Frequently Asked Questions
A Guide for Parents and Students

1 : 1 Learning

Copperfield COLLEGE
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Program Overview

Q. **What is Copperfield College’s 1:1 Learning Program?**
A. Copperfield College’s 1:1 Learning Program is a significant initiative that will provide every student with a netbook that can be used for learning every day. In 2012, students in Years 9, 10 and 11 will receive a netbook under the National Secondary Schools Computer (NSSCF), while Year 7 students will be able to access a netbook under a Parent Co-contribution scheme. In 2013, all students in all year levels will be able to access a netbook.

Copperfield College’s 1:1 Learning Program is therefore two programs, one for Years 9 to 12 called Connect 21 and one for Years 7 and 8 called Access 21. We have given them different names so that differences between the programs can be clearly understood.

Q. **How will our 1:1 Learning Program improve learning?**
A. Evidence over the past decade or so has shown that students are more motivated and more engaged in their learning when they have access to real time information, digital learning resources and collaborative workspaces.

Providing each student with their own device allows them greater access to an exciting learning environment, where they will work and learn with peers and teachers, both in and out of school, developing necessary skills and knowledge relevant to our technology rich world.

Q. **Why have a 1:1 Learning Program?**
A. We are implementing a 1:1 Learning Program to help:
   - Improve student academic achievement through the use of technology
   - Assure equity in access to digital resources
   - Prepare students for their future
   - Enhance and transform the quality of teaching

Q. **Why not create more computer classrooms?**
A. A 1:1 Learning Program allows all students individual access to digital learning resources when and where they are needed. Computer labs do not provide access in this way. Providing each student with a netbook does, teachers to more effectively integrate digital learning resources into the curriculum.

Q. **How will the netbook be used in the classroom?**
A. The use of the netbook in the classroom will develop over time as students and teachers become more familiar with the possibilities that improved access to digital resources can provide. The netbook will be used as a tool, helping students develop skills in information analysis and evaluation, problem solving and decision making.
Q. What are the educational benefits of netbooks?
A. Research suggests that most students already own and use digital tools on a daily basis for their educational, social and personal needs. It is our responsibility as a school to keep up with technological change and be at the cutting edge.

Q. Will teachers evaluate learning outcomes differently?
A. Students will continue to be evaluated against all the current standards using all the assessment procedures that are currently in place, in line with the Department's Victorian Essential Learning Standards (VELS), Victorian Certificate of Education (VCE), Victorian Certificate of Applied Learning (VCAL) and Vocational Education and Training (VET).

Q. How will students submit work completed on the netbook?
A. Students will access learning tasks, assignments and notes via the College’s network and the internet while at school, using email, blogs, wikis and other tools. Students will have an ultranet account to support this. At home, students will be able to access the ultranet and other internet resources with their netbook, if parents permit students to setup access to these resources through a home internet connection. Even without internet access at home, students will be able to store projects and homework on the netbook and submit assignments when they bring their netbook to school.

Q. How will you keep us informed about the integration of netbooks into the curriculum?
A. The school newsletter, website and the Ultranet will provide updates to the whole school community about the use of the netbooks by students and teachers in and out of the classroom. Over time, our 1:1 Learning Program will be fully integrated into the College curriculum program.

My Child’s Netbook

Q. Is it compulsory for my child to have a netbook?
A. Although we cannot make it compulsory, we intend for all students to be involved in our 1:1 Learning Program. All Australian students in Years 9 to 12 will be provided with similar computers through the NSSCF over the next few years. We are including Year 7 and 8 students in our 1:1 Learning Program as well so that all of our students access quality digital learning resources and achieve excellent educational outcomes throughout their time at Copperfield.

Q. Can my child use a privately owned computer instead?
A. Not at school. Privately owned computers cannot be managed nor supported by the College. We also cannot install our licenced software on them nor connect them to our systems. A 1:1 Learning Program where every student has a school provided netbook enables every student to access the same high quality digital learning resources.
Q. Why does the school need an administration account on my child’s netbook?
A. We need to have full access to all netbooks to ensure that they are being maintained in accordance with the User Agreement. This account will also be used for software installs and maintenance.

Q. What happens if my child forgets to bring the netbook to school?
A. The school will only have a limited number of desktop machines and other computers for students who forget to bring their netbook, so we cannot guarantee access to digital learning resources for these students. Students who persistently fail to bring their netbook to school will not be able to access everything they need for learning. We encourage all parents and students to regard the netbook as a vital tool for learning.

Q. How will my child be able to identify their netbook?
A. Each netbook will have a skin labelled with the College logo and a student identification code, applied to the top of the netbook.

Q. Will the netbooks come with a mouse or other equipment?
A. No, the netbooks are equipped with a touch pad. If the student prefers using a mouse, they will need to purchase one. The College does not take any responsibility for any privately owned equipment brought to school.

Q. Will my child have the netbook over the holidays?
A. Yes, unless it is required for maintenance. Netbooks will be required to be returned to school periodically for maintenance. Our computer technicians will be working on ways to do this without the students giving up their netbooks for the holidays or other extended periods of time. In any case, software upgrades will be announced well in advance giving students time to prepare.

Q. Can my child do anything that they want with their netbook?
A. No. In order to ensure that the netbook can always be used effectively at school and home, major system and application files will be protected. This means that students will be prevented from altering some settings. Should the netbook fail to work as it should, it will be reimaged to return to the proper working state.

Q. How should my child look after their data?
A. Students should keep backups of all their files that they have stored on the netbook. We encourage students to develop a regular and reliable procedures for copying their files to an external drive, flash drive or storage media. Copies of assignments and projects can also be saved in school network drives, however this storage space will not be large. Multimedia files, in particular, will need to stored somewhere else.

Should there be technical issues with the netbook, it will be reimaged to its original working state. The College computer technicians will not be responsible for maintaining any student files on the netbook.
Q. In what condition should my child keep their netbook?
A. The netbook needs to be in working order, so that it can be used for learning every day. We understand that they will be subject to ‘wear and tear’ over time. Students are not to personalise their netbook with stickers nor graffiti. The netbook is owned by the College and should be treated with the same regard that needs to be shown to any other College equipment.

Q. How should my child transport the netbook?
A. The netbook should be transported in the case provided to and from classes, and stored in the case in a locker at school. The case is designed to fit easily into a school bag to protect the netbook to and from school each day. It has reinforced sides and is padded for protection, and is also designed to dissipate the heat a netbook creates. Students should not replace the case with one of their own. Other items should not be placed in the case with the netbook because this may damage the screen.

Netbook Use

Q. How will my child learn to use the netbook?
A. Students will be given familiarisation sessions for the netbooks when they receive them. Students will then be shown how to use subject specific programs and develop skills in the use of the netbook in all their classes.

Q. Can other members of my child’s family use the netbook?
A. No. It is important that students are aware that they are responsible for the netbook, its care and continuing function and for its contents.

Q. Will my child’s eyes be adversely affected by looking at a netbook screen all day at school?
A. Your child will not be using the netbook in every class at all times, so there will be ample downtime in which your child’s eyes will be able to rest. In order to avoid eye strain, students should use the netbook as advised, particularly with relation to an appropriate screen resolution, viewing distance and angle.

Q. What health and safety issues are associated with netbook use?
A. Students will be instructed on how to use the netbooks, paying attention to good posture and the position of chairs, desks and netbooks. Students will also be encouraged to take frequent breaks from intensive use of the netbooks during their classes and throughout the day.

Q. Will the use of the netbooks create cybersafety or cyberbullying issues?
A. The College currently has policies and practices in place to educate students about these issues. We will continue to promote and monitor the appropriate and safe use of technology when each student has access to netbook, and we encourage parents to also be vigilant.
Q. What happens if a child breaks the User Agreement?
A. Each student must be fully aware of the conditions regarding their use of the netbook and the consequences should they fail to adhere to these conditions. By signing the User Agreement, parents and students are guaranteeing that the netbooks will be maintained in the proper working order and used appropriately. Students who break the agreement may be asked to return the netbook to the school. See the User Agreement for more details.

Q. The school monitors usage at school, but who monitors it at home?
A. It is a parent responsibility to monitor the use of the netbook at home. We encourage parents to be fully aware of the time and location the netbook is used and what it is being used for, and we suggest limiting when and how the netbook is used if there are any concerns.

Q. Will the netbook be used in every class?
A. Netbooks can be a powerful tool for learning. Apart from allowing students access to a world of online resources, the netbooks will also have a large range of software which can be used for many purposes across all subject areas, assisting student learning and achievement.

The College Curriculum already includes many uses of digital learning resources. Our 1:1 Learning Program will increase the opportunities where these resources can be used in all classrooms, so that students will be able to use them when and where they are useful.

Students will not be spending all their time on their netbooks. There will be times when the netbooks will not be used for entire lessons. There will also be lessons where the netbooks will be used for the whole lesson. Whether or not the use of a netbook can support or enhance student learning will be the factor that determines if and how long a netbook will be used.

Handling, Damage and Loss

Q. What tips are there for looking after the netbook?
A. Students will be given instructions about how to care for their netbook to minimise the possibility of damage and to ensure it is maintained in proper working order. A Caring for Your Netbook Guide will detail common sense ideas which will be explained at netbook familiarisation sessions.

Q. What should we do if the netbook is not working properly?
A. If the netbook is not working properly, students or parents should not attempt to fix it themselves or have it fixed by anybody else. The netbook should be brought as soon as possible to the campus computer technician.

Attempting to repair the netbook will void the netbook warranty and parents may then be required to pay the full cost of a replacement netbook. No responsibility will be taken for any student files on the netbook.
Q. **What happens if the netbook is damaged?**
   A. Any damaged netbook will be assessed by a campus computer technician as soon as possible. If the issue is not covered by warranty, the technician will assess whether or not any damage caused by negligence.
   If the damage is assessed as not negligent, or if the repair is covered by warranty, a time required for repair will be estimated. If the damage is assessed as negligent, parents will be required to pay a repair cost before the netbook can be repaired and returned.
   If the damage is assessed as negligent and the netbook cannot be repaired, parents will be required to pay the full replacement cost of a netbook.

Q. **Will a replacement netbook be provided while a netbook is being repaired?**
   If the damage to a netbook is assessed as not negligent, a replacement netbook will be provided during the repair time, if it is available.
   If the damage is assessed as negligent, a replacement netbook will be provided during the repair time only after the repair cost has been paid. If the damage is assessed as negligent and the netbook cannot be repaired, a replacement netbook will only be provided when the full replacement cost is paid.

Q. **What happens if a netbook is lost or stolen?**
   A. The netbook must be appropriately secured at home. If the netbook has been stolen from home, by forced entry, a replacement netbook will be provided when a police report is provided to the school. Otherwise parents will be required to pay the full cost of a replacement netbook.
   If the netbook has been stolen or lost, at school or at home or between school and home, and forced entry can not be proven, parents will be required to pay the full cost of a replacement netbook.

### Technical Issues

Q. **Will parents be required to provide technical support?**
   A. No, all technical support will be carried out by the College. The campus computers technicians will be able to assist with all technical issues.

Q. **Will the netbook battery last all day?**
   A. Yes. If fully charged, and if the battery has been properly conditioned. During the distribution of the netbooks and familiarisation sessions, students and parents will be informed about power-management techniques. Many students are already familiar with techniques for getting the best out of their portable electronic devices.

Q. **Where and when should the netbook battery be charged?**
   A. At home, overnight. Each student will be issued with a power supply, which should be kept at home and used to charge the netbook overnight. Students will not be permitted to charge their netbook battery at school. Students will required to bring a fully charged netbook to school each day.
Q. What if my child forgets to charge their netbook’s battery?
A. It is a student responsibility to bring a fully charged netbook to school each day. Students with battery issues will have their batteries assessed for damage by their campus computer technician. Costs for replacement batteries may apply. Students who fail to bring a fully charged netbook to school may be regarded as having failed to meet the conditions in the User Agreement.

The school will have limited capacity to charge and recondition netbook batteries and will only be able to support students with genuine battery issues.

Q. Will the College network handle every student using a netbook?
A. The College has improved its network resources and wireless facilities to ensure that its network will cope with all students using a netbook. However, students are reminded that network storage for students will not cover large multimedia files, and that students should backup all files stored on network drives as well as files on their netbook.

Q. Will the netbook be able to use the internet at home?
A. Yes, if it is configured to work through your home internet connection. Students are permitted to connect the netbook to their home internet connection, so long as they do not interfere with the proper working condition of the netbook at school. Parents and students may need the support of their home internet service provider to do this. Our campus computer technicians may be able to assist but can take no responsibility for ensuring it works.

Q. What if I don’t have access to the internet at home?
A. Some families may not have internet access at home. Although students will not be able to use the internet to communicate, collaborate and access online resources, they will still be able to use the software on their netbook to complete work. If students plan ahead, files and other resources may be downloaded at school then taken home to help complete work.

Q. What will happen if my child’s netbook crashes and they lose their work?
A. Students should keep multiple backups of their work – on the netbook, in network drives at school, and on backup drives at home. In the event of a crash, after the netbook is working again, files can be copied back from backups.

Q. Will the netbook be protected from viruses?
A. Yes, the netbook have virus protection software installed, which will be automatically updated when the netbook is connected to the school network.

Q. Can my child leave the netbook at school over night?
A. Not advisable. Students should take the netbook home every day to complete homework and charge the battery.

Q. What software will be on the devices?
A. An extensive range of Department-supplied software will be installed on all netbooks. More details will be provided when netbooks are distributed.