

Frequently Asked Questions about 21st Century Resources at Denbigh High School

1. What is the scheme?

The scheme involves providing every interested student with an exciting personal device (an Acer notebook) that can be used during lessons as well as taken home for homework and leisure purposes. The scheme has evolved from a partnership between the school and its ICT provider – Gaia Technologies plc, both of whom have invested heavily in the project.

2. Why are we doing this?

We believe that this will be highly motivating to our students and will help the entire school to embrace the Digital Age. IT skills will be enhanced and this will impact on standards in other subjects. It will be possible for students to present work in digital form, keep copies, try new media for presenting class work, develop research skills and gain many of the employability skills that are essential for young people to join today's workforce. Although we are making significant investments of our own in IT, we will never be able to provide enough computer rooms to keep up with demand. By allowing parents to contribute in this way, we can together make a real difference.

3. How much will I have to pay?

The school and Gaia Technologies are both investing significantly in the success of this scheme and have taken great efforts to ensure that the payments parents/carers are asked to make are within reach and affordable. Participants in the scheme will be expected to pay an initial payment prior to the issue of the machine followed by the minimum payments as chosen. As a commitment to the scheme and to maximise uptake the school will contribute a further £30.00 towards the cost of each machine on top of the investment it has already made. We will also provide each student with a suitable carry case with a retail value of £20.00 free of charge. If you have any concerns about the affordability of this scheme please contact us as soon as possible to discuss the options available to you.

4. Who will own the machine?

In order for the machine to be made available to students at this price and due to software licensing requirements, the machine will be owned by Denbigh High School until the end of the agreement period. At the end of that period, ownership transfers to the parent/carer who will be able to use it for other purposes e.g. to present to another member of the family. Please note however that software licences will not be transferred with the machine at the end of this period. Should circumstances mean that a student does not remain within school for the full agreement period, ownership of the machine will only transfer if contributions cover the outstanding balance in its entirety.

We anticipate that this scheme will prove successful. It is therefore our intention to offer to supply relevant students with a new machine at the end of the third year entering into a new contract at that time.

5. What else is included with the notebook?

Your child's notebook will have the following software: Windows 8 Operating System, Microsoft Office Professional, Anti-Virus and additional software that will be added by the school at various times. In addition, the notebook comes with Accidental Damage insurance in the form of the school's Repair and Replacement scheme in the case of loss or damage, and IT support should anything need to be fixed (see FAQ 15 below). A police incident number will be required in support of claims for the total loss of the machine.

6. How will I make my contributions to the scheme?

Parents/carers will be paying into Denbigh High School Computing Club. Payments must be made through the school's secure on-line payment system Parentpay (www.parentpay.com) and can be made alongside dinner money payments and other school related trips or purchases. Log-on details have been provided to you by the school and any required advice or guidance on the use of this system is available upon request.

7. My child already has a computer – can't that be used instead?

Unfortunately this is not possible in school for reasons of providing effective support and maintenance. All devices connecting to the school network need to be of the same specification and with the same supplier.

8. What will I be able to do with the notebook?

This machine will enable students to undertake all kinds of activities in the classroom. We anticipate a future where technology underpins all subjects and these devices will help deliver that vision. Students will also be able to undertake homelearning tasks on these machines and upload these either in the school or to the "Moodle" learning platform via www.denbighhighschool.co.uk.

It must be stressed that this scheme is primarily for educational purposes. However, using home internet access students will be able to download music and other applications as they would to any device. You will be able to install software on your notebook. However, when connected to the school network the software will be monitored for security reasons and appropriate action taken if a potential breach in security is detected. Every student has completed an acceptable use agreement concerning their use of ICT and the internet during school hours. If we suspect this has not been followed, the school reserves the right to investigate the machine and take action as appropriate.

9. Can I access any website through my device?

There is web filtering in place for all users when accessing the internet in school through any device. If parents/carers want web filtering on their device for use at home this will need to be sourced through their own Internet Service Provider. All students have signed an acceptable use policy for their use of the internet in school and this also applies and must be adhered to when using notebooks.

10. We don't have internet at home- will this be a drawback?

Whilst an internet connection at home will offer additional avenues for your child's education, it is not essential for parents and children participating in this scheme. The machine will operate as a standalone device and pupils can save their work to the hard drive to edit at home. In addition, a student will be able to do their homework and upload to the school network during school hours.

11. How soon will this scheme be running?

It is anticipated that machines will be distributed in November 2013. Students should bring their notebooks with them every day in the new term. The distribution of these machines is the start of an exciting project where the school will be adding significantly to its ICT facilities.

12. What colours are available?

Most of the machines will be black though a few other colours may be supplied. Although we cannot offer a choice at this time, it is possible to buy custom made stickers to decorate the exterior of the notebook so that the colour issue is less relevant.

13. Can students personalise their computer?

We want all students to see this as their own machine, there to help them towards a better education. We welcome some personalisation to the exterior of the machine only so long as it does not damage, deface, or reduce the value of the machine. In this way, notebooks should become more readily distinguishable. No-one must attempt to change the internal settings of the device as this could affect networking in school and any labels or stickers which are fixed to the machine at the time of issue must not be removed as this will invalidate the warranty. Any removal of asset tags or school labels will be a disciplinary matter.

14. Does the machine have a case?

The School will be providing a robust protective case for the notebooks which will need to be carried within a school bag for transport to and from school. A case offers limited protection and pupils will still need to take great care with their device. As the School is providing this free of charge we expect it to be used.

15. Will it be possible for students to leave the machine in school?

Students will need to take great care with this device - it will be entrusted to them on the basis that it is their machine and they are accountable for it. Students should take the device to school every day and home at the end of each day - it is only the weight of a small text book! We do not have the capacity to provide for so many notebooks overnight.

16. What happens if the machine is not working?

The machine will be supported by Gaia Technologies. Faulty parts will be replaced within a reasonable timeframe. If the machine is damaged, it will be repaired under the School's Repair & Replacement scheme which excludes damage assessed as having been caused by intentional or malicious damage, or neglect.

Repeated or consistent damage incidents can invalidate cover under the Manufacturer's Warranty and the School's Repair & Replacement scheme. Faults / damage arising through intentional or malicious damage or neglect will incur a charge for the cost of repair.

Your full engagement and co-operation is sought to minimise any potential damage to the device in order to limit the costs of this project, both to the school and its partners. What the school deems to be 'proper use' is detailed with the Repair & Replacement scheme document.

17. How long will the battery last? Won't charging be an issue?

The notebook has been supplied with a battery which has a longer duration than that available for most notebooks. However to ensure availability for most lessons, each student must take care to charge the machine at home *every evening* and to bring a fully charged machine to school every morning. If a student attends school without a charged notebook, it could have a disruptive effect on lessons so students do need to be responsible for charging it themselves. The facility to charge notebooks will not be available within school.

18. What if I do not continue making my contributions?

We have taken great pains to make this scheme as affordable as possible, and we are sure that you will see significant educational benefit to your child. Please contact us as soon as possible if you are encountering any difficulties with payment.

19. What if I choose not to join the scheme?

We very much hope you will be able to join. If this does not prove possible, we will make attempts to assist your child in other ways. However, we anticipate that more and more lessons will be delivered incorporating ICT applications so that a personal device will be helpful to learning.

20. What if I want to leave the scheme?

Our figures assume this agreement is between you and Denbigh High School for a fixed period of time. If you choose to leave the scheme the cost of the notebook must be paid in full before ownership of the machine can be transferred. A redemption statement will be available upon request. Should the balance not be settled or the device returned, the appropriate legal action will be taken.