

Will they be safe on the net?

With the class programs there are a large variety of protocols the teacher will use to keep students focused on the specific tasks at hand. By placing the screen so that it can be seen, filters in place for many sites, and a range of monitoring tools in the system should allow for safe classroom practice at the College.

What about logons?

Protecting your identity and the use of your machine is important and students will be instructed about building on the great skills they have already been using to secure their passwords and good practice guides for not sharing password information.

What about roaming when they aren't with a teacher?

The College recommends that devices brought to the College do not access any 3G connection while at school.

At home the home connection can be used but at school the College WiFi will meet all searching needs and provide filtering and monitoring.

STUDENTS ARE NOT TO USE THEIR IPADS DURING RECESS OR LUNCH

What about lock up at the College?

Lockers are available for hire each year. Every students with an iPad is **EXPECTED** to have a locker. A small deposit fee is charged and this deposit will be returned at the end of the year. It is the responsibility of the student to bring in their own padlock.

Will it be safe in the bag?

The College recommends that each device has its own cover and is carried inside school bags, remaining out of sight for all travel to and from the College.

Will there be no more writing?

As with all new technologies there is a fear the skill or foundations from past practice will be lost and there will be a 'negative' to the new device moving into the space. The College is keen to support learning with new opportunities wherever possible, but fully intend to support learning with reading from books and writing with pens as well. The College will focus on developing writing skills as external exams shall require students to write.

What IT support will there be?

In order to build good digital skills, students will be assisted in the development of their own trouble shooting skills. Class teachers will provide the next line of help before utilising the IT support team for more in-depth issues.

Will there be computer homework?

Work done at home can be kept and shared or collected from home for school or vice versa. By having access available 24 hours a day, the 'wait until I get back to school' or 'I left it at school' will not be an excuse. Homework, class work and even shared projects will become more 'digital' in delivery and presentation.

What if I can't help with the homework?

Many parents are in the position where the students will know more than them. The devices have become normalised for them and the skill seem to be built in. In order to support parents, the College will provide a series of Parent Bootcamp workshops to present a range of topics throughout the school year.

What if it breaks?

A temporary device may be provided for up to 14 days in the event of damage that prevents it being used in the classroom. Damage to other devices under warranty or insurance may be handled by the respective manufacturers.

Technical Support

While developing skills in the classroom, students will become familiar with a variety of trouble shooting skills. There are a number of issues that students will face in general use that require some immediate resolution. The goal is to have students who know their own device and be mostly self supporting.

Support

In the first instance support would come from the skills taught to students through practice with their device. This basic set would include:

- deleting of apps
- restart of the device
- changing or resetting passwords

- deleting and reinstalling apps
- setting up a Dropbox account and cloud connections
- tracking network issues
- isolating sources of concern
- charging devices should the power source be low

Where student skill and needs do not match the above, further support is available from the class teacher as the next port of call. The teacher may refer students to the College IT support team if the issue is of a network nature.

Temporary devices will be available in a limited supply for students who have repair or replacement issues. This is for a short term loan and may include a small cost. ***This service is not for devices that are not charged or mistakenly left at home.*** To access a temporary device, students require their student card and must have no outstanding loans from the Library.

Contact Information

During school hours the class teacher is the first point of contact. If the problem can not be solved by the classroom teacher the students will need to take their device to the ICT office.

A reminder that if it is a hardware issue, the device must be taken to the place of purchase for further help with the device.

Online Apple iPad Support: [iPad Support](#)

After school hours:

Apple - book on line for an appointment and the technicians at the Apple store will assist with replacement or repair – visit www.apple.com. Apple have several options for help. There are also Apple stores at Castle Hill and Hornsby. Select Genius Bar or Workshops to make an appointment with Apple Store staff that will help with any issue you have with your device.