Mountain Creek
State High School

Student Laptop Charter

STAY AT SCHOOL
Option

Year 10 – 12

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Student Laptop Charter

This program only supports school-procured and owned ICT assets, being provided to students for educational use at school. In order to maintain the security of the department’s network and support, the Managed Operating Environment (MOE), students are forbidden from using private devices at school, except for under our managed Bring Your Own “X” (BYOx) program.

Daily Loan Equipment

The equipment, referred to in this charter, consists of a laptop computer and crush proof carry case and the department’s standard suite of software, this includes Microsoft Office.

For the purpose of this document, all of these items are referred to collectively as the ‘laptop’.

Each laptop will be:

- protected by anti-virus tools and automated updates
- able to be connected to the school network and have filtered internet and email
- Protected by Computrace theft protection and Blue Coat internet filtering.

Please note: The actual make and model of laptop provided to each student will depend on available supplies at the time of issue.
**Equipment ownership**

This agreement does not give the student ownership of the Laptop. The Department of Education retains ownership of the Laptop during the term of the provision.

This agreement and the School’s delivery of the Laptop to the student does not constitute a transfer of ownership, or the obligation to transfer ownership, of the Laptop to the Student or Parent/Guardian.

Under no circumstances should the laptop be taken off campus. In the event a laptop is removed from the school grounds, it will be considered a breach of contract and the parent/guardian will be liable for the total replacement cost of the laptop.

If the laptop is taken home the student will be billed for any time spent away from campus. This will be calculated pro-rata for the amount of time that the ‘Take Home Program’ costs over the period it is not returned.

**Provision of laptop**

The laptop includes:

<table>
<thead>
<tr>
<th>Laptop Item</th>
<th>Annual cost per student</th>
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<tbody>
<tr>
<td>Laptop</td>
<td>Included</td>
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<tr>
<td>Crush proof protective case</td>
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<td>Accidental damage protection</td>
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<td>Computrace theft protection</td>
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<tr>
<td>Blue Coat internet filtering</td>
<td>Included</td>
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<tr>
<td>Windows 7 operating system</td>
<td>Included</td>
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<tr>
<td>Microsoft Office software suite</td>
<td>Included</td>
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<tr>
<td>Antivirus software</td>
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**Laptop care**

The student is responsible for taking care of and securing the laptop and accessories in accordance with school policy and guidelines as listed below:

In addition to the following guidelines, students are expected to use common sense and best judgment to protect all of the Laptops on and off campus. Failure to follow these guidelines may result in disciplinary actions and/or financial responsibility for loss or damage.
Laptop Guidelines

If in Doubt – ASK!

If you are ever not sure about the best way to do something, or what the right way to manage your Laptop is, then ask a Teacher or the School’s IT Support Personnel.

- Although your Laptop is owned by Mountain Creek State High School, it is your responsibility while on loan.
- Please treat it with great care.
- Follow the Computer Acceptable Usage Policy at all times and in all locations, inside or outside the School.
- Remember that you are not to lend your Laptop to anyone.
- Back up your data. At least once a week, you should copy your important work (School work) to the network servers (H:Drive). In addition, use your USB flash drive to back up work in progress.
- At times it will be necessary for the School’s IT Department to send announcements to all Laptop users. Keep up to date with all messages sent to your MIS email address.

What if something goes wrong?

- When there appears to be a physical/hardware issue with your Laptop, do not try to fix it. Instead take it to the IT Support Room (G208) as soon as possible.
- If you are having software issues, you may try to fix them, but do not spend considerable time with it. Take it to the IT Support Room as soon as possible.
- When necessary, plan to visit the help desk during break times. Being at the IT Support Room is not an excuse for being late to class. The IT Support Room is located in G208.
- If you have any questions, ask for help.

Usage

- Avoid dropping or bumping technology devices.
- Don’t place technology devices in areas that may get very hot.
- Don’t get technology devices wet, even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow all instructions given by staff.
- Login correctly and logoff when finished.
- Always shut down computers through the ‘Start – Shutdown’ mechanism.
- Always package, carry and store technology devices in appropriate and secure carry cases for transporting.
- Personalise technology devices with methods approved by Mountain Creek State High School, to ensure students do not get the devices mixed-up.
- Don’t place objects on top of your Laptop and never carry it around while it is turned on.
- Avoid exposing your Laptop computer to direct sunlight or sources of heat such as desk lamps; dust, dirt, rain, liquids or moisture; heavy shock or vibration.
Handling your Laptop

- Try to avoid moving your Laptop around when it is on. Before switching on, gently place your Laptop on a stable surface and then switch on.
- You still need to be careful with your Laptop while it is in the bag. Do not drop the bag from your shoulder. Always place the Laptop bag gently down.
- Be careful when putting the Laptop in the car that no other items are on top of it and nothing will roll onto the Laptop bag.
- Laptops should be switched off before being placed into the bag.

Packing away your Laptop

- Always store your Laptop bottom down and with the LCD facing away from the front of the backpack.
- Laptops when not in use MUST be stored in the provided hard case; this is especially true when the laptop is being carried around. Technical support staff will not assist students with issues unless the laptop is presented with its case.

Care of Laptop bag

- The bag should be fully zipped up before being carried
- The bag should be fully unzipped before removing the Laptop to avoid non-warranty bag damage.

**NOTE:** Failing to carry your laptop in the provided bag would be considered negligent.

LCD screen

- LCD screens are delicate - they don't like being poked, prodded, pushed or slammed.
  Never pick up your Laptop by its screen. Don't slam the screen closed and always be gentle when putting your Laptop down.

**To clean your LCD screen:**

- Switch off your Laptop computer.
- Lightly dampen a non-abrasive cloth with distilled water and gently wipe screen in a circular motion.
- Do not directly apply water or cleaner to the screen.
- Avoid applying pressure to the screen.

Security

- Report any Laptop fault or suspected virus activity to the IT Support Personnel.
- Make regular backups of your saved work.
- Keep your login and password confidential.
- Don't tamper either physically or electronically with either hardware or software settings. Don't attempt or undertake any malicious behaviour towards Mountain Creek State High School's ICT resources.
- Don't attempt to make unauthorised access to ICT resources or entities.
- Don't have food or drink near the Laptop.
- A good idea is to attach a fairly large name tag in a bright colour to the case or bag so it is easy to identify. Remember, over the life of the program this Laptop may not be with the same student the whole time, and it may need to be returned for servicing at any time.
Software

- Don’t copy any software from Mountain Creek State High School’s ICT network or system.
- All technology equipment should only have operating systems loaded that are compliant with departmental standards.
- Always adhere to licensing and copying agreements.
- Never use technology devices to engage in illegal activity, including violation of copyright or other contracts.

Batteries

- Don’t use incompatible computer batteries and chargers.
- Computer batteries can get hot during use. Do not use your computer on your lap.
- Don’t permit a loose battery to come in contact with metal objects, such as coins, keys or jewellery.
- Don’t crush, puncture or put a high degree of pressure on the battery as this can cause an internal short-circuit, resulting in overheating.
- Don’t get your battery wet, even though it will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow battery usage, storage and charging guidelines found in the computer’s user guide.
- Do not tamper with the connections.

References

Battery Care and Maintenance:
http://www.batteryuniversity.com/parttwo-34.htm
http://forum.notebookreview.com/showthread.php?t=91846#post1696318

Online Safety:

Data security

Students must understand the importance of backing up data securely. Should a hardware or software fault develop, assignment work that has taken a considerable time to prepare may be lost.

The student is responsible for the backup of all data. While at school, students are able to save data to the school’s network which is safeguarded by a scheduled backup solution. They are also able to save data locally to the laptop for use away from the school network. The backup of this data is the responsibility of the student and should be backed-up on an external device, such as external hard drive, or USB stick.

Students should also be aware that, in the event that any repairs need to be carried out the contents of the laptop may be deleted and the storage media reformatted.
Acceptable computer and internet use

Upon enrolment in a Queensland Government school, parental or guardian permission is sought to give the student(s) access to the internet, based upon the policy contained within ICT-PR-004 Using the Department’s Corporate ICT Network. [http://education.qld.gov.au/strategic/eppr/ict/pr004/studinfo.pdf](http://education.qld.gov.au/strategic/eppr/ict/pr004/studinfo.pdf)

This policy also forms part of this Student Laptop Charter. The acceptable-use conditions apply to the use of the laptop and internet both on and off the school grounds.

Communication through internet and online communication services must comply with the Responsible Behaviour Plan available on the school website.

Students must not:

- create, participate in or circulate content that attempts to undermine, hack into and/or bypass the hardware and/or software security mechanisms that are in place.

- disable settings for virus protection, spam and/or internet filtering that have been applied as part of the school standard.

- use unauthorised programs and intentionally download unauthorised software, graphics or music.

- intentionally damage or disable computers, computer systems or Queensland Department of Education and Training networks.

- use the laptop for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.

Note: Students’ use of internet and online communication services can be audited and traced to the account of the user.
Passwords

Passwords must not be obvious or easily guessed; they must be kept confidential, and changed when prompted or when known by another user.

Personal accounts cannot be shared. Students should not allow others to use their personal account for any reason.

Students should log off at the end of each session to ensure no one else can use their account or laptop.

Cybersafety

If the student believes they have received a computer virus or spam (unsolicited email), or if they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher, parent and/or guardian as soon as is possible.

Students are encouraged to explore and use the ‘Cybersafety Help’ button to talk, report and learn about a range of cybersafety issues.

Students must seek advice if another user seeks personal information, asks to be telephoned, offers gifts by email or asks to meet a student.

Students must never initiate or knowingly forward emails, or other messages, containing a message sent to them in confidence.

Students must not intentionally use the Laptop or internet services to which it may be connected:

- for any illegal, pornographic, fraudulent or defamatory purposes;
- for bulk transmission of unsolicited electronic mail;
- to send or cause to be sent any computer worms, viruses or other similar programs;
- to menace or harass another person (or use in a way that would be regarded by a reasonable person to be offensive);
- to transmit any harassing, obscene, indecent, offensive, or threatening material or emails;
- to reproduce, distribute, transmit, publish, copy or exploit any material that constitutes an infringement of any intellectual property rights (such as copyright) of a third party; or
- in a way that violates any laws, such as privacy laws.

Students must not take or publish images or sounds captured by personal devises on the school premises or elsewhere without the person’s consent.

If a student does not comply with these Laptop guidelines, they will not be allowed to use the Laptop and the School may demand for its return. There may be other disciplinary consequences under the School’s Responsible Behaviour Plan for Students as outlined in SMS-PR-021: Safe, Supportive and Disciplined School Environment http://education.qld.gov.au/strategic/eppr/students/smspr021/
Bluecoat web filtering

An internet filtering protection solution Bluecoat, provides the department with the ability to restrict access to inappropriate material on the department’s ICT network.

Privacy and confidentiality

It is important that students do not publish or disclose the email address of a staff member or student, without that person’s explicit permission.

The student should not reveal personal information including names, addresses, photographs, credit card details or telephone numbers of themselves or others.

Privacy and confidentiality must be maintained by not disclosing or using any information in a way that is contrary to any individual’s interest.

Intellectual property and copyright

Students must never plagiarise information and shall observe appropriate copyright clearance, including acknowledging the original author or source of any information used. It is also important that the student obtain all appropriate permissions before electronically publishing other people’s works or drawings. The creator or author of any material published should always be acknowledged.

Material being published on the internet or intranet must have the approval of the principal or their delegate and have appropriate copyright clearance.

Misuse and breaches of acceptable usage

Students should be aware that they are held responsible for their actions while using the internet and online communication services. Students knowingly allowing others to use their account to access internet and online services will be held responsible for any breaches resulting.

The misuse of internet and online communication services may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services. Refer to Mountain Creek State High School’s “Computer Acceptable Usage” Policy found in the school diary.
Damage or loss of equipment

All laptops and batteries are covered by a manufacturer’s warranty which covers manufacturing defects through normal usage. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Costs incurred by the school for the repair or replacement of devices may be charged by the school as an excess to parents. In the event of non-compliance of agreed responsibilities, schools may review the student’s continued participation in the take-home program.

Any software or hardware issues, vandalism, damage, loss or theft of the laptop must be reported immediately to the school.

Theft and loss

In the case of loss or suspected theft the student must report to the School Technician or Head of Department, Information Technology to lodge a report.

On receipt of the necessary documentation, the school will initiate recovery procedures via Computrace theft protection software. Should a device be unrecoverable, the cost of replacement is as follows:

- First case: $200
- Subsequent cases: full replacement cost.

Accidental damage

Where a laptop is accidentally damaged, schools will invoice a student’s parents according to the following sliding scale:

- First incident: $50
- Second incident: $100
- Subsequent: $150

Negligent damage

Where a school determines that negligent damage has been caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.
Software

The software loaded on the laptop is licensed to the Department of Education and Training or the school.

Monitoring and reporting

Students must be aware that all use of internet and online communication services can be audited and traced to the account of the user.

All material on the laptop is subject to review by authorised school staff. If at any stage there is a police request, Department and Education and Training will provide the authorities with access to the laptop and personal holdings associated with the use of the machine.

Students’ reporting requirements

Students are required to report any internet site accessed that is considered inappropriate.

Any suspected security breach involving students, users from other schools, or from outside the Queensland Department of Education and Training must also be reported to the school.
Student Laptop Charter agreement –

(Stay at school program)

The Student Laptop Charter agreement form must be signed and returned to the school before the laptop is issued.

The student and, parent or guardian must carefully read this charter before signing it. Any questions should be addressed to the school and clarification obtained before the charter is signed.

In signing below, I acknowledge that I,

- accept all policies and guidelines as per the “Responsible Behaviour Plan” on the school website and the “Computer Acceptable Usage” policy outlined in the school diary.
- understand my responsibilities regarding the use of the laptop and the internet.
- acknowledge that I understand and agree with all of the conditions detailed in the Student Laptop Charter.
- understand that failure to comply with the Student Laptop Charter could result in recall of the laptop and/or loss of access for home use.

_________________________________________  ____________________________  /_____  _____  
Student’s name  Signature of student  Date  Year level 2016

_________________________________________  ____________________________  /_____  _____  
Parent / guardian’s name  Signature of parent / guardian  Date

_________________________________________  ____________________________  /_____  _____  
Designated school Representative’s name  Signature of school Representative  Date

Office use only:  Asset ID No:  Date Entered: