



**The Gap State High School**

# **1-to-1 Technology Program Handbook**

**2022 School Year**

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## 1-to-1 Technology Plan

In 2021, we introduced the Choose Your Own Device (CYOD) program where families were able to purchase a laptop through the school as the preferred device option. Bring Your Own Device (BYOD) is still an option to families, providing the chosen device meets the minimum requirements listed on the BYO page of the school website.

### BYOD/CYOD Service Fees

**My child is already bringing a personal device to school. Do I need to pay a service fee?**

Yes. As of 2022, students bringing a personal device to school will be required to pay the BYOD service fee.

**Why am I being charged this fee now when I haven't paid it in the past for BYOD?**

Due to the increasing number of devices being used at school, we are having to provide additional IT support to a growing student population. These fees help alleviate some of these costs.

**My child joined the CYOD program in 2021. Do I need to pay a service fee?**

As part of the CYOD program, families agreed when signing up to pay the annual CYOD service fee for the life of the device (3 or 4 years)



## What does the BYOD and CYOD annual service fee cover?

BYOD - \$75	CYOD - \$150
Connecting student devices to our school network	Onsite logging of warranty and accidental damage claims
Mapping of school network drives and printers	Access to Hot Swap devices for duration of repairs
Software license fees (e.g. Adobe Creative Cloud)	Insurance* against fire and theft (providing the device is kept securely locked inside your home)
Assisting with school specific software installations	Software license fees (e.g. Adobe Creative Cloud)
Basic troubleshooting and advice	Assisting with school specific software installations
	Troubleshooting and advice

\* Covered under the Department of Education (DET) and Training resource replacement scheme

## Laptop Rollout

School Year	Inclusive year levels	
2021	Year 7	Optional for other year levels to participate
2022	Year 7, 8, 10	
2023	Year 7, 8, 9, 10, 11	
2024	All year levels	

## CYOD Key Dates

CYOD 2022 requests to purchase will open 21 April 2021

Year 7 2022 order dates			
Order form submitted by parent	\$500 deposit due	Final payment due	Handout period of devices
11 June 2021	11 June 2021	13 October 2021	Late January/Early February 2022

Year 8-12 2022 order dates			
Order form submitted by parent	\$500 deposit due	Final payment due	Handout period of devices
11 June 2021	11 June 2021	13 August 2021	Late November/Early December 2021

## What is CYOD?

'Choose Your Own Device' (CYOD) provides parents with a range of device and warranty options.

The parent initially contributes the cost of the device to the school via a Participation Agreement and an annual service fee of \$150. The school will then purchase the device for their students' sole use.

The school will retain ownership of the device which allows the school to:

- Install and maintain school owned software including Operating System
- Provide full student access to the school network and internet
- Provide technical support through our school ICT Helpdesk
- Provide access to Hot-Swap laptops if the student's device requires repair
- Have Computrace anti-theft software installed as standard on all devices
- Fully manage onsite, all Warranty and Accidental Damage Protection (ADP) claims
- Have the device covered under the school insurance policy against fire and theft (providing the device is kept locked and secure at home). (DET Resource Replacement Scheme)  
*Please note an excess may apply.*
- Provide internet filtering at home and at school

At the end of the Participation Agreement, the school will dispose of the device according to Department of Education and Training (DET) policy. Parents will have the opportunity to acquire the device at this time under the Private Treaty arrangement. As the device will be at the end of its expected life, the school will dispose of the device to parents for a nominal fee. At this time, the laptop will be restored back to its factory state. This process also applies should the student leave before the end of Year 12.

All devices come with a 3 or 4 year warranty (depending on what was selected on the order form) including battery. This warranty does not include any accessories such as case, charger and active pen. ADP is automatically included in both the 3 and 4 year warranty options. We have found ADP to be invaluable in a school setting.

## Why does the school maintain ownership?

- The school maintains ownership of the device until the end of the agreement so that we are legally allowed to install our school software (Inc. Managed Operating system), as well as being able to manage the warranty and ADP claims.
- At the end of the 3 or 4 years, or if the student leaves the school, families will acquire the device via private treaty as outlined above. At this point, ownership will be transferred, and any remaining ADP coverage may be able to be transferred to the family (depending on vendor terms) for a small fee.
- The device is covered under the DET Resource Replacement Scheme against fire and theft (providing the device is kept locked and secure at home)



## CYOD costs explained

The cost of participating in the CYOD scheme is dependent on which device you choose. Devices are evaluated and selected on a yearly basis with published prices as at time of evaluation. Final pricing will be confirmed at the beginning of the month when final payments are due and orders are placed. An annual support plan fee of \$150 is charged on top of the device costs. Please see the table below for an example of costs:

Cost of device with three-year warranty period (example costs only)			
Year	Description	Amount	Total
1 <sup>st</sup>	Up front participation cost	\$1,250.00	\$1,400.00
	CYOD Support Plan	\$150.00	
2 <sup>nd</sup>	CYOD Support Plan	\$150.00	\$150.00
3 <sup>rd</sup>	CYOD Support Plan	\$150.00	\$150.00
3 Year Total			\$1,700.00

## Breakdown of CYOD Support Plan fee

- All warranty and ADP<sup>1</sup> issues handled by school
- On-site Technical Support via IT Helpdesk (during opening hours) including software installs, computer reimaging, network/internet connectivity issues and printing problems.
- Access to Hot-Swap devices when device repair is expected to exceed 24 hours.
- Microsoft Office Suite, Symantec Endpoint Protection Anti-Virus pre-installed.
- Subject specific school software installs (Adobe CC Suite, MYOB, Autodesk, Sibelius)
- Insurance against fire and theft providing the device is securely locked inside your home <sup>2</sup>.

<sup>1</sup> ADP claims are limited to one claim per calendar year. Conditions apply

<sup>2</sup> Excess applies to insurance claims. Conditions apply

***Families experiencing financial hardship are requested to contact the Business Manager to discuss payment options.***



## CYOD Accidental Damage Protection (ADP) Terms and Conditions Summary \*

- \$0 excess on claims.
- A maximum of one (1) claim per 12-month period commencing from the start date of the term of the Service Contract (effectively one claim per calendar year).
- Claims do not accumulate or carry over to any subsequent 12-month period.
- Additional ADP claims within the same 12-month period will be repaired at the vendor's full parts and labour costs. These repair costs will be passed on to students/parents.
- ADP does not cover accessories (Laptop case, digital pen, charger); however, these accessories can be purchased through the school.
- Balance of ADP coverage (along with warranty) is transferrable. (Particularly relevant if student leaves the school within 3 year or 4 year warranty/ADP period). There may be a small transfer fee applied.
- Decisions on ADP coverage are made by a third-party insurance provider. Adequate details of the incident causing damage is required on the claim form for an ADP claim to be processed.

\* Full terms and conditions available on The Gap SHS website





## What is BYOD?

Bring Your Own Device (BYOD) allows parents to use an existing laptop or purchase a new <sup>1</sup>laptop of their choice that meets the minimum requirements of the school (refer to school website for more details.) The student will be required to have the appropriate software installed to meet their subject requirements.

A BYO device will be able to connect to the school wireless network and access the school's filtered internet service, as well as network drives and printers as required. Students can request assistance with installing subject-specific software such as MYOB and the Adobe Suite.

Access to the department's ICT network is conditional on the device meeting the department's security requirement. The device must have at a minimum; anti-virus protection and a fully licensed version of the operating system installed.

Students and parents are responsible for the security, integrity, insurance and maintenance of privately-owned devices and their private network accounts.

*<sup>1</sup>iPads are no longer suitable as a BYO device.*

## BYOD selection

Before acquiring a device for school use, the parent or caregiver and student should be aware of the school's specification of appropriate device type, operating system requirements and software.

Devices must have a battery capacity to last a full school day (6 hours).

Please refer to the BYOD page on the school website for current specifications and requirements.

**There is an annual \$75 support plan fee to assist with running BYOD at our school which will be charged per student at the start of the new school year.**

## Breakdown of BYOD support plan fee

- Software license fees
- Technical support for connection to the school network, printers, network drives and software installation
- Basic troubleshooting/advice of device software/hardware issues and recommended course of action (e.g. contact manufacture for warranty claims, uninstallation of software, etc.)





# 1-to-1 Technology Program Inclusions

The difference between the CYOD and BYOD programs are outlined below:

	CYOD (Choose Your Own Device)	BYOD (Bring Your Own Device)
Device	Choice of approved and supported devices	A device that meets minimum specifications
Microsoft Office Suite	✓	✓
Adobe Creative Cloud (subject dependent)	✓	✓
School Software*1 (MYOB, Sibelius, Autodesk, etc.)	✓	✓
Computrace anti-theft protection	✓	✗
Network Access	✓	✓ *2
Internet Access	✓	✓ *3
Internet Filtering		
• At School	✓	✓
• At Home	✓	✗
Onsite Technical Support		
• Onsite warranty	✓ (3/4 years)	✗
• Battery Warranty	✓ (3/4 years)	✗
• Onsite ADP*4	✓ (3/4 years)	✗
• Operating System rebuilds	✓	✗
• Onsite fault diagnostics	✓	Provides advice only
• General troubleshooting	✓	Provides advice only
• Access to Hot-Swap devices	✓	✗

\*1 Student must be enrolled in subject to be granted access to some programs.

\*2 provided approved Anti-virus software installed.

\*3 the use of personal 3G/4G/5G Internet (including tethering to device) is not permitted at school. This includes BYOD devices. Non-filtered internet access is forbidden under Education Queensland policy as it poses a child protection issue. Only internet provided by the school is to be used while the device is at school.

\*4 Excess to ADP may apply if claims exceed one claim per calendar year



## Software and Applications

Students who participate in the CYOD program will have access to all required school software. As subject-specific software may change and new versions released, CYOD students will be able to install school owned software as required through the IT helpdesk.

Students with BYOD will be required to install and maintain personal software themselves. All personal software installed on the device must be genuine. Students may be provided with licenses to paid software from the school for those in specialist subjects.

All Education Queensland students (BYOD/CYOD) are provided with five licenses to the Microsoft Office suite. It is highly recommended to use the Microsoft Office suite instead of alternatives to ensure successful backups of documents to OneDrive.