SMART Classrooms

National Secondary School Computer Fund

Parent and Student Guide
This document provides parents and students with an overview of the National Secondary School Computer Fund, including advice about how to care for the laptop computers and important information about safety, security, and technical support.
The National Secondary School Computer Fund (NSSCF) is the major funding element of the Australian Government’s Digital Education Revolution (DER). It is assisting with the provision of new computers and other information and communication technologies (ICT) equipment for students in Years 9 to 12. The aim of the NSSCF is to achieve a computer to student ratio of 1-to-1 for students in Years 9 to 12 by 31 December 2011.

The implementation of NSSCF is happening in partnership with the Australian government and the Queensland state government.

Since the commencement of the NSSCF in 2008, Queensland state schools have installed more than 40,000 additional computers. The Queensland Department of Education and Training (DET) is committed to achieving a 1-to-1 computer to student ratio in Years 9 to 12 by 31 December 2011.

NSSCF is providing laptop computers (referred to throughout this document as the ‘device’) as a tool to assist student learning. Students and parents/caregivers are asked to lend their support to this very valuable and innovative program. Strong support from parents and caregivers is paramount to ensure the program is successful and that students gain the maximum benefit.

The device that has been bulk purchased by DET for the third NSSCF round (Q3) for Queensland state high schools is the Acer Aspire 1830T. This device was chosen based on a number of criteria, including portability, battery life, hardware capabilities, overall cost, warranty and support package.

Additional information and full specifications can be found in the Acer Service Guide listed in the additional reference material table located on page four of this guide. This information will help students and their parents/caregivers become familiar with the device.
Taking care of your device

There are a few basic steps you can take to ensure the Aspire 1830T device functions reliably.

It is important to note that students are responsible for the care of their device. Reading this document will give students and their parents/caregivers some good tips for keeping the device in good working order.

General precautions
- Food or drink should never be placed near the device.
- Plugs, cords and cables should be inserted and removed carefully.
- Devices should be carried within their protective case.
- Devices should never be carried with the screen open.
- Ensure the battery is fully charged each day.
- Turn the device off before placing it in its bag.

Protecting the screen
- Avoid poking at the screen.
- Don’t lean on the device when it is closed.
- Avoid placing anything on the keyboard before closing the lid.
- Avoid placing anything in the carry case that could press against the cover.
- Clean the screen with a clean, soft, dry cloth or an anti-static cloth.
- Don’t clean the screen with household cleaning products.

To help create a safe and comfortable working environment, students should consider the following points while both at school and at home.

Device battery charging
It is the student’s responsibility to make sure their device has adequate charge before taking it to school. A device fully charged prior to school will last all day. Battery life can be enhanced by use/recharging patterns that allow the battery to fully discharge before charging, rather than sitting on constant charge.

Data security
It is the responsibility of the student to backup all personal data. Ideally all personal data and files should be stored on a network drive at school or on a personal USB drive.

Using the device
- Take regular rest breaks.
- Try to minimise glare on the screen.

Ergonomic posture
- Have the device on a desk while in use.
- Use a chair that promotes good posture.
- Take breaks to stretch and relax tensed muscles.

Preventing eye strain
- Ensure there is adequate lighting in the room while using the device.
- Adjust screen colours and brightness to prevent eye strain.
- Increase font sizes if having difficulty reading.
- Relax your eyes by focussing on a distant object for a few seconds.

For further information on correct posture and device use, students should contact their teachers.

Device security
Individual schools will make decisions about device security when they are not required for classroom lessons. Please contact your school for more information.

When students are taking their device home, they must turn it off and pack it in its bag before travelling.

It is important to note, that while a device is in a student’s care, its security is the student’s responsibility. If a student is concerned about the safety and security of their device, they should speak to their teachers.

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General information

What happens if the computer is lost or stolen

DET uses a software asset tracking application. This application aids in the recovery of lost and stolen devices. The software will be used only in the event of a reported theft or loss of a device. Because all NSSCF devices belong to DET, it is important the loss or theft of a device is reported as soon as possible to the school. If the device is stolen outside of school, the parent/caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:

• Police crime number; and
• Statutory declaration (usually completed with the police).

The school will then initiate the recovery procedure.

Content filtering

Web content filtering

The internet has become a powerful tool for teaching and learning, however students need to be careful and vigilant regarding some web content. To help protect students (and staff) from malicious web activity and inappropriate websites, DET operates a comprehensive web filtering system. Content filtering is active 100 per cent of the time on the Computer for Student (CFS) devices. The filtering system is installed on each departmentally-owned device, and will work regardless of whether the device is connected to a school, home or other network.

The filtering system provides a layer of protection to staff and students against:

• inappropriate web pages
• spyware and malware
• peer-to-peer sessions
• scams and identity theft.

This purpose-built web filtering solution takes a precautionary approach to blocking websites including those that do not disclose information about their purpose and content. DET’s filtering approach represents global best-practice in internet protection measures.

Filtering systems are not fool-proof and do not replace the need for parental supervision when students are online. Parents and students are encouraged to visit the Australian Communications and Media Authority’s website Cybersmart - www.cybersmart.gov.au -for resources and practical advice to help young people safely enjoy the online world.

Blocked web content

If a student tries to visit a website that is blocked under the web filtering system, they will be presented with either a departmental ‘STOP’ page or ‘Internet Explorer cannot display the webpage’ notification (see below):

Examples where a site may be blocked include:

• the site is deemed to be inappropriate
• the site has not yet been approved as appropriate; or
• the site cannot be confirmed as permissible.

Web content filtering levels at school

To help keep students safe when using the DET network (including the 3G connection), the department imposes a ‘high’ level of internet access filtering. A ‘high’ level of filtering provides a greater level of restriction and therefore greater level of protection. Sites that are blocked under a high level of internet access include:

• social networking sites such as Facebook
• open/Mixed Content such as YouTube
• language translation sites
• internet telephony sites such as Skype
• alternative sexuality/lifestyles
• intimate apparel/swimsuit.

Choosing a different web content filtering level

In partnership with schools, parents/caregivers can choose to allow their child ‘medium’ level filtering when not connected to the DET network. The medium level filter provides a more relaxed level of protection for students. Students are able to access all of the types of sites listed above.

Parents/caregivers should contact the school to request a medium level of web filtering.

Requesting web content approval

If a student or parent identifies a site they believe is incorrectly filtered (blocked or allowed), they should contact the school to request appropriate review.

For more information on content filtering visit the Smart Classrooms website below:

DET has bulk purchased Acer devices that have a lifecycle of four years and meet the technological requirements of students from Years 9 to 12.

Technical support will be provided directly by Acer. In most cases, Acer will supply next day on-site support. In some remote locations, the device may be required to be returned to Acer.

Logging a service request

All requests are logged directly with Acer. There are two methods by which to log service requests. They are:

1. by phoning 1800 819 713
2. logging a job online using the www.acer.com.au/helpdesk

Phone requests can only be logged by school staff or parents. Students under 18 will need to ask their parents or someone at school to log a service call for them. The staff in the Acer service centre have not undertaken a working with children check.

Please note, the Acer service centre is only available for DET-owned Acer devices. All DET hardware information is available to the vendor to ensure devices are DET owned. Personal devices are not supported within this support service model.
Technical support

Warranty period
Bulk purchased Acer Aspire 1830T devices include a comprehensive four-year warranty. The warranty period starts when the device is received at the school.

Accidental damage cover
DET and Acer have arranged accidental damage cover for the Q3 Acer Aspire 1830T devices. This covers many forms of unintentional damage. Examples are:

<table>
<thead>
<tr>
<th>Type of damage</th>
<th>Examples of damage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental liquid spill damage</td>
<td>Damage from spilt drinks</td>
</tr>
<tr>
<td>Unintentional impact damage</td>
<td>Drops and falls from tables</td>
</tr>
<tr>
<td>Electrical surge</td>
<td>Blackouts or storm surges</td>
</tr>
<tr>
<td>Accidental breakage</td>
<td>Broken AC power pins</td>
</tr>
</tbody>
</table>

Warranty related costs
To take advantage of the support service the following costs apply:

Parental costs incurred will be a school managed process. Please contact your school principal for further information.

<table>
<thead>
<tr>
<th>Occurrence</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>$50</td>
</tr>
<tr>
<td>2nd</td>
<td>$100</td>
</tr>
<tr>
<td>3rd</td>
<td>$150</td>
</tr>
<tr>
<td>All subsequent incidents</td>
<td>$150</td>
</tr>
</tbody>
</table>

Warranty and service request details

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support vendor</td>
<td>Acer Australia</td>
</tr>
<tr>
<td>Contact number</td>
<td>1800 819 713 (only available to school staff, parents or caregivers)</td>
</tr>
<tr>
<td>Operating hours</td>
<td>Phone logging: 7 am – 8 pm, Monday to Friday</td>
</tr>
<tr>
<td></td>
<td>Web site logging 24hrs – 7 days a week (including public holidays)</td>
</tr>
<tr>
<td></td>
<td>Website address: <a href="http://www.acer.com.au/helpdesk">www.acer.com.au/helpdesk</a></td>
</tr>
<tr>
<td>Information required to log a request</td>
<td>Contact name (school or parent)</td>
</tr>
<tr>
<td></td>
<td>Contact number</td>
</tr>
<tr>
<td></td>
<td>Device serial number (SNID)</td>
</tr>
<tr>
<td></td>
<td>Email address (for online logged requests)</td>
</tr>
<tr>
<td></td>
<td>School or home location (address)</td>
</tr>
<tr>
<td></td>
<td>Request details (i.e. description of the fault)</td>
</tr>
</tbody>
</table>
Technical support

Non-warranty items
The Acer accidental damage cover does not cover the device for any wilful damage or theft. Examples of items not covered are:

<table>
<thead>
<tr>
<th>Type of Damage</th>
<th>Examples of damage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intentional damage</td>
<td>Throw damage or inscriptions</td>
</tr>
<tr>
<td>Theft</td>
<td>Stolen or attempted theft</td>
</tr>
<tr>
<td>General wear or overuse</td>
<td>Faded keyboard letters or frayed adapter wires</td>
</tr>
<tr>
<td>Animal or insect damage</td>
<td>Pet, rodent and insect damage</td>
</tr>
<tr>
<td>Natural disasters or weather damage</td>
<td>Floods, fires, earthquakes, hail and rain damage</td>
</tr>
</tbody>
</table>

Malicious and wilful damage
Malicious and wilful damage is not covered under the terms of the Acer warranty. When it is identified, by the school or by admission from the student, parent or caregiver, that the damage to the device was caused maliciously or intentionally, the following costs will apply. The school may also determine the student be withdrawn from a home use program.

Multiple failures
For NSSCF Q3 bulk purchased devices, Acer provides a multiple failures service or ‘lemon clause’. The details of this clause are shown below:

<table>
<thead>
<tr>
<th>Policy</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>During the warranty period, Acer will replace and deliver, at no cost to DET, any NSSCF Q3 device on the occasion of that products third claim under warranty. Replacement of the device only applies for the first three years of the warranty period.</td>
</tr>
<tr>
<td>2</td>
<td>The device replaced under this program will be the current equivalent model of the failed product. If that failed device has been superseded the current model will be provided, this will include the balance of the original warranty on a pro-rata basis. The replacement product will include all the components originally ordered with the failed product, including DET’s managed operating environment (MOE). Acer will ensure the replacement device will be received at the relevant School within five school days, or as agreed with Acer, from the date the claim was made to Acer.</td>
</tr>
</tbody>
</table>

Parental costs incurred will be a school managed process. Please contact your school principal for further information.
Pre-loaded software

All devices come pre-loaded with the department’s managed operating environment (MOE), which includes a number of components. The software pre-loaded on the device is licensed to DET or the school.

Parents and caregivers must ensure the software is not copied, deleted or transferred, for any reason without the written consent of the school.

The table on the right shows what is pre-loaded onto each device:

Loading additional software

The software loaded on the device is licensed to DET or the school. The parent or caregiver must ensure that the software is not copied, deleted or transferred, without prior written consent from the school. Unauthorised use may breach copyright laws and the parent or caregiver may be held liable for any damages incurred.

Students may have the ability to install additional software onto the laptop (please see the Elevated access section below). However, only licensed software can be installed. The student must hold a valid licence for any software installed and the licence must be appropriate for installation on the laptop.

Devices may be audited by a school requiring students to present a valid software licence for any personal software installed. Devices may be rebuilt at any time for numerous reasons without consultation with students or parents and all local data may be lost in this process.

Elevated access

Devices may have elevated permissions which would provide the ability to complete tasks such as installing home items including home printers, cameras and/or licensed software. This access may allow further permissions above and beyond those available on other MOE-built workstations and devices. Students should not misuse these privileges. The misuse of this access may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

The school will manage the provision of elevated access and may require a parent/caregiver to approve.
Conclusion

The current generation of students use information and communications technologies (ICT) with ease. They thrive on its functionality, portability and adaptability. They play, live and learn by using ICT.

Parents and caregivers are increasingly demanding an education that embraces ICT. The National Secondary School Computer Fund is providing a device to assist with Queensland students learning – both at home and at school.

Parents/caregivers are encouraged to embrace the initiative to ensure their students gain maximum benefits and harness the educational potential of their new device.