



Digital Learning Scheme FAQ's



Heathfield
Community College and Sixth Form

FREQUENTLY ASKED QUESTIONS

We appreciate parents / carers will have questions regarding the scheme. We have collated questions from previous years in this document. If you have any further questions please contact the College using the details below.

Do the iPads go home every night; does this present an unnecessary risk to younger students; what security is in place?

iPads that are issued to students as part of the Digital Learning Scheme must be taken home every night. We currently have a large number of privately owned smart phones along with all other year groups using iPads and we have almost no report of anxiety over theft or threats to take possession.

Few Colleges with similar schemes report theft as being a problem, however, we would not wish to be complacent and our advice to all students would be to hand the iPad over if they are challenged and immediately report the incident to a member of College staff. We take student security and safety very seriously and we will ask police to investigate all such incidents.

What about parents who can't afford the scheme?

The fairest way, we believe, to identify parents who may not be in a position to afford to contribute to the scheme is if they have been on the Free School Meals Register at any time during the last six years. We are able to use Pupil Premium funds to enable them to join the scheme just like anyone else.

Experience of earlier schemes has suggested it is important for students to have a sense of ownership and responsibility and therefore we are asking families to contribute £20 towards the cost of the case.

Can't I go and buy a cheaper iPad on the High Street?

We don't believe you can buy this specification of iPad, the case, insurance and appropriate apps for anything like this cost.

The College scheme iPads will also have the benefit of comprehensive insurance run by Solutions Inc. and administered through the College. Please refer to the Insurance Policy document which can be found on the Student iPad page of the college website

What about students who already own an iPad?

You can either choose to join the College scheme or bring your own iPad into College, providing that it is an iPad Air or newer. The College will, for a small charge, install the same apps that will be on the parental contribution iPads, as well as software to allow access to the College's filtered wireless network and Mobile Device Management software.

Parents / Carers are responsible for insuring the BYOD (Bring Your Own Device) iPad. We cannot take responsibility for home owned iPads and insurance for damage or theft will be the responsibility of the parent / carer.

Why choose an iPad and not a cheaper device?

The iPad emerged throughout the world as the tablet of choice for educationalists and, although there are competing claims from alternative manufacturers, it has the strongest foothold and is the most reliable of devices on the market.

The iPad has enough charge to last a day at College. It can be picked up and switched on instantly and put away without it taking a significant amount of time away from learning.

There is also excellent educational support from Apple. Software can allow iPads to be finely controlled by Colleges ensuring students devices are secure and safe to use. Colleges also receive discounts on the bulk purchasing of Apps which can then be deployed remotely without having to collect the devices in. The AppStore is much more highly regulated than the equivalent on other platforms. There is also a wide range of Applications that are instantly usable by schools including iBooks and iTunes U.

What if I have more than one child in this year group?

We are able to offer a small discount for twins or triplets as we recognise the pressure this can cause.

How will using the iPad impact on the quality of students' hand writing?

We are fully committed to students developing their writing and further literacy skills. Students will still be expected to hand write work and completed extended pieces of writing. There will be no need to word process all their work and much will still be completed in exercise books.

However, the iPad will support students by allowing them to check spellings, looking up definitions of key terms and supporting them with their reading.

Exams still take place on paper, so how will iPads help with this?

Exams and mock papers can and will still be handwritten. Students will experience this formally during end of year examinations and through the completion of assessments in lessons.

The iPad will support students with their examinations by offering a single place to access suitable resources for revision and to view practice papers set by teachers.

How will the Digital Learning Scheme affect homework?

A device that can be used both at College and at home will improve the continuity of learning, with resources needed available in one place. Parents / Carers can play a greater part in supporting and understanding the work that students are completing in class. We believe that homework tasks now include a wider range of media and resources than conventional based homework. This, in turn, should improve student's motivation to complete work outside of the classroom.

How will you measure the impact of iPads on learning?

A study carried out in May 2012 by the University of Hull measured the impact on introducing iPads to eight Scottish Colleges. It found increases in student motivation, engagement and understanding of complex ideas - see key findings page10

<http://www.janhylen.se/wp-content/uploads/2013/01/Skottland.pdf>

After three years of use, own data analysis shows an improvement in students Attitude to

Learning in comparison to students who did not have access to an iPad. Along with this students in Key Stage Three are currently making better progress than was the case previously.

Of course, these could be attributable to a range of factors but the pedagogical and curriculum conversations that happen around the iPads are strong contributing factors.

Will students spend all day staring at a screen?

In most lessons, iPads will only be used as and when needed. In some lessons they may not be used at all if they do not enhance the learning in that topic. iPad use does not replace the good teaching and learning that takes place. They will be used as an appropriate resource when necessary.

At break times and lunch times iPad use is also banned. Students are actively encouraged to engage with other activities that take place in the College.

Our KS3 Digital Parent Learning Walks also highlight that parents who were concerned with seeing students on iPads all of the time found that this was not the case when they visited lessons with students.

Some research suggests a link between heavy screen use and eye fatigue. Given that iPads are not used in every lesson, and when used they are seldom used for the whole lesson, this is not felt to be a significant problem.

What can you do to stop other apps being used during a lesson?

Effective classroom management is just as important as ever when iPads are used. Our Praise and Consequences systems encourage students to take responsibility for their own learning, and the vast majority do.

For the minority who don't, and who choose to become distracted by the iPad sanctions may need to be applied.

What standard Apps will there be?

To date we have identified approximately 20 apps that we feel are particularly valuable. Some of the most used apps include:

- Book Creator: an app that allows students to create exercise books on specific topics. Some subjects use this app as the exercise book.

- Firefly App: this app allows students to access their timetable, their homework and any resources shared by their teachers.
- WebDav: this app enables students to access files on the College servers. It is useful when students may have been working on a desktop computer. It also allows for students to upload from their iPad.

The list of apps used will continue to grow but no further payments will be required by parents / carers.

Do students need to carry the iPad in addition to all other text / exercise books?

Yes. As always, it helps if parents / carers of younger students help their child pack their bag the night before. This ensures only the required books and equipment are being carried. Students also need to ensure their iPads are charged fully for the start of the day.

Can students choose the iPad Mini instead?

No. We have tested the iPad Mini in College and found it to be good for Internet based activities but not as suitable for extended word processing, photo manipulation or video editing. We decided against the iPad Mini for this reason.

How will students differentiate their iPad from others in College?

One of the first actions is for students to install a unique lock screen wall paper to make their iPad easy to recognise. We recommend in the first term that this is the students timetable to help them to know which lesson is next.

PAYMENT QUESTIONS

How will payments appear on my bank statement?

Solutions Inc. LTD

How can I change my bank details?

If you change your bank details, please contact the finance office to request a new direct debit form.

What happens if I default on payments?

If for some reason a monthly payment is missed, then you will be contacted by the finance office. The defaulted payment will be added to your

gateway account in order for you to make a payment for the amount owed.

Continual non-payment of missed monthly direct debits will result in the iPad being removed from the student until the outstanding amount is cleared.

Please do not hesitate to contact the finance office if you require any help.

What happens if the student leaves before the end of the scheme?

You will have two options. Either return the iPad, cable and charger before the last day. Or, contact the finance office who will calculate the cost of you taking ownership of the device. The balance will be the cost outstanding on the scheme plus the residual fair market value at that time.

Will I get a refund if my students leaves the scheme?

No. The cost per month is for the lease and associated costs of the iPad as detailed in the agreement. Whilst the student is in the scheme you remain liable for each monthly cost.

What happens if the iPad is damaged and not covered under the terms of the insurance?

If the device is damaged as a result of:

- Intentional damage by the student.
- The iPad not being in the correct case.
- The iPad being removed from the case altogether.
- The student not adhering to the terms and conditions set by the insurance company;

Then the cost of the repair/replacement will be charged to the parents.

TECHNICAL QUESTIONS

Is 32Gb big enough?

The Applications provided by the College will take about 3.5Gb of memory. This should leave sufficient memory for students to store their own photos, music and apps. Students must always ensure they leave sufficient space on their iPads to store work as directed by their teacher.

Students will have access to Google Drive, One Drive and Web Dav to enable them to upload documents, photos and videos to secure online areas or the College Drive.

Will students need access to home Wi-Fi to access the apps?

Most of the apps will work without access to Wi-Fi. Students will need to use the College Wi-Fi system to download the applications and sync any documents when at College.

Is my child's work going to be backed up?

Students will be shown how to back up their work during Term 1. Students should be encouraged to back up their work on a regular basis using Google Drive, One Drive or Web Dav. Any personal data or settings should also be backed up by using a service such as Apple iCloud.

Are we allowed to install our own Apps?

Yes. You can install anything you like on the iPad that is purchased through the College Scheme. Any apps downloaded must be age appropriate for the student and ensure that there is appropriate memory left on the device for students to complete work in College.

Do we need to give our bank details to register with Apple?

No. We will give you instructions on how to set up an Apple ID without having to enter your credit card details. If you want to buy your own apps you will have to create a separate Apple ID with credit card details.

Will age controls (internet filtering) differ on home Wi-Fi?

No. As protocol the restrictions that are put in place remain in place at home. If you wish to have this option removed you will need to contact the College.

If the apps are pre-loaded, how are these associated with an existing iTunes account?

The College uses a process provided by Apple called managed distribution to distribute apps. This allows us to invite you to install apps provided by the College. You will then be able to install these Apps from the App store free of charge.

What happens if my child accidentally deletes a College App?

Our Mobile Device Manager will be able to re-send the app to a student's iPad. The student should visit the Digital Genius bar in the Computing block and speak to a Digital Genius or an IT Technician.

I regularly update my iPad on my iMac. How will this work for students?

All apps are pushed out by the College over the College or home Wi-Fi. Software updates, such as the new iOS, are dealt with in the same way. It is important that iPads are not connected to iTunes or a PC/Mac or the College's settings may be lost.

We recommend that regular back ups are made to the iCloud, Google Drive, One Drive or to the College network.

Will the iPad restrict my child from experiencing other operating systems?

No. We continue to have over 450 Windows computers in College and over 100 Mac based computers.

DEFINITIONS

Apps

Applications are the pieces of software that can be installed on an iPad.

BYOD

BYOD stands for Bring Your Own Device. These are iPads which are owned by the student and are not part of the College scheme.

Firefly

Firefly is our Virtual Learning Environment and is used as our homework setting tool. Along with this resources can be shared and accessed easily from in class and at home using its features.

Google Drive

Google Drive is an online package that allows for students to upload and save work. This is useful when working with documents both on the iPad and on a desktop computer.

iCloud

iCloud is the Apple Cloud Storage system which is linked to the device and can store important device settings such as email, contacts and internet settings.

One Drive

One Drive is an online package that allows for students to upload and save work. This is useful when working with documents both on the iPad and on a desktop computer.

WebDav

WebDav is an installed App which allows students to access their files from the College network. It also allows students to upload files back onto the College network for safe storage.