QACI MacBook Program 2015

INFORMATION BOOKLET

Year 10 Cohort 2015
Queensland Academy for Creative Industries
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Client Services closes Friday 12 December 2014 and re-opens Tuesday 20 January 2015
Background

The ICT model chosen by the Academy is a **Parent-Owned Laptop model**. This means the parent purchases and owns the laptop. QACI, on behalf of the P&C Committee, researches and evaluates an Apple Retail Store with the best service options to provide the laptops.

Personal laptop ownership with administration rights to the laptop empowers learners by demanding a high level of responsibility regarding use and care. Students have a sense of pride and independence and yet still have the safety and assurance of an Academy installed image and a range of software acquired via competitive education pricing.

- Our digital immersion environment supports and enables our Academy vision of ‘Creative, Clever and Global’ students, by facilitating collaboration with peers, teachers and experts in local, national, and global contexts.
- The parent-funded device enables a personalisation of a learner-centred education, empowering students to use multi-media for multi-intelligence.
- Our 21st Century learning environment provides industry standard technologies, which places the Queensland Academy for Creative Industries at the forefront of real world project-based learning.
- Technology infusion is fundamental to developing new approaches and new attitudes to richer student engagement.
- Real-time and virtual learning spaces are enhanced by students and teachers utilising resources that heighten the ability to communicate, create and share.

This year, **MAC1** has been selected, through a tender process, to provide the laptop package. Together, you and MAC1 arrange the purchase of the laptop via a dedicated purchasing portal. QACI is happy to clarify the purchase process but is generally not involved in your purchasing.

Students are expected to bring their MacBook to the Academy every day. Students are able to access our Academy network. In order to ensure high performance of the Academy’s network, all students are provided with identical devices and education site-licensed software. Therefore, the laptop package is not interchangeable as the laptop image is designed for the specified MacBook device.
Purchasing and Roll Out Timelines

To ensure an efficient and effective process in ordering, imaging and rolling out laptops, we have prepared the following process. This process allows time for MAC1 and QACI to prepare the device with our particular image.

2015 Cohort QACI Orientation Day and Laptop purchasing
Information Session - Sunday 9 November, 2014

Pay via online MAC1 Store in Purchasing Portal

Contact MAC1 with any purchase issues

Final payments of Software levy to QACI

Laptop distribution and ICT induction

Parent ‘To Do’ Checklist

To assist us in ensuring a simple and timely roll out takes place in the second week of the Academy year, please ensure you have completed the following actions:

<table>
<thead>
<tr>
<th>Date</th>
<th>To Do</th>
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<tbody>
<tr>
<td>31 October</td>
<td>Read this MacBook Information Booklet</td>
</tr>
<tr>
<td>9 November</td>
<td>Attend Year 10 Orientation – ICT MAC1 Information Session</td>
</tr>
<tr>
<td>10 November – 5 December</td>
<td>Order laptop and make full payment – MAC1 Parent Portal open for payments</td>
</tr>
<tr>
<td>5 December</td>
<td>Deadline to arrange payment to MAC1 via Portal – Rounds 1, 2, 3 &amp; 4</td>
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<tr>
<td>27 January</td>
<td>Organise insurance by this date – Neither MAC1 nor the Academy provides insurance for theft or accidental damage for personally owned devices</td>
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<tr>
<td>5 February</td>
<td>Check laptop bundle contents distributed to students – Year 10 Laptop Induction begins – MAC1 Consultant</td>
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<tr>
<td>6 February</td>
<td>Laptop Induction Program Day 2</td>
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Laptop Package Inclusions

The Laptop Package is comprised of two parts:
1. Laptop bundle organised by the company MAC1
2. Software licenses organised by QACI.
   (The Software Levy fee is not included in the pricing)

These two parts of the package are paid to MAC1 and QACI respectively.

MAC1
owed $1655.00
for Laptop Package

<table>
<thead>
<tr>
<th>MacBook</th>
<th>Accessories</th>
<th>Mac Software</th>
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<tbody>
<tr>
<td>$1655.00 (GST Inc)</td>
<td></td>
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MAC1 Laptop Bundle Components

<table>
<thead>
<tr>
<th>Apple MacBook Pro</th>
<th>Package Cost</th>
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<tbody>
<tr>
<td>13.3-inch MacBook Pro</td>
<td></td>
</tr>
<tr>
<td>2.5 GHz, dual-core Intel Core i5</td>
<td></td>
</tr>
<tr>
<td>4GB Memory</td>
<td></td>
</tr>
<tr>
<td>500 GB Hard Drive</td>
<td></td>
</tr>
<tr>
<td>SD Card Slot</td>
<td></td>
</tr>
<tr>
<td>Intel HD Graphics 4000</td>
<td></td>
</tr>
<tr>
<td>Built-in battery</td>
<td></td>
</tr>
<tr>
<td><strong>3 year Apple Care Protection Plan</strong></td>
<td>$1655.00 (GST Inc)</td>
</tr>
</tbody>
</table>

Laptop Accessories

- Mini display port to VGA Adapter
- Battery Charger – 60 W (Extra)
- 2 TB USB 3.0 External Hard Drive
- 16 GB USB 3.0 flash drive.
- Protective MacBook shell case
- Laptop Sleeve 13.3”

Operating System 2015

- OS X Yosemite – including iLife and iWorks

What extra software will be included on the laptop?

- Adobe Master Collection
- Microsoft Office 2011 for Mac
- Comic Life
- Inspiration 9

(School licensed)
Purchasing

MAC1 Parent Purchase Portal

Parents are required to purchase a laptop package from MAC1 via the MAC1 QACI Parent Portal on the MAC1 website. The following steps will occur to ensure students receive their laptop in the second week of the Academy Year:

1) Select Preferred Bundle on the Parent Purchase Portal and add to cart.

2) Proceed to checkout, enter contact and billing details. Select your payment option of paying by cash/debit/credit card or leasing through Flexirent.

3) MAC1 will contact parents directly if any further information is required.

The laptop purchase must be completed no later than

**Friday 5 December 2014**

Financing

MAC1 also has their FlexiPlan, where you can choose to spread the cost of your Macbook Pro over a lease term that suits your budget. FlexiPlan automatically provides insurance cover with all purchases. Your cover will include Accidental Damage, Theft and Loss Cover. FlexiPlan is cash flow friendly as there is no deposit or set up fees required up front. There is a choice of end of term options including 'FlexiSwap' where you can update to new equipment in the last 3 months of your agreement and Flexi will waive the remaining payments.

For more information, you may select ‘Flexi’ as your option on the Purchase Portal and a representative will contact you to discuss your options. Alternatively, you may contact FlexiRent direct and get a pre-approval on **1300 726 110**.
Warranty, Support and Service

Apple Warranty and Repairs
Included in the bundle is an AppleCare Protection Plan that will extend the machine’s warranty from 1 year to 3 years. The plan covers the laptop should a part of the hardware be found faulty. It does not cover accidental damage or theft. Contact AppleCare for all warranty questions:

<table>
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<tr>
<th>Phone support 9.00am-9.00pm</th>
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<tr>
<td>Monday to Saturday</td>
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<tr>
<td>1300 321 456</td>
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Insurance
The AppleCare Protection Plan does not cover accidental damage (such as drops or liquid spills), theft or loss. We strongly recommend you include the laptop on your Home and Contents insurance. The FlexiRent option comes with insurance automatically. If the laptop has ever incurred accidental damage, the warranty will be void, even if the damage is not evident until much later.

Examples of accidental damage:

Support and Service

<table>
<thead>
<tr>
<th>QACI Help Desk</th>
<th>MAC1 Service Centre</th>
<th>Apple Retail Store</th>
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<tbody>
<tr>
<td>For your convenience, students may deliver the machine to the QACI Help Desk. We will arrange for a MAC1 technician to repair the issue on our site or offsite. We also assist with other issues.</td>
<td>If the school is closed or you prefer to resolve the matter directly, you may contact the MAC1 Service Centre to organise a repair, phone 07 3033 5206 or email <a href="mailto:brisservice@mac1.com.au">brisservice@mac1.com.au</a></td>
<td>Apple products may be returned to any Apple store for diagnosis and repair. In this case, backup is essential and repair may effect the QACI image. Please contact MAC1 or the Academy in the first instance.</td>
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QACI Help Desk Support
Located on Level 7, the Help Desk provides support to students should there be an issue with the operating system, network, software or if minor repairs are required. While the laptop is being repaired, the student may be provided with a ‘Hotswap’ laptop.

The Help Desk open 7.30am to 4.00pm Monday to Friday. Email: support@qaci.eq.edu.au

MAC1 Service
MAC1 provides a technician at the QACI Help Desk at least once per week. For hardware issues with the laptop, the student will fill in a MAC1 repair form at the QACI Help Desk. A MAC1 technician will diagnose and repair the machine. The student will be notified when it is ready for collection.

MAC1 will repair any warranty issue free of charge. However, if there is accidental damage, MAC1 will charge $99 for a quote on the damages. This cost will be waived if the repairs are done through MAC1.
MacBooks
Students are required to bring the MacBook and charger every day to the Academy. MacBooks must be brought to the Academy every day fully charged. Students are able to connect their MacBooks to power outlets in Academy Learning Spaces. Parents purchase a spare charger in the package. If both chargers are accidentally damaged, parents should purchase a replacement charger. QACI does not supply replacement chargers in this case.

Lost and Found
All MacBooks and chargers lost or found at the Academy must be reported to the Help Desk immediately. Staff, parents and students will be informed via email. All chargers and external hard drives should be marked with the student’s name so they can be easily returned.

Deleting Files
Students should not delete files they did not create. Deletion of certain files on the MacBook’s hard drive can affect the performance.

Music, Games and Programs
Games and programs additional to the image are not allowed on the MacBook unless it is related to the course of study. In this case, approval must be sought from the Head of Department of that subject. All software installed on the MacBook must be licensed, including audio and video files.

Other Owned IT Devices
The Academy does not allow connection of ICT devices, other than those approved for use on the Academy network. This exclusion may include other laptops, printers, scanners and mobile devices including mobile broadband. The policy has been enacted to ensure the efficient use of technical support staff for Academy ICT needs and to prevent exposure of the Academy Network resources to any security risks. It is an Education Queensland policy that these student private devices do not connect to the network.

Internet Use
Students agree to follow the Network Acceptable Use Agreement signed at enrolment in relation to Internet Use. Internet access is provided by Education Queensland’s Managed Internet Service (MIS).

Email Use
While on the Academy network, the EQ mailing system is the only email that should be used. Email must be accessed daily before classes begin. Hotmail and gmail accounts will not be accessible. Emails are monitored for inappropriate use and language. Consequences for inappropriate use may include blocking of email or Internet, detention, loss of administrative rights, or action by the Principal.

Downloading large files
Some files and file types are larger than others and downloading these can slow down the network. Students should avoid doing this within the Academy. Downloading files not directly related to Academy Curriculum is a violation of the Network Acceptable Use Agreement.

Internet Filters
The Education Department provides the means to filter students’ access to web pages from a global level and from a school level. Although it cannot block 100% of undesirable sites, it does greatly reduce the likelihood of students accidentally stumbling across such sites. (FaceBook and Google Docs are blocked State-wide). Filters are only in effect when accessing the Academy network.
Overview

An administration password is required to install software and make changes to the laptop settings and configuration. Students are given administration rights to their own laptop under strict conditions. Parents may utilise ‘Parental Controls’ in System preferences if they wish to manage the use of the laptop.

The student laptop purchase is only a small part of a coordinated laptop program. Each laptop is imaged and configured with the same drivers, software, network, Internet and wireless settings. Any unauthorised changes to this configuration are a threat to the controlled and managed environment which is in place to ensure safety for students and integrity of the Education Queensland network.

Students are granted Administration Rights to the laptop in the acknowledgement that there are times when this is essential, it is a parent-owned laptop and that our aim is to encourage ethical use of technology for principled young people.

Using Academy infrastructure to share illegally downloaded or unlicensed material may put the Academy or individuals at risk of legal action.

Conditions

- A managed environment prevents free-range access to any system set-up. This limits the installation of different applications other than those in the standard image to ensure optimal performance of the laptop. Required upgrades, installs, and changes made by the Academy Technician are inhibited if major changes to the image are made.

- Remote network management software essential for updates and monitoring must remain enabled.

- Students must abide by the guidelines and take responsibility for laptop management regarding any additions to the image. Illegally purchased or downloaded software must not be installed on the laptop.

- A consistent image for staff and students must be maintained. Students must not install different or conflicting software versions unless advised to do so.

- Considerable technician time can be taken up fixing laptop problems created by student modification to the image. The ICT Helpdesk is only available to unaltered images, which includes altering system settings.

- Games must not be installed on the laptops. Sharing illegally downloaded games and music on the Academy network or via USB transfer violates the ICT Acceptable Use Agreement signed on enrolment.

- iCloud Drive access and iCloud Services are blocked by the Education Department when onsite at the Academy.
General Care

Protecting your Laptop

• Keep food and drinks away from your laptop. Drinks are not to be carried in the same bag as the MacBook. Liquid damage is not covered in your warranty.
• Students should never carry their MacBooks while the screen is open.
• Store your MacBook in a safe place, and never in the car.
• Charger cables may snap at the insertion point if carried in a bag incorrectly.

Carrying the MacBook

• MacBooks should always be within the protective shell. If the shell has cracked, it has protected your machine from impact and should be replaced.
• Bags can hold other objects (such as folders and workbooks), but these must be kept to a minimum to avoid placing too much pressure and weight on the MacBook screen.

Screen Care

• The screens can be damaged if subjected to rough treatment. They are particularly susceptible to damage from excessive pressure.
• Do not lean on the top of the MacBook when it is closed.
• Do not place anything near the MacBook that could put pressure on the screen.
• Do not place anything in the carrying case that will press against the cover.
• Do not poke the screen.
• Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, or disks).
• Clean the screen with a soft, dry cloth or anti-static cloth.

Health and Safety

When students begin using a laptop for long periods of time they may experience the following:

• Occupational Overuse Syndrome (OOS) [also known as repetitive strain injury (RSI)] as a result of sustained unnatural postures or prolonged tension on muscles, tendons, and other soft tissues.
• Eye strain through use in environments where there is poor lighting, glare, or reflection, and as a result of straining to view details on small screens.
• Manual handling strain through carrying mobile MacBooks for extended periods or lifting them out of awkward spaces.

To minimise the risk of strain or injury:

• Take regular rest breaks at least every 20 minutes to allow muscles and vision to recuperate.
• Use the MacBook for no more than 2 hours in any session.
• Work in a well-lit environment free from glare.
• Use the MacBook on a desk rather than on the lap whenever possible.
• Use an external mouse, keyboard and monitor when studying at home.
• Use a chair that maintains good posture.