Frequently asked questions

- What are the changes for my child?
    - The major change is that families will be asked to purchase a device for their student upfront rather than 'lease' the device from the school for three years.
    - While the upfront cost is more initially, there will be a reduction of the IT levy. Additionally, students can keep their device for longer than three years and not have to refresh it.
    - For senior students, such a purchase could be a good investment as the device will likely be useful for students well into their post-schooling studies.
    - The change will secure a higher specification device for student use. It will offer the students choice, the ability to tailor their machine with the requirements of their study and preference.

- Why the change?
    - Technology is always changing and advancing. It makes sense for our laptop program to offer students the best possible options for their study. This is particularly evident in the rise of cloud-based computing. A one-solution fits all approach is no longer appropriate as we encourage students to 'write their own story'.
    - Furthermore, there has been extensive consultation with students, parent and industry experts which has led to this decision.

- How will this improve teaching and learning?
    - The current model encourages all students to conform to a particular model of use. By giving students greater control over their device and software choice it promotes critical thinking skills. They will also have to identify their own trouble-shooting methods as not every student will have the same setup; this promotes both IT competency, persistence and resilience.

- Can I buy my own laptop and bring it to the school?
    - The only laptops supported under the CYOD system will be those offered by the School

- How will I purchase the new laptops?
    - The new laptops will be available for purchase through the School's purchasing portal. Specific details on this will be advised later in the year.

- Will there still be a laptop levy each year?
    - Yes, although it will be significantly reduced. The new levy will be $400 per year which covers software licences, e-books, tech support, network infrastructure and a ready replacement in case of breakage or error

- How much will the new laptops cost?
    - Indicative pricing will be available in October

- What about students on scholarships or bursaries?
  - The purchase cost and levy will still apply for students under such enrolment agreements

- How will the program work for international students, in particular, short-term study tours?
  - These arrangements are still being investigated. More information will be available in the near future on these specifics.

- What about content filters?
  - On the School internet connection there are sophisticated filters that catch most inappropriate content. This filtering will remain in place. The School is happy to provide advice for home-monitoring systems if you would like greater protection for your home internet environment.

- Can I purchase my device from another supplier or bring my existing device?
  - Students who purchase their own laptop outside of the purchase arrangements negotiated with Datacom need to ensure that their device complies with a number of points. It must be either a Windows 10 or Apple laptop. It must meet the minimum requirements of 8GB of RAM, an i5 processor, a 256GB SSD hard drive, a 13" monitor and support 802.11 a/c wifi. This will ensure that the device can run the range of software that is used across our curriculum offerings.

    The laptop must also be covered by a next business day warranty program along with accidental damage protection insurance to cover the costs of repairs such as cracked screens. When negotiating this with the provider of the insurance, parents are advised to ensure they understand the terms of the insurance policy, particularly in terms of excess and the number of claims allowable under the policy.

    For devices purchased outside of the negotiated Datacom program, the school is unable to manage the repairs of such devices. We can provide support for software based issues, but the repair of hardware will be the responsibility of families. This will include having to take it back to the place of purchase and monitoring the time taken for the repairs to be completed. We can provide a loan device for up-to a week for students to use but this is rarely long enough with external laptop repairers and may result in the disruption to learning as a result. Devices purchased through the negotiated agreement with Datacom can be managed by us, we can track the repairs and intervene to hasten the progress if need be.

    The devices that are listed on the purchasing portal are those that we have evaluated and researched, and based on conversations with other schools and suppliers based on failure rates and longevity of use. There are other brands that can be purchased through the portal or other specifications that can be configured. For these alternatives, please contact the Datacom representative whose email is on the purchasing portal https://myschoolshop-qld.datacom.com.au/stpauls. The username and password for this portal is 'stpauls'.