

# QTSS Personal Learning Device (PLD) User Guide and Advisory

*Updated 10 July 2021*

## 1. Taking Care of Your Personal Learning Device (PLD)

### General Precautions:

Students must be responsible in taking good care of their PLDs. Students should:

- Store/carry the PLD in a padded backpack, padded case or laptop bag. They should not shove it into their school bag or lockers as this may damage the PLD.
- Refrain from carrying/storing the PLD while the screen is open.
- Keep food and drinks away from the PLD at all times.
- Insert/remove cords, cables, and removable storage devices carefully into/from the PLD.
- Shut down the PLD or put it in Sleep-Mode when not in use to conserve battery life.
- Not expose the PLD to extreme temperatures or direct sunlight for extended periods of time.

### Screen Care:

The PLD screen is particularly sensitive and prone to damage if it is not properly cared for. Exerting excessive pressure on the screen or on the laptop may damage the screen. Students should:

- Clean the PLD screen with a soft, dry anti-static, micro-fiber cloth or pre-moistened tissue. Do not use window cleaner liquids, harsh cleaning solutions or water.
- Do not place heavy objects on your PLD as that could crack the screen.
- Do not poke/scratch the screen with sharp objects.
- Ensure that there are no objects in between the screen and the keyboard before you close the screen.

## 2. Using Your PLD

- Students are expected to bring their PLDs to school daily.
- Students should charge their PLD battery to full capacity at home daily before bringing it to school.
- Students are discouraged to charge their PLDs in school and hence need not bring your AC Adapter power cord (charger) to school.
- Students should ensure that their PLDs are ready to be used for learning in every lesson.
- Students should not use their PLD during lessons without a teachers' permission.
- Students must bring their personal earphones/buds to school and use it when audio is required.
- Students are required to bring their PLDs home at the end of every school day.
- Student are to abide by the school's Acceptable User Policy (AUP) when using their PLDs.

### **3. Managing Your Files and Saving Your Work**

Students are strongly encouraged to save your school work on Microsoft (MS) account and apps such as MS Teams, OneNote or Microsoft Sharepoint, and not on the PLD storage or external memory devices such as miniSD cards or USB flash drives. Saving your work on MS account enables you to accessible your files from any computer with internet access, anytime and anywhere.

### **4. Software on PLDs**

#### **Microsoft (MS) Applications:**

All PLDs are installed with MS Operating System (OS) and the necessary MS web-based and local applications. The web-based applications do not require installation space on a hard drive. Essential local applications, such as MS Teams & MS Office, are pre-installed on your PLD to enable you to work off-line in the event you do not have internet access. Students must not modify the settings and/or delete these MS OS and applications on their PLDs.

#### **Device Management Application (DMA)**

Students' PLDs are installed with a Device Management Application (DMA) to support a safe and conducive learning environment. Students should not attempt to uninstall the DMA or de-enroll their PLD from the DMA. Non-compliance may lead to disciplinary actions in accordance with the school's discipline policy.

#### **Virus Protection and Firewalls:**

Virus protection and Firewalls are pre-installed on students' PLDs. The anti-virus software will be automatic updated to protect the PLDs from viruses, malwares, spyware and cookies.

#### **Additional Software:**

Students are strongly discouraged from installing additional software on their PDLs as that may reduce the speed of the PLD processors, hinder your learning and compromise the safety and security of your PLDs. Students will only be able to install additional software only if their parents opted for Option A or B for the Parents' DMA Control. Gaming applications are not encouraged as the PLD is meant to be a learning device. Additional software installed by students will be de-activated during school hours, unless approved by the school.

#### **Inspection:**

The school reserves the right to inspect students' PLDs to ensure that they are properly cared for, maintained, and that no illegal modifications have been made.

## **5. Protecting & Storing Your PLD**

### **PLD Identification:**

PLDs will be labelled by the school in the following manner:

- Record of serial number
- Name and Class of Student

Students should not remove the school's identification label sticker which is pasted on the PLD. Students may wish to paste additional name stickers or labels on your PLDs for easy identification.

### **Storing Your PLD:**

Students must be responsible for the safe-keeping of their PLDs and not leave them unattended. During lessons, students should have their PLDs in class and kept them in their laptop bags or padded cases when not in use. During recess, PE or CCAs, they should store their PLDs in their assigned lockers with the lock securely fastened. Students should not reveal their number lock combination, or hand their locker keys to others as that will compromise the security of their belongings in their lockers. Students are required to bring their PLDs home at the end of every school day.

### **PLDs Left in Unsupervised / Unsecured Areas:**

Under no circumstances should a PLD be stored in unsupervised areas. Unsupervised areas include the school grounds and campus, the canteen, unlocked classrooms, library, toilets, hallways, buses, in a car, or any other entity that is not securely locked or in which there is no supervision. Unsupervised PLDs will be safe-kept by the school and deposited at the Lost and Found Counter in the General Office.

## **6. Repairing or Replacing Your PLD**

Students who encounter any problem with their PLD can approach the school's Technical Support Counter, located in Computer Lap 3, or contact Mr Wan or Mr Bryan Chng for assistance. The Technical Support Counter is opened from Mon to Fri, 9am to 12pm & 2pm to 4pm.

### **School Technical Support:**

Services provided by the school include:

- Diagnosing and troubleshooting the problem
- Password Identification & Reset
- User account support
- Coordination of warranty repair
- Loan of PLDs (if PLD is sent for repair)
- Operating System, DMA or software configuration support
- Restoring PLD to factory default
- System software updates

Note: For hardware problems and issues, the PLDs will have to be sent to Lenovo Service Centre for repair.

### **PLDs Undergoing Repair:**

- Students may be required to send in their PLDs to Lenovo Service Centre (LSC) for repair if the school Technical Support Team is unable to resolve the problem.
- The repair duration may be up to two weeks, pending the issues. Students may request to loan a replacement PLD while their PLDs are under repair.
- Repaired PLDs will be returned in original factory settings. Hence, it is important that students save their work in MS storage account so that all data can be restored by logging into students' MS accounts. Please note that student-installed applications and data saved in the PLD storage may not be restored after the repair.

### **Insurance and Warranty:**

- The PLD comes with 3-year insurance and 3-year warranty which is inclusive of 2 repairs or 1 replacement claim. Parents may be billed for parts not covered by warranty and labour incurred.
- Warranty from defects in materials and workmanship is for the period of 3 years. This limited warranty covers normal use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair or if necessary, replace the PLD. The warranty *DOES NOT* cover damage caused by misuse, abuse or accidents. Please report all PLD problems to the ICT Office.
- Details on LSC, PLD Insurance and warranty can be found on our school website.

### **Device Loss:**

Students are responsible for their PLDs. In the event of loss or theft of the device, the student must immediately report the matter to the school and make a police report.

## Classroom Learning Routine

In order to provide a conducive learning environment, the school has adopted the following Classroom Learning Routine:

### At the Start of Lesson

- **ACLAP** (Attendance / Cleanliness / Attire / Preparedness)
  - **A:** Teachers to check attendance and ensure that all students report to the learning venue on time
  - **CL:** Students to ensure cleanliness of the learning environment
  - **A:** Students are to be properly attired
  - **P:** Students to keep all Electronic Devices (EDs) in lockers; only Personal Learning Devices (PLDs) and lesson materials (e.g. books/files, notes and stationery) on table; to be physically and mentally ready for lesson to begin
- Subject Teachers to write Lesson Outcomes and Success Criteria on whiteboard.
- Stand & Greet

### During Lesson

- Subject teachers to remind students on expected behavior (e.g. to be respectful and actively engaged) during lessons, online or otherwise.
- Subject teachers to structure short eye breaks (i.e. 20 seconds after 20 minutes of screen time) in between screen time.
- Subject teachers to Make Thinking Visible through the use of board work, tasks, 2-tier MCQs, thinking routines, etc.
- Students to ensure that their PLD is in silent mode, unless otherwise instructed.
- **'Eyes on Me'** – Students to ensure that the cover of their PLD is closed/faced-down, to pause all activities and to look up at the speaker
- **'Screen Down'** – Students to close their PDL screen or at 45 degrees angle
- **'Screen Up'** – Students to resume learning activity on device
- **'One Voice'** – Students to keep quiet and give their fullest attention to the speaker

### At the End of Lesson

- Subject teachers to reserve last 5 minutes before dismissal time to do lesson closure and recap the learning objectives.
- **'End-Off'** – Students to save their work, close all unnecessary programme(s) and close the cover of the PLD/faced-down.
- Prepare for next lesson.
- Subject teachers of the last period to remind the students to charge their PLD at home.