# Bring Your Own Device FAQ - Conservatorium High

## 1. What if the cost of a device is an issue?

The purchase of a device is a major issue. The school has provided a [BYOD portal](#), where families can purchase our recommended devices: low cost Chromebooks. The device will be used over a number of years of schooling, so the expense is less when viewed on a per year basis.

The school also has a BYOD Equity Policy to help families seeking financial assistance.

## 2. Do we need to provide a Chromebook, or is another notebook ok?

Any device that meets the Device Specification in the BYOD and IT Policy can be used. We recommend the Chromebooks available on our BYOD portal, since our teaching staff and IT support staff are familiar with them. However, other operating systems and devices can be used.

## 3. What if our family has a device, but it doesn't meet the Device Specification?

The student will need to be provided with a different device. Our BYOD Equity Policy can help families seeking financial assistance.

## 4. What software is required?

Since the staff and students will chiefly use a browser such as Chrome, no additional software needs to be purchased. For instance, staff and students will use the Google Apps for Education suite which are provided online by the Department of Education and include Google Classroom and Google Docs.

5. How can the device be kept safe during the school day?

Students should store their device in their locker when not in use, and ensure the locker is locked with the provided lock. Students should not share their lock combination with anyone.

6. What if the device runs out of battery during the school day?

Students are required to bring their device to school fully charged.

7. How do do we avoid mixing up the devices if there are dozens of similar devices?

We recommend a small sticker on the underneath of the device with the student's name on it.

8. What if a student forgets to bring the device to school?

Students are expected to bring the device to school every day, unless instructed not to (e.g. Athletics Carnival). In the event a student forgets to bring the device, a Chromebook device may be available for a fee of $4, automatically billed to the family. This is expensive on a daily basis, compared to purchasing a device used over several years.

If not bringing a device is becomes a repeated issue, this will be addressed according to the School Rules and Code of Conduct.

9. What if the device stops working or is damaged?

The devices are ultimately the responsibility of the student and their family. We recommend that the device is carried in a protective case and that you consider the purchase of insurance on top of a warranty.

The devices on our portal typically carry a business-grade, 3-year Next Business Day Onsite Warranty. Warranty offerings can vary depending on the vendor, but typically the 3-year warranty includes next-business-day, on-site support.

The BYOD portal has an Accidental Damage Protection (ADP) insurance option (provided by iBroker), which in general covers events not covered under the manufacturer's warranty. For example this includes accidental damage, liquid spill damage, theft and accidental loss. For details please see the 'Insurance' section of the BYOD portal.

Additionally, the Conservatorium High IT support staff are available to look at the device if there is a software problem, and may be able to help with certain issues.

10. What if the device is not used appropriately?

Students are expected to abide by the BYOD Student Agreement they have signed. If this is repeated, the issue will be addressed according to the School Rules and Code of Conduct.