



Freedom to Learn™

We wrote the books on the 1-to-1 Program



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Given the importance of 21st Century Learning skills within the Australian National Curriculum, schools are now faced with a greater-than-ever challenge of preparing students for a vastly different future. The integration of seamless, ubiquitous access to technology for students enhances critical thinking skills and is widely accepted as essential in preparing them for life beyond their schooling years.

Computelec's 1-to-1 and BYOD Programs* provide a platform for every student to access technology so they are able to engage with their teachers in a multitude of ways – anywhere, anytime – delivering them Freedom to Learn™.

Based on our experience working with schools across Australia, we've recognised five key phases in the development and management of a successful 1-to-1 student or school owned program, or a BYOD student/parent owned program.

Exploration

There are a few critical issues to explore before you embark on any new technology program, including cultural fit, commitment from school leaders, shared vision within the school community, and policy, human and physical infrastructure requirements.

You'll also need to understand the true cost of implementation and expected timeframes. Fundamental to the support of – and advice on – all of these considerations is your choice of an experienced and committed technology partner.

Computelec's sister company, Expanding Learning Horizons (ELH), can act as a critical friend to your school through the exploration phase. The ELH team, which has more than 10 years' experience establishing, running and teaching in 1-to-1 and BYOD environments, can help ensure your program is well planned and leads to a successful and sustainable program long into the future to maximise learning outcomes for your students.

Readiness

It is important to obtain a clear understanding of your school's readiness to implement any 1-to-1 or BYOD Program. By engaging Computelec ICT services, schools are given the guidance, advice and direction needed to ensure that their program will be supported. From ICT networks and data storage, to device upgrades, support services, professional learning strategies and implementation of new technologies – we have the expertise to help you navigate the considerable demands of student device support.

As school students are significantly more likely to need device support and repairs than the typical corporate user, if your school decides to implement a parent-owned BYOD program, you must be confident that:

- all student devices will be maintained at a level to maximise their learning goals
- BYOD will not create maintenance issues that put students 'off-line' for extended periods
- parents are offered a no-effort resolution of device issues to eliminate upfront and non-warranty costs caused by accidental damage, at a capped fee.

FREEDOM TO LEARN™



Implementation

Computelec can manage the entire implementation of your 1-to-1 or BYOD program* from start to finish. Our team will work closely with your school to navigate the many options available and develop a tailored deployment plan, taking into consideration:

- parent- versus school-owned tablets, slates or notebooks
- finance options
- customised free online parent portal for parents to securely log in and place their orders online
- creating device images (eg. one for students, another for staff), uploading and testing device connectivity to your school network
- delivery management, ensuring each student is handed the correct device and accessories
- student training and familiarisation sessions on their new devices – with options for additional specific or customised training
- how to manage service and repairs
- advice on responding to parent enquiries and managing theft and loss issues

Ongoing Support

At Computelec, our services aren't just set and forget. Once your school has implemented a device program, we provide ongoing support and offer tailored advice, guidance and training to ensure it's a continued success.

Student devices used in a school environment are subjected to far greater stresses than adult-operated devices, statistically breaking down six times as often.

We understand that device downtime is simply not an option, so we've developed a maintenance service that meets the need of students and their parents – both in rapid return to service and cost-effectiveness.

How student devices are to be maintained during their life is a significant challenge – no matter which program your school decides to implement.

Service Deliverables	Gold	Platinum
95% Service Level Guarantee to repair hardware faults next business day under warranty or non-warranty damage	✘	✓
Response within one business day	✓	✓
Metro areas: Onsite Computelec technician for warranty/non-warranty repairs	✓	✓
Regional areas: Onsite service options for warranty/non-warranty repairs	✓	✓
\$100 capped fee for non-warranty repairs	✘	✓
Priority access to spare parts for warranty/non-warranty repairs	✘	✓
Ezi Service Access via online portal for logging service requests and monitoring repair progress/return to service	✓	✓
Quarterly service reports provided to the school	✓	✓
Delivery day freight	Chargeable	✓
Access to Computelec's loan pool if required*	✘	✓
School-owned loan machines at subsidised pricing*	✓	✓
Service contract terms available for 2 or 3 years*	✓	✓

Educate

The act of just using technology won't equip students with the skills they need for the 21st Century. Innovative teaching practices using embedded technological learning activities, supports students to develop skills that will help them thrive in their future life and work.

Expanding Learning Horizons work in partnership with schools to ensure students receive the experiences and opportunities within the classroom, which they need for life beyond the classroom.



Computelec and Hale School have had a successful partnership for over 10 years supporting our notebook program with their innovative Freedom to Learn™ Program. They have always conducted business in a friendly but professional manner, from the distribution and collection of notebook orders and timely delivery of devices, through to the routine daily task of servicing and maintaining a large fleet of school- and student-owned notebook computers.

Peter Dyer, Manager of ICT, Hale School, WA



We've been 'at school' for over 28 years

It's clear to see we're committed to better education. With specialist staff including former teachers and technical engineers, Computelec is made up of over 90 people who work towards enabling excellence in education.

Computelec was established to provide anywhere, anytime learning for students through having access to their own notebook computer. In 1989, we pioneered the first 1-to-1 Program in Australia.

Since then, our program has been implemented in numerous schools across the country, supplying over 160,000 devices to Australian students.

This long-term commitment to working with schools has given us a deep understanding of education environments and the ability to develop the best services to support them.

* Our 2014 research into school ICT trends indicates there are diverse definitions of BYOD. We define it as a mandated 1-to-1 Program, under which students can bring a school selected device or devices. Restricting the choice to a manageable number of device models enables a high level of service for connectivity and device support, to ensure minimal downtime in the classroom and at home – something that 'bring any device' policies rarely offer.





For more information

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