Dear Parents

The purpose of this letter is to outline arrangements made by the School for the distribution of tablet computers for students entering Year 5 in 2015. Further details about the tablet package selected for 2015 are available from the school website here: www.trinity.vic.edu.au/schoolpurchase

Since 1993, mobile computers have been an essential element in the education program at Trinity Grammar School for students from Year 5 to Year 12. Curriculum delivery via the School’s Intranet, research using the Internet and the day-to-day use of computer applications in a wide variety of subjects have become fundamental components of the School’s education program.

For this to work successfully within a school, it is important that the computer selected is suitable for the task, is convenient and portable in use, and most importantly, is adequately backed up by a rapid repair service in the event of an accident or problem.

Each year we survey the packages offered by a number of suppliers in order to provide the best possible alternative for our context.

The School Purchase Program

For 17 years Trinity ran a Bring Your Own Device or BYOD approach for computer procurement. The School Purchase Program was introduced four years ago to ensure a consistent computing environment in which students and staff can operate. This purchase program involves the School buying computers and then applying a computer levy on the school fees to cover costs. Key benefits of this approach include:

- A consistent hardware and software environment for all boys
- Software previously unavailable due to licensing constraints will now be affordable and accessible
- Onsite support for all boys with access to loan computers

How much will the levy be?

The levy will be the total computer package price (including insurance, extended warranty, service, the machine, software, financing and bag) divided by three: $1965 / 3 years = $655 per year. This levy will be charged annually on the February fee statement and for boys entering Year 5 will only be paid twice as a new machine will be issued to all boys at the start of Year 7 in 2017.

Note: The information in this document is directed specifically to parents of boys entering Years 5 in 2015. Information is different for boys at other year levels.
How is the program structured for the Year 5 class of 2015?

Boys entering Year 5 in 2015 will keep their machine until the end of Year 6 and then hand back the machine for reuse by Year 4 students as class sets. When boys transition to Year 7 in 2017 they will be allocated a machine which they will use for 3 years until the end of Year 9. At Year 10 boys will be issued a machine for the remainder of their schooling at Trinity. Boys keep their 3 year old machines at the end of Year 9 and Year 12.

Insurance, service and support

If there is any problem (hardware or software) with the machine, boys should bring their machine to the Tech Centre for service. If the machine has suffered accidental damage, an insurance claim will be raised and parents contacted to seek approval for the $100.00 excess. Warranty and software repairs are carried out immediately as there is no need for approval. Repairs are usually complete within 24 hours, often on the same day. Statistically machines average 2.5 hardware repairs during their 3 year life cycle with 70% of these repairs being warranty and 30% non-warranty.

Handing the machine back at the end of Year 6

At the end of Year 6 boys are required to hand back machines to the school for reuse as class sets at Year 4. For this reason boys are asked not to “personalise” the exterior of the machine or bag with stickers or similar. (See section on “reasonable wear and tear”) There is also an option to keep the machine at the end of Year 6 by paying the 3rd year instalment. If this is of interest to you please notify the Director of ICT when the recall notification is issued.
Leaving Trinity during the School Purchase Program

We understand that circumstances may change over a period of years. If your son leaves Trinity before the end of a “purchase program cycle” (i.e. sometime before the end of Year 6, or sometime between Year 7 and Year 9, or between Year 10 and Year 12) then the following will occur:

The computer should be returned to Trinity for assessment. If the machine is deemed to be in acceptable condition (see section below: reasonable wear and tear) then the computer will be accepted and used elsewhere in the program. Parents are responsible for costs associated with repairs to bring the machine up to an acceptable standard.

What constitutes “reasonable wear and tear”?

Trinity is obliged to maintain computers to a standard that the School’s financier would describe as “good working order”. Boys assume this obligation while they are using the computer.

Examples of what is considered normal wear and tear over the 3 year life of a machine:

- Slight discolouration of casing;
- Slight deterioration in screen resolution;
- Lightly soiled/worn keyboard, touchpad and mouse buttons;
- Small, superficial scuffs or chips on the casing;
- Loose or sticking keyboard keys;
- Bag in good condition without tears or damaged zippers;
- Working power adaptors; and
- A working battery.

Examples of what is not considered normal wear and tear:

- Damaged screens, including bruising;
- Damaged lid latches, hinges or other movable parts;
- Broken power adaptors;
- Machines which do not power on;
- Deep or unsightly cracks in the casing;
- Keys moved/swapped around or missing from the keyboard;
- Missing or damaged tablet pens;
- A dead battery;
- Bags with cuts, tears, broken zippers or graffiti;
- Attempted removal of, or deliberate damage to the serial number or product registration stickers; and
- Adhesive stickers, graffiti or intentional scratches and scuffs on the screen or casing.

Should damage be sustained while using the computer, boys are required to return the computer to the school Tech Centre for repair as soon as possible.

Note: The information in this document is directed specifically to parents of boys entering Years 5 in 2015. Information is different for boys at other year levels.
The tablet computer chosen for boys entering 5 in 2015

After careful consideration of available options, the School (staff and students) has decided to move to an alternate reseller and embark on a new relationship with Trident Computer Services with the Microsoft Surface Pro 3 Tablet PC. You will find the full specifications of the computer and details of the service and damage cover provided by Trident in the accompanying materials. Some key elements to note about the Trident package are:

- The Microsoft Surface Pro 3 Tablet PC has a Solid State Drive (SSD) which is more reliable (SSD drives are not susceptible to knocks and vibration), faster, lighter and more power efficient than traditional hard disc drives. Experience of these solid state drives over the past 5 years has seen a 90% drop in drive failure and the huge inconvenience that causes.
- The machine is physically small and light, making it convenient to carry from class to class at School, and easy to fit inside a school bag when travelling to and from home.
  Slate: Approx. 800g
  Slate with keyboard dock: Approx. 800g + 295g = 1095g
- The computers have a balanced technical specification with an aim to achieve a mix of good performance and a long battery life.
- The computers come with a protective case which incorporates an internal hard shell and foam padding to protect the machines when being carried.
- The machines including the battery, AC adapters and carry bag carry a three year manufacturer’s warranty.
- The machines are covered against accidental damage by iBroker via Trident
- The machines are covered for total loss in the event of theft or other catastrophic event
- The Microsoft Surface is not a serviceable device and as such a new approach to physical repairs has been devised. This process is a “swap-and-go” model which sees the device a boy has swapped for another device from our swap-out pool if a hardware fault is detected. The damaged machine is then repaired by Microsoft and returned to replenish the pool of swap out machines. While this facilitates a very rapid turn-around for students with a hardware issue, it does require a very good backup of files to be maintained at all times and does mean boys will not necessarily maintain the same machine over the life of the program.
- The 2015 machines come with a second AC adapter (battery charger); one for home and one for school. As well as reducing what students are required to carry to and from school, this will also serve as a handy backup should one of the AC adapters be lost.

Why a tablet?

Trials of both slate (no keyboard) and tablet (integrated keyboard) devices in 2006 saw a switch to tablet computers for staff in 2007 and staff and students in 2008. Tablets offer considerable flexibility to users in educational settings by providing a keyboard for quick text entry and a pen for note taking, diagram drawing, mathematical notation, artistic and design endeavours, etc. With this in mind, it made sense to broaden our use of this technology to our students.

Note: The information in this document is directed specifically to parents of boys entering Years 5 in 2015. Information is different for boys at other year levels.
Software
Computers distributed to boys come with Microsoft Windows 8.1 operating system and the School software image pre-loaded. The cost of the software is, for the second time, included in the computer levy. Boys at some other year levels (Year 9 and Year 12 in 2015) are still charged a separate software levy until they move to the new integrated charge.

The licences for software on each computer are education licences which do not include manuals or discs. Software licences are valid for educational use only, and can be used only while students attend Trinity.

Computer Support
The School has a Technical Support Centre where technicians employed by the School attend to any software problems on student computers. Software problems are normally resolved within 24 hours and often less. Trident is responsible for all hardware repairs for warranty and insurance claims. Repairs for accidental damage or a total loss require the completion of a claim form and payment of an excess as detailed in the documentation.

Wireless Networking at Trinity
Trinity students have enjoyed the benefits of a wireless network for nearly fifteen years. The School’s wireless network currently operates on the 802.11n standard, and all machines distributed in 2015 will have an inbuilt Wi-Fi 802.11 ac/802.11 a/b/g/n wireless card which allows connection to the School network and to most domestic wireless routers.

Computer delivery
Computers are delivered to boys on either the Thursday or Friday of the first week of school: the 5th or 6th February 2015. Some basic training is provided on the delivery day which is augmented with further training provided by the classroom teachers throughout the school year.

If you have any further questions about the School’s tablet computer program or the school purchase program, please consult the school website: www.trinity.vic.edu.au/schoolpurchase or alternately contact me at school on 9854 3600.

Robert Flavell
Director of ICT
November 2014

Note: The information in this document is directed specifically to parents of boys entering Years 5 in 2015. Information is different for boys at other year levels.