BYOD FREQUENTLY ASKED QUESTIONS – FAQ

About BYOD at GGHS

Q: What is BYOD?
A: BYOD stands for Bring Your Own Device. This means that students bring a personally owned electronic device to school to enhance their learning. GGHS has specific BYOD requirements/specifications.

Q: At what year level does BYOD commence?
A: All students from Year 8 (2016 onward) & any new student are required to bring a device to assist in their learning. We do however encourage our Year level students to bring their own computer.

Q: What if I already have a school supplied device?
A: You may choose whether to continue using this school loan laptop or return the device with intent to BYOD.

Q: Can I still obtain a laptop from GGHS, like my older children have done?
A: The previous solution where the school supplied a device for every student is no longer viable for GGHS and has been discontinued; refer to previous communication about this.
GGHS will always assist families who are in financial/family difficulties to provide access to a laptop. Contact the finance office or the Deputy to discuss circumstances to cater for social justice
It is an expectation that ALL new Year 8's and new students coming in to the school will provide their own laptop.

Q: Can I still use the Microsoft surface RT previously purchased?
A: These devices will still work, however the needs of the students will change for year 10 and onward studies, hence the RT device may not deliver the experience that the student is seeking.
The Microsoft surface RT was only ever targeted for a two year life span device as a transition to BYOD, where it was made clear that by year 10 alternate arrangements would need to be made.

Q: Can I use my Brother/Sister school laptop, who is in year 12 and leaving?
A: This would be determined case by case as some laptops may be past their serviceable life.
Laptop selection

Q: Why is an iPad not on the list of recommended devices?
A: iPads are ideal devices for content consumption, such as video players, web browsers or using apps. However, if the device is going to be used efficiently for all tasks in all subjects, then a device with a separate keyboard and Windows based operating system is essential.

Q: I want to use my iPad or MAC.
A: These devices will not function well within the school enterprise wireless network or with virtual desktop (VDI) supplied by GGHS. Here the end user experience will not be seamless and simple, eg flash does not work on all ipads, and some websites are not built to use ipads.

Unlike private schools we cannot mandate suppliers or devices that are required for use here; equally we can’t afford expensive infrastructure and human resources to support a multitude of systems. ICT systems are complex and we are seeking to make the BYOD journey easier for staff and students, unfortunately for some this will preclude some devices eg: ipad/mac.

The leadership at GGHS are experienced educators and know what teaching and learning outcomes are expected, to that end we are only supporting the devices specified.

Q: I can’t afford a laptop or deposit
A: First contact the Deputy Principal or Finance office at the school, to discuss your circumstances. As a public school we will make every effort to cater for social justice and allow for successful learning outcomes.

Q: Do I need to buy a new device, or will an existing one be OK?
A: Whilst a new device is preferred, a device that is not older than 12 months is fine. Please check the specifications for the device, to see that it conforms to the GGHS minimum specification.
What does the School provide

Q: What does the school provide?
A: The school provides a subscription to Microsoft Office 365 via DECD, (cloud and local copy) as the core productivity suite. We provide filtered, high speed internet access and students have access to printing via follow-me managed print service. The school provides troubleshooting, fault diagnosis and assist with warranty claims and repairs, if devices are purchased through our purchasing portal partners. We do not repair devices.

Q: Will the internet be filtered when the device is at school?
A: Yes. As long as the device is connected to the student school network. Parents should check their online networks at home to ensure they are filtered and consider how they will monitor usage at home. Filter does not apply at home.

Q: Will my child be able to print?
A: Yes. Printing is provided by either;
   - Installing and using the “Follow-me” print queue
   - Using the Web based printer queue
   - Using the Virtual desktop printers
These all access the managed print service. Students will need to carry their student ID card with them to be able to release their prints from selected devices.

Q: What will happen if the device is used inappropriately?
A: The consequences of any breaches of the Acceptable use of ICT Policy will be determined by the relevant Learning area leader, in accordance with the school’s behaviour Management policies. This applies to any electronic device.

Q: Are students able to use earbuds or other types of headsets?
A: Students should carry earbuds in the event that a teacher may ask them to use them during class.

Q: Who is responsible for any repairs or updating of personal computing devices?
A: Families who own the personal computing device will be responsible for organising repairs and updates. The IT Helpdesk will demonstrate to students how updates are to be done on their devices.

Q: Where will the devices be stored once they are at school?
A: Students should ensure that when their devices are not being used that they are secured in their lockers making sure that the locker is locked. However it is not recommended to leave them overnight in their lockers, instead take them home daily to recharge. Students should always be using a carry bag.

Q: Will students be able to recharge devices during the school day?
A: Students should not have the expectation that they will be able to charge devices at school. Many school buildings do not have the capacity to handle additional electrical demands for charging personally owned devices. As part of personal organisation students need to prepare their devices at home for learning at school, as they would prepare their books and other tools for learning.

Q: Who is responsible for the device at school?
A: Students are responsible for their device at all times.

Devices should not be left in lockers at school overnight. No responsibility is taken by the school for loss or damage to devices owned or loaned by students.
Q: What software will my child’s device require?
A: Student devices will come with an operating system. This should be either Windows 7, 8.1 or Windows 10. Students should ensure that their devices have suitable Anti-Virus software installed.

Other tools such as a preferred web browser and audio and video playing tools are generally already installed as part of Basic O/S.

ICT Helpdesk will supply list of recommended web sites and links to download suitable software.

Beyond that the School will provide access to Microsoft Office 365 (Web based/cloud and download version to be available in term 1 by DECD.

Q: Do I need to buy any software
A: You should not need to buy any software for your child to use a BYOD at school, most is available as free download, ICT helpdesk will provide link for this. However purchased anti-virus software, anti-malware software can offer additional protection.

Specific school applications will be provided by either Virtual desktop (VDI) of specific computer labs designed to operate the school specific software.

BYOD does always allow the personal choice to purchase software the student may require for specific subjects or personal use, this is a family choice.

Q: Do I need to update the software
A: This needs to be done at regular intervals - especially when the device starts to operate slowly - see the IT Help desk for assistance.

Q: What software will you install on my child’s device?
A: In order to connect to the secure GGHS network some software will be automatically installed, some will be made available to student to install themselves.

Mandatory/Push application/configuration
• GGHS and DECD wireless security certificates
• GGHS Internet/web configurations
• GGHS laptop enrolment portal software

Optional/As required/Pull type applications
• Citrix or Microsoft Virtual desktop client software
• Text books for local use on laptop
• Applications/Software as directed by class teacher

If a laptop does not comply with GGHS security settings, access to network services will be automatically restricted, where some remediation software and advice will be made available.
**Support**

**Q:** Will teachers be responsible for troubleshooting and fixing students devices?

**A:** No. Teachers may provide very basic troubleshooting advice.

*The IT Helpdesk is responsible for basic troubleshooting; this should be the first point of contact for any ICT related matter.*

*The GGHS ICT helpdesk team is there to assist, the office is generally open during the entire school day, and there may be some closed times depending on staffing.*

**Q:** Will the device be covered by the school if it gets lost or damaged?

**A:** No. Parents should check their home and contents insurance policies and consider taking out insurance for damage, loss or theft.

**Q:** Who do I contact for warranty support?

**A:** If you purchased the devices from the ASI Golden Grove HS portal:

*Return the device to GGHS ICT helpdesk, where a temporary device will be supplied whilst the warranty repairs are carried out.*

*If you purchased the device from a retailer you will need to contact them directly. Loan laptops are not available from GGHS for these devices purchased from non-school supported vendor.*

**Q:** What to do if laptop breaks down?

**A:** Report problem to the IT Help Desk for referral for a resolution as per our Damages Process.

**Q:** What do I do if battery goes flat at school?

**A:** It is important student brings laptop to school fully charged. Laptops can be charged/plugged in to outlets in class, however the number of power outlets available for this is these are limited.

*Any electrical device (eg: power pack/adaptor used at GGHS must first be electrically tested ad tagged, ICT helpdesk can assist with this.*

*Remember watching videos or playing video games at school will reduce battery life.*

**Q:** How to access the School purchase portal

**A:** To access the portal, please go to: https://gghs.asi.com.au or alternatively you can access the ASI Portal via the Golden Grove High School website. Go to (*Our School – Information Communication Technology – BYOD Laptops or via the Resources Tab on the left hand side of the screen*). Once you access the ASI Portal, you will have to register and create your own password before you can access any viewing of products.

*The specific Registration Key Code is gRov3hS*

*You will notice that you have access to two types of laptops, either touch screen or non touch screen. If you require additional information about the device or payment options, please ring ASI directly on 8354 6200.*

*If you have further questions please do not hesitate to contact us at the school, you could ask to speak to David Poland or Toni Carellas.*