



# CROSFIELDS SCHOOL

## Microsoft Surface Scheme 2021

### Parental Information Pack

#### Microsoft Surface for Learning

From September 2020, we successfully trialled a Bring Your Own Device (BYOD) scheme for pupils in the Senior School (Year 7 & 8 at the time). Guidance was given on the recommended requirements for devices and families sourced their own device for pupils to bring into school.

From an academic point of view, this has been a very successful development. Pupils now have access to a number of digital tools - 3D globes in Geography, online textbooks and quizzes in Languages, assistive technology such as dictation or readers, etc. which all give pupils digital skills for the future. From a teacher's point of view, we now have access to more instant, in-class feedback which allows us to target whole class or individual misconceptions in real time which assists progress. Thank you to all those families who supported us in delivering this.

Looking towards the future, further digital integration is likely with pupils having 'digital exercise books' in some subjects and prep being set via Microsoft Teams. Don't worry though, we will still be using pen and paper where we need to!

The next phase in our BYOD policy is for us to enter into a partnership with educational technology provider, Edutech, in order to make the process easier for parents. Parents will be able to select one of a number of packages, including the device itself, keyboard, stylus, and theft and accidental damage insurance, according to their child's needs and affordability from an online portal. Once signed up, the device will be delivered to school and set up ready for the start of term.

We believe that Edutech offer extremely competitive pricing as well as a convenient finance package over a 3 year period. Parents can also choose to take advantage of the excellent pricing, insurance and extended warranty but purchase outright. Easy, monthly payments will be collected by Edutech on the School's behalf. At the end of the 3 year period, ownership of the device will transfer from the School to the parents. If your child leaves Crosfields early, you can either make a final payment to cover the cost of the remainder of the period or return the device.

We have identified that the **Microsoft Surface Pro/Go** devices suit the needs of the pupils at the school best for a number of reasons:

- As they are Microsoft products, the integration with Office is seamless.

- They are lightweight and portable – great for pupils to move around school and between home and school.
- The Microsoft Surface Pro/Go combines the benefits of a laptop (keyboard, functionality, etc.) and a tablet (touch screen, stylus, lightweight etc.)
- There are a range on offer meaning there is flexibility in price point, processor, style, etc.
- The Office package is used across the school making sharing of documents and data much easier. Staff are also trained on these packages meaning there are a number of places pupils can go for support.

For pupils who already have a device or those who would still like to bring a different laptop/tablet, we will continue to support other devices. For reference the minimum requirements would be a device no older than 3 years, 8GB RAM, SSD, minimum 7-hour battery life, running the minimum OS of Windows 10 or Big Sur. iPads, Android, or other tablets would not have the required functionality.

If families wish to source a Surface Pro or Go from another supplier, this is of course fine as well, and our IT Support Team will assist in setting it up ready for use in school.

Further information can be found on the Edutech portal for Crosfields School.  
[Click here to access the portal.](#)

This portal will be open up to 10pm on 5<sup>th</sup> July so if you wish to take advantage of this scheme, please do not delay in getting signed up.

We have compiled some Frequently Asked Questions with Edutech's assistance, if you have any further questions for school, please contact:

|                 |                       |
|-----------------|-----------------------|
| Malcolm McCue   | Technical             |
| Richard Ebbage  | Academic              |
| Caroline Purdom | Finance and Ownership |

## **FAQs**

### **Will Surface be used in every lesson, every day?**

Traditional methods of learning will still hold a vital place at Crosfields School and pupils will not be using these devices for every lesson every school day, but they will be used in a blended learning approach.

The Surface is an educational tool, not a replacement for these methods. Pupils will have access to multimedia videos and to more resources than could normally be handed out in one lesson.

### **My child already has a laptop/tablet, do I now need to buy a new one?**

No. If pupils already have a working device, this will still be perfectly fine for school use and we can still assist pupils accessing all of the digital resources they need, as long as they meet our minimum recommended requirements (see above).

### **Do I have to use this scheme?**

No. We will be able to accommodate other devices or a Surface Pro/Go purchased from another supplier for use in lessons. Do be mindful that you will need to source your own insurance if not taking the Edutech offer.

### **Why should I use the Edutech scheme?**

We believe that the scheme offers some great advantages to parents:

- No credit checks.
- No upfront cost if you chose to lease.
- Please note: At the end of the lease, you will own the Surface and will not be charged any additional fees to do so.
- Special education pricing.
- 36-month manufacturer extended warranty available.
- 24-month accidental damage and theft insurance.
- 24-month scheme support.
- Research has shown these devices are very reliable and have good longevity and hold their value.
- Furthermore, the Surface is increasingly being used in further education.
- It will be used as a professional tool at school and for homework, but pupils can use it for their personal use at home.
- Supporting pupils in developing technological skills for the world of work
- Choice of outputs meaning that pupils will still use pen and paper as the Surface is not a substitution for handwriting.
- Full ownership of device at end of the scheme of monthly direct debit payments or immediate ownership if paid in full via the one-off direct debit option.

### **Do we get our Surface for the academic year beginning September 2021?**

Once the one-off payment in full or first monthly direct debit payment has been received, the Surface will be allocated to each pupil. We are expecting the Surface to be available in early September. The collection date will be advised at a later date.

## **What is the difference between the different Microsoft Surface devices?**

There are different price points for each of the different devices (Surface Go 2, Surface Pro 7 128GB, and Surface Pro 7 256GB), with different weights, RAM, etc. The Surface Go is an entry level device with a lower price point, however, it would be sufficient for the purpose of school. The Surface Pro devices give a higher spec and would be better at multitasking and would ultimately work faster. The same applies for the difference between an i5 Surface Pro and an i7 Surface Pro. In order to achieve the economies of scale with a manufacturer, which make this scheme most affordable, we cannot offer a diverse choice of devices, as the numbers taking up each option would be too low.

## **I am worried about the device being damaged/stolen. What can I do?**

We found that during the phase of BYOD, pupils took care of their devices and were very respectful of each other's. We would recommend pupils getting a protective case for day-to-day knocks and scrapes. Year 7-9 will have lockable storage from September. Should the worst happen, we have some older Surface Pros to tie pupils over whilst their device is being repaired. The devices provided through our partner include theft and damage insurance subject to terms and conditions.

If the worst happens and the device is lost, stolen or damaged, we will be able to loan a device to use immediately so there is no disruption to learning. Please notify the IT Support Team in the first instance. You will also need to report the loss or damage through the EduTech helpline as soon as practicable. The no excess insurance will ensure it is repaired swiftly and your child will not be disadvantaged. This also ensures there are no disputes between children or parents over accidents.

It should be noted that devices sent away for repair normally take the industry standard time of 1 to 2 weeks to pass through the repairs procedure.

Full details of the insurance are provided on the scheme portal for you to view, print or download at any time during the 24-month scheme. This includes a claim form, contact details and the steps to take when making a claim.

You can also email [support@edutech.zone](mailto:support@edutech.zone) and one of the advisors will assist you in making a claim.

If you register your device with Immobilise, then you are more likely to get it back if it is lost or stolen. Register your device (or any electronic device in your possession) via the immobilise website at [www.immobilise.com](http://www.immobilise.com)

## **What technical support will there be for pupils?**

Crosfield IT Support Service will be able to help resolve many technical issues but one of the major advantages of the Surface is that it rarely goes wrong.

The Surface will also have a management licence applied that will allow the school to monitor the device in school and put apps onto the device for classroom use and provide proper safeguarding for pupils.

### **How do I connect the Surface to the Internet in my house?**

The Surface Go use wireless to connect to a network so you will need Wi-Fi at home to use the device on the Internet. If you have Wi-Fi, your network security key can be added to the Surface before log-on. If you do not have Wi-Fi at home, the Surface will still work for many things (most apps, reading eBooks, etc.) but, for example, email and web browsing will not be accessible until the Surface is back within the school network.

### **Is the battery good enough? How will charging work?**

Surface Go s have a battery life of up to 10 hours. This varies depending on what the Surface being used for (e.g., web browsing is very different to using Youtube). As long as pupils charge the Surface overnight, it will last all day. Pupils are responsible for bringing their charged Surface to school. **Please note that there will be limited charging facilities available at school.**

### **How will you keep my child safe while using their device?**

As well as providing thorough online safety education, both through Computing and PSHE lessons, we will install Impero management software on all pupil devices. We require all pupils to have this on their device even if they have not purchased through EduTech. Impero will be set up so that it will only monitor your child's use while connected to the school network. We will support parents keeping their children safe at home by continuing to provide online safety talks for parents.

### **Can my child put their own content onto the Surface (music, video, apps)?**

As per the school Acceptable Use Policy, pupils cannot use Crosfield School domain to store personal data, music, videos, etc. If they have a personal account, they can use this to login to the Surface when not on the school premises.

### **Who owns the device?**

The School takes out an operating lease to underpin the finance option for the device if you choose to pay that way. It will not be until the completion of the 3 year lease (finance plan) that ownership will transfer to the school and then to the parents.

### **What happens if we leave the school before the end of the finance plan?**

You will have two options. You can either pay the remainder of the finance to the School and we will arrange transfer of ownership or you can return the device to the school.

### **What happens if I default on the payments?**

Edutech are responsible for the collection of the monthly payments under the finance plan. If you default, they will contact you and attempt the direct debit a second time. If this also fails, they will contact the school and we will then try to agree a way forward with you. If we cannot find an acceptable way forward, we may ask you to return the device.

## **What is the school going to do with the current IT suites?**

Our IT Suite will continue to be used for Computing lessons and we expect a new suite in phase two of the senior school development. We have invested heavily in wi-fi in the new building and around school to ensure that pupils can access high quality resources to support their learning.

### **Further Help:**

To assist parents who have questions about the scheme, or after delivery want to make an insurance claim, or make changes to their direct debit, Edutech have created a simple online form for parents to complete, this creates a ticket that we can track to ensure the parent enquiry is managed properly.

The link to the form is [https://edutech.zone/parent\\_enquiries](https://edutech.zone/parent_enquiries)

The packages provided on the scheme are fully insured. Details of the insurance are provided on the scheme portal for you to view, print or download any time you wish.