



Saint Scholastica Academy's One-to-One Computing Program



SAINT SCHOLASTICA ACADEMY'S ONE-TO-ONE COMPUTING RESPONSIBLE AND ETHICAL EXPECTATIONS & ACCEPTABLE USE POLICY

SSA SUPPORT AT A GLANCE

This policy contains standards that foster the school's mission and goals. SSA students must read and agree to abide by the standards set forth in this document. This document will be updated yearly to reflect any new technology issues that surface in the previous year.

The goal of St. Scholastica Academy is to provide a full range of technology tools, services, and experiences that allow students to become fully prepared to:

- Succeed in today's information-based economy by using technology to access, create and transform information (information literacy)
- Become self directed lifelong learners
- More deeply explore and discern information to become critical thinkers
- Become self-reliant technology users

It is our belief that in order to develop good technology skills, our students must be allowed to have as much freedom as possible to manage their technology tools. In this vein it is the policy of SSA that although we will provide the necessary software, training, and support; the overall management of said software and hardware is the responsibility of the students.

This being said, software, computers, and associated equipment must be as failsafe as possible and operate consistently so that in class productivity can be maintained.

It is within this context that SSA strives to achieve a balance between student responsibilities and school control of technology assets.

INFORMATION SERVICES HELPDESK

The Information Services Helpdesk provides hardware and software support on school issued portable computers for faculty, staff and students. The Information Services (IS) Helpdesk may be contacted any time faculty, staff, or students require help in resolving a technology related problem.

There are several ways to contact the IS Helpdesk:

- By sending an e-mail to helpdesk@ssacad.com
- Coming directly to the help desk office located in the library workroom
- Calling the Helpdesk at 985-892-2540 ext. 105

IS guarantees the same response and quality of support no matter how you contact us. The priorities used to resolve technology related issues are based on the severity and impact of the problem.

Our hours of service are from 7:30 a.m. to 3:30 p.m. (CST) Monday through Friday with the exception of school holidays. To facilitate support requests IS maintains a Helpdesk presence in the library workroom during the above mentioned hours and will have IS consultants available for your assistance.

The IS Helpdesk will close after the second week of June and reopen the first week of August. The IS Helpdesk will not be available during the summer.

SUPPORT PRIORITIES

Only computers issued by SSA are eligible for hardware and software support. We do not support home personal computers.

Students should seek help as soon as a computer problem surfaces. Unresolved problems can magnify support issues and cause additional problems to surface.

Students are expected and will be taught how to be ACTIVE participants in problem resolution. The Helpdesk consultant may facilitate the student in performing diagnostic tests and re-imaging of their computer if necessary.

All helpdesk requests will be responded to depending on the severity of the issue. If the helpdesk request can not be resolved immediately it will be put into the queue and assigned a priority level. Currently there are 4 defined priority levels:

1. **Priority 1 (emergency)** – Problems with the server or network. A large group of users (more than a single room) cannot conduct school work in their usual way. The Helpdesk will respond to all P1 issues and will begin looking into the case within minutes of receipt during regular school hours. Priority 1 cases are immediately escalated to the senior level support personnel.

NOTE: Before contacting the IS Helpdesk for support, faculty and students must perform the following actions for priority levels 2, 3 and 4:

- **Reboot the computer.**
- **Verify current virus and spyware definitions.**
- **Run virus and spyware scans.**

2. **Priority 2 (high)** – Problems that prevent a user from performing their school work in a normal fashion: a user's tablet crashes or freezes. A single or small group of users (limited to the room) experience a problem that interrupts normal workflow. The Helpdesk guarantees response and that someone will begin looking into the case within thirty minutes of receipt during regular school hours. Should a loaner become necessary for individuals with P2 issues, one will be provided as a part of the loaner program (explained below--see "Loaner Policy").
3. **Priority 3 (medium)** – Problems with hardware or software that are annoying but don't prevent a user from conducting school work in their usual way (majority of issues). Examples include:
 - loss of stylus,
 - battery life,
 - broken clasp (closure)
 - mouse,
 - email issues, cont.

The Helpdesk will respond to the case in priority order within regular school hours. Should a loaner become necessary for individuals with P3 issues, one will be provided as a part of the loaner program (explained below--see "Loaner Policy").

4. **Priority 4 (low)**. Problems include technical or "how to" questions. Faculty and students are expected to resolve these problems by visiting the online IS Helpdesk initially located on Edline. If these problems cannot be resolved by visiting the online IS Helpdesk, faculty and students should report to the IS Helpdesk in the library workroom.

SSA LOANER POLICY

Repairs and replacement of tablet PC's will be handled during Helpdesk hours between 7:30 a.m. and 3:30 p.m. Monday - Friday with the exception of school holidays. If it is determined that the tablet PC needs to be retained for a period of time or if it needs to be sent off-campus for repair, a loaner Tablet PC will be provided at no charge. In the event a tablet is damaged, lost, or stolen please refer to the damage and theft policy.

The student must return to the IS Helpdesk after one day of being informed that their tablet PC is fixed. The Helpdesk will disable the student's loaner account after this time.

SOFTWARE SUPPORT

We will provide support on all standard-imaged, school-issued software.

It is prohibited for anyone to download or install software (or hardware) to the tablet PCs without the expressed written permission of the school. We reserve the right to completely wipe out the content of the local hard drive and require the student to re-image the tablet PC to its original configuration.

DATA STORAGE AND EMAIL ACCOUNTS

All storage and network communication provided by St. Scholastica Academy remains the property of SSA. The school seeks, where possible, to honor the privacy of the individual. It reserves the right, however, to access any file, email, or other information stored on or communicated through its property and will do so if a compelling reason arises. SSA retains the right to monitor network activity in any manner it sees fit, including teacher management of classroom activities.

The student has no reasonable expectation of privacy.

DATA STORAGE:

Each student will be given private storage on the student file storage device. A password-protected, private folder will be administered to each student with security set such that only the named user can access the files. **It is the responsibility of the student to ensure the confidentiality of her password.** She should not select a password that might be obvious to a potential intruder. Providing this password to others compromises not only the privacy of the student, but also jeopardizes her saved files. Students will be held responsible for the information stored or transmitted via their account even if it results from someone else who was given access.

Network storage is limited to 2 GB of space. This space is given to each student so she can compile her files into an expandable notebook system that spans the timeframe of her educational experiences at SSA. This will allow each student to take with her any files created during her time at SSA when she leaves us to move on to college.

This folder is provided for ACADEMIC use only. Students may not copy or download to the network other programs (such as AOL or AIM), MP3 music files, movies, personal graphics, games, or any other information not directly related to school class work and applications.

It is the responsibility of the student to back up her files! Helpdesk consultants are not responsible for the backing up of student files. Students should back up critical files to the student network, a USB flash drive, and/or their Edline "My File Locker" on a regular basis. Tablet malfunction is NOT an acceptable excuse for failure to turn in work.

EMAIL:

Students using SSA email or internet access are representatives of the school and are expected to act in a manner consistent with the school's goals and values. Communications on the internet and via email reflect on SSA and must not damage the school's reputation.

Students are required to use the school-hosted email account for all correspondence to and from teachers.

Students are prohibited from changing the display name on their email address.

Students must not email during class time unless this activity is directed by the teacher.

NOTE: SSA plans to have student email accounts for those 8th and 9th grade students involved in the initial pilot program up and running by the end of March/beginning of April.

SECURITY

The term security refers to any actions, behaviors, or software tools that enhance the safe keeping of your personal data or the successful operation of general network functions.

It is important to take the necessary security measures to maintain the lifetime performance and efficiency of your computer. St. Scholastica Academy makes every effort to provide state of the art tools to provide protection from these risks. Even with these efforts, computer users' behaviors are the first line of defense.

Anti-Virus and Spyware: Anti-virus and spyware software is a part of the tablet's drive image. A full system scan must be performed on a regular basis. It is a violation of policy for an individual to delete, disable, or prevent updates to these applications.

Temporary Internet Files: As you visit sites on the Web, temporary pieces of files are left behind along with cookies (data collection files). It is a good practice to remove this excess data each month. Both files and cookies can be deleted through your browser software. Directions - Internet Explorer: Tools > Internet Options > General Tab > Delete Files and Delete Cookies (under Temporary Internet Files). Note: As a parent you may not want your child removing these temporary files as they show the history of where the computer has been on the Web.

What are cookies? <http://www.microsoft.com/info/cookies.msp>

Disk Clean Up: There is a system tool that will help you do a full cleanup. Start > All Programs > Accessories > System Tools > Disk Clean Up. After scanning the computer a list will appear. Check off only those things you understand and wish to remove. Temporary files and temporary Internet files are OK to remove. Whether you want to delete your recycle bin and offline files is up to you. Don't check off those things you don't understand. Get help from Helpdesk when unsure.

FILTERING

Content filtering while on the SSA network is supplied by the Archdiocese of New Orleans. For this reason it is prohibited for students to connect to any wireless system other than SSA's while on campus.

St. Scholastica Academy will not provide content filtering when tablets are off campus or connected to other networks because content filtering on a local machine carries with it a strong possibility of jeopardizing normal classroom activities. However, tracking software is available at an additional charge to parents as an add-on for tracking their daughter's computer behaviors. SSA will not provide monitoring for this software but will aim the reports to an e-mail account provided by the parents.

BATTERY CHARGING

Students are required to charge their tablet batteries overnight so they are ready for work the next day. In order to extend the functional life of the tablet while running on batteries, good student behaviors should be adopted. Allowing the tablet to go into standby mode (closing the display) when not actively using the computer will extend the time the computer can be used on battery power.

DAMAGE AND THEFT

DAMAGE:

Major tablet components are covered under warranty. Warranty coverage does not include damage that is intentional or the result of an accident, neglect, or misuse. There is no cost to the user for warranty repairs. The warranty does not cover the power cord, A/C adaptor, stylus, closure clasp, or cosmetic damage; the student is responsible for the full cost of replacing these items, if needed.

Tablet PCs are also covered by limited accidental damage insurance. This insurance covers accidents that happen within normal tablet use. It does not cover scratches, intentional damage, or damage resulting from negligent use. If the tablet is damaged due to negligence, carelessness, or misuse, the student will be responsible for the entire cost of the repair. Negligence or misuse will result in disciplinary consequences as well as monetary consequences.

The student is responsible for the costs of all repairs that are not covered by the accidental damage insurance agreement. See addendum for current itemized costs.

THEFT (on and off campus):

Tablet PCs should not be left unattended. They are not to be loaned to others. They should never be left at school during vacations or school holidays. Automobiles or automobile trunks are not appropriate places to secure Tablet PCs. When not on campus, the tablet should be stored in a secure location that is temperature/humidity controlled.

On campus: Report missing Tablet PCs immediately to the Helpdesk. Measures will be taken to locate the machine. If necessary, a replacement tablet will be issued.

Off campus: The Tablet PCs are covered by the school's content insurance coverage. **In the event a tablet PC is lost or stolen, the student is responsible for paying the school's \$500.00 deductible.** It is the student's responsibility to report a theft as soon as possible to the police and to the SSA Helpdesk. The student must present a copy of the police report case number to the Helpdesk before a replacement tablet will be issued.

PROHIBITED BEHAVIORS

The following behaviors are prohibited.

- Conducting or participating in any actions which are illegal (according to city, state, or federal law)
- Violating any of SSA's computer use policies
- Using technology to threaten, bully, or harass others
- Advocating racial, ethnic, religious, or gender-based slurs
- Deleting, disabling, replacing, or adding applications that are not a part of the original computer image
- Infringing software, copyright, or licensing agreements
- Purposefully viewing, displaying, storing, or transmitting any obscene or discriminatory material
- Conducting commercial or private business enterprises
- Sending unauthorized bulk or random messages
- Soliciting for organizations that are unrelated to SSA's mission or purpose
- Destroying the integrity of computer-based information
- Maliciously installing or invoking a computer virus or other disruptive mechanism
- Altering system files or configurations to disrupt computer functions
- Seeking or gaining unauthorized access to network resources or resources on the internet
- Attempting to breach security mechanisms
- Downloading MP3s, games, movies, images, and any other medium which is against the law
- Sharing school-related files when the project, activity, or assignment is to be done independently
- Communicating via the internet or email in a manner which reflects negatively on SSA

A student whose behavior or repair record indicates careless use or abuse of tablets or other technical resources, even if repairs are covered by SSA's damage policy, will be referred to the Dean of Students for appropriate disciplinary action. Consequences of violations could include but are not limited to detention, suspension, expulsion, or revocation of internet access, network privileges, and computer access.

SSA has the right to restrict or terminate network and internet access at any time to protect the integrity of the network or prevent misuse.

It is impossible to cover every situation that will arise and have a guideline in print that will handle it. If a student is involved in a situation that is unacceptable and in opposition to the philosophy and goals of St. Scholastica Academy, the situation will be dealt with in as fair and appropriate manner as possible. The administration is the ultimate interpreter of these guidelines.

Tablet Proper Care Policy

This section is intended to provide a series of guidelines for faculty, staff, and students to help ensure the proper care of their tablet PCs. While this list is quite in depth, it cannot serve as a complete list. In addition to following these guidelines, faculty, staff, and students are expected to use common sense and best judgment to protect all tablet PCs on and off campus. Failure to follow these guidelines may result in disciplinary actions and/or financial responsibility for loss or damage.

- Although your tablet PC is owned by St. Scholastica Academy, it is your responsibility. Please treat it with great care.
- Follow the Acceptable Use Policy at all times and in all locations. Remember that you are not to lend your tablet PC to anyone.
- Back up your data. At least once a week, you should copy your important work to your Edline "My File Locker".
- At times it will be necessary for the IS Helpdesk to send announcements to all tablet users. Keep up to date with all of your emails from the IS Helpdesk.

What if something goes wrong?

- When there appears to be a physical/hardware issue with your tablet PC, do not try to fix it. Instead take it to the Helpdesk as soon as possible.
- If you are having software issues, you may try to fix them, but do not spend considerable time with it. Take it to the Helpdesk as soon as possible.
- When necessary, plan to visit the Helpdesk before school, during break or lunch, or after school. Being at the Helpdesk is not an excuse for being late to class. Note: The Helpdesk is located in the library workroom.
- If you have any questions, ask for help.

General Care

- Each tablet PC has several identifying decals. Under no circumstance are you to modify or destroy these labels. In addition, you are not to "decorate" your Tablet PC in any manner, e.g. stickers, markers, and paint. However, you may place a label with your name on your power supply, but you may not permanently mark it in any fashion.
- Under no circumstances are you to open the tablet PC housing, doing so will render the warranty void.
- You are not to "untether" your stylus.
- Liquids and other debris can damage the tablet PC. As such you should avoid eating or drinking near the computer.

Carrying the Computer

- Always close the lid before moving. Close the lid with the screen inward. You should never transport your tablet PC in laptop mode, i.e. with the lid up. Be sure that there is nothing trapped between the screen and the display.
- Closing the lid sends the tablet into standby. To prevent permanent damage to the hard drive, you should wait for your system to enter standby before moving it.
- For prolonged periods of inactivity, you may want to hibernate or shut down completely before closing the lid. This will help to conserve battery life.
- You have been provided a carrying case for your tablet PC. You must use it for transporting the tablet PC. In addition, you may not place any other items in the case. Doing so, may cause damage to the tablet. **Students must keep their tablet in the school-assigned tablet case whenever their tablet is not in use.** It is against school policy for students to carry their tablet in a different case. This action will result in disciplinary consequences.
- **You may NOT place the carrying case in your backpack.**

Taking Care of the Screen

- Be very careful with the screen. The screens are very susceptible to damage from excessive pressure. In particular, avoid grasping the tablet by the screen.
- Only approved styluses on the screen.
- Use the stylus with a light touch.
- You may clean the screen as you would a camera lens or a good pair of glasses. In particular, you may use anti-static cloths or lens cleaners designed specifically for camera lenses and glasses.

Securing your Tablet PC against Theft

Thefts occur when property is unattended and unsecured. Secure your tablet PC at all times. If your tablet is missing at school, report it to the Helpdesk or the nearest teacher immediately. If it is stolen from an off-campus location, contact local law enforcement.

For the tablet PC program to be a success at St. Scholastica Academy, we all need to be conscious of our surroundings. If you see an "unattended" tablet PC, be a good Samaritan and take it to the Helpdesk. Remember, the next time it might be your tablet PC, and wouldn't you be glad if someone was looking out for your benefit and safety?

Daily Logistics

- You are to bring your tablet PC with stylus to school everyday (in its carrying case).
- You are to take your tablet PC home every night.
- While eating or when in the cafeteria the tablet PC MUST be in its case.
- When the computer is not in your immediate vicinity, it should be secured in your locker, locked in a classroom with the teacher's permission, or locked in the PE locker room.
- During after-school activities, you are still expected to maintain the security of your tablet.
- Avoid using your tablet PC in areas which may lead to damage or theft. Do not use your tablet PC around sporting activities where it might be knocked over. Never leave your machine in a public space, especially after school.
- Tablet PCs are not allowed on overnight trips or field trips without the permission of their parents.

Bi-Weekly/Monthly Logistics

- Run a full system scan using your anti-virus software.
- Back up your data files.

General Tips

▪ Tip 1 - Mind the Temperature

Summer temperatures here in Louisiana reach over 95 degrees on a daily basis. Keep your battery/computer with you in the air conditioned environment during the summer months. Avoid exposing your tablet PC to *Solar Death Rays* as this could prove harmful or even fatal to your battery! Heat is known to quickly kill your battery's lifespan.

It is recommended to expose your tablet only to temperatures between 40°F and 85°F.

By allowing the chemicals in your battery to get extremely cold in the winter then heat back up during use will also contribute to shortening your overall battery life.

Other recommended temperature friendly practices include avoiding charging (or running) your computer in its case or elevating your tablet/notebook on a stand to ensure proper ventilation during use (especially atop carpeting).

- **Tip 2 – Storing your Battery**

Vacationing for a few weeks? Are you one of the lucky few who can leave your electronic anchor behind? To store your battery properly during your trip, simply charge it to about 50% of its capacity. Although it seems like a good idea to leave your battery behind at "full charge", this is not advisable. The long and slow discharge from 100% to zero while you are gone will cause more deterioration to the cells. Upon your return it is a good idea to recalibrate your battery.

- **Tip 3 - Charging your Battery**

"Topping off" your battery in anticipation of several hours away from an AC outlet is okay. As a matter of fact it's okay to charge your battery from any state/level of discharge to suit your needs. The most important thing to remember in regards to your charging practices is to avoid leaving your battery at 0% charge for longer than 5-7 days. It is a good idea to keep your battery at a level over 20% charge on a regular basis. If you tend to keep your tablet PC plugged in most of the time - it is a good idea to unplug and run your battery down and recharge every 2-4 weeks. This will keep the chemicals inside the battery cells "alive".

It is recommended that whenever possible, you charge your battery when your computer is turned "off". So in an unrealistically perfect world, you would shut down your tablet PC, fully charge it, then proceed to use it on AC power.

Once a month it is a good idea to allow your battery to completely drain.

- **Tip 4 - Carry the Tablet PC in the School-Provided Carrying Case**

- **Tip 5 – Treat the Tablet PC with Care**

Do not drop the ThinkPad. Clean the screen with a soft, damp (water only) cloth. Do not bend or twist the display or force it to lay flat. Do not place any objects on the ThinkPad.

- **Tip 6 - Keep liquids away from your Tablet PC**

DO NOT turn on a wet tablet. If the tablet is on when a spill occurs, turn it off. Take it to the Helpdesk for assistance.

- **Tip 7 - Leave the Machine Intact**

Do not try to service the tablet PC or take it apart. Do not mark the tablet in any permanent way.

- **Tip 8 – Be Careful when Moving the Tablet PC**

Before moving your tablet PC, be sure to close the lid and shut down, set to standby, or hibernate. Wait until the process is complete before moving the tablet.

- **Tip 9 - Shut down the Tablet PC every night and CHARGE IT!**

- **Tip 10 – Standby during the Day**

In order to preserve battery life during the school day, put your tablet in standby mode!

Not knowing what to do is not an acceptable excuse. When unsure, check with the Helpdesk immediately. Don't go by what a friend says.



SAINT SCHOLASTICA ACADEMY'S ONE-TO-ONE COMPUTING PROGRAM AGREEMENT

The undersigned understands and agrees to abide by the policies as stated in the One-to-One Computing program documentation.

Parents and students are to sign below indicating they agree to comply fully with the school's One-to-One Computing program as defined in this document.

Signature of parent in whose household student resides (if different from parent assuming financial responsibility):

Parent's Signature

Date

Signature of parent(s) assuming financial responsibility:

Parent's Signature

Date

Signature of SSA student:

Student's Signature

Date