

Harristown State High School Laptop Purchase Program

Frequently Asked Questions

Why can't I purchase a laptop of my choice from a supplier of my choice?

We understand that you may have preferences for purchasing a laptop from a supplier of your choice. However, the 1-to-1 laptop program has been designed to ensure a standardized and cohesive learning environment for all students within the cohort. Here are a few reasons why we cannot allow individual laptop purchases:

- **Compatibility and Support:** The laptops provided by the school are carefully selected to meet specific educational requirements and are preinstalled with the necessary software for a seamless learning experience. This ensures that all students have access to the same tools and resources needed for their academic success. It also simplifies technical support and troubleshooting, as we can provide consistent assistance to all students.
- **Security and Safety:** By providing laptops through the school, we can implement security measures and monitoring software to protect students from potential online risks and ensure a safe digital learning environment.
- **Equity and Inclusion:** The 1-to-1 laptop program aims to promote equity among students, ensuring that all students have equal access to technology regardless of their economic background. By standardizing the laptops, we can bridge the digital divide and offer the same opportunities to every student in the cohort.
- **Warranty and Maintenance:** The school can manage warranty services and laptop maintenance efficiently when all devices are uniform, ensuring minimal disruptions to the learning process in case of technical issues.

We believe that the standardized approach will benefit all students and enhance their overall learning experience while maintaining a secure and equal environment for everyone involved.

What if my student leaves Harristown SHS before the end of the three-year program?

If your student leaves the school before the completion of the three-year program, you can either return the computer to the school in good condition, or pay the remaining cost of the program and keep the laptop.

What will I get for my money?

By participating in the 1-to-1 laptop program and making the payments over the three years, you will receive the following benefits:

- **Laptop Computer:** Your student will be provided with a laptop computer that is preinstalled with the necessary operating system and applications required for educational purposes. The laptop will be equipped to support your student's learning needs throughout the program.
- **Ownership at Completion:** At the end of the three-year program, the laptop will become the property of the student/parent. This means that once the payments are completed, you will own the laptop outright and can continue to use it for whatever purpose you choose.
- **Technical Support:** Throughout the program, technical support will be available to assist with any hardware or software issues that may arise with the laptop. This ensures that your student can focus on their studies without worrying about technical difficulties.
- **Software Updates:** The school will ensure that the necessary software updates and security patches are provided for the laptop during the program, ensuring that it remains up-to-date and secure.
- **Integration with Curriculum:** The laptop will be integrated into the school's curriculum, allowing students to use it as a valuable learning tool in various subjects and projects.
- **Digital Learning Opportunities:** With access to a personal laptop, your student will have opportunities to engage in digital learning, collaborate with classmates, conduct research, and develop essential digital literacy skills.

Will I have to pay for any software?

No. Unlike when purchasing from a retailer, your student's laptop will have all required software pre-installed. Any software which becomes necessary for learning purposes in the future will be installed via our school's network deployment systems.

Will the school provide technical support and assistance for any issues that arise with the laptops during the program?

Yes. The school's IT Support team will provide technical support and assistance to students to ensure that their laptops are functioning effectively. Warranty issues will also be handled through this team.

What happens if a laptop gets damaged or malfunctions during the program? Are there any repair or replacement policies in place?

The laptop is covered by a three-year warranty. In the event of a defect arising with a device, the school will arrange for repair or replacement on the student's behalf. The laptop also comes with three-year accidental damage protection. The first instance of accidental damage each school year will be repaired at no cost under the scheme. Subsequent damage each year will incur a fee which is dependent on the nature of the damage.

Will the school monitor the laptops?

When the laptops are connected to the school network, they will be monitored via classroom supervision software, and their internet access will be filtered to minimise the risk of exposure to unsuitable content, in the same way that existing computer rooms are monitored. When the laptop is at home, the activity undertaken by students **cannot be monitored**. The computer will still be able to restrict access to some internet content and defend against malware via Blue Coat Unified Agent.

Are there any additional costs associated with the program, such as software licenses, accessories, or insurance for the laptops?

No. All required software is covered in the program fee. The laptop will be pre-installed with a special Education Queensland version of Windows 10, the Microsoft Office suite and a number of Adobe Creative Cloud programs. The laptop will be provided with a rugged case, which it should be stored in at all times when not in use. An Accidental Damage Plan is included in the program fee.

Will students be able to use the laptops during lunch breaks?

Yes, however the school's Mobile Phone and OPPD policy will still apply. Students wishing to use their laptops during breaks for learning purposes may do so in the library or in a classroom supervised by a teacher (when available). Laptops must not be used when out in the playground and must be carried in their rugged case when not in use.

How will the school ensure that all students have access to laptops, regardless of their financial background?

Students whose families are experiencing financial difficulty can contact the school's Business Manager to discuss options available to them.

What payment options are available for the program?

Payments can be made at the beginning of each year. Parents who wish to set up a payment plan can contact the school's Business Manager to arrange this process.

Can parents or students customise the laptops beyond the preinstalled software, such as installing additional applications for personal use?

Yes, students will have local administrator privileges on their allocated laptop. This means they will be able to install additional applications, as well as customise some elements of the look and feel. Some important settings on the laptop will be managed by the school to ensure that devices are always able to connect to school infrastructure safely and efficiently.

Can students use their mobile phone to provide a mobile hotspot for internet access?

This is possible in theory, however the school's Mobile Phone and OPPD policy will still apply. Students will not be given permission to use mobile hotspots in an attempt to circumvent the school's network filtering policies.

I have a question which is not listed here. How can I get more information?

There is a special email address you can send your questions to which will ensure that you receive the correct and most up-to-date information. Please reach out to us via laptops@harristownshs.eq.edu.au. You can also contact the school via phone on **4636 8700**. If the appropriate person is not available due to classes, they will return your call as soon as possible.