



Iona College Student Laptop Program

Policies and Procedures

Revisions:

Nov 2021



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Iona College – Student Laptop Program

Overview

Iona College recognizes that teaching and learning will continue to change as computers, telecommunications and other new technologies alter the way in which information is gained, manipulated, communicated and transferred. The College also recognizes that electronic information skills are now essential for our society.

In responding to these changes, the College actively supports student access to a wide variety of information in conjunction with the development, by staff, of appropriate knowledge and skills to analyse, evaluate and use these resources.

Such a wide access to differing resources requires responsible use of the College Information Technology (I.T.) network and facilities by all students. Students should be aware of the trust placed in them to use these resources in a suitable manner. Students should also be aware that their use of the College network and I.T. facilities must not jeopardize others' opportunities to access these resources. Careless or mischievous use of College I.T. resources can have dramatic consequences, with the potential to substantially harm members of our College community (including teachers and parents) as well as seriously damage the College's reputation.

The following guidelines provide an overview of College expectations regarding the use of laptops/devices and students are expected to be fully conversant with them. Student access to the College's I.T. facilities and resources is provided to support the College's teaching and learning objectives. Use of resources is subject to the following policy, in addition to the overarching Iona College Information Communication Technology policy and other relevant College policies.

Student Laptops

Care: Students are responsible for the care of their own laptop and peripherals, which must be treated as a valuable and fragile possession. Students must not lend the laptop and/or peripherals to another person.

A College laptop carry bag with shoulder strap is provided with all issued laptops. When moving to or from lessons, students must transport the laptops within the carry bag. The College laptop bag must not be used to carry other items like textbooks, exercise books, folders or a pencil case.

Extra care should be taken with laptops that include multiple components, such as detachable screens and keyboards, and/or devices that are supplied with styluses. Students must ensure that all operating procedures are followed.

Operating problems must be reported to subject teachers or staff at the ICT Service Desk immediately, who will attend to hardware and other technical problems as they arise. *Please note: Students are not permitted to alter the configuration of the operating system and software or install unauthorized software on College laptops. If a laptop needs to be repaired because a student ignores this requirement, a \$35 service fee will be levied.*



Storage: On arrival at school students must immediately place their laptop in their locker. Students are not allowed access to laptops before school, at morning tea, lunchtime or after school, unless they are in a classroom or in the library. Students are not permitted to leave their laptop overnight in their lockers at the College except in an emergency when it may be booked in with the ICT Service Desk staff. When a student is not in class, the laptop must be in the locker.

Movement: Students must be mindful of the risk of laptop damage or theft while they are travelling to or from the College each day. Students must take great care with their schoolbag and not throw it around. They must keep it in their possession at all times while travelling.

A detached screen should never be carried without being first reattached to its keyboard. Detachable screens must be reattached to keyboard bases prior to being placed in a laptop bag.

When not in use, styluses should always be stored and carried within the designated bay of the screen.

Some laptop models are provided with a protective case which must remain fixed to the device at all times. Under no circumstances should students remove the protective case.

Please note: Laptops must remain in the schoolbag and out of sight at all times while students are travelling to and from the College each day.

When using public transport, the schoolbag should be on the student's lap while sitting or between the legs when standing. Devices should not be used to play CD's or music files while travelling.

Some students travel to and/or from school by car. Again, the laptop and carry bag must remain in the schoolbag and the schoolbag should be transported in the boot. The Laptop should never be used to play CD's or DVD's in a moving vehicle. The schoolbag should never be left in an unattended vehicle unless it is stored in the boot.

Use in the classroom

Students are expected to bring their laptop to school fully charged every day.

Laptop charging in the classroom is prohibited. Students can use the charging stations located at ICT Services in case of emergency.

Laptops should only be used at the student's desk/table which it should be set out with books and other equipment in an uncluttered and orderly arrangement. Laptops should not be used on the floor or in specialist practice areas. If the laptop must be moved within the classroom, the screen should be closed and the laptop picked up by the base with both hands and carefully relocated. A laptop should never be lifted by its screen unless the screen has been detached from its base. Laptops should always be used on desks rather than on a student's lap to lessen the risk of burning.

Use and storage at home

At home, students should have a regular place to do their homework. This place should be properly set up with a desk or table, adjustable chair, good lighting and easy access to a power point. The Laptop should only be used at the student's desk/table which it



should be set out with books and other equipment in an uncluttered and orderly arrangement. Any leads and cords should be arranged neatly so that they do not create trip hazards or other dangers. Laptops should not be used on a couch, bed or on the floor. When the laptop is not in use, it should be stored in the carry bag out of sight in a drawer or cupboard. This is especially important when the home is unattended. It is important to also store the power supply out of sight. A power supply left lying around is a pointer to a nearby laptop.

What to do if a laptop is damaged or stolen:

If a student misplaces a laptop or laptop component at school, they must immediately notify IT Helpdesk. This extends to detachable screens and keyboards that have been misplaced.

In the case of a misplaced stylus, it is the student's responsibility to procure a replacement. Replacement styluses are available for purchase from the uniform shop.

In the case of a damaged or faulty protective case, the student must report to the ICT Services Desk as soon as possible for replacement.

If a laptop is stolen from your home or car, please notify police immediately. In addition, please notify the ICT Service Desk on 07 3893 8803.

Any damage to a laptop or laptop component must be reported to the ICT Service Desk immediately. Most instances of accidental damage are covered by insurance.

As part of the conditions of using a College loan laptop, parents have agreed to pay the excess arising out of any insurance claim lodged concerning their son's loan laptop. Should damage occur as a result of negligent or irresponsible behaviour, it is most unlikely that the damage will be covered by insurance. In any instance where damage to the College owned device is not covered by insurance, the family of the student responsible will be invoiced for the full cost of repairs.

Where damage is caused as a result of an accident in which responsible care has been shown by the student involved, the cost of repair will in most cases be covered by insurance. Should damage occur as a result of careless or irresponsible usage / behaviour, it may result in the need for payment of repair costs.

Any cost of repairs will be determined by the hardware manufacturer in consultation with the College. No third-party quotes or estimates can be accepted.

Please note: Deliberate laptop damage or theft will be deemed a serious incident and will be dealt with as such by the College. This may involve referral to police and / or cancellation of enrolment.

Electronic Communication: Communication through the College's email, internet and intranet is first and foremost intended for communication related to the College's teaching and learning objectives, including but not restricted to study, research and appropriate communication. The College does not seek to unduly hinder legitimate student use of the electronic communication systems available.



Acceptable Use: In their schoolwork students may use electronic communications tools to communicate internally with classmates and College teaching staff.

At no time can the use of these electronic communications tools unreasonably interfere with teaching and learning, consume significant resources, give rise to more than nominal costs, interfere with the activities of other staff and students or pose a security risk.

The College regards bullying as a very serious offence. This extends to cyberbullying or any other form of bullying that is perpetrated with any device. Any student who engages in such bullying should expect to be dealt with as per the usual anti-bullying process at the College.

Prohibited Use: Students must not use another student's network or email account. Passwords should not be divulged to anyone.

Under no circumstances shall the College's ICT systems be used inappropriately, including the following:

- To create, access or transmit any material that is defamatory or obscene (e.g. violent, racist, sexist, pornographic) or in violation of any law or government regulation (e.g. privacy or equal opportunity regulations);
- To breach copyright;
- To harass, bully or intimidate;
- In connection with the violation or attempted violation of any laws;
- For gambling;
- To attempt to penetrate computer or network security of the College or any company or other system;
- For unauthorized access (or attempted access) to any other person's computer, network account, email accounts or equipment;
- To alter, re-configure, interfere with, mistreat or damage equipment;
- To access, reveal or publish College classified or confidential information;
- To transmit any material which may adversely affect the College or its staff or its students;
- To transmit any material which is damaging to any other person's or company's reputation;
- In breach of the College policy on Information Technology;
- In breach of any other College policy;
- In breach of the College's and/or Catholic values.

This list should not be taken as exhaustive.

The onus is on the individual where doubt exists to seek advice and clarification from relevant teaching or administration staff.

Encountering controversial material: On occasions students may encounter material which is controversial, and which other users, parents or staff may consider inappropriate or offensive. On a global network it is impossible to effectively control the content of data and a particularly curious user may discover controversial material. It is the student's responsibility not to initiate access to such material. If a student stumbles on to such material it should be reported to the supervising staff member immediately.



Consequences: Depending on the circumstances, severity and whether or not it is a repeated offence, students will face a range of consequences including withdrawal of access to facilities, recompense for negligent or wilful damage, suspension from classes, referral to Head of House, Dean of Students, referral to an outside agency, suspension from the College, removal from the College.

Monitoring

The College reserves the right to monitor and log the use of its computer facilities, including emails, and to take appropriate action where use is a breach of College policies, poses a threat to security, and/or damages the College's reputation.

Student use of College computer facilities must be related to school work. This extends to the use of student laptops, which are provided specifically to enhance learning. The use of applications, internet browsing and other activities on College-provided laptops can be monitored, both onsite and offsite, to ensure that the laptop is being used for its intended purpose.

The student should not, by use software, extensions or any other means, bypass the filtering or attempt to bypass the filtering on the laptop.

Standard Operating Environment

While most of the information below relates to the Standard Operating Environment of student laptops, where appropriate it also applies to College desktop PCs.

Computer name

Your computer name is a unique character string based on your network user id. You are not permitted to change the computer name.

Peripherals

Users are welcome to connect home printers, digital cameras, scanners and other peripheral devices to their laptop. However, they should check that the device is compatible with Microsoft Windows and has an appropriate signed driver. If you have any concerns, please contact the ICT Service Desk for clarification or assistance.

Backgrounds and Themes

The College uses a customised Iona theme. Students are not permitted to change this setting or apply other themes. The mouse cursor must be one of the standard (arrow type) mouse cursors.

File system shares

Students are not permitted to create any file system shares. Several freeware file sharing products are available on the internet, you are not permitted to install these products.

Ad hoc Wi-Fi

Although your wireless network interface can operate in ad hoc mode (client to client), the Iona configuration is AP mode (access point). Students are not permitted to change these settings. If students need to move files from one PC to another, they should use a USB memory stick or a cloud storage solution.



Mail Services

Students can send/receive email internally (to other College users) with a size limit of 30MB. Students are not permitted to send mail to groups of users within the college; ie. addressing a message to "All Staff" is not permitted.

Staff can send/receive email internally (to other staff) with a size limit of 30 MB. All emails sent or received via College mail servers are scanned by content filtering software. Emails that violate content policies because of size, title, content or attachment type are deleted.

Digital storage

It is the student's responsibility to safeguard the safety and integrity of important data such as class work, homework and assessment. To support this outcome, the College provides every student with Google Drive and/or OneDrive cloud storage, however, students are required to effectively manage their own data. All schoolwork should be saved in the student's Google Drive or OneDrive folder and regularly synced. The College cannot accept responsibility for lost data that was not correctly saved to the cloud. Students who wish to safeguard the security of their data are further encouraged to use external storage such as USB thumb drives.

Students should keep the content of their Google Drive or OneDrive limited to schoolwork. In the event of a laptop requiring a reimage, excessive amounts of data in a Google Drive or OneDrive hinders the syncing process and prevents speedy recovery of useful data.

Students are also reminded that they must not breach copyright when storing files such as music and movies. All data must be legally obtained and owned by the student.

Games

Students are **NOT** permitted to install or play games on College computers. If games are installed or played on laptops, a Friday afternoon detention will be issued, and a \$35 service fee will apply to return the machine to good working order. Provision exists to monitor College-owned laptops for the presence of games.

Installation of additional software

Students are permitted to install additional software on their laptop providing:

- The software relates directly to the educational use of the laptop;
- The student owns a genuine license for the software; and
- Use of the software does not contravene any College policy.

The installation of tools and utilities is not permitted.

Web Browser

The College's standard web browsers are Microsoft's Internet Explorer, Microsoft Edge and Google Chrome. No other browsers will be supported by the College. Any issues will be fixed with a reimage and incur a \$35 reimage fee.

Instant Messaging

Except for Microsoft Teams, students are not allowed to use any form of instant



messaging within the College network. The college blocks all student access to internet instant messaging. In addition, students are not permitted to use any form of network messaging. Use of instant messaging during class may result in confiscation of the device and/or further sanctions being applied by the teacher, Head of House.

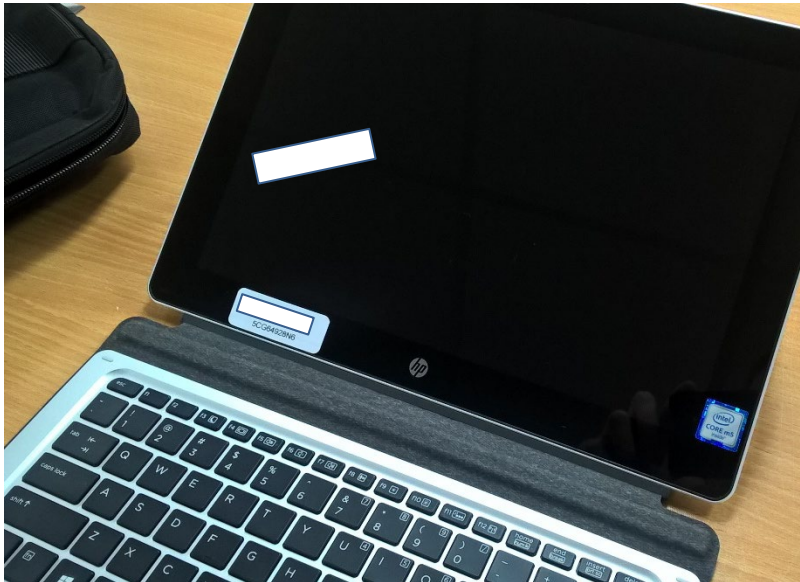
Peer to Peer (P2P) Networking

Installation or use of p2p clients such as uTorrent, BitStream, BitTorrent, PopcornTime or any such software/service is prohibited.

Webcam Covers

As of 2019, the College will be providing webcam covers for all student laptops, these covers should always be in place to cover the webcam(s) on the device unless it is used in the classroom at the teacher's request.

Computer Label / Skins



Please note students are not permitted to peel, scratch, remove the label and/or skin provided with the laptop. Please contact the ICT Service Desk to have a label reprinted for your device if needed.



ICT Services

ICT Services is responsible for the management and support of Iona College's Information and Communication Technology (ICT) Program. It is comprised of a team of full time IT professionals with strong backgrounds in a range of proficiencies ranging from enterprise server support, database engineering, infrastructure design and support, through to web development and customer service support.

The management of the College's ICT Program is achieved through the provision of the following services;

- The systems management and administration of the College network infrastructure.
- The systems management and administration of the College wireless network.
- The systems management and administration of the College Windows Infrastructure.
- The systems management and administration of the College's core Management Information Systems.
- The client service support of all staff and students.
- A centralised helpdesk for staff, students and parents.
- All classroom data projectors and associated control systems.
- Support for the College printing solution.

Hours of Operation

ICT Services hours of operation are as follows:

- 7.30 am to 4.30 pm school days
- 8.00 am to 4.00 pm during school holidays (Not staffed between Christmas and New Year).

We are open during school holidays and can tend to any problems that arise during this time before you start the next term.

ICT Services Contact Details

The Service Desk is the central point of contact for all Information Technology enquiries and service requests at Iona College. There are escalation procedures in place so that your question is replied to ASAP and assistance sought from the most appropriate person.

Email: helpdesk@iona.qld.edu.au
Phone: 07 3893 8803

ICT Services Manager
Pat Thierry
Email: thierryp@iona.qld.edu.au



Terms and Conditions for Borrowing a College Laptop Computer

The following terms and conditions apply to all families who borrow a College laptop computer.

1. Ownership

The computer remains the property of the College. The borrower shall not loan, assign, encumber or otherwise deal with the computer. The laptop shall only be used by the student in support of his school work.

2. College Policies

The borrower agrees to fully support the College in the implementation of rules, policies and procedures relating to student use of laptop computers. Please refer to the full documents available on the College website.

3. Modifications

The borrower shall not modify or add to the hardware or configuration of the computer. Please note, this includes installation of all forms of computer games.

4. Repairs

All repairs and warranty matters shall be arranged through the ICT Service Desk. The borrower agrees that the laptop will be taken to the ICT Service Desk immediately if it is not operating correctly, any part of it is broken or it sustains any damage. This is especially important in the case of screen damage.

5. Care and Security

The borrower shall always take reasonable care of the computer and not expose it to undue risk of damage or theft. The borrower agrees to follow the College requirements on laptop care that the computer will not be lent to others, left in a vehicle or in unlocked premises. The borrower shall advise the College ICT Services Department immediately if the computer is lost or stolen.

6. Term of the Arrangement

The current period of agreement is for three years. This arrangement commences when the student is issued with a College laptop and lasts until the student leaves Iona College or the end of the period of agreement, whichever is earlier. However, the College may terminate the arrangement if the borrower's school account is not paid up to date, or if there is a serious breach of these terms and conditions.

7. Return of Computer

When the term of this arrangement expires or is terminated the borrower shall immediately return the computer, complete with its screen, keyboard, stylus, protective case and carry bag, to the College in good working order and repair (minor wear and tear excepted). If the computer is not returned within seven days or is returned damaged, the borrower agrees to pay the cost of replacement or repair of the computer, as determined by the hardware manufacturer, other than that which is covered by insurance.

8. College not Liable

The College will not be liable for any loss or damage resulting from use of the computer.