

**1. Why have a laptop program?**

Technology is impacting on all of our lives, and especially the lives of students, in new and expanding ways. At AISHK technologies are increasingly used as tool to enable, enrich and transform learning opportunities. Currently Years 3, 4 and 5 have access to laptops as part of their daily classroom activities following successful pilot programs launched in 2009.

We are now pleased to announce the roll out of a laptop program in upper primary and secondary. In 2011 this was introduced into the curricula of Years 6, 7 and 9, with the remaining years joining the program in 2012. The laptop program is the latest deployment of new learning technologies since the introduction of interactive whiteboards in 2007 and the Online Learning Platform (OLP) in 2008.

**2. Which year levels will commence the program and when will the remaining years join?**

Currently Years 3, 4 and 5 are able to access laptops as part of their daily classroom activities. In 2011 laptops were introduced into the curricula of Years 6, 7 and 9, with the remaining secondary years joining the program in 2012.

This phased approach gives staff the opportunity to review their courses in order for students to have the best learning experiences during the implementation phase.

**3. What if my child already owns a laptop, do they need to buy a school laptop?**

Yes, excepting students who are in year 12 in 2012, who may bring their own. Year 12 students using different laptops will be required to have some essential software. If they do not currently own it, they will have to purchase it outside the school. Furthermore, the school laptop service centre can only provide assistance to AISHK HP laptops. Mac computers are unable to connect to the school domain, and will only have basic internet access.

**4. Why didn't the school launching the program throughout the entire secondary in 2011?**

Technical support systems need to be managed and supported adequately throughout the implementation process. Teachers also need time to prepare and make their own assessments and adjustments to a laptop supported teaching program. Phasing in the year levels takes added pressure off the teachers and IT support staff and ensures a smoother transition. Furthermore, some year levels are halfway through an assessment cycle and we want to minimize disruptions to those in the crucial examination periods such as Year 10 and 12.

**5. Why did you choose a Hewlett-Packard device?**

The school trialled and considered a range of machines. Apple MacBook and MacBook Pro were compared and trialled against machines from HP, Dell and Lenovo. Factors considered were computing speed and capability, RAM, memory, weight, size, case, camera, batteries, cost, warranty and after sales support. To this end the HP ProBook, was considered the best machine for our purposes. One of the most appealing factors of the HP ProBook is the 3-year no fault warranty, which was found to be overall superior to what was offered with the other machines.

**6. There are two devices for the older students, which one should we get?**

All students in Years 6, 7 and 8 will have the HP Probook 4230s model.

In addition, for Year 9 and above, as well as the HP Probook 4230s model, it was decided to offer a machine to students undertaking Design Graphics and Computing with more computing power; the HP Probook 4331s. This comes with a 13.3" high definition screen, i7 processor, and 8GB of RAM to better suit it to multimedia tasks, it costs HK\$12,600 with software, on-site technical support and a 3-year no fault warranty. This is only offered to students in Year 9 and above.

**7. How much will the year 6-12 laptop cost me?**

The HP Probook 4230s package, including over \$5,000 worth of software, is \$9,500.

The HP Probook 4331s package, including over \$5,000 worth of software, is \$12,600.

A 3-year No Fault Warranty, valued at over \$1,000, is standard with both AISHK HP laptops.

**8. When should we order it by, and when will we receive it?**

Orders made prior to 18th October will be delivered to the school on December the 5<sup>th</sup>.  
Orders received after that time may not be delivered until January 2012

**9. Is the price likely to change next year? Will it get cheaper or more expensive?**

The price increased from 2011 to 2012 by \$1. At the same time, the processors in the models offered have increased in their power by 20% for the HP Probook 4230s and 12% for the HP Probook 4331s over last year's equivalents. There is no guarantee that prices will be the same next year as the cost of electronics fluctuates with currencies. However every effort will be made to maintain these price points unless an educational reason necessitates a change in equipment.

**10. Can year 12 students use an existing MacBook or Linux laptop?**

The school's whole computer network runs on Windows 7 and Windows XP as client computers. Only computers with Windows XP/Vista/7 **Professional** operating systems can be linked to the school domain. Laptops with other operating systems can be provided only with basic internet service.

**11. What happens if my child's laptop is lost or stolen?**

The warranty only covers damage or faulty items, not theft or loss. Parents may wish to privately insure their children's laptops. The School has brokered insurance through [MSIG for \\$300/350 per annum](#)

**12. How will I identify my child's machine from the hundreds of others at school?**

Students are permitted to personalise their machines with appropriate stickers or covers. There have been very few instances of students taking the wrong laptop in 2011.

**13. What will students do with their machine at lunchtime?**

The students can lock their laptops away in their lockers.

**14. How will they carry the device around at school?**

Students will be provided with a laptop slip cover and laptop bag; this is included in the package. Students can also choose to purchase alternative laptop covers and bags from outside the school.

**15. Is there room in a student's locker for the machine and is it secure?**

Yes, there is ample room for students to store their laptops and school bags. The laptops are no bigger than a textbook.

**16. Will a student carry their machine home every day?**

Yes, we believe that most days students will be taking their laptops to and from school so that they can be used for homework and study. They will also need to get into the habit of recharging their laptops at home.

**17. What about the extra weight in their school bag?**

One of the reasons we chose the HP ProBook model was because of its lightweight (1.6kg). Due to the storage capacity and access to information that the laptops will provide, we believe that students will need to carry fewer text books between school and home.

**18. Is the school decreasing the use of text books and the weight burden for students to carry?**

Students and teachers will continue to use the relevant text materials for their coursework. Many of the core texts are available in PDF format on the Online Learning Platform and the students can keep their books at school. Students are encouraged to download their textbooks to their laptops in case of an interruption to internet access. Over the next few years it is anticipated that textbook publishers will move all of their content online.

**19. What happens to handwriting and the requirement of using pen and paper for examinations?**

Laptops and technologies are an additional enhancement to the curriculum and will not be used for the entire duration of every class. In fact we estimate that the use of laptops will be used for approximately 20 - 30% of overall lesson times. Individual subjects will use the laptops depending on their curriculum.

Interestingly, laptops and electronic devices are being used more and more in public examinations in universities throughout the world. So if this trend finds its way to secondary schools, we will be well prepared. Since the integration of the electronic whiteboards into class rooms in 2008, classes increasingly have been using electronic technologies for class work.

**20. What service will the school be providing as part of the laptop program?**

A part of the price of the school laptops is for service and accidental damage repair.

The AISHK Laptop Repair Centre

Located near the Library this new centre is staffed by our ICT Support Team providing “on-the-spot” diagnosis and simple repairs/software rebuilds during school time from 8:00 am to 4:00 pm. From 2012, a technician supplied by HP will be onsite and able to carry out hardware repairs without the need to send the laptop away.

Hewlett Packard Accidental Damage Protection

If a laptop requires structural repair beyond the capabilities of the repair centre it will be sent to HP under the Accidental Damage Protection (ADP) policy. This is a 48 hour return service, during which a loan laptop will be lent to the student.

Holders of non-school laptops will not be able to access these services and will have to make their own provisions for servicing and repair.

**21. What is the Accidental Damage Protection Policy?**

As part of the schools laptop package HP provide a 3-year Accidental Damage Protection policy. Under this policy every component of the laptop is covered for accidental damage once every 12 months. That is, if a component requires replacement, that component can be replaced again 12 months from the date of the first replacement. If the same component requires repair again within 12 months the cost will be borne by the student/parent.

**22. How many years will the machine last? Will I have to replace it with newer technology in the near future?**

The HP ProBooks use the very latest technologies and have been produced for robustness. The magnesium/aluminium alloy case, ‘anti-drop’ hard drive protection and antiglare screens make these computers less prone to damage than earlier models. This along with the HP 3-year warranty should mean that the laptops will last at least 3 years.

**23. Can I get help from the school if I have an issue with my laptop?**

Yes the school will have a service department (Laptop Repair Centre) open from 8:00am to 4:00pm on school days and will also operate an online help service. We cannot guarantee instant advice, but will get back to you as soon as possible. The e-mail address for help is [laptoprepair@aishk.edu.hk](mailto:laptoprepair@aishk.edu.hk).

**24. What about battery charging during the day? What is the student’s laptop battery goes flat during the day?**

We will encourage and remind students to recharge their laptops at home each evening. Students are given advice on how best to manage their settings and conserve battery power. Laptops can be charged in the Library at recess and lunch and in the Science labs during theory lessons. However students must get into the habit of charging nightly.

In 2011 it was recognised that the optional model with the larger screen had a shorter battery life than was ideal and from 2012 onwards it will come with a larger 9-cell battery.

**25. Can I load my own purchased software onto the device instead of the school software?**

Yes, as the owner, you have complete administrative rights, but AISHK reserves the right to remove and program that is causing instability or to completely re-image the software if necessary. However, pirated software, content and illegal downloads will be prohibited.

**26. What about additional software for my child?**

Yes, if you have some additional software the student uses, you can add that to the machine. However, AISHK reserves the right to remove any software that causes the laptop to become unstable or that threatens the integrity of the school network.

**27. Do I own the laptop, as well as the software?**

Yes, the laptop is yours. For the software: Yes and No. All packaged software from Microsoft, Adobe and Kaspersky antivirus are yours with the laptop. However, copies of texts and other software downloaded as part of AISHK coursework must be removed before leaving the school to protect our copyright and software licenses with the respective publishers.

**28. Will I need extra Virus Protection?**

The laptops come packaged with 3 years of Kaspersky antivirus coverage.

*We hope that we have answered all your questions. If you have any additional questions please email them to [info@aishk.edu.hk](mailto:info@aishk.edu.hk) and we will answer you directly, and we will also add questions and answers to this document if appropriate*