



# KINROSS WOLAROI SCHOOL

## Student Computer Devices 2019

This document describes technology that KWS students may encounter at different stages from 2019.

### Students will use different devices as they progress through school

KWS provides an age-appropriate technology pathway for students. Starting in K-4 with class sets of computers or iPads then finishing in year 11-12 with an “unsupported” BYO (Bring Your Own) model. The table below describes computer devices that students will use at different stages of their learning at KWS:

A) Stages 1&2 years K-4	B) Stages 3&4 years 5-8	C) Stage 5 years 9-10	D) Stage 6 years 11-12
Classroom PCs, Shared iPad, PC labs	iPads move from being family owned to owned by KWS	Optional: no device required	Unsupported BYO to minimum specification

Devices used by students and teachers at KWS are supported and managed to enable and assist learning. Components of the technology environment and ICT support are listed in the table below:

ICT Service or Infrastructure	Years K-4	Years 5-12
<b>Teaching and Learning:</b> Curriculum & Digital Fluency	Familiarization with ICT	STEM, SW Design
<b>Training/Learning:</b> Cyber Safety, Digital Citizenship	✓	✓
<b>Secure Network:</b> WiFi, Filtered Internet, Digital Storage, email	On-Premise Storage	OneDrive/cloud
<b>Applications:</b> Frog LMS, Office, Adobe, Faculty/Subject	MS Office	O365
<b>Classroom:</b> Interactive Smart panel, ubiquitous WiFi		✓
<b>Services:</b> ICT Service Desk, Follow-me printing		✓

### A) K-4 shared sets of devices (iPads, PCs and Laptops)

Students in years K-4 are not required to bring a device to school. KWS students in Years K-4 have access to: class sets of iPads; classroom PCs; computer labs with PCs, and; PCs in the KWS library.

### B) Years 5-8 iPad Program 2019

The KWS iPad Program is **compulsory** for students in Years 5 to 8.

All year 5 students and students in years 6, 7 and 8 who are starting at KWS in 2019 will be charged the annual levy of \$300 over two years. The \$160 iPad levy applies for students entering years 6,7 or 8 in 2019 who commenced at KWS before 2018, refer table below:

KWS iPad Program Components for years 5 to 8 in 2019	New student		Continuing student		
	Student enrollment year		Prior to-2018	2018	
	2019	Year of study in 2019	5	6, 7, 8	6, 7, 8
iPad WiFi 128G, Protective Case, Screen Protector,	✓	5, 6, 7 & 8	✓		
School Apps pre-payment, mobile printing, WiFi, internet	✓		✓	✓	✓
Mobile Device Management: Age appropriate content	✓		✓	✓	✓
“Supervised” iPad to disable: iMessage, Games and social media	✓		✓	✓	✓
<b>Annual charge to KWS student account</b>	<b>\$300</b>		<b>\$300</b>	<b>\$160</b>	<b>\$300</b>



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### **2019 iPad Set-up service for Years 5-8**

All Year 5 students and Year 6, 7 and 8 students enrolling at KWS this year will participate in iPad set-up sessions. These will be conducted during school time. More information will be provided early Term 1.

Any student who misses the iPad set-up session must visit the ICT Service Desk in the Library to make an appointment for an individual iPad set-up session. Normally the ICT Service Desk Officer needs two school days notice to organize: the iPad; screen protector; Protective case and KWS Network Account ready for set-up session. The set-up session takes approximately 30 minutes

### **iPad Terms and Conditions for Parents/Caregivers**

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

- The iPad program is a user-pay program. There is no insurance
- All costs involved for damages will be charged to your KWS account
- If the iPad is lost or stolen and unable to be found, you will need to purchase a replacement
- The iPad case provided is recommended to be used at all times. Even with the case it is possible careless activities can still result in an iPad being damaged

### **C) Years 9-10 computer device is optional**

It is optional for KWS students in Years 9 and 10 to bring a device to use in classrooms at school in 2019. KWS students have access to class sets of laptops in trolleys; computer labs with PCs, and; PCs in the KWS library.

If families are considering purchasing a device to use at KWS it must meet the Minimum Specification. KWS is geared up to support Windows computers. It is recommended that boarders in Years 9-12 use a computer device for homework purposes that meets the Minimum Specification below.

### **D) Years 11-12 Unsupported BYO Minimum Specification**

Computer devices may be incorporated into the classroom learning for Year 11 and 12 students from 2019. There is no additional levy for this.

Unsupported BYO means a narrow and limited suite of ICT support and services are available for these devices. In order to make this work effectively a specific list of Technology Support Services have been defined (refer table below).

The Minimum Device Specification helps to ensure that all Year 11 and 12 students have the best opportunity to experience a smooth use of technology at KWS. Older, slower devices are prone to issues and problematic within the classroom and Boarding House.

Whilst students are at liberty to buy any type of device, KWS recommends the device meets the minimum Device Specification (refer below):



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## Minimum Specification

- AC Wireless (most devices less than 12 month old are sold with AC capable wireless)
- Minimum 8 hour battery life
- 8GB RAM
  - For Textiles and Visual Arts 16G RAM and dedicated Graphics card is recommended)
- SSD (in preference to a spinning disk, they are faster and more robust)
- Keyboard, USB-C and HDMI input, audio input and output
- Windows 10 or later, or Mac OS El Capitan or Later
- 2 years' warranty to cover until end of year 12, protective sleeve and/or protective case
- Must install KWS Anti-Virus and student must agree to ICT Acceptable Use Policy

## Technology Support Services provided by the School

KWS provides the following services to students (for iPads and Unsupported BYO):

Technology service, support or components	K-4	5-8 iPads	9-10	11-12 UBYO
Classroom teaching & learning may incorporate technology	✗	✓	✗	✓
Filtered Internet, Fast AC WiFi and connection assistance	✓	✓	✓	✓
Device set-up and installation, iPad support in-class	✓	✓	✗	✗
MS Office, O365, OneDrive and Printing Support	✓	✓	✓	✓
OS, iOS, firmware and driver troubleshooting and support	✓	✓	✗	✗
“Hot-Swap” service when device breaks	✗	✓	✗	✗
Connect device to KWS Audio Visual	✓	✓	✗	✗
Facilitate device repairs (at actual cost)	✓	✓	✗	✗
Procure and deploy Apps, Software and Documents	✓	✓	✗	✗
Malware removal, Data Loss Prevention	✓	✓	✗	✗
KWS authorised Application Licensing	✓	✓	✗	✗

## ICT Service Desk, in KWS Library

The ICT Service Desk is located in the Library where students and teachers may receive timely help and support with any iPad problems. The iPad Service Technicians are able to fix the vast majority of iPad issues at KWS. During 2013-18, more than 9,100 instances of iPad guidance/support/help were provided to staff and students. This service enjoys positive feedback.

A “basic level 1 troubleshooting” service will apply to Unsupported BYO devices for Boarders and students in Year 11 and Year 12. The Self-Help ICT Services for UBYO are documented on the ICT Page on Frog. Technology assistance provided to UBYO is limited to:

WiFi On-boarding, Internet, Frog, MS Office, O365, OneDrive, Adobe, Sophos Anti-Virus and Printing.



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### **Hardware Repairs (may be facilitated for iPads)**

All iPad breakages, damages and screen replacements are paid for by the family/caregiver. The School facilitates repairs to be performed at cost. Repair fees are applied to the family KWS account.

Whilst the iPad is being repaired, the student will receive a “hot-swap” iPad to use continue to work with minimal disruption in the classroom. The Hot-swap must be returned as soon as repairs are completed.

There is no hardware repair or hot-swap for Unsupported BYO devices.

### **Hardware Repairs (are not facilitated for the Year 11-12 Unsupported BYO)**

Any breakages or damage to the devices that Year 11 and 12 students bring to school must be managed with the vendor or place of purchase supplying the device. Hence the requirement for 2 year warranty and support in the minimum specification.

## Frequently Asked Questions

### **What if my iPad screen breaks?**

For Year 5-8, KWS will provide a “hot-swap” iPad, so the student is not without an iPad. The School will organise for the iPad to be fixed. Once repaired the student will swap the iPads over again. The cost of repair will be charged to the student Account. The Hot swap service is not provided outside Years 5-8.

### **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. KWS have enjoyed a 100% recovery rate for student iPads that were originally thought to be lost or stolen or misplaced.

### **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 suggest you use the iPad case that is provided, as it will minimise breakages. Most cases on the market do not protect the iPad and as such the iPad will break if dropped or mistreated. If your iPad breaks, you will need to purchase a new one.

### **Can you bring your own iPad from another school?**

This is not normally allowed. However, send an email to [ipad@kws.nsw.edu.au](mailto:ipad@kws.nsw.edu.au) to state your case and make a request for approval outlining: model, age, memory of the iPad. A reply will be sent within 2 school days advising outcome. If approved: your school account will be charged \$160. Note that: there is no hot-swap service for BYO iPad.



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### **What happens after 2 years, will I still be able to receive support?**

All KWS iPads for students in Years 5-8 will receive technical support and the hot-swap service. A new KWS-owned iPad is provided in year 5 and the two year old iPad is replaced in year 7. iPad ownership cedes to students at the end of year 8.

**Can the leased iPads be taken home?** Yes the iPads may be taken home, the family is expected to take good care of the iPad and is responsible for any loss/damage/theft.

**Can we bring your own new iPad that you purchased independently?** This is not approved under the current KWS iPad program.

**What happens after Year 8?** Hot-swap is no longer provided. Refer first two pages of this document

### **What if a student misses the iPad set-up session?**

Any student who missed the iPad set-up session must visit the ICT Service Desk in the Library and make an appointment for an individual iPad set-up session. Normally the ICT Service Desk Officer needs two school days notice to organize the iPad, screen protector, Protective case and KWS Network Account ready for set-up session. The set-up session takes approximately 30 minutes.

### **Does KWS recommend any brand or Retailer?**

Whilst KWS does not recommend any individual brand or retailer. JB HiFi has established a purchasing portal for Parents/Caregivers where you may pick from a list of devices that meet the KWS Minimum Specification AND purchase at slightly better than RRP pricing. The Purchasing portal link, <https://www.jbeducation.com.au/byod> quote SchoolCode **KWS2019**

**Can I Bring a Macbook in year 9-12?** Yes, if it meets the Minimum Spec. Note: KWS are geared up to support Windows devices and iPads but not Macbooks or other Mac devices.

### **What is Unsupported BYOD?**

Outside the narrow, minimal suite of ICT Support and Services defined for “Unsupported” BYO, there is no additional support provided for devices that Year 11 and 12 students bring into KWS.

These devices must meet a minimum specification to qualify to go onto KWS WiFi. Students must install the KWS Anti-Virus (Sophos) on their device. Instructions are on the ICT site on Frog.

Students are expected to follow the self-help instructions on Frog before seeking help. The ICT Support team will help Year 11 and 12 students (only after the student has attempted self-service):

- Connect to the WiFi and access the filtered internet
- Use One Drive for Business, Office 365 and KWS emails, Print at KWS
- Connect to and use Frog (Learning Management System)
- Assist with KWS Anti-Virus and Adobe install

No other support is available for student BYO devices. There is no Hot-swap service. If Sophos has been removed or tampered with, there is no Malware removal or remediation service. Infected devices are not permitted onto the KWS WiFi