Years 9,10,11
2012

HConnect
Netbook Policy & Information Booklet
Vision Statement
Heathmont College builds confident, resilient and independent learners through 21st century learning practices that include learning technologies.

DISCLAIMER: Whilst every effort has been made to ensure the accuracy and completeness of the information contained in this document it is acknowledged that:-

- Details contained herein may change without notice; and
- Unforeseen circumstances may cause changes in polices, conditions and practices without notice
# INDEX

**HConnect** .................................................................................................................................................. 1

**Vision Statement** ...................................................................................................................................... 2

1. **Overview** .................................................................................................................................................... 4
   1.1 **1st Century Learning** ........................................................................................................................... 4
   1.2 **School Information Technology Infrastructure** .................................................................................... 5
   1.3 **Expected Outcomes of the Program** ..................................................................................................... 5
   1.4 **Responsibilities** ....................................................................................................................................... 5
   1.5 **Guidelines for Participation** .................................................................................................................. 6
   1.6 **Software Licensing** ............................................................................................................................... 7
   1.7 **Netbook Software Image** ....................................................................................................................... 7
   1.8 **Virus Protection** ....................................................................................................................................... 7

2. **HConnect Netbook Policy** ........................................................................................................................ 9
   2.1 **Ownership** ............................................................................................................................................... 9
   2.2 **Additional Peripherals** .......................................................................................................................... 9
   2.3 **Caring for the Netbook** ......................................................................................................................... 9
   2.4 **Users and Security** ................................................................................................................................... 9
   2.5 **PowerSupply Management** .................................................................................................................. 9
   2.6 **Backup/Recovery/Storage** .................................................................................................................... 10
   2.7 **Off-Campus or “At Home” Guidelines** ................................................................................................. 10
   2.8 **Examinations** .......................................................................................................................................... 10

3. **Insurance, Warranty and Technical Support** ......................................................................................... 11
   3.1 **Insurance** .............................................................................................................................................. 11
   3.2 **Warranty Conditions** .......................................................................................................................... 11
   3.3 **Loan/Replacement** ................................................................................................................................ 11
   3.4 **Damage or Loss of Equipment** ............................................................................................................. 11
   3.5 **Substitution of Equipment** .................................................................................................................. 12

4. **Off-Campus Guidelines** ........................................................................................................................ 13
   4.1 **Off-Campus or “At Home” Guidelines for Connecting Printers** ............................................................ 13
   4.2 **ICT Support** ......................................................................................................................................... 13
   4.3 **Cyber Safety** ......................................................................................................................................... 13

**Frequently Asked Questions** ................................................................................................................... 14

**Appendices** ............................................................................................................................................... 15

- **Appendix B – Netbook Support Office – Procedures (Subject to Change)** ............................................ 16
- **Appendix C - Glossary** ............................................................................................................................. 17
- **Appendix D - Acceptable Use Agreement for Ultranet, Internet and Digital Technologies** .................. 17

**Appendix** ............................................................................................................................................... 17

**Acceptable Use Policy** .......................................................................................................................... 18

**Heathmont College Acceptable Use Agreement for Ultranet, Internet and Digital** .................. 19

**Staff Appendix** ......................................................................................................................................... 22

**HConnect Netbook Agreement** ............................................................................................................ 23
21st Century Learning

Heathmont College is committed to providing appropriate access to technology to support student learning. The provision of one to one computer access has been a goal for some years. Now with the support of Federal Government and as a result of the development of Netbooks this has become a reality. The Netbook Program will enable every student to have a computer available at home and at school by 2013. The implementation will be phased in over three years and commenced with Year 9 and 10 students 2011.

The Netbook Program will enable Heathmont College to deliver educational programs relevant to this generation of students. The use of Netbooks will allow students to access the resources available on the Ultranet, Internet and College Intranet. Netbooks in the classroom will enable teachers to better cater for our students’ individual learning needs and to develop students’ use of ICT to better prepare them for life beyond school.

The College’s one to one Netbook (HConnect) Program will provide our students with the opportunity to enter a new world of curriculum possibilities, allowing engagement and involvement in their learning. In this way, each student will learn to develop and demonstrate the knowledge, skills, practices and attitudes necessary to be an engaged, robust, 21st century citizens capable of shaping our future.

Another important aspect of the program is to educate students in the safe use of current and emerging technologies; to harness the benefits whilst equipping them with an understanding of the hazards.

*Technology by its nature tends to include problems that don’t have answers in the back of the book. Learning to solve authentic problems when people are really depending on you is a true 21st century skill.*

*Back in the classroom, this experience can empower students to reach beyond the walls of their school and think beyond the next test. Reinforcing the belief that their voice and actions are important, necessary, and valued creates students who will go beyond a class assignment and become empowered, global citizens of the 21st century.*” Sylvia Martinez, M.A.
1.1. College Information Technology Infrastructure

Heathmont College will continue to make available desktop and notebook computers throughout the College. The number of desktop and notebook computers will gradually be reduced across the next three years. The College runs a substantial suite of servers to provide a range of resources throughout the College as well as providing file storage space for students and staff. Printers are provided throughout the College, although it is anticipated that one of the benefits of this program will be a reduced dependency on printed material.

1.2. Expected Outcomes of the Program

| Students | Provide essential skills for the future  
|          | Improved learning outcomes  
|          | Increased level of engagement  
|          | Increased opportunities to access information and class resources  
|          | Increased variety and flexibility in learning programs  
|          | Access to individual Netbook  
| Teachers | New eLearning opportunities  
|          | Different models of teaching and learning  
|          | Greater access to teaching resources  
|          | Increased opportunities for collaborative work  
|          | Increased communication with students / parents  
| Parents  | Observable improvements in student learning outcomes  
|          | Enhanced communication with teachers and school using Ultranet  
|          | Affordable Netbook program  
|          | Increased computer access at home  
| College  | Improved student learning outcomes  
|          | Increased eLearning proficiency of staff and students  
|          | Enhanced communication with families  

1.3. Responsibilities

Parents

It is expected that parents will attend an induction session and agree in writing to the terms and conditions of the program. Parents will need:
   a) To understand the responsibilities which apply to themselves and their children in supervising the appropriate and safe use of the Netbook at home and the need to reinforce the guidelines established by the College.
   b) To be aware of, and familiar with, the College’s Acceptable Use Agreement for Ultranet, Internet and Digital Technologies and ensure that their children abide by the conditions and responsibilities detailed in this booklet.

Students

Students should be aware of, and familiar with, the College’s Acceptable Use Agreement for Ultranet, Internet and Digital Technologies and abide by the conditions and responsibilities detailed in this booklet.
   • Students are required to bring the Netbook to school fully charged on every academic day and take it home each day.
   • Netbooks may not be stored or left at the College or other places outside of school hours, unless required for technical repair.
   • A student will be liable for the cost of repair or replacement of his/her netbook if it has been left unsecured at the College and is damaged, lost or stolen.
   • Students should ensure that their Netbook is charged at home every evening to ensure that battery levels are maintained for the duration of the school day.
   • Students are responsible for and expected to back up their files onto USB or external hard drives provided by the student. The College will take no responsibility for the loss of any student files.
• While at the College, students are able to use their Netbooks in supervised classrooms and designated areas in the Library. Students are not permitted to use their Netbooks within the general College grounds during lunchtime or recess unless under the direct supervision of a staff member.
  • For students who do not comply refer to the HConnect Acceptable User Agreement

**Furthermore, at Heathmont College we:**

• Have policies in place that outline the values of the school and expected behaviours when students use digital technology and the internet
• Provide a filtered internet service
• Provide access to the Department of Education and Early Childhood Development’s (D.E.E.C.D.) search engine [www.education.vic.gov.au/secondary](http://www.education.vic.gov.au/secondary) which can be used to direct students to websites that have been recommended and reviewed by College staff
• Provide supervision and direction in online activities and when using digital technologies for learning
• Support students in developing digital literacy skills
• Have a cyber safety program at the school which is reinforced across the College
• Provide support to parents/carer through information evenings and via other College documents
• Work with students to outline and reinforce the expected behaviours for using digital technologies including the DEECD Ultranet.

* The Ultranet is a password protected online learning space for all Victorian Government school students. In this space students will be able to use tools to communicate and collaborate with other students and be able to access learning activities both at school and at home.

**Teachers**

Teachers will ensure that students comply with the expectations and requirements detailed in this booklet. Teachers are also responsible for developing teaching and learning programs that maximise the educational benefits of Netbooks and ensuring that all relevant resources are available. Teacher’s will reinforce the safe and appropriate use of technology and teach students to be good digital citizens.

### 1.4. Guidelines for Participation

In 2012 all students in Year 9, 10 and 11 will participate in the Netbook program. The Netbook is a compact computer which will provide students with individual access to a computer at school as well as at home.

The Netbook has been selected and consideration was given to the following criteria:

- affordability
- reliability
- robustness
- weight
- warranty conditions.

The Federal Government has provided schools with financial resources to provide Netbooks to students in Years 9-12 over the next 3 years therefore there is no charge for students at these levels.

Distribution of Netbooks will take place after an Induction Program for parents and students. Prior to Netbooks being issued to students they will be imaged with the permitted College software image for the respective year level. The Netbook will be registered on the College database with the Netbook serial number assigned to the student’s College identification number.

Students will also be given a Netbook bag and individually named skin cover. Students are expected to keep the Netbook in the bag at all times when it is not in use. Heathmont College has purposely purchased Netbook bags that will fit inside student schoolbags for added security outside the College. When travelling in public areas students must keep the Netbook enclosed in their schoolbag for their own personal safety. While not in use at school the Netbook must be stored in the student’s own locker secured with a **College approved lock** only.
1.5. Software Licensing

Software installed by the College is subject to licence conditions and must not be distributed or deleted without written permission from the College.

The software image has been developed in consultation with staff. The Netbook will be reimaged as necessary when new software becomes available or other DEECD requirements must be met. Therefore all Netbooks must be returned to the College when requested. Students will need to backup all personal files from the Netbook as hard drives will be wiped prior to reimaging. It is possible that image updates may be scheduled periodically during the school year.

1.6. Netbook Software Image

The College will prepare an image of software available for installation on the Netbooks. The image is a copy of a Netbook hard drive on which all the licensed software has been installed. This image is then copied onto each Netbook. The College or DEECD has site licenses for the software installed. All Netbooks will be recalled for reimaging and assessment as required.

1.7. Virus Protection

An increase in the number of Netbooks across the College campus increases the risk of computer virus. Students should abide by the following guidelines:

- Never reply to spam. Spam email messages can contain viruses that notify a third party of the legitimacy of an email address and add the recipient to the spammer's database. They can also consume a large amount of disk space on the server, which slows computer networks.
- Viruses have the potential to severely damage and disrupt operations within the College and DEECD's computer networks. As students have the right to add to the software on to their devices and connect to the internet from home, all steps should be taken to protect the College and DEECD's computer network from virus attacks. The Netbooks will have Symantec end point software installed on them. This software will scan the hard drive for known viruses on start-up. The virus software will be automatically updated from the network.
- Students are recommended to:
  (i) Protect their devices from virus attacks by scanning for viruses at least weekly.
  (ii) Consider running virus scans regularly after accessing the Internet or personal mail, or opening a file from a removable media source (eg. USB drive), carry out the scan before returning to the school and connecting to the College network.
  (iii) Not open any files attached to suspicious or unknown emails.
  (iv) Exercise caution when downloading files from the Internet by saving the files to the Netbooks hard drive and run the virus scanner on the file before opening.
  (v) Delete chain and junk emails. Do not forward or reply to these types of emails.

The System Administrator is responsible for developing the security policies and procedures across the College.

1.8. Web 2.0 Applications

Students use Web 2.0 services to post personal thoughts and conduct group shared communication for the purposes of building common interests among a broader community, creative self-expression and maintaining connections with friends. A focus on cyber-safety and ethical behaviours will be an integral part of the HConnect program. Students must abide by the school’s User Agreement whenever the school equipment or services are involved. This includes the Netbook regardless of location.

The Internet and Netbook Acceptable Use Agreement contains specific responsibilities to ensure student safety:

- Students must keep themselves and friends safe by not giving out personal details, including full names, telephone numbers, addresses, images and passwords.
- Students should be respectful in how they talk to and work with others online, and never participate in online bullying.
- Students should use the technology at school for learning, using the equipment properly and not interfering with the work or data of another student.
The College will assist staff to be more aware of the range of Web 2.0 applications that are being developed, and look for ways in which they may offer unique teaching and learning opportunities. The College will provide specialist support staff time to develop learning experiences that increase their knowledge of Web 2.0 applications and be vigilant in ensuring that all students are at all times kept abreast of the best knowledge in regard to safe web practice.

Within schools in Victoria, applications such as blogs and wikis are readily available through the DEECD’s Global Teacher, which provides a useful vehicle for students and staff to engage in extended dialogue and development of ideas beyond the traditional forums.
2. **HConnect Netbook Policy**

2.1. Ownership

The Netbook is owned by Heathmont College. If a student leaves or transfers to another school for any reason, they are required to return the Netbook to Heathmont College in full working order, including all accessories and components.

When taken home, the student must bring portable devices fully charged to school every day. Power cords should be left at home.

Parents/carers and students should be aware that files stored on the device or on the College’s server are not private.

2.2. Additional Peripherals

The College will not provide or specifically recommend any additional peripherals as part of the HConnect program. Parents or students may purchase these outside of the program however the program support and warranty will not apply.

Peripherals may include:
- USB backup devices
- External hard disk drives for backing up Netbooks
- additional batteries
- external DVD drives

2.3. Caring for the Netbook

For the protection and longevity of devices it is important that clear expectations are set for students in regard to the carrying, storage and security of devices - both within and outside the College.

**Care Recommendations:**
- The College will provide a robust Netbook bag to help reduce the risk of damage, students must place the netbook inside the bag provided and then in to their school bag for transportation.
- Do not overfill Netbook bag as pressure on the Netbook can cause permanent damage to the screen and other components.
- Do not grab or squeeze the Netbook as this can also damage the screen and other components.
- Never leave your Netbook in a car or in an exposed area where it can be stolen.
- Avoid over exposure to the elements.
- Never leave your Netbook in unsupervised areas during the school day. Netbooks are to be securely locked in a College locker with a College approved lock. Devices left unsecured may be confiscated to avoid exposure to theft.

See Appendix A for Guidelines for students on Caring for their HConnect Netbook.

2.4. Users and Security

The College has a wireless network to support the Netbook Program. Students will be required to log in to the network at school using their College provided network login. When students log in to the wireless network they will gain access to some of the school network facilities, including access to the Internet, College Intranet, Library resources, printing and some software as well as their home directory.

Students will also be prompted for a password when turning on the Netbook (even at home) in order to help protect their personal information. Students have administrator rights to their own Netbooks which will enable them to install software, however this is discouraged as it may result in corrupting the operation of the Netbook. Students who install software resulting in their machine running extremely slowly will have their Netbook reviewed by the College ICT technicians.
2.5. Power Supply Management
Students should always come to school with their Netbooks fully charged. Students who do not charge their Netbooks will not be able to use them and will therefore need to catch up on missed work at home. If this occurs regularly parents will be notified and asked to assist their child in complying with this requirement.

2.6. Backup/Recovery/Storage
Students will be responsible for their own backup of critical data at all times. This may be through a USB, external drive, or Internet-based backup.

Netbooks are to be stored in student lockers when not required in the classroom. When not in secured in lockers, students should carry the Netbook around the College inside the Netbook bag. Netbooks should never be left unattended anywhere in the College or when the student is travelling to and from school. The terms of warranty are for repairs to be made within 24 hours. If the Netbook will take more than 3 working days to repair, a loan Netbook may be available for use during the school day. Loan Netbooks are not allowed to be taken home.

2.7. Off-Campus or “at home” guidelines
Some suggestions to help in the process of maintaining responsible use at home include:

- Reinforce the College’s prescribed “HConnect Netbook Acceptable Use Agreement” at home.
- Establish guidelines for at home use.
- Do not hand over total control of the Netbook to the student.
- Use filtering software and check regularly for any alerts it provides.
- Parents are to monitor, by regularly checking the Internet history of the Netbook and looking at saved files.
- Ask questions and be actively involved.

You may find the following links useful:-
http://www.netalarmed.com/

2.8. Examinations
Netbooks will not be used in examinations unless specifically prescribed within the conditions of the examination.
3.1. Insurance
The Netbooks will be insured by the school. All devices and batteries are covered by a 3 year manufacturer’s warranty. Wilful damage, loss or theft will not be covered by the warranty. This includes any unauthorised “personalisation” of the Netbook such as scribbling, adding stickers etc.
In the case of suspected theft a police report must be made by the family and a copy of the report provided to the College.

If a Netbook is lost or stolen then it should be reported to the police and a copy of the police report should be forwarded to the College and parents are also required to contact the Netbook Administrator and complete the appropriate form and submit this with a copy of the police report. The insurer will only cover claims lodged within 14 days of loss or damage. The Netbook Administrator will process the insurance claim and arrange for the repairs or replacement as appropriate. In exceptional circumstances a loan device may be provided to students.

For any claims of accidental damage, loss or theft, not covered by the warranty, an excess of $150.00 per claim will apply. The excess will need to be paid before the Netbook is returned to the student. There is a limit of two claims per student during the life of one Netbook (i.e. 3 years). If a student has a third claim the full cost of repairs or replacement will be charged. If the Netbook Administrator judges the damage to be wilful or deliberate the College reserves the right to charge the full cost of replacement.

Families should avoid leaving the Netbook in a vehicle, if necessary to do so the vehicle should be locked and the Netbook should be out of sight (preferably in the boot of the car).

3.2. Warranty Conditions
For all warranty claims, there will be a $40 administration fee. All servicing will be carried out by Heathmont College technicians or its agents. The Netbook office will be open before school from 8:30am – 8:45am, at lunchtime and after school until 3:30pm Monday to Friday (except public holidays or days when the College administration offices are closed). The College will endeavour to have a Netbook returned to the student as soon as possible (subject to compliance with insurance conditions).

3.3. Loan/Replacement
Where possible the College will provide loan devices as part of the one to one Netbook Program. Loan Netbooks may be available to students if their device has been submitted for repair under warranty conditions. However loan devices involve additional costs to the school, so consideration needs to be given to the level of impact on student work and how long a device will take to be repaired. Loan computers will generally be issued under the following circumstances:
- A student’s Netbook is inoperable due to gross hardware failure
- An authorized repair, scheduled upgrade or reinstallation exceeds a period of 3 days
- Completion of critical assessment items would be compromised.
- Not to be removed from the College.

3.4. Damage or loss of equipment
- In the case of loss or accidental damage a statement should be signed by a parent/carer and provided to the school.
- If a Netbook is damaged or lost the Principal will determine whether replacement is appropriate and whether or not the student retains access to a device for home use.
- Students will be required to replace lost or damaged chargers.
- If a Netbook is damaged and the damage is not covered by the manufacturer’s warranty or any of the College’s insurance arrangements, the College Principal will determine whether the student must pay costs of repairing the damage or if necessary the costs of replacing the Netbook.
3.5. Substitution of equipment

- When a Netbook is replaced under warranty, the type of replacement will depend upon the respective manufacturer’s warranty.
- When a Netbook is replaced by the College, the type of replacement will depend upon the replacement policy of the College.
4.1. Off-Campus or “at home” guidelines for connecting printers
Parents may choose to add “home printers” to a College Netbook if they desire and most printers should work effectively. Installation instructions can be accessed via the manufacture’s website. The College ICT Support team is not authorised or able to assist with this process.

4.2. ICT Support
The ICT Technical Support Team provides support and assistance to the College’s staff and students. Heathmont College ICT Technical staff is able to support –
- Netbook hardware issues
- Netbook software issues – Heathmont College approved image only
- College network connectivity and access
- Connecting to the Internet via Heathmont College network
- Connecting to College peripherals (e.g. printers, cameras etc).

Heathmont College ICT Technical staff is NOT able to support –
- Connecting to the Internet at home
- Connecting to non-College printers and other peripherals eg printers, cameras, etc.
- Back-up of personal and/or family files
- Installation or repair to user installed software

4.3. Cyber Safety
Heathmont College believes the teaching of cyber safe and responsible online behaviour is essential and is best taught in partnership between home and school.
- This century students spend increasing amounts of time online, learning and collaborating. To be safe online and to gain the greatest benefit from the opportunities provided through an online environment, students need to do the right thing by themselves and others online. Heathmont College promotes the values of respect and responsibility and expects students to behave appropriately online regardless of whether they are being directly supervised or not.
- Safe and responsible behaviour is explicitly taught at Heathmont College and parents/carers are requested to reinforce this behaviour at home.
- Some online activities are illegal and as such will be reported to police.
- The use of social networking sites such as Facebook, Formspring etc are prohibited at Heathmont College

This agreement applies to the use of the Ultranet, school use of the Internet (including email) and the use of digital and mobile technologies at school and at home. These technologies include the College computers, Netbooks, cameras and any other device used to create digital information.
Q) What is the cost?
*There is no cost to parents for their child to participate in the HConnect Program for students in Years 9 -12 due to the Federal Government’s commitment to provide one to one computer access to all students in Years 9 -12 over the next 3 years.*

Q) Can the Netbook be used for home and personal use?
*Yes. Students can take Netbooks home and are able to set up personal software and information folders.*

Q) Who owns the Netbook?
*Heathmont College has purchased the Netbooks and ownership remains with the College.*

Q) What happens if the Netbook is damaged or needs repair?
*The Netbook is covered by a warranty. There is a $40 administration fee for all warranty claims. Where an insurance claim is required an insurance excess or service fee will be applied in cases of negligence or damage.*

Q) Can I purchase my own Netbook or similar laptop?
*Only the College supplied Netbook is able to be used on the Network.*

Q) Who supplies and what software is included?
*The College installs a standard suite of software which will be maintained and upgraded as required. The Netbook will be installed with the Microsoft Operating System and Office 2007 plus a range of other software.*

Q) Can students install other programs?
*Students may install and download software and media which are Windows compatible, do not impede upon the operation of the Netbook and are consistent with College’s content guidelines. However, if the Netbook needs to be reimaged, loss of additional software will occur. Please ensure that all software installed at home is kept safe for reinstallation if required.*

Q) Do students need to be connected to the Internet at home?
*Yes. Whilst it is not a requirement to have a fast Broadband Internet connection at home to be a part of the program, this would be advantageous and recommended by the College.*
Appendices

Appendix A – Netbook Computer Care

For the protection and longevity of the Netbooks it is important that students comply with the following requirements in regard to the carrying, storage and security of Netbooks both within and outside the College.

**Care Recommendations:**
1. Carry your Netbook within its protective case.
2. Do not grab or squeeze the Netbook as this can damage the screen and other components.
3. Never leave your Netbook in a car or in an exposed area where it can be stolen.
4. Never leave your Netbook in unsupervised areas during the school day. They are to be securely locked in a classroom or College locker. Netbooks left unsecured may be confiscated to avoid exposure to theft.

**Warranty Conditions**
The following conditions must be adhered to in order to maintain warranty:
1. Always store Netbooks in the protective bag provided.
2. When in schoolbags Netbooks must always be stored in the Netbook bag – pressure from books can damage screens and hinges.

**Netbook Bag**
Please be careful not to store anything except your Netbook in the Netbook bag’s main compartment. The extra pressure could result in damage to your Netbook. The front pocket of your Netbook bag should hold your adapter only.

**Packing your Netbook Bag**
Do not wrap the cord around the power adapter or the cord will become damaged.

**Handling your Netbook**
Try to avoid moving your Netbook around when it is on. Before switching on, gently place your Netbook on a stable surface. You still need to be careful with your Netbook while it is in the bag. Do not drop the bag from your shoulder. Always place the Netbook bag down gently. Netbooks should be switched off and completely shut down before placing into the bag.

**The best operating conditions**
Avoid exposing your Netbook computer to direct sunlight or sources of heat such as desk lamps, dust, dirt, rain, liquids or moisture, heavy shock or vibration.

**The LCD screen**
LCD screens are delicate. Always be gentle when putting your Netbook down or closing the screen and do not lift the Netbook by the screen. To clean your LCD screen: switch off your computer, lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion. Do not directly apply water or cleaner to the screen. Avoid applying excessive pressure to the screen. **Ensure no pens etc. are on the keyboard before shutting the lid.**

**The A/C power adapter**
Connect your adapter only to your Netbook computer. Keep your cord away from heavy traffic areas and avoid placing heavy objects on top of it or stepping on it. When unplugging the power cord, pull on the plug itself, rather than the cord. Only use the AC Adaptor supplied with your Netbook. Use of others adaptors may cause damage.
**Taking care of the Battery pack**
Once a week fully flatten your battery and re-charge the battery fully. This will extend the life of your battery cells. Do not tamper with the connections.

**Taking care of the Keyboard**
Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt. If any key tops are missing or keys are damaged, take your Netbook for repair immediately. A single key top is easily replaced, but continuing to use the keyboard with a missing key top can result in the entire keyboard requiring replacement.

**Appendix B – Netbook Support Office – procedures (subject to change)**

The Netbook Support Office area is located in the Library foyer and operates during normal school hours 8.30 am – 3.30 pm Monday to Friday. It is the responsibility of the student to log issues, follow-up jobs and submit or collect equipment. Students cannot leave equipment at the Netbook Support Office when it is unattended. Student ID cards are required for identification when submitting or collecting Netbooks.

**Q) What is the process for reporting an issue?**
Issues must be reported in person. Netbook Support Staff will provide a job number. If equipment needs to be submitted, it must be taken to the Netbook Support office by the student. Once logged, jobs will be given an estimated time of completion. At the discretion of Netbook Support staff, alternative equipment may be provided.

**Q) What is the process for following up a job?**
Contacting Netbook Support Office.

**Q) What is the process for collecting your netbook?**
Once advised that the job is completed and the $40 administration fee has been paidCalium, collection can be made from Netbook Support Office.

**Q) Are there any conditions related to repairs?**
Yes. All repairs have conditions which will be explained and noted on relevant documentation.
Appendix C - Glossary

Within the context of these documents, these terms are defined below.

**Information Communication Technology** - or technologies (ICT) is an umbrella term that includes all technologies for the manipulation and communication of information. The term is sometimes used in preference to Information Technology (IT), particularly in two communities: education and government.

**One-to-One Computing** means that every student or teacher has access to a computer, the internet and software anytime and anywhere. The term computer is used to mean a personal computer, laptop, handheld, or netbook.

**Netbook PC** (sometimes referred to as mini notebooks) are a rapidly evolving category of small, light and inexpensive laptop computers suited for general computing and accessing web-based applications.

**The Internet** is a worldwide, publicly accessible series of interconnected computer networks that transmit data by packet switching using the standard Internet Protocol (IP). It is a "network of networks" that consists of millions of smaller domestic, academic, business, and government networks, which together carry various information and services, such as electronic mail, online chat, file transfer, and the interlinked web pages and other resources of the World Wide Web (WWW).

**Email** (electronic mail) is a store-and-forward method of composing, sending, receiving and storing messages over electronic communication systems.

An **Internet Service Provider** (ISP, also called Internet Access Provider or IAP) is a company or business that provides access to the Internet and related services. In the past, most ISPs were run by the phone companies. For home users and small businesses, the most popular options include dial-up, DSL (typically Asymmetric Digital Subscriber Line, ADSL), broadband wireless, cable modem.

**Off-site** - Outside the physical campus of Heathmont College.

**Ultranet** - The Ultranet is a password protected online learning space for all Victorian Government school students. In this space students will be able to use tools to communicate and collaborate with other students and be able to access learning activities both at school and at home.

Appendix D - Acceptable Use Agreement for Ultranet, Internet and Digital Technologies

Heathmont College provides all students with access to the Internet from all computers on the College network. In 2012 students in Year 9, 10 and 11 are eligible to participate in the HConnect Program. Following is the Acceptable Use Agreement for Ultranet, Internet and Digital Technologies that defines the acceptable use of the College’s ICT services and includes school computers and Netbooks. As parents are no doubt aware, the Internet contains some materials that parents and the College would find objectionable. The College uses filtering software, however it is essential that students understand the need for compliance with this agreement as no system is foolproof.

Students are allowed unlimited Internet access as part of the program, however excessive internet use will result in account access being slowed down. College Charges include $10.00 for printing per student, per year. Normal black printing is charged at 10c per page and colour laser printing is charged at $1 per page (50c per page on Library colour copier). If your child exceeds this allowance additional amounts may be purchased from the General Office.
HEATHMONT COLLEGE

Internet and Computer/Netbook Acceptable Use Agreement

BACKGROUND

Heathmont College believes the teaching of safe and responsible online behaviour is essential and is best taught in partnership between home and school. Students are spending increasing amounts of time online, learning and collaborating. To be safe online and to gain the greatest benefit from the opportunities provided through an online environment, students need to do the right thing by themselves and others online. This school promotes the values of respect and responsibility and expects students to behave appropriately online regardless of whether they are being directly supervised.

Safe and responsible behaviour is explicitly taught at Heathmont College and parents/carers are requested to reinforce this behaviour at home.

Some online activities are illegal and as such will be reported to police.

This agreement applies to the use of the Ultranet, school use of the Internet and Intranet and the use of digital and mobile technologies at school and at home. These technologies include the school computers, Netbooks, cameras and any other device used to create digital information.

1.1 Mandatory User Agreement

All students and parents are required to sign an Acceptable Use Agreement. This agreement applies to use of ICT within the school and the use of Netbooks. Students and parents are asked to read and agree to abide by the conditions of the agreement and the policies detailed in the Netbooks Policy and Information Booklet by returning a signed copy of the Agreement to the school. Access to Netbooks and the College’s ICT network, resources or facilities will be granted once the agreement is signed. Parents are also advised to implement similar policies at home. Resources for parents and teachers are available at:


1.2 Breaches of Acceptable Use Agreement

Adherence to the agreement will help ensure a positive, supportive and productive learning environment for all students. Students must adhere to the directions of school staff at all times. Students should not run any applications unless directed by a college staff member. Students are to advise a staff member of any ICT problem immediately.

Depending on the seriousness of a particular breach of the Acceptable Use Agreement, an appropriate response will be made by the school. Possible responses could include one or more of the following:

- a discussion with the student
- informing parents/legal guardian
- loss or suspension of student access to school ICT network, resources or facilities
- taking disciplinary action
- retain possession of all the equipment
- recover any incurred costs
- take legal action (if deemed necessary)
- cancel a parent’s contract.

If illegal material or activities are involved, it may be necessary for the College to inform the police.

1.3 Standard Operating Environment (SOE)

All Netbooks must conform to and operate the schools SOE and software suite. The SOE and software suite must not be modified by the students.

1.4 Responsibilities regarding access of inappropriate or illegal material

When using Heathmont College ICT equipment or Netbooks, on-site or at any school-related activity, users must not:

- initiate access to inappropriate or illegal material.
• save or distribute such material by means such as copying, storing, emailing or printing; and
• access or attempt to access web proxy sites.

In the event of accidental access of such material, the user has a responsibility to:
• not show others
• close or minimise the window
• report the incident to a staff member immediately.

1.5 Copyright

Students must adhere to the laws concerning copyright, other intellectual property rights and licensing agreements. All software, music, games, images and material on a student’s PC/Netbook must not be in violation of copyright laws, hence downloading, storing, playing or sharing illegal or pirated material is prohibited. Any illegal material will be deleted upon discovery, repair or upgrade. Refer to the following for resources.
• The national Copyright Advisory Group (CAG) has developed the Smart Copying website http://www.smartcopying.edu.au/scw/go to provide a comprehensive guide to copyright issues affecting Australian schools.
• Working with the Web http://www.education.vic.gov.au/workingwiththeweb

---

Heathmont College Acceptable Use Agreement for Ultranet, internet and digital technologies

Part A – Heathmont College support for the safe and responsible use of digital technologies

Heathmont College uses the Ultranet, internet and digital technologies as teaching and learning tools. We see the internet and digital technologies as valuable resources, but acknowledge they must be used responsibly. Students are asked to agree to use the Ultranet, internet and digital technologies responsibly at school. Parents/carers should be aware that the nature of the internet is such that full protection from inappropriate content can never be guaranteed.

At Heathmont College we:
• have policies in place that outline the values of the College and expected behaviours when students use digital technology and the internet
• provide a filtered internet service
• provide access to the Department of Education and Early Childhood Development’s search engine www.education.vic.gov.au/secondary which can be used to direct students to websites that have been recommended and reviewed by College staff
• provide supervision and direction in online activities and when using digital technologies for learning
• support students in developing digital literacy skills
• have a cybersafety program at the College which is reinforced across the school
• use mobile technologies for educational purposes (e.g. podcasts or photos from excursions)
• provide support to parents/carers through information evenings and via other school documents
• work with students to outline and reinforce the expected behaviours online and in the Ultranet*.

* The Ultranet is a password protected online learning space for all Victorian Government school students. In this space students will be able to use tools to communicate and collaborate with other students and be able to access learning activities both at school and at home.
Part B - Student Agreement

When I use digital technology I agree to:

- Observe the cybersafety guidelines.
- Be a safe, responsible and ethical user whenever and wherever I use it.
- Be respectful in how I communicate with others and never write or participate in online bullying.
- I will not support others in harmful, inappropriate or hurtful online behaviour.
- Talk to a staff member if I feel uncomfortable or unsafe online or see others participating in unsafe, inappropriate or hurtful online behaviour.
- Protect my privacy rights and those of other students by not giving out personal details including full names, telephone numbers, addresses and images.
- Use the internet for educational purposes at school and use the equipment properly.
- Use approved social networking sites for educational purposes and only as directed by teachers for example Ultranet or Wiki's
- The use of social networking sites such as Facebook, Formspring etc are prohibited at Heathmont College
- Abide by copyright procedures when using content on websites (ask permission to use images, text, audio and video and cite references where necessary)
- Think critically about other users’ intellectual property and how I use content posted on the internet.
- Not interfere or bypass any network security, or interfere with the data of another user or attempt to log into the network with a user name or password of another student
- Seek to understand the terms and conditions of websites and online communities and be aware that content I upload or post is my digital footprint (a digital footprint is the data trace or trail left by someone’s activity in a digital environment).
- Abide by copyright procedures when using content on websites (ask permission to use images, text, audio and video and cite references where necessary).
- Not reveal my password to anyone except the system administrator or eLearning Coordinator.
- Not interfere with network security, the data of another user or attempt to log into the network with a user name or password of another student
- Not bring or download unauthorised programs, including games, or large files to the school or run them on school computers.
- When using the internet, students will not visit inappropriate sites or download inappropriate materials or files. Inappropriate material includes material that is: pornographic, harassing, hateful, racist, sexist, abusive, obscene, discriminatory, offensive or threatening

When I use my mobile phone or other mobile device (including Netbooks) I agree to:

1. Keep the device on silent during class time and only use the device outside of lesson times – except for approved learning purposes under staff direction.
2. Protect the privacy of others and never post or forward private information about another person
3. In regard to data files (photos, videos, text, sound) regarding others I will
   a. seek permission from individuals involved before taking photos, recording sound or videoing them (including staff)
   b. only take photos and record sound or video when it is part of an approved lesson
   c. be respectful in the photos I take or video I capture and never use these as a tool for bullying.
   d. seek appropriate written permission from individuals involved before publishing or sending photos, recorded sound or video to anyone else or to any online space.
4. Regularly review and update files and programs stored on the school server and mobile devices and delete as appropriate.

This Acceptable Use Agreement also applies during College excursions, camps and extra-curricular activities. Students and parents should understand that any breaches to this agreement will be subject to the staged responses detailed in the Student Engagement & Wellbeing Policy.

Part C — Requirements for the use of Netbook - Digital Education Revolution

Requirements for parents/carers and students accessing portable devices purchased with Commonwealth Government funding for (Digital Education Revolution /National Secondary School Computer Funds (NSSCF)
The Digital Education Revolution– VIC program aims to improve student learning experiences both in and out of the classroom. **Heathmont College** is providing students with a digital device on the expectation that they will make good decisions with regard to their personal use of technology.

The Acceptable Use Agreement must be signed and provided to the College before the device will be issued or used.

**1. Purpose**
The digital device is provided as a tool to assist student learning both at school and at home.

**2. Equipment**

**2.1 Ownership**

2.1.1 If taken home, the student must bring the netbook device fully charged to school every day. Power cords should be left at home.

2.1.2 The College retains ownership of the device until the student completes their studies at Heathmont College. At this time the netbook will be returned to Heathmont College.

2.1.3 Parents/carers and students should be aware that files stored on the device or on the College’s server are not private.

2.1.4 If the student leaves the school prior to completing Year 12 or moves to another Government or non-Government school, interstate or overseas, the device must be returned to the Heathmont College.

**2.2 Damage or loss of equipment**

2.2.1 All devices and batteries are covered by a manufacturer’s warranty. The warranty covers manufacturer’s defects and normal use of the device. It does not cover negligence, abuse or malicious damage.

2.2.2 Any problems, vandalism, damage, loss or theft of the device must be reported immediately to the College. This includes any unauthorised “personalisation” of the device such as scribening, adding stickers etc.

2.2.3 In the case of suspected theft a police report must be made by the family and a copy of the report provided to the College.

2.2.4 In the case of loss or accidental damage a statement should be signed by a parent/carer and provided to the College.

2.2.5 If a device is damaged or lost the Principal will determine whether replacement is appropriate and/or whether or not the student retains access to a device for home use.

2.2.6 Students will be required to replace lost or damaged chargers.

2.2.7 If a device is damaged and said damage is not covered by the manufacturer’s warranty or any of the College’s insurance arrangements, the Principal may determine that the student must pay to the College the costs of repairing the damage or if necessary the costs of replacing the device.

**2.3 Substitution of equipment**

2.3.1 When a device is replaced under warranty, the type of replacement will depend upon the respective manufacturer’s warranty.

2.3.2 When a device is replaced by the school, the type of replacement will depend upon the replacement policy of the College.

**3. Standards for device**

The student is responsible for:

3.1.2 Taking care of digital devices in accordance with school guidelines

3.1.3 Adhering to the school’s Acceptable Use Agreement when using the machine at all times

3.1.4 Backing up data securely

3.1.5 Maintaining settings for virus protection, spam and filtering that have been set as a departmental standard.

I acknowledge and agree to follow these rules. I understand that my access to the internet at school and to the Netbook will be restricted if I do not act responsibly.

**References**

1. HConnect Netbook Implementation Booklet
4. Parentline 132289

Please sign and return this Agreement to Heathmont College:
I acknowledge and agree to follow these rules. I understand that my access to the Internet and mobile technology at school will be renegotiated if I do not act responsibly.

I have read the Acceptable Use Agreement carefully and understand the significance of the conditions and agree to abide by these conditions. I understand that any breach of these conditions will result in Internet and mobile technology access privileges being suspended/revoked, or other disciplinary action that the College feels is appropriate.

Student Name: ____________________________

Year Level: _______________________________

Student Signature: __________________________

Parent/Carer Name: _________________________

Parent/Carer Signature: _______________________

Date: ________________________________