Introduction

What is a one-to-one program?

One-to-one learning provides every student and teacher access to his or her own laptop computer in a wireless environment allowing students to learn at their own pace and ability levels. One-to-one initiatives have gained momentum, worldwide, and are increasingly seen as a key to transforming education and better preparing students to succeed in a global world.

In the one-to-one program, students' access to a laptop and the Internet enables them to be self-directed and receive highly personalised instruction. Teachers can create personalised learning opportunities for each child, addressing his or her unique needs. Students use their personal devices to do research, homework, problem-solve, team projects, email and academic coursework. At the same time, they gain valuable 21st century skills that will be beneficial throughout their lives and careers.

These Frequently Asked Questions try to address some of the most common questions parents have in relation to a 1:1 program.

1-to-1 devices and student learning

Why laptops instead of computer labs?

Teachers report that when computers are in labs, they use technology less often for instruction because of the difficulty of scheduling time in the lab and transporting students there.

More widespread access to computers makes it possible for students and teachers in schools to transition from occasional, supplemental use of computers for instruction to more frequent, integral use of technology across a multitude of settings. Providing students with ubiquitous access to wirelessly connected computers has the potential to transform learning environments and improve student learning outcomes.

Furthermore, 24/7 access to computers makes it possible for students to access a wider array of resources to support their learning, to communicate with peers and their teachers, and to become fluent in their use of the technological tools of the 21st century workplace.

Will students use computers 'too much' for schoolwork?

The 1-to-1 device will complement the existing school curriculum by providing appropriate digital learning tools in balance with more traditional learning tools.

The goals of the curriculum are supported, not supplanted, by the use of 1-to-1 devices. Students will use 1-to-1 devices where they serve a purpose, for instance, in research, data analysis and generating presentations.

Wireless access will allow for 'just-in-time' learning where students can search for information or collaborate with others in a real-time context. Students will be able to use their school files at home and be able to collaborate with their peers on projects through social networking.

How can 1-to-1 devices improve learning?

With greater access to real-time information, digital learning resources, educational software and collaborative workspaces, students experience higher levels of motivation and engagement in their learning.

Typically students experience initial improvement in areas such as organisational and technological skills, revision, writing and editing work. With the development of presentations and other multimedia projects, students experience subsequent improvement in analytical, presentation and speaking skills.

Involvement in 'virtual workspaces' creates opportunities for collaboration and communication, improving relationships in the classroom through a greater level of interaction between students, their peers and their teachers.

A networked environment, where it is easy to share developing work and research with peers and teachers, is the environment students will live and work in during school and the future.

Students working together and providing solutions to real-world problems will create links beyond the classroom and move levels of thinking beyond a simple knowledge framework to complex analysis and evaluation.

Increased levels of learning both in and out of school with an emphasis on higher-order thinking, creative thinking and expression will be promoted.

Will learning outcomes be evaluated differently?

Students will continue to be evaluated against the Queensland and/or National Curricular. The devices complement the existing school curriculum by providing digital learning tools that link in with planned classroom activities. Wireless access points at schools will foster collaboration and teamwork, allowing students to search for information together and share the learning experience.

How will 1-to-1 devices be used in the classroom?

This is a technology-rich world and students are immersed in digital technology in their out-of-school lives. The use of devices in the classroom will evolve over time as students and teachers become more familiar and therefore will be able to optimise the advantage of their use to support teaching and learning in the classroom, wherever that classroom may be.

Staff and students will collaborate and use the device as a tool that develops the student as information seeker, analyser and evaluator, problem-solver and decision maker. They will use programs to create ways in which to communicate their findings and become publishers of their own work.

What about handwriting?

Handwriting will continue to have a place in the classroom as well as the use of the keyboard.

What about safe Internet use?

Students are offered a device to facilitate anytime, anywhere learning. Teachers will supervise students as they would for any learning activity as they create and maintain a safe, comfortable and learning-focused classroom. Appropriate use of the Internet service within the BCE network is closely monitored by a filtering system that allows for inappropriate content blocking by a regularly updated list of categories and sites. This does not apply to use of devices outside of the school network.

Education and support are important for maintaining acceptable use of devices, particularly in relation to Internet access. Like mobile phones, email and messaging systems can be used for unacceptable purposes and to bully others. It is essential that all members of the community, students, parents and staff are aware of this potential and also of the school's Bullying and Acceptable Use policies. Any incident of bullying or unacceptable use should be investigated and dealt with in accordance with these policies.

Won't students be able to 'cheat' by using the spell checker?

The spell checker is a tool to allow students immediate feedback on the correct spelling of words they use. It supplements the existing school spelling program, but does not replace it.

What if students play on the devices during the school day instead of going outside for recess?

The devices will provide additional support for student learning, and therefore students will be supervised, as they would be for any learning activity. The issues of screen time limits, supervised Internet use and best academic uses will be covered by St Joseph's Acceptable Use Agreement.

How will parents continue to be informed about integration of 1-to-1 devices into the curriculum?

The school's newsletters and website will provide updates to the whole school community about the use of the devices by students and teachers in and out of the classroom. Ongoing parent information evenings will assist parents with the use of the device at home.

Student safety and online privacy

Will children be safe carrying 1-to-1 devices?

Overseas research has shown that insurance companies have reported very few incidents while students travel to and from school. Students should be specifically warned not to take the devices out in public, and to carry them in the protective cover provided, which should be placed within their school bags.

Are these devices going to add to the heavy loads students carry from home to school?

The device has been deliberately chosen for a number of reasons, including its weight specifications. The device will alleviate the need for students to carry calculators and some textbooks, further reducing the weight of items students need to carry to school. The device should not be packed into the bottom of an oversized backpack with

other books and items, because this can lead to a compression fracture of the screen.

Will the student files on the device be private?

Students can expect their device to be periodically inspected and monitored for appropriate usage. School personnel may request access to the browser history and/or caches as well as any and all files belonging to the student resident on the laptop as well as stored on the SharePoint sites and BCE web based drives. Students and parents need to be aware that files stored locally or on SharePoint sites and BCE web based drives are not private.

Evaluation
Evaluating the program

St Joseph's will conduct internal action research projects. This may involve areas such as literacy, numeracy, collaboration and attendance. St Joseph's will conduct their own evaluation using instruments such as:

- anecdotal evidence provided by teachers, parents and students
- a pre-and post-technology skills assessment
- tracking the amount of time students use the 1-to-1 device in classrooms
- surveying parents, students and teachers concerning the impact of 1-to-1 access on student learning.

Software and hardware
What software will be on the devices?

With the help of classroom teachers, BCE has researched and is proposing a standard image that incorporates both BCE-licensed and free open source software. This image has also been developed to aid students in meeting requirements of the Queensland curriculum. It is envisaged that this comprehensive and high-quality software list will meet the needs of students over the life of the device; however, the school and students may load additional software to meet their needs subject to appropriate copyright and licensing laws.

A complete list of the software included on the image is available separately.

What hardware will be offered?

St Joseph's will issue a Windows based laptop that would have the following features:

- 3yr onsite warranty

- a standard suite of software
- management and security software
- a software image that can be reinstalled at a Standard cost to the family
- configured to enable reliable access to online applications, administration and teaching and learning resources
- students will have day-to-day responsibility for the machine including their management and care, both at school and at home
- laptops will be configured to enable users to connect outside the school network e.g. to home networks

With the warranty, is it our responsibility to deliver the machine to the supplier for repair?

No. BCE have service arrangements in place with suppliers to handle warranty repairs.

Is there any charge for school-based software installed on machines?

All school software is installed at the School's expense.

Obligations, costs and maintenance

Why is the school charging $65 Complete Cover on these computers?

St Joseph's School requires equipment provided by the program to be insured and there is no funding provided for this purpose.

The current school contents policies do not cover the use of the computer by a student outside of school grounds, hence the need to take out a separate insurance policy.

The school needs to establish the insurance arrangements as the computer must remain the property of the school for a period of 3 years – parents do not own the device until the school signs it over to them after a period of three years.

This insurance cost for both the laptop and other new hardware installed in support of this program must be drawn from existing school funding sources including

school fees and levies and cannot be met within the existing fee structures.

Why do you assume that people have contents insurance?

The insurance policy offered by the school will not assume that a family has contents insurance.

Why doesn't the insurance that the school takes out on the computer cover all possible outcomes and not have attached to it an excess coverage fee billed to the user?

The insurance policy will cover all possible outcomes. To reduce the excess would require a higher annual fee. There is no ability to meet this insurance cost out of existing school funding sources and there is also no incentive for a student/family to take care of the laptop if there is no parent contribution to its upkeep.

Each insurance claim will attract a $150 excess fee.

What payment/discount will the school be giving to users that go towards the expense of contents insurance, home Internet connection, line rental, electricity cost, printer ink and paper?

None. The insurance will cover the issue raised about contents insurance and students will be able to charge their laptops at schools. A family can choose to allow a laptop to be connected onto their home Internet service or printer.

What are the learning outcomes of the student whose parents do not agree to the terms and conditions of the supply and usage of the computer?

Students will be educated and address the same learning outcomes they do today.

How does a student participate if they do not have a computer?

Students will be given access to a computer, which might or might not be located in their current classroom.

Can students bring their own devices from home instead?

No, home devices are not configured to the school network, can be a source of viruses and are often not enabled with the licensed software. Home devices may not be licensed to use the school image and maintenance issues may not be resolved in an appropriate time frame.

Is the device password-protected?

Yes. A password-protected device may help protect students' personal information in incidents of loss or theft.

Under what circumstances can my child lose the right to a laptop?

Access may be withdrawn to a laptop or the permission to take a laptop home. Circumstances might include your child:

- repeatedly not bringing the laptop to school for lessons

- repeatedly abusing the use of the laptop, for example using the laptop to engage in cyberbullying

- not caring for the laptop responsibly

- having too many incidents of loss or damage.

A student in these circumstances will still-in most cases- have access to a laptop at school but may not be allowed to take a laptop home.

Can students install their own software?

Software may be installed where students hold appropriate licences. It is the student's responsibility to ensure that there is enough hard drive space and RAM available to engage in all educational requirements. Music and movies will be allowed for academic and recreational reasons, provided copyright obligations are met. Downloading music, games and videos from the internet during school hours is prohibited except when directed by a teacher.

If software is required by a class for academic purposes, the school will purchase licences and make arrangements for the installation the software for student use. Permanent changes such as engraving, marking, painting or drawing will not be permitted as the devices may be used by more than one family during its lifetime at the school. However students will be able to personalise the software interface and background.

Where do the devices go when not in use?

When not in use, the devices should be in a student's classroom. An unattended device around buildings or school grounds will be picked up immediately by a staff member and treated as a lost item. This could incur a penalty in accordance with school policy.

What about flat batteries? Will students 'plug in' in the classrooms?

Students are expected to charge the device overnight and to bring it fully charged to school each day. As an emergency students will be able to charge batteries during the day.

What about equipment breakdown or if a student forgets to bring it to school?

Although the computers selected will be robust and reliable, the reality is that sometime things will go wrong. All laptops are covered by a three year warranty. Any hardware fault is covered under this warranty. The School has a bank of spare laptops that will be swapped in and out of service when a computer requires a repair or if a student forgets to bring it from home. This means that a student will have access to a computer at all times.

All swap-outs will be done on a like-for-like basis.

Are the computers covered by insurance for damage, loss or theft?

Complete Cover offered by Dell provides a 3-Year Repair or Replacement Service on your Dell Latitude Notebook PC for Accidental Damage. Examples include liquid spills on unit; drops, falls or collisions; electrical surges; broken or cracked LCDs and accidental breakages. Loss or theft will not be covered by this arrangement.

Home use of devices

The school monitors usage at school, but who monitors it at home?

That is the responsibility of the parents. When off school grounds, parents have full authority to monitor device usage. Examples of this include:

- encourage use in a family room and not in the bedroom restrict use at certain times of the evening or weekend
- advise not to take on long trips, and

- examine the documents and other contents of the device.

How can students access the internet from home?

Home Internet connection is not supplied by the school or BCE. There is no mandated expectation that Internet access is available at home. If there is an existing Internet provision at home, a device can be configured for access.

How can devices be used at home?

Examples of home use for which internet access would be required include:

- using online collaborative websites such as class blogs, wikis and potential online conferences
- using email if available
- using online resources such as digital learning objects located in the learning gateway
- completion of homework using online resources.

Examples of home use for which internet access would not be required include:

- using any of the Microsoft applications or open source software provided
- using any subject-specific software
- working with audio, picture or video files on the devices.

Other FAQ's

What happens when a student leaves the school?

Like a library book, the student will be asked to return the device and the school will add this laptop into the pool of spares.

What happens when the laptops are 3 years old?

The computer is reimaged and is given back to the student.