



Digital Learning Scheme

Frequently Asked Questions

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.

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. Please contact dlt@heathfieldcc.co.uk if you believe you qualify for this support.

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.

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 no more than 3 years old. 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. Currently £5 per year.

Parents / Carers are responsible for insuring or repairing the BYOD (Bring Your Own Device) iPad. We cannot take responsibility for home owned iPads and cover for damage or theft will be the responsibility of the parent/carer. The college is unable to offer a fixed fee repair service for BYOD iPads.

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 Books 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. Please contact the Finance Department for arrangements.

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 complete 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?

After many years of use our 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.

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:

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.

- Book Creator: an app that allows students to create exercise books on specific topics. Some subjects use this app as the exercise book.
- Apple Suite: This includes the key Apple Apps of pages, keynote and numbers.
- Office Suite: This includes Word, Excel and PowerPoint.

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.

It is important that students carry their device in a safe manner both at school and to and from school to minimise any accidents.

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 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.

QUESTIONS ABOUT PAYMENTS & THE REPAIRS AND REPLACEMENT FUND.

How will payments appear on my bank statement?

Payments will appear on your bank statement as GoCardless - Heathfield CC.

How can I change my bank details?

If you have changed your bank details, please contact the finance office.

What happens with missed payments?

If for some reason a monthly payment is missed, then you will initially be contacted by GoCardless. The College will also make contact if required.

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?

If the student leaves the College the amount remaining on the device will be calculated. Parents / Carers then have the option of taking ownership of the device by making this payment.

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 by the college fixed fee repair service?

If the device is damaged as a result of:

- Intentional damage or negligence.
- The iPad not being in the correct case.
- The iPad being removed from the case altogether.

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

TECHNICAL QUESTIONS

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

Most of the apps will require Wi-Fi to work correctly. Students will have access to the College Wi-Fi system while 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 iCloud. Any personal data or settings can 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.

The app store is disabled by default to ensure internet safety. However parents can request the app store be enabled on the device should you wish to install your own apps.

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 Apple account?

The College uses a process provided by Apple called managed distribution to distribute apps. We don't require an Apple account on the device for students to install college provided apps.

What happens if my child accidentally deletes a College App?

Our Mobile Device Manager will be able to resend 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.

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

No. We continue to have a large number of both Windows and Apple based computers in the College.

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.

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 by Microsoft 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.

CPU

CPU (Advent Solutions) is used to collect the contributions from parents/carers as part of the scheme.