ICT Use Frequently Asked Questions

Introduction

The purpose of this frequently asked question sheet is to give generic examples of acceptable and safe use of the schools ICT systems in accordance with the schools ICT policy. If at any point you are unsure as to what is acceptable or safe then please contact the schools IT support office who can advise.

Q: A student has emailed me from their own personal email address (eg. Hotmail, Googlemail). Can I respond to that email address?
A: You should reply to that student's school email account (ending in @highcliffe.dorset.sch.uk or@highcliffeschool.com) and not enter into communication using the external system.

Q: A student has asked me to be their 'friend' on Facebook (or other social network/online gaming system – Xbox etc). Can I accept them?
A: No – you should not make contact with students via any social networking site or messaging system (such as Whatsapp, Instagram, text messaging, etc). Any such contact should be reported to the Network Manager or Headteacher so follow up can occur with the student (via HOA etc). You should also read the school's social network policy which is available from the school website.

Q: Can anyone request my communication/files/messages? Do I need to keep my communication/files/messages professional at all times?
A: Yes - All users of the school's systems (staff and students) must be aware that any electronic communication or document is open for public access/accountability and scrutiny via such legislation as the Freedom of Information Act. All emails/communication/documents/etc. must be thought through and entirely professionally worded.

Q: Students are doing a presentation from my laptop/device and need my password to logon/remove screensaver. Can I give it to them?
A: No – your password has access to highly sensitive information and must be kept secure. Passwords must include a mix of uppercase letters, lowercase letters and at least one number to make sure they are secure. Care must be taken that when entering your password/passcode/pin that no other person is watching to try and obtain it for later use.

Q: I have been asked by an external contact/agency to provide them with a list of students in a year group. Can I send them this information?
A: No – any personal information going to external parties must be agreed by the Headteacher, Network Manager or Data and Examinations Manager. Information is protected under the Data Protection Act and our fair processing notice (on school website). The school must have regards to this before transferring information to any external party.

Q:A parent has emailed me and I need to respond. Can I email them back?
A: No – the response to the email should be made by phone or formal letter (letters must go via the school admin support team before going home) and should be discussed with your line manager. Email is not acceptable as a response method.

Q: Can I take my laptop/tablet/device home?

A: Yes – you can take it home and join it to your own internet connection if desired. However, the laptop/tablet/device is for school use and must not be used to conduct a personal business/enterprise for personal gain (tax implications may exist). The laptop/tablet/device must be transported securely and safely. Insurance will only cover the laptop it is locked away out of sight when transported. Where a device has been locked by IT support no attempt should be made to circumvent the security in place. You must make sure that the device is not used to access any illegal or inappropriate content when connected to your own internet connection – if any such content is discovered this will be referred to the Headteacher who is likely to enact the school's disciplinary procedures (staff and students)

Q: Who is responsible for backing up my laptop/device?

A: You – on a laptop to do this go into Highcliffe Shortcuts on your desktop and find the link to Backup Laptop. This will store the files on a school server. Laptop drives do go wrong and IT support can only get back what exists on your last backup. Staff must ensure that they do this regularly. If you have important files on other devices (mobiles/tablets etc) please regularly email these documents to your school email account or upload to one of your school provided cloud storage areas to keep a copy off the device.

Q: I am working with a student and they could benefit from using my device. Can they do this?

A: When working directly with students they can use your device but only under your direct supervision so you can ensure that they do not use the device to access anything they should not view such as your email or an area of the network that is only for staff.

Q: Can I install my own software (personally owned or purchased) on to my laptop/device?

A: You must seek permission from the IT Support – if you wish to have software installed that the school owns then please visit IT support. For iPads/Tablets/Apps requests for installation can be made to IT Support who will evaluate the app against the cost and arrange installation if deemed acceptable.