

Mercy College Notebook Program

Frequently Asked Questions



What is included in the program?

- Acer Aspire Spin 3 Notebook
 - Power adapter, stylus pen and the protective notebook bag.
 - Label with the student's name.
 - Extended four year warranty.
 - Extended four year insurance.
- Software
 - Windows 10 Enterprise.
 - Microsoft Professional Plus.
 - Security software that includes Cyberhound web filtering and Microsoft antivirus program.
 - Customised Start Menu and interface including shortcut links to SEQTA Learn, Office 365 and other educational sites.
 - Other software as requested by staff at Mercy College.

How much do I have to pay for the notebook?

A charge of \$380 per year for four years will be added to the school fee account for each student. Alternative methods are available by contacting Accounts.

When will I get it?

At the start of the year, you will be advised of an Information evening that includes the distribution of the notebooks. This is currently schedule for Week Two of 2022 but this will be confirmed closer to the time.

Who owns the notebook?

Mercy College retains ownership of the notebook at all times until the final payment of \$380 is received i.e. 2025. However, each student is issued with the notebook for their 'exclusive use'. Exclusive use means the student has responsibility for the notebook and is not to be used by friends or other members of the family. Parents and teachers are allowed access.

What can we do with the notebook?

The notebook is being provided to the students to enhance their educational experience. This remains the focus for what students can do with their notebook. They do have the ability to install software and change settings although if this proves to be a distraction for their learning, their notebook will be reimaged and/or additional restrictions placed on it.

What about backing up?

It is up to the students to manage their own backing up of data. Students will have access while at school and at home to their Microsoft Office 365 One-drive account but they may also like to save work to a USB drive or an external hard drive.

Is it different at home compared to at school?

All of the software will still work from home, just like at school. Students will also be able to access the Mercy College SEQTA Learn portal and their Office 365 One-drive account.

Is access to the internet monitored?

While at school, all websites are monitored by the web filtering software but this does not apply at home. Parents are advised to discuss the options available if necessary.

What happens if I finish school or decide to go to another school?

You either:

- return the computer, power supply, stylus pen and notebook bag to the school (assuming these are all in good working order) or
- pay the balance of **all** payments and the computer becomes yours to own, excluding the College software licenses.

If the computer is not in good working order, the school may have to recover the balance.

Do I have to use the protective notebook bag?

Yes. We have carefully selected a bag that is light weight and still provides adequate protection for the computer. The notebook should be in this bag at all times.

What about printing?

Students will not be able to print from the notebook to the school printers. There are a number of print stations where students can use other computers to print from either their One-drive account or a thumb drive. As an alternative to printing, some teachers may request work to be submitted electronically.

How long does the battery last?

Acer suggests that the battery should last eight (8) hours on a charge. There are obviously variations in actual performance, but this is the recommended time. Over time, there is usually some degradation of battery performance. There will be some discussions with the students on ways to gain best performance from their notebook battery.

What happens if there is damage to the notebook?

It is important that any damage is reported to the ICT Help Desk as soon as possible. Acer Computing will determine if the damage is a warranty or an insurance issue. The damage will be repaired and, if it is deemed an insurance repair, a \$100 excess charge will apply. **There is a limit of FOUR claims over the four years.** Students must also ensure their normal practice does not lead to the possibility of damage such as walking around the classroom when the notebooks are being used or mishandling College schoolbags when the notebook is inside.

What if I lose the stylus pen or damage the notebook charger?

A stylus pen is included in this model and the notebook has a port to store it but if it is lost, the College does not have spare stylus to replace it. You can still use the touch screen using your finger but it may not be as accurate as you wish. The chargers can be purchased from the College.

Is there insurance on the notebook?

Insurance is provided as a part of the notebook program and is usually processed quickly although the insurance company may deny a claim if the damage is considered deliberate rather than accidental. The College has to abide by their decision. The cover now has a limit of **FOUR claims** over the four years and **does not include when the notebook is lost or stolen**. The College will endeavour to find a replacement but this is dependent on the available resources and may not be the same model.

What happens if I get a virus or my notebook stops working properly?

Antivirus software Windows defender is provided on the notebook. If this software cannot fix the problem, the notebook will have to be reimaged. In the event that the notebook computer is reimaged by the ICT Department, it is the responsibility of the student or student's family to reinstall non College software and reinstate lost files. All files saved to the students Desktop will also be lost, therefore it is the student's responsibility to backup these files beforehand.

Can I get a new notebook?

It is expected that this notebook will last for the life of the lease. At the end of the four year period, students can continue to use their notebook or utilise the BYOD program.

Am I allowed to install other software?

Yes, provided it meets the following criteria:

- (i) It does not negatively impact on the performance or reliability of the computer.
- (ii) It is legally obtained and does not breach Australian or International copyright laws.
- (iii) It does not negatively impact on the learning experiences for any students.

Software (including games) legally purchased by the student's family may be installed on the notebook computer as per the software licence. This excludes the installation of other operating systems. These license details should be kept as it will have to be reinstalled at the beginning of every year.

Files that are legally obtained and do not breach International or Australian copyright laws are considered appropriate for use at Mercy College. These include images, music, movies, podcasts, documents and presentations and may be stored on the local hard drive of the notebook computer.

What do I do with the notebook if I don't need it for a class? For example, a practical PE lesson or afterschool activities?

Make sure your notebook is in a secure location. That is, locked in a locker. School bags left lying around are not considered safe. Some after school activities provide a secure location to store school bags but if this is not the case, the notebook should be kept in a locked locker.

Is it a requirement to have internet access from home?

No. Whilst this can help, teachers have been told that they can't assume that all students have internet access at home.

Will the notebook be used every day in every class?

Teachers use their discretion to select the appropriate tool for a particular lesson. As technology is an important part of our lives, the notebook will be used when necessary. This will not occur for every lesson but the student is expected to be prepared for any tasks that may involve the use of the notebook.

What about books?

Books are still a valuable resource and will be used where appropriate.

What computer skills are taught?

The students all have components of technology built into the subjects. Many activities and projects may involve specific use of a notebook but this is up to the individual teacher. Instructions on some tasks will also be available through the student portal. Technology via the web provides a tool for students to take an active interest in their own learning.

Are there any assessments using the notebook?

Some assessments will require the use of technology while other tasks may not. The current online assessments that may require a computer are the Year Ten OLNA, the Year Seven and Nine NAPLAN tests and the Year Nine Bishops Literacy test. The notebooks have been set up to ensure there is no technical difficulties at these times.

What happens when my child's notebook is in for repair?

The College has a number of 'loan' computers for students to use during school hours, while their notebook is being repaired or reimaged. They are available from the ICT Helpdesk and must be returned at the end of the day. Loan laptops are not to be taken off the school premises.

We already have a number of computers at home. Can we use those?

The notebook issued by Mercy College has been configured for the network environment here and has access to most teacher resources. Other computers do not have access to these resources. As such, it is much better for the students and their teachers, for all students in specific years to use the College computers while at school. The College has introduced a BYOD program for senior students but this is only available to specific year groups where the leased Notebook Program is not offered.

Our expectations of you (your son/daughter)

- Look after the notebook.
- Bring it to school every day and have it ready to use in every subject.
- Keep the notebook in a secure location (e.g. in a locker) when not in use. (Unattended notebooks will be moved to a secure location and may result in consequences.)
- Always carry the notebook in the provided bag.
- Have the battery charged at the start of every day.
- Report any issues and damage as soon as possible.
- Use the notebook for school purposes. (It is okay to have some fun too, but the main focus is for school work.)
- Report any loss or damage to your Head of Year and the ICT Help Desk at Mercy College immediately.

Therefore, you must not:

- Do anything likely to cause damage to the notebook computer.
- Mark or deface the notebook, bag or power supply (eg writing on, engraving or attaching stickers).
- Allow other students, friends or family members to use your notebook.
- Share your user names and passwords with other students or friends.
- Attempt to repair, remove any covers or panels, or disassemble any part of the equipment provided.
- Install another operating system and/or disable the operation of the notebook computer.
- Leave any of the issued equipment in such a place as it is likely to be easily stolen.
- Remove any software supplied by Mercy College from the notebook. This includes items such as internet filters, academic software and computer monitoring software.

In the event of theft or deliberate damage while at school, you must report the incident to your Head of Year or the ICT Help Desk immediately. If this occurs while not at school, you must report the incident to the police, as well as the Head of Year and the ICT Help Desk.