



Bundaberg North SHS – BYOD Program

Frequently asked Questions

I can't afford to purchase a BYOD device at the moment what should I do?

We understand that purchasing a device is a significant investment. To support parents and guardians we offer an equity pool of pre-owned school devices. These devices are loaned to students at no cost and are kept by the student for the duration of the school year. To access this service parents need to read and complete the equity pool form found on the BYOX page of the schools website and return it to the school.

What happens if my student breaks the equity pool device?

The equity pool agreement lists the school's expectations for the care and maintenance of these loan devices. If there is damage to the device the student must return the device to reprographics and complete a report outlining the cause of the damage. If the damage was caused by accident parents will be billed a \$50 repair fee to cover costs. However if the damage was caused by negligent care then the parent will be billed a higher repair fee.

I want to purchase a device but I don't know much about computers.

Choosing a device that meets the schools specification can be daunting, especially when there are seemingly endless options. To make this process less daunting Bundaberg North SHS has established computer purchasing portals to assist parents with making the right purchase. These portals feature devices from all the major vendors including HP, ACER, DELL and Lenovo and have been specifically selected to meet our schools requirements. The portals can be accessed via the BYOX page on our website and each device is covered by extensive warranties with each portal also offering interest free repayment options.

My students' device has been sent away for repair. How can they access a device?

From time to time computers will have issues. When this occurs Bundaberg North offers an emergency hire option for students. To access this service parents are asked to either use the online emergency hire form found on the BYOX page of the schools website or to contact our Head of Department for Innovation Liam Kronk to request a loan device. An emergency hire device is obtained from the school library and must be returned each afternoon.

My student's device doesn't have Microsoft Office. Do I have to buy it?

No student in an Education Queensland school should purchase the Microsoft Office suite. If your device doesn't have the Office programs installed or if the software subscription has ended students can either go the website mis.eq.edu.au type in their student log in details and download the software for free, or they can see our Head of Department for Innovation Liam Kronk who will install the software for them.

My student's device won't work on the schools network.

This is a common occurrence but most of the time the solution is relatively simple. If your student's device is having issues connecting to the schools network they can either make an appointment at the school's library to see our IT technician Mr Spratling or they can see our Head of Department for Innovation Mr Kronk who will work with your student to try and rectify the problem.

