

Mount Gravatt High School



Dear Parents/Caregivers and Students,

At MGHS

Since 2008 when computers in schools began, our school has grown in enrolment from 800 to over 1200 students. The wind down and removal of government support for computers in schools has brought about many challenges that we have continued to work through to offer the best possible value and learning experience for our parents and students. Many schools have abandoned a one to one program, while others adopted the use of devices of limited capability but lower cost.

We remain committed to a quality device due to the success of ICT integration as tools into learning productivity achieved over past years and the potential this holds for our students. A new scheme was introduced in 2019 where students across all year levels can continue to access a school provided device. This new scheme provides any new student commencing in year 7 at Mt Gravatt with a brand-new device to use for 3 years until the end of their year 9 school year. Then in year 10 they are given a new device to see them through until the end of their year 12 and final year here at Mt Gravatt High School.

This new program has reduced the life of a laptop from 4 years to 3 thus ensuring that students are able to access current technology and therefore improving the user experience in our students learning.

Students in our senior schooling years 10, 11 and 12 will continue to have the option of a BYO device selected from an approved school list available on the school website.

Our resource hire fees structure has always tried to provide quality service and products whilst maintaining value for money for families of Mt Gravatt. Some schools charge significantly higher resources fees than at Mt Gravatt to cover these costs, or do not conduct a student resource hire or technology scheme at all to provide resources or a device. Advice from parents, students and teachers is that they would not want either to occur.

What is and why BYO and not BYOx?

Much research and trial has been carried out around the world in many schools and school systems with regard to BYOx 'bring your own' where 'x' is a device of choice. There are many models of practice in schools, including across Brisbane where approaches to technology for learning productivity vary. School communities have made choices about the level of contact with, or depth of immersion in, the use of technology in learning. Whatever we do it must also be appropriate to the phases of learning, always promote creativity and learning productivity, encourage development and independence as a learner, and be affordable to both parents and the school.

BYOx is a great concept; any device 'x', can connect to the internet, is portable, 24/7 access. In practice in schools however, what may be appropriate for one school may not meet the needs or aspirations of another school. Our position is that greater consideration be given to more than just accessing content on the internet or using 'apps' commonly found on mobile devices, but to learning productivity. The learning dividend has to be clear from the investment made.

We find that for our purposes the 'x' is best represented by staying with a laptop device. Families are familiar with, and have a very high participation rate in our 1 to 1 program and would appreciate the flexibility, especially in the senior years of schooling in providing their own device for their child.

Mount Gravatt High School



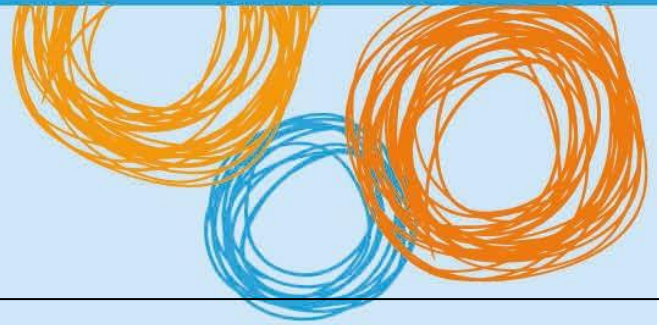
How will it look at Mt Gravatt High School

- Parents
 - choose a device from the Education Queensland approved vendors' portal to select from a range of pre-approved devices and access special pricing and additional warranty and insurances not available to the retail market. This ensures the correct specification device is procured.
 - can organise their own financial arrangements to procure a device and are not bound by a school hire agreement. These devices are owned by and remain personal property of the purchaser.
 - Education Queensland approved vendors continue to provide a central point of warranty and servicing of personal devices at school, ensuring continuity of service
 - the BYO participation fee component of the SRS fees has been set at \$100 per annum and includes all fees relating to connectivity, software, hot swap devices and at school technical support
- Students
 - are responsible for, as they are now, for the security, integrity, insurance and maintenance of their personal devices and their private network accounts.
 - will still be required to agree to the school's Acceptable Use of Technology policy
- The school
 - will continue to pay annual licensing fees to provide the necessary infrastructure that allows personally owned devices to connect to the school network.
 - Commits to additional licenses that allow the installation of the full adobe master suite on students personally owned devices. This software is used heavily across many of the subjects studied throughout the school. This suite alone would normally cost at a discounted student rate \$179/year

FAQs

Attached is a list of frequently asked questions compiled throughout our investigation and deliberation. If you have questions not covered in the list, please contact Mr Daniel Orth, Head of Department (Information Technology) on 3291 5222.

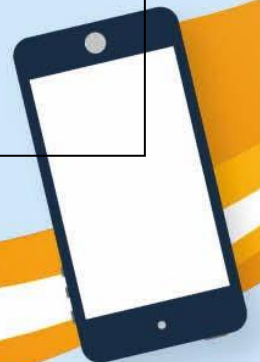
Yours sincerely
Ross Robertson
PRINCIPAL



Mount Gravatt High School

BYO – Frequently Asked Questions

Version 3.0 – 20/01/2022



Purpose of Document

This document details the most frequently asked non-technical questions regarding the schools BYO program.

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Who can participate in the BYO laptop program?

BYO is for senior students only i.e. from Year 10 to Year 12. Students in Years 7 to 9 continue with the take home or at school loan program where the school provides a device.

Is it compulsory for senior students to participate in BYO or can I continue with the school provided co contribution scheme?

No, BYO is not compulsory but will remain an option for those parents and students wanting to participate in a BYO program. Senior Students can continue to participate in the school provided laptop program as they would have in Years 7 to 9.

I know I need to purchase a device but is there a cost to participate in the BYO laptop program?

The school has had to invest and continue to pay annual licensing fees to provide the necessary infrastructure that allows personally owned devices i.e. BYO devices to connect to the school network. As well as this the school has purchased additional licenses that allow the install of the full adobe master suite on students personally owned devices. This suite alone would normally cost at a discounted student rate \$179/year. However, the BYO participation fee is \$100 per annum and includes all fees relating to connectivity, software, hot-swap devices and at school technical support.

What devices are allowed to be used as part of the Mt Gravatt high School BYO?

Only devices purchased through the recommended vendor portals are permitted to be used as part of the Mount Gravatt High BYO laptop program. These can be found on the school's website at:

<https://mtgravattshs.eq.edu.au/Supportandresources/Formsanddocuments/Pages/1to1-Laptop-Program.aspx>

Why are laptop computers purchased through the recommended vendor portals the only permitted devices for BYO and why can't I use a computer device purchased from my local computer shop or one I already have at home?

There are many different types of computer devices that can be purchased from a range of retailers but unfortunately not all are suitable for use at school. The following outlines the benefits of limiting allowed devices to those purchased from the recommended vendors only:

- All devices available through the vendor portals meet all the minimum requirements to run all necessary software and can successfully connect to the school's network infrastructure.
- A range of devices from different brands are made available to suit all budgets and personal preferences
- All devices offered are commercial grade quality and come with commercial grade warranty not available through retail consumer shops
- As the school and the department as a whole already have existing relationships with these suppliers better pricing and service arrangements are available to you than what is on offer from retail consumer shops
- The warranty provided through these vendors provided devices are usually 3-year next business day onsite repair which can be diagnosed and logged on your behalf by the school technicians

which means that they get repaired at the school within 1-3 business days. This also means that you do not need to be home to meet with the manufacturer repair person as they will be able to do this at the school. Over school holidays you are able should you choose to log any repairs directly with the manufacturer and have these fixed in your home. It is recommended however that repair jobs be logged via the school technicians so that we can help you get the correct repair and avoid any dispute between non-warranty and warranty issues.

- Accidental damage protection (ADP) insurance schemes are also included with more flexible and greater coverage than what can be offered through retail consumer shops. Thus, avoiding potentially high bills when accidents such as cracked screens or broken laptops which do occur in a highly active school environment. The average repair bill without ADP insurance can be about \$500 each time an accident occurs. Under the ADP insurance schemes offered through the vendor provided devices any accidental repair is either \$0 or very low i.e. \$50 each time you make a claim. (refer to actual policy guidelines for specific costs for your particular device)
- Often consumer purchased devices either do not come with suitable warranty or they need to be sent away thus meaning a lengthy period of time your student is without their laptop.
- The school is only able to provide limited and in some cases no support for devices not purchased through our vendor recommended suppliers as in most cases this could void your consumer warranty. This can therefore result in again lengthy periods where your student is without their device.

I know I want to participate in the BYO program what do I do next?

Senior students who wish to change over to the BYO program can at the end of the year hand in their current device on clearance day. It is then expected that students will have purchased a new device from the approved vendor portals

(<https://mtgravattshs.eq.edu.au/Supportandresources/Formsanddocuments/Pages/1to1-Laptop-Program.aspx>) and be ready with their new device at the beginning of the new school year.

Students wishing to participate in the Mt Gravatt High BYO laptop program will also need to complete a new agreement form and hand this in along with their participation fee before they can commence using a BYO device at school.

If I leave the school, will my new school have a BYO program with the same requirements?

This will not always occur, as each school determines its own BYO program so compatibility is not assured. Some schools only allow specific devices or operating systems, and it would be their determination whether your device would be eligible.

What is "onboarding"?

Onboarding is the technical term used to describe the procedure that students need to perform to get their devices operational on the school network. Mt Gravatt High uses a system that allows safe, secure, and largely automatic onboarding for all devices offered through the vendor portals, and information about the

use of this system will be provided to students when they join the BYO program. If students require any assistance with onboarding their devices, they are free to contact the school's ICT Support.

What do I do if my device is not working or damaged?

All devices offered through the vendor portals come with 3 years onsite warranty including accidental damage insurance (ADP). Whilst you can log repairs directly with the manufacture yourself this process can sometimes be difficult and time consuming in providing the necessary fault information and also require that you be home to allow the manufacture technician to come and repair your device.

The school has a full-time school-based technician that can help ensure that when jobs are logged they are logged under the appropriate warranty i.e. manufacture fault or accidental damage and the school also becomes the central location where the manufacture technician comes to repair the device. This process generally takes 1 to 3 business days.

What if my laptop is lost or stolen?

The school cannot be responsible for the safety of personal devices. Secure storage of the laptop is the student and parent's responsibility. If the device is left at school in almost all cases it is found and returned to the IT Department but this cannot be guaranteed. You may want to discuss with your home and contents insurance provider and see if it can be covered under your current policy or be added to it. Some of the vendors also offer additional insurance that covers lost and or stolen devices that can be included should you chose to at the time you purchase your laptop.

Do students need to back up the data stored on their laptop?

Backup of laptop data is the student's responsibility. Work that is completed at school can be saved to the school's servers. However, work completed at home or stored on the laptop will need to be backed up in case the device encounters a problem such as a hardware failure.

If a device is not working and or damaged, it is especially important that students have a backup of their data to prevent loss (as it is generally standard procedure when repairs occur to erase the hard drive as a troubleshooting method).

How will students be kept safe online?

Access to the Internet at school is filtered. As part of the curriculum, students are also instructed on Cybersafety. At home, it is the parent/guardian's responsibility to ensure any appropriate content filters or controls are applied to internet services. The school accepts no responsibility for consequences of internet access outside the school.

My student studies a particular subject do I need a more powerful device?

All devices listed through the schools BYO vendor portals are capable to run all necessary school software. It is up to each individual to determine which model you want to purchase and if a more powerful device will better meet your personal preferences.

Who can I contact for more information?

If you require more information about our BYO Program, please contact Mr Daniel Orth via email at: BYO@mtgrvattshs.eq.edu.au or phone us at (07) 3291 5222.