BYOx 2024 - FAQ

In 2024, students will be expected to learn from their own device in the classroom. This will enable teachers to enhance the students' learning through the use of today's technology. If you're a parent with a student who will be a part of the BYOx program in 2024, the following should answer some of the questions you have.

My child has a computing device at home already. Will that device be suitable?
Any device that meets the recommended specifications for the BYOx program is suitable for school use. See the minimum specifications document for the recommended specifications. If you are unsure whether your device meets these requirements, you or your child is free to bring the device to the school's technicians to check suitability.

What device does the school recommend?
WCC highly recommends a Windows laptop device. This is because the teachers and IT staff are familiar with, and can offer more support with Windows. **Very limited support** would be available for Apple devices. As we are not an Apple school, some software may not work and the student/family would have to source an alternative in that case for themselves.

Will all students have the same device, and if not, how will this affect learning in the classroom?
Not all students will have the same device – many of them will differ in size, type, input method and operating system. In order to minimise the impact that this will have on learning in the classroom, parents are encouraged to purchase using the supply arrangements that we have established so that there are "common" devices that will work with the school's network. The use of these "common" devices will ensure the greatest access to the range of curriculum software used at WCC, with most curriculum software used by teachers made available to BYOx users for free from the school for Windows based computers.

What are the purchase options?
WCC has established a portal with Dell to provide devices to parents that meet the minimum requirements for the school's BYOx program. The portal that the school offers provides commercial grade devices, with commercial grade warranty conditions. As the school has an existing relationship with Dell, this can facilitate faster repairs as we can do a lot of the warranty repair work on site. Dell portal - https://datashop-qld.datacom.com.au/wcc. Devices can also be purchased from a range of online retailers.

What is onboarding?
Onboarding is the technical term used to describe the procedure that students need to perform to get their devices operational on the school network. WCC will use a system that allows safe, secure, and largely automatic onboarding for most devices, and information about the use of this system will be provided to students when they join the BYOx program. WCC ICT Support Staff will assist with initial onboarding and if students require any further assistance with onboarding their devices, they are free to get back in contact with the school's ICT Support.

What security options will be put in place by the school?
Heavy duty plastic lockers will be available for students to put their laptops into. These lockers have no charging capability so it is recommended that students **do not** leave their laptop at school overnight.

Who is responsible for BYOx breakages?
It is highly recommended to purchase additional accidental damage protection (ADP) with any new device. All devices purchased through the Dell portal come with 3 years warranty. **The device is the responsibility of the student.**

Will students be able to participate if their battery goes flat during class?
This cannot be guaranteed in all classes. There will be no charging allowed in classrooms, due to work place health and safety issues. It is the student's responsibility to ensure that their device is charged before bringing it to school, and if the device is charged prior to the commencement of the school day the battery power should last all day.

Will the school assist me with home internet connection settings, or issues?
We cannot help you with home related issues with your device, only connection issues at school. If purchased through the school portal, we can also assist with laptop hardware warranty claims and device assessment for claims.

Do students need to back up the data stored on their laptop?
Back up of laptop data is the student's responsibility. Work that is completed at school can be saved to the school's servers. Work can also be saved into the cloud via their school OneDrive account, enabling students to access these files from school or at home (provided they have an internet connection).

How will students be kept safe online?
Access to the internet at school is filtered. As part of the curriculum, students are instructed on Cybersafety. At home, it is the parent/guardian's responsibility to ensure any appropriate content filters or controls are applied to internet services. The school accepts no responsibility for consequences of internet access outside the school. One program that **should not be used** is Microsoft Families as it has known issues with the "onboarding" software.

Can I borrow a device through the school whilst mine is getting repaired?
Yes, a limited number of devices will be available for short term use whilst machines are under repairs.

What is the BYOx process?
Students must download and read the BYOx charter agreement and return the attached consent form with their connection fee. The IT department will then guide them through the "onboarding" process and provide instructions on the use of the BYOx network.

How much are the fees?
There will be a yearly connection fee. There will also be optional accessories included in the fees which include: discounted work software. This fee is listed in the Student Resource Scheme.

What IT support is offered at the school in regards to repairs?
This depends on where the device was purchased, what warranties apply to the device, and the issue.
- If the device was purchased outside of the supply arrangements that the school negotiated with vendors, there is a limited amount that we can do.
- If the device was purchased through the schools pre-established supplier arrangements (Dell portal), and the fault with the device is a general hardware failure ("it won't turn on", or similar faults), the school is generally able to log the device for repair on your behalf and have it repaired onsite.
- If the fault with the device is clearly accidental damage ("the screen is cracked"), the parents will generally have to deal with their insurance provider under "Accidental Damage Protection" policies in this regard. Feedback can be sought from the school technician.

Who can I contact for more information?
If you require more information about our BYOx Program, please email BYOxInfo@westerncapecollege.eq.edu.au or phone our ICT Support on (07) 4090 6444.