



Bacchus Marsh Grammar

2021 Student Technology Handbook

The policies, procedures, and information contained within this handbook applies to all computer devices used at Bacchus Marsh Grammar (BMG) by students.

Please keep as a reference during the 2021 School Year



1 Introduction

In 2021, Bacchus Marsh Grammar will continue the Student Technology Program to include all students from Year 1 through to Year 12. The Technology Program involves providing all students access to a web-based laptop device, called a Chromebook. The School believes that web-based resources provide students with the essential resources both in class and for learning outside the classroom. Chromebooks have been chosen over more conventional laptops for the following reasons:

1.1 Curriculum Usage

Most common curriculum laptop usage involves internet research and creating documents and the new devices handle these functions extremely well. Students will be able to access teacher resources online using our Learning Management System, School Box. Students will also be able to access their work easily from home via their Google drive or One Drive.

1.2 Affordability

Chromebooks provide an excellent computing experience at a sustainable price for both the School and parents/guardians. The replacement of paper-based resources with online equivalents will also save money. For parents/guardians of children from Year 4 and above, they may also assist by not having to purchase extra computing facilities for their children at home.

1.3 Battery Life

The Chromebooks do not have powerful processors therefore their batteries last longer than traditional laptops.

The devices Bacchus Marsh Grammar has purchased provides over 8 hours of battery life.

1.4 Weight

The Chromebooks we are purchasing weigh only 1.4 Kg. This is important for carrying in backpacks to and from School. They may also reduce the weight of carrying paper-based resources in backpacks.

1.5 Management

By using the Google Management Console, the School can manage all Chromebooks from the ICT office with minimal additional resources required. Updates and policies can be pushed out to all users without the Chromebooks ever needing to be reimaged.

2 Procedures

2.1 Distribution

For Prep to Year 3 students, Chromebooks will be stored on laptop trolleys for student use within the classroom. Students from Year 4 to Year 12 will be provided with a Chromebook which they can

take home to use. Year 4 students can take their Chromebook home at the discretion of their teacher. Students are required to carry their Chromebook to each class and take them home at night to complete homework and to be recharged. The Chromebooks will not necessarily be new each year as they will be cycled through the School on a three-year rotational basis. Students are guaranteed to get access to a Chromebook in good working order which will be maintained by the School for the life of the device.

Chromebooks do not run Windows applications, so the School will continue to make some Windows based computers available for applications requiring Microsoft Windows.

2.2 2021 Rollout of Chromebooks

New students in Years 4 and above will receive a new Chromebook and a protective bag. Students in Years 3 and below will find their Chromebook in Chromebook trollies or lockers.

2.3 Parent/guardian and Student Agreement

Parents/guardians must acknowledge that they have read the 2021 Technology Handbook online via the Parent Portal re-enrolment process. Students will be instructed to complete an online form whereby they agree to the Student Acceptable Use policy during the Term 4 break or the commencement of Term 1 2021.

2.4 Protection

Bacchus Marsh Grammar issues each device with a protective hard-shell case to help reduce potential damage. Students from Years 4 and above are always required to carry the device in the protective case.

2.5 Training

Students will receive an orientation on how to use their Chromebook by their classroom teacher and/ or a member of the ICT staff. Training documents and videos are also available on School Box for students to refer to when needed. To access these documents, students need to log onto School Box and search for the Chromebooks course. Students can self-enrol into this course to access these documents and videos. An online training program is also available under 'Training' on Google Drive.

2.6 Return and Changeover

Any student who leaves Bacchus Marsh Grammar will be required to return their Chromebook and accessories before their exit date. If a Chromebook and its accessories are not returned in good condition, the parent/guardian will be held responsible for payment in full.

3 Using Your Chromebook

3.1 At School

The Chromebook is intended for use at School every day. In addition to teacher expectations for Chromebook use, lessons, School messages, announcements, calendars, academic handbooks,

student handbooks and schedules may be accessed using the Chromebook. Students must bring their Chromebook to all classes; however, they will only use them at the teacher's direction.

3.2 At Home

Students from Years 4 and above will take their Chromebook home each night throughout the School year for charging. Chromebooks must be brought to School each day in a fully charged condition.

Students are required to charge their Chromebooks each evening. If a student arrives at School with a flat battery, they may charge their device in one of the charging stations located around each of the campuses.

3.3 Other users

The Chromebook must not be loaned to third parties, including siblings. Each student must be responsible for the use and care of the Chromebook they are given.

3.4 Student Credentials

Students must not share their username or password with any other student. Students are responsible for their login credentials and must immediately report any suspected or actual breach of their Google account to a staff member of the ICT Department.

The School may take disciplinary action for any Student that shares their login credentials or uses another student's login credentials.

3.5 Storing of content on your Chromebook

Students must not store inappropriate or illegal photos, videos, or other content on their Chromebook or any services such as Google Drive or One Drive.

Throughout the year, the ICT Department will report any such cases to relevant teaching staff for appropriate action.

3.6 Avoidance of School Services

The School puts in place a mixture of security systems for the safety of all Students and Staff. Students must not attempt to bypass these systems in the hope to gain access to websites, content, or material they would otherwise not have access too.

The School may take disciplinary action for any Student that attempts to bypass the School's ICT Systems.

3.7 Sound

Students need to supply their own headphones/earplugs as some resources require audio. No audible sound may be used unless permission is obtained from the teacher for instructional purposes. Students may not listen to music or watch personal videos on their Chromebooks while at School.

3.8 Printing

3.5.1 At School

One of the goals of the Chromebook program is for the School to become paperless. Limited printer access will be available for all students in both Junior, Middle and Senior School on their Chromebooks if the need arises.

3.5.2 At Home

The Chromebook will not support a physical printer connection (USB). Instead, users may print to their home printers using the Google Cloud Print service. A wireless home network is required for this. Instructions on how to set up cloud printing at home is available from the Chromebook course on School Box.

3.9 Managing Your Files and Saving Your Work

Students should save documents to their Google Drive or One Drive, or they may save to an external memory device such as an SD card or USB flash drive. Saving to Google Drive or One Drive will make the file accessible from any computer with Internet access. Students using Google Drive or One Drive to work on their documents will not need to save their work, as Google Drive will save each keystroke as the work is being completed. Students will be required to use appropriate folder structures and file names. It is the responsibility of the student to maintain the integrity of their files and keep proper backups. Students will be trained on proper file management procedures.

3.10 Personalising the Chromebook

Students may personalise their desktop and icon on the Chromebook. Students may not use stickers or make permanent marks on the cover. A student identification sticker will be placed on the Chromebook by ICT staff and this sticker must NOT be removed or defaced. These devices are the property of Bacchus Marsh Grammar. Spot checks for compliance may be undertaken by teachers or ICT technicians at any time. Damaged covers will be replaced at the student's expense. The Chromebooks are required to be carried around in protective cases.

Students may add personal files to their Chromebook, but these must not interfere with the educational use of the Chromebook. Personal files are subject to inspection and must follow Bacchus Marsh Grammar's Acceptable Use Policy.

4 Software

4.1 Original Installed Software

Applications for the Chromebook are delivered via the Bacchus Marsh Grammar Chrome Web Store and only approved applications can be installed. Only the Director of ICT, after consultation, can add other applications to the Bacchus Marsh Grammar web store. These are web-based applications that do not require installation space on a hard drive. Some applications, such as Google Drive, are available for offline use.

All Chromebooks are supplied with the latest build of Google Chrome Operating System (OS), and many other applications useful in an educational environment. The Chrome OS will automatically install updates when the computer is shut down and restarted.

4.2 Virus Protection

Virus protection is unnecessary on the Chromebook. Due to the unique nature of its design, executable files are unable to be installed on the device and therefore the device is not susceptible to viruses.

4.3 Additional Software

Students are unable to install additional software on their Chromebook other than what has been approved by Bacchus Marsh Grammar.

4.4 Inspection

Students may be selected at random to provide their Chromebook for inspection. The purpose for inspection will be to check for proper care and maintenance as well as inappropriate material being carried into the School.

During any inspection, ICT staff will also be looking to make sure the device is still being managed by Bacchus Marsh Grammar. Students shall not purposely remove the management system from the device. Doing so will result in disciplinary action.

4.5 Procedure for Restoring the Chrome OS:

If technical difficulties occur, technical support staff will use the "5-minute" rule. If the problem cannot be fixed in 5 minutes, the Chromebook will be restored to factory defaults. In a large school it is impossible for support staff to maintain a working environment for all if too much time is spent fixing every glitch that may arise.

Restoring the Chrome OS will restore the device to the state in which the user originally received it. All student created files stored on an external SD card, USB flash drive, One Drive, or Google Drive

will be intact after the operating system is restored. All files saved on the Chromebook that have been synced to Google Drive or One Drive will be intact. However, all other files stored on internal memory that have not been synced will not be restored unless the student requests that an attempt be made to salvage it.

5 Taking Care of Your Chromebook

Students are responsible for the general care and overall protection of the Chromebook they have been issued by the School. Students must ensure that the devices are stored appropriately in secure locations, that they are carried or transported in the protective case provided, that the screen is cared for and the identification label remain intact.

5.1 General Precautions

- No food or drink is allowed next to your Chromebook while it is in use.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook.
- Students should never carry their Chromebook while the screen is open.
- Chromebooks should never be forced into a locker or wedged into a book bag as this may break the screen.
- Do not expose your Chromebook to extreme temperature or direct sunlight for extended periods of time. Extreme heat or cold may cause damage to the laptop.
- Chromebooks must be stored in appropriately protected places.
- The Chromebook must stay in the protective case even when in use in the classroom.

5.2 Storing Your Chromebook

- When students are not using their Chromebook during the School day, they should be stored in their lockers with the lock securely fastened. Nothing should be placed on top of the device when stored in the locker.
- Students in Years 4 and above need to take their device home with them every night. The device is not to be stored in their lockers or anywhere else at School outside of School hours.
- The Chromebook should be fully charged each night at the student's home.
- Chromebooks should never be visible in an unattended vehicle.
- Under no circumstance should a Chromebook be left unattended in unsupervised areas around the School. Unsupervised areas include the School grounds, unlocked classrooms, library, locker room, toilets, bus, or any other entity that is not securely locked or in which there is not supervision.
- Unsupervised Chromebooks will be confiscated by staff and taken to the School office.
- Disciplinary action will be taken for leaving a Chromebook in an unsupervised location.

5.3 Carrying Your Chromebook

The protective case of the Chromebook will only provide basic protection from everyday use. It is not designed to prevent damage from drops or abusive handling. Carrying the Chromebook in a school bag to and from school will provide extra protection provided it is handled with care. For example, bags should not be tossed, kicked, or dropped if a Chromebook is inside.

Students must not bring the AC Adapter power cord (charger) to School. If fully charged at home, the battery will last throughout the day.

5.4 Screen Care

The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on top of the Chromebook.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the carrying case that will press against the cover.
- Do not poke or strike the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks).
- Clean the screen with a soft, dry anti-static, or micro-fiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook. You can also purchase individually packaged remoistened eyeglass lens cleaning tissues to clean the screen. These are very convenient and relatively inexpensive.

5.5 Chromebook Identification

Chromebooks will be labelled with a Bacchus Marsh Grammar identification label. Chromebooks can be identified in the following ways:

- Record of serial number and Bacchus Marsh Grammar identification label.
- Individual's Google Account username.

Under no circumstances are students to modify, remove, or destroy identification labels, as the laptops are the property of Bacchus Marsh Grammar.

6 Maintenance of the Chromebook

Chromebooks which are broken or fail to work properly must be taken to the ICT helpdesk where it will be serviced as soon as possible. In some cases, this may require sending the device back to the manufacturer or distributor for repair. Generally, the student will receive a replacement device if their device is unable to be repaired immediately or must be returned to the manufacturer.

6.1 Types of Maintenance

1. Warranty – Costs to repair a device that requires repair or replacement as result of defects caused at the time of manufacture such as poor workmanship or faulty materials are covered by the Supplier Warranty.
2. Accidental damage, loss of Chromebook, neglect and/or wilful, malicious damage or loss of Chromebook - the costs to repair or replace a device that has been lost or damaged by the student or others will be paid by the parent/guardian.

6.2 Repair/Replacement Costs

Depending on the circumstances leading to the repair or replacement of the device, parents/guardians could be charged for costs of the repair or the replacement. Please refer to the table of charges below.

Item	Cost Up To
Replacement Chromebook Only	\$555
Screen replacement	\$365
Keyboard replacement	\$130
Trackpad	\$85
Motherboard	\$435
AC Adaptor and Power Cord	\$65
Stylus	\$50

These costs are indicative only and may change depending on economic factors. Parents/guardians may request up to date prices if they are required to pay for repairs or replacement. Please note that the above prices are exclusive of parts freight and only factor in a basic repair; more complex repairs may result in higher labour costs.

Where it is determined that the parent/guardian is to be charged for the maintenance costs, they will receive formal advice of the maintenance action and the costs to be paid from the ICT Department. The maintenance costs will appear on the next parent/guardian invoice.

6.3 Loan Chromebooks

To support the program, the School will maintain a limited number of additional devices available as loan devices. Generally, a student will receive a replacement device if their own device is unable to be repaired immediately or must be returned to the manufacturer. A loan device can only be provided if one is available. The School will charge a daily hire charge if the repair or replacement is the result of malicious or wilful damage. If a loan device is provided to the student, the student and the parent/guardian are responsible for the condition of the loan device as well.

6.4 Repairs or Replaced Chromebooks

Repaired Chromebooks will end up with the original factory image as first received. It is important that students keep their School data synced in the cloud, so documents and class projects will not be lost. Personal information that cannot be replaced should be kept at home on an external storage device.

6.5 Laptop Warranty

The manufacturer warrants the Chromebook from defects in materials and workmanship for a period of three years. This limited warranty covers normal use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair or if necessary, replace the Chromebook. The laptop warranty does not protect against damage caused by misuse, abuse, or accidents.

6.6 Lost, Stolen or Damaged Device and Accessories:

The student and parent/guardian are responsible for the Chromebook and any of its accessories that are lost (whereabouts unknown), stolen or damaged, both accidentally or intentionally. A loan device will be issued to the student in the interim until the device is repaired, at which point the original device will be returned to the student. All loan devices are the responsibility of the student and parent/guardian and the parent/guardian may be charged a daily hire charge for the period of the loan. They are responsible for any damage the loan device incurs during that time.

6.7 Student Technology Program Technical Support

The ICT helpdesk will be the first point of contact for repair of the Chromebooks. Support services provided include:

- Password Identification.
- User account support.
- Coordination of warranty repair.
- Distribution of loan devices.
- Hardware maintenance and repair.
- Operating System or software configuration support.
- Restoring a device to factory default.
- System software updates.

7 Cost of the Chromebook Program

The cost of the Chromebook loan program will be covered in the annual fees paid by parents/guardians. No separate Chromebook charge will be made to parents/guardians. The same fee is charged to all parents/guardians whose child has access to a Chromebook and does not vary according to the age of the device. The School guarantees access to a Chromebook in good working condition, not to a new Chromebook each year, this will be governed by the two-year rollover cycle.

8 Google Term of Services

The student and parent/guardian are responsible for following Google's and Microsoft's Terms of Service. These terms can be located by following the link directly below or alternatively via the company website or contacting Google or Microsoft directly.

To view Google's Terms of Service please visit <https://www.google.com/intl/en/policies/terms/>

To view Microsoft's Terms of Service please visit
<https://www.microsoft.com/en/serviceagreement>

9 Bacchus Marsh Grammar Student Technology Agreement

Parents/Guardians must acknowledge that they have read the 2021 BMG Student Technology Handbook in which all parties understand and agree to comply with the following conditions of the Student Technology program and policies.

- I understand and agree to comply with the conditions of the Student Technology Program and policies outlined in the Bacchus Marsh Grammar Student Technology Handbook and the Bacchus Marsh Grammar Acceptable Use Policy as published on the student portal.
- My child will take good care of their Chromebook issued to them as per the advice given in this document.
- I understand that the Chromebook my child has been issued remains the property of Bacchus Marsh Grammar and parents/guardians will be charged an annual amount in the fees outlined in the 2021 Business Notice.
- My child will be responsible for and will report all instances of damage or loss of their Chromebook immediately to their tutor teacher or the ICT Department.
- I agree to pay the School amounts invoiced as a maintenance charge for the full replacement or maintenance cost of my Chromebook, power cord/charger, in the event that the ICT Department determines the reason for maintenance action was accidental, negligence, or wilful/malicious behaviour.
- I agree to the daily hire charge, as detailed in 2021 Business Notice, in the event the student receives a loan Chromebook as a result of losing the Chromebook, or as a result of malicious damage requiring repairs or replacement.
- I agree my child will return their Chromebook and the power cord/charger in good working condition at the time designated by the School.