students have purchased themselves. Please note any screen breakages will be paid for by the students. The new iPad screens currently cost around $400 each to replace.

iPad Service Helpdesk
The Helpdesk is located in the Library where students may receive timely iPad help with any problems they are experiencing. There are very few issues the iPad Service Technician cannot fix here at school. During 2013-15, over 4,800 instances of iPad guidance/support/help were provided to staff and students. This service enjoys positive feedback from students and staff.

2016 iPad Set-up Days

Years 5 and 6
All Year 5 students and new Year 6 students, iPad set-up sessions will be conducted during school time. More information will be provided by the Prep School in Term 1.

Years 7, 8 and 9
New students entering Years 7, 8 or 9 in 2016 are required to attend one of the iPad set-up sessions on 27 January in the Performance Theatre. Period 5 and Period 6. Caregivers are not required to be present.

IMPORTANT note, iPad set-up session:
Parents/Caregivers do not need to be in attendance. It is important that each student bring the following information to school on Wednesday 27th January, either:

- an i-tunes account that can be used by the student Login Details if the student has a previously created Apple ID, they will need the login credentials for this account.; OR
- Parent/caregiver D.O.B for the creation of the students Apple ID. DOB of parent/caregiver to enable an iTunes account to be created. This is due to the restriction that iTunes account holders need to be 12 year or older.
- Parent/caregiver Email address. This is for the “rescue email”

Failure to do this will mean you will not be able to set-up your new iPad for use at school.
Terms and Conditions for Caregiver/s

The following Terms and Conditions apply for the KWS iPad Program:

- The iPad program is a user-pay program.
- All costs involved for damages will be at your expense.
- If the iPad is lost or stolen and unable to be found, you will need to purchase a new one.
- The iPad case provided is recommended to be used at all times, but careless activities can still result in an iPad being damaged.

Frequently Asked Questions

What if my screen breaks?
The School will provide a “hot-swap” iPad, so the student may keep working. The School will organise for the iPad to be fixed. Once repaired the student swaps the iPads over again and will be charged the repair.

Are the iPads insured by the School?
No, the iPads are not insured. Any iPads which are lost or stolen will need to be replaced by the student. However, the School will do their best to find the iPad using the latest Apple technology. Since 2013, any iPads which have been lost or stolen have been recovered, we have a 100% recovery strike rate.

Does the iPad come with a Warranty?
All iPads come with a 12 month Manufacturer’s warranty. If there is a legitimate manufacturer’s fault, you will be provided with a “hot-swap” iPad until it is fixed.

Do I have to use the iPad Case which has been provided?
We strongly suggest you use the iPad UAG case provided as it is premium quality and will minimise breakages. Most cases on the market do not protect the iPad and as such it will break if dropped or mistreated. If your iPad breaks, you will need to purchase a new one.

Can we upgrade?
Yes you may choose to pay for an upgrade of your iPad after one or more years. Caregivers are to send an email to ipad@kws.nsw.edu.au requesting to upgrade. Approval email will be granted within 48 hours giving instruction about collection and set-up of the new iPad. Your school account will be charged the year 1 fee of $915. The 2 year Hot-swap commences from the date of purchase.

Can you bring your own iPad from another school?
To request approval, send an email to ipad@kws.nsw.edu.au requesting approval outlining: model, age, memory of the iPad. Email reply will be sent within 48 hours advising outcome. If approved: your school account will be charged $210 (iPad levy of $180 plus $30 pre-payment for Apps). There is no hot-swap service for BYO iPad.
If I don’t upgrade after 2 years, will I still be able to receive support? 
All KWS iPads for students in Years 5-9 will receive technical support. It is not a requirement to upgrade after 2 years. In some instances it is advantageous not to upgrade, ie: the screens on the older versions are cheaper to replace. If you would like to seek further advice about upgrading, please email ipad@kws.nsw.edu.au.

Can we bring your own new iPad that you purchased independently?
This is not approved under the current KWS iPad program. KWS staff are not able to seek exemption by giving their child(ren) their “staff iPad”.

What happens when a student moves out of the iPad program (i.e.: after Year 9)?
Hot-swap is no longer provided. It is likely KWS will implement some form of BYOD for Years 7, 10, 11 and 12 during 2017. More information will be released once this is determined.