



# Blackrock College

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23<sup>rd</sup> March 2022

Dear Parents,

A degree of normality has returned to Blackrock as so many events including both the 1<sup>st</sup> Year Graduation and the Junior Certificate will take place for the first time in three years.

Teaching and Learning is in a very different space today. Covid brought many challenges as virtual learning, for a period, became the norm. One of the benefits of this time has been the all round upskilling in the use of technology. Advances have been made which would have been considered impossible at the start of March 2020. Last year, we introduced the Surface Go device in 2<sup>nd</sup>, 4<sup>th</sup> and 5<sup>th</sup> Year. We will continue the rollout this year with devices being strongly recommended for incoming 2<sup>nd</sup> and Transition Years, thus providing a blended learning environment across all of our classrooms.

The devices will be student-owned and College-managed. The Microsoft Surface Go 3, both a full computer and a tablet, will provide your son with a communication and learning device that has digital inking capabilities. It will improve digital collaboration through apps such as Microsoft OneNote and Teams and will allow him to fully engage with Office 365.

We have chosen Wriggle as our educational device partner. Having looked at the marketplace, and based on our experience this academic year, we are confident that they provide best value in terms of price and payment plans, support and training, research and development. Full information and documentation is attached to this letter.

We will hold an information evening via Teams Conference on Wednesday, March 30<sup>th</sup> at 7.00 pm at which Mr. Grumley Traynor, Ms. Markey and I, alongside the key Wriggle personnel, will share with you our plans and answer any questions that you may have.

Finally, I am conscious that we are asking you to make a further investment in your son's education. However, we do not do so lightly. We believe that the benefits will transcend his time at Blackrock and add value to his lifelong independent and interdependent learning capacity.

God Bless

---

Alan MacGinty  
Principal

Keep me,  
I'm important



# Wriggle Parents' Information Pack 2022





To learn more about Wriggle Learning, click [here](#)

## Your Wriggle School Store Information

**School: Blackrock College**

**Store Code: 29428797**



### Key Dates and Important Information

**Online Store Opens: 5<sup>th</sup> April**

**Online Store Closes: 7<sup>th</sup> June**

\*Please note: A late fee of €50 will be charged on ALL orders placed after the store closing date. To avoid this cost, please order before the closing date listed above.

### What's included in your child's Wriggle Technology Bundle?

All device specifications and prices correct as of February 2022. Subject to change.

- Surface Go 3 128GB (Bundle includes: Go Keyboard, Heavy Duty protective case & classroom pen 2) €679
- Wriggle Services and Support €40 per annum for the duration of your time at Blackrock College- See what's included [here](#).
- Educational apps (chosen by school) preloaded to your device
- FREE access to 100s of short training videos in safely using technology for learning for parents and students on Wriggle Connect Family+. See what you have access to [here](#).
- Mobile Device Management license for your time at Blackrock College included
- Insurance offering available at time of purchase or alternatively at <http://www.wriggle.ie/insurance>

### Contact us to find out more:



# What is Wriggle's Services & Support? Why do I need it?



The risk associated with unmanaged devices in school is that students can access any app with any age rating at any time. To prevent this, Wriggle's team of experts put your child's device through a rigorous 77 step process to ensure:

- School Specific device restrictions are applied to your device
- Your device is fully secured for educational use only
- Your device is safely managed by our team for the duration of your time in Blackrock College
- All school apps are preloaded to your device
- New school apps and updates are pushed to your device as required
- Provisioning of all eBook accounts
- Antivirus and secure encryption software is placed on your device and your OneDrive data is fully backed up

...and lots more

Queries and issues always arise, which is why Wriggle's team offer parents a full support service for your time in Blackrock College including:

- Full phone and email support
- Technical support & advice from our team
- School and 3rd party app support to ensure optimal performance
- Device reconfiguration to school specifications
- Device Management app support
- Device repairs and updates
- Device management licence & platform maintenance
- Warranty and logistics repairs & support
- Device unlocking should it become disabled

...and much more

As part of your Wriggle Service and Support, you and your child will be provided with access to 100s of tutorials on:

- Device Safety and security
- Parental restrictions and internet filtering
- Tutorials on all your school learning apps

...and so much more

Learn more about all the training support available to you on the next page!



For a full list of the all the services & supports provided to you by Wriggle Learning!

**Click Here**



## Contact our dedicated support team

Developed in partnership with humm by flexfi, Wriggle's Parents Financing plan for the school year.



[wriggle.ie/contactus](https://www.wriggle.ie/contactus)



[info@wrigglelearning.ie](mailto:info@wrigglelearning.ie)



01 5009060



# Full on-demand access

to 100s of 2 minute tutorials online on safely using  
Technology for Learning for you and your child

wriggle  
CONNECT  
FAMILY

...Included In Your Wriggle  
School Technology Bundle!

We understand that to use technology effectively, your child needs support and you need to know how to help them when they need it. That is why our team of teachers and digital safety experts have created a library of over 1000 tutorials. You will have FREE access to all these tutorials on our online training platform, Wriggle Connect Family.



## What Tutorials Do We Have Access To?

- Device setup and security
- Internet Safety Filtering
- Applying Parental Restrictions
- Checking Screen time
- Wellbeing & Resilience Skills
- Uploading Homework Online
- Digital Study Skills
- eBook activation guides
- Accessibility tools for learning
- Tutorials on all your school learning apps

+ So Much More!



All of these tutorials  
are available on demand,  
**FREE** of charge to your  
whole family on the Wriggle  
Connect Family+ platform.

To learn more about

wriggleCONNECT  
FAMILY

Click Here



Google Cloud



Authorised  
Education Specialist



family.wriggleconnect.ie



info@wriggleconnect.ie



# Affordable payment options and insurance cover designed for schools and families



## Get your child's Wriggle School Technology Bundle for a low, affordable monthly cost

Developed in partnership with humm by flexfi, Wriggle's Parents Financing plan has been created to help parents better manage back to school costs, while ensuring their children can access the best blend of technology and learning materials for the school year.



To learn more about our parents payment plan

[Click Here](#)

From  
**€7.99\***  
per month

## Get discounted device insurance to protect your child's device!

### Accidents Happen!

So it is strongly recommended that you insure your child's device.

Our insurance policy is designed specifically for devices in schools. This exclusive offer for Wriggle customers has a lower excess fee and covers:

- Accidental and liquid damage
- Theft
- Unlimited Repairs

...and lots more



It is highly recommended to insure your child's device. To learn more about Wriggle's unique insurance offer for you and your child.

[Click Here](#)

€7.99 monthly insurance price based on insuring a Lenovo Windows 300e device with monthly payments. Monthly price may vary depending on device purchased



# How To Order Your Wriggle School Technology Bundle



To make it easy to get your child set up with everything they need for the new school year, the Wriggle team created an online store especially for your school where you can order your child's device, accessories, insurance, training and support all in one place.

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To learn more about the simple steps to order your child's School Technology Bundle

[Click Here](#)



## How do I access my school's Wriggle online store?

Before your school's Wriggle online store opens in April, your school will send you out a code that is unique to your school. Simply visit [www.wriggle.ie/onlinestorelogin](http://www.wriggle.ie/onlinestorelogin) and enter 29428797 to allow you to access and purchase from the store.



Got a question about your Wriggle device?



[wriggle.ie/contactus](http://wriggle.ie/contactus)



[info@wrigglelearning.ie](mailto:info@wrigglelearning.ie)



01 5009060



[@gowriggle](#)



[@gowriggle](#)



[@gowriggle](#)



[www.wriggle.ie](http://www.wriggle.ie)





# Student Devices – Frequently Asked Questions

Thank you to all who attended our information evening with Wriggle. A large number of questions were asked during this presentation and we promised we would get back to you with responses to each of your queries.

This document aims to address each query raised in a clear manner. This is a live document and will be updated as queries arise. Queries have been grouped into categories as listed below.

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## 1. Wriggle Parent Information Pack

An information pack has been circulated to all parents via our communications app – EduLink One, and via Moodle for Willow Park 1<sup>st</sup> Year parents. We have also uploaded the pack to the Blackrock College website, and it can be accessed through the following link: [Student-Devices-Letter-and-Parent-Pack-2021.pdf \(blackrockcollege.com\)](#).

The Wriggle store code is within this information pack and instructions on how to order the device bundle is outlined on the last page. The store code is: 29428797.

For order and store support, please contact Wriggle at [info@wrigglelearning.ie](mailto:info@wrigglelearning.ie) or 01 500 9260.

## 2. eBooks

### **Are eBooks replacing physical textbooks?**

No. We are adopting a blended approach using both physical textbooks and devices as teaching and learning tools. This means that students will still have access to the physical textbooks but will have opportunities to leave them in their locker or at home, reducing school bag weight.

### **Will the publisher eBook apps be pre-installed on the Surface Go 2?**

Yes. All publisher eBook apps will come pre-installed on the device eliminating this task for students/parents. Students will only need to register an account with each publisher to access the eBooks.

### **Do we have to purchase eBooks separately?**

No. eBooks are included free with the purchase of the physical textbook. Each textbook will come with an eBook code printed inside the cover. This code can be redeemed in the publisher's eBook app.

### **What if we have already redeemed our eBook code?**

The eBook codes can only be redeemed once. Codes are linked with the account that was used to redeem the code.

Ideally, each student would have all of their eBooks associated with their Blackrock College email address, but if eBooks have already been activated, they may be associated with a personal email address.

Those eBooks can still be accessed on the students new Surface Go 2. Each publisher app will be installed on each students Surface Go 2 and each app will require signing in with a username and password.

If the eBook has already been activated, the student will just need to use the same username and password that they activated their account with.

In the case where an eBook was redeemed using an account linked to the Willow Park 1<sup>st</sup> Year email, these books can still be accessed. Willow Park 1<sup>st</sup> Year email accounts will remain active for the duration of a student's Junior Cycle.

### **Can we pass down or sell on eBooks?**

Unfortunately, no. Publishers have made eBook codes single use preventing the resale or handing down of eBooks.

### **Can we buy the eBooks only and not purchase the textbooks?**

No. The College is adopting a blended approach and textbooks will be required. However, eBooks do not incur an additional cost.

### **What happens in the case of a subject change?**

If a student changes subject, they will require the materials for the new subject, including the textbook. This is the protocol that is in place at present. The eBook can be redeemed using the code supplied free of charge within this new subject textbook.

### 3. Device Restrictions

#### Will social media/gaming/shopping/gambling be blocked on the Surface Go 2?

Absolutely, Wriggle and the College IT Department will be proactive in ensuring websites and apps of these types will be blocked. We have ensured that the technologies we are implementing are cutting edge at dealing with these issues.

The device management system, Microsoft Intune, will apply restriction policies to all devices and these policies will be actively updated. The College has also invested in an advanced IT infrastructure, including a complex firewall which will block access to inappropriate/distracting websites, going above and beyond Intune's policies.

As the number of social media/gaming/shopping/gambling websites is ever expanding, both Wriggle and the College IT Department will be able to rapidly respond when new restrictions are needed.

Education around responsible usage and digital wellbeing will also play a key role.

#### How will internet access be restricted?

The internet browser will have policies applied to it by the device management system Intune, such as safe search, and these policies will be actively reviewed and updated. Please see above regarding website blocking.

#### Do the restrictions still apply after school, outside the College network?

All restrictions applied by the device management system Intune will work outside of the College network. However, any advanced restrictions that are applied by the College's onsite firewall will not apply. The College IT Department recommends that parents consider setting up parental controls for their home Wi-Fi. Information regarding parental controls for the most common internet service providers is below:

[Support | Modem Parental Controls | eir.ie](#)

[Parental Controls | Virgin Media](#)

[Secure Net \(vodafone.ie\)](#)

[Sky Broadband Buddy | Sky Help | Sky.com](#)

#### Will students be allowed to bring in mobile phones to school?

2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> year students will not be permitted to use their mobile phone during school hours, including lunch. If phones are brought into the College, they should remain securely in their school bag or locker (with a lock) and not be used or seen during the school day.

#### Can the Surface Go 2 be used in night study?

Yes.

## 4. Setup and Configuration

### Is all of the necessary software that a student will need pre-installed?

Absolutely! The Surface Go 2 will be ready to go out of the box with all necessary software pre-installed including the full suite of Office 365 apps. Student will also be provided with a full terabyte of cloud storage on OneDrive.

### Will the setup be specifically configured for each student based on subjects?

Students will have access to a range of subject specific apps which can be installed from a restricted educational app store that has been developed by Wriggle and the College IT Department. The IT Department has liaised with all teachers to ensure the best educational apps are available to students. This store will be updated as required.

### Can external software be installed?

No. To ensure all devices are secure and to prevent malicious applications being installed accidentally, software that has not been approved by Wriggle or the College IT Department cannot be installed.

### Will devices have a unique identifier to stop them being mixed up?

The College highly recommends that students add a name tag to their Surface Go 2 for identification purposes. Beyond this, the device management system, Intune, can identify each device and the correct owner.

### Is ransomware a risk to Wriggle or the College?

The College has invested heavily over the past two years to ensure we are protected from ransomware and other cybersecurity risks and has disaster recovery protocols in place. Wriggle will manage the antivirus software Windows Defender and Microsoft Endpoint Security which will keep devices secure, protected and fully up to date.

### Is data stored on the Surface Go 2 backed up?

Microsoft OneDrive will be each student's file space and all data stored here is backed up in real time and can be accessed on any device. Wriggle will also configure OneDrive to automatically back up any files stored in the student's user profile (i.e. data stored on the desktop, documents, or pictures folders).

## 5. Insurance

### What is the excess fee on insurance claims?

The vast majority of insurance policies of all types will include an excess fee. Wriggle offers a tailored insurance option in partnership with Gadgetinsurance.com (see Parent Pack for more details). Wriggle customers can avail of a lower excess fee of €50 (Normally €75 on Gadgetinsurance.com) via [wriggle.ie/insurance](https://www.wriggle.ie/insurance).

### Is there a warranty or guarantee included with the Surface Go 2?

Regarding Insurance, it is important to note that each device comes with a single year manufacturer's warranty and should not be confused with insurance, which is optional but very highly recommended. Support through Wriggle runs right until the end of 6th Year and is also separate to both the warranty and insurance.

### What is the difference between insurance, warranty, and Wriggle's service charge?

Insurance:

Insurance is available to cover any issues that may happen to the device, that are not related to the warranty or within the warranty period. For example, if the device falls and breaks, if it was damaged from a spilled drink, if the device stops working outside of the 12-month warranty period, etc.

### Warranty:

The warranty relates solely to the device itself and is provided by the manufacturer (Microsoft). It covers any faults that might present themselves on the device through no fault of anyone. The warranty lasts 12 months.

### Wriggle's Service Charge:

Wriggle's service charge covers all of the work that Wriggle undertake. This includes the full set up and configuration of the Surface Go 2, the full support that is in place for parents right until when students finish 6<sup>th</sup> year, and all other associated costs, like a dedicated account manager etc.

### Using the analogy of buying a car:

I will insure the car to cover for example, if it is crashed, if it damaged or if it is stolen.

The manufacturer's warranty is in place to cover any faults to the car that are through no fault of anyone, for example if the electrics stop working for no reason (e.g. if the car was damaged because of a flood that would not be covered under warranty).

I may pay a charge to subscribe to ongoing support for the car, such as the AA, and I will also pay for my maintenance servicing.

### Is the insurance cost fixed up to the end of 6<sup>th</sup> year?

Insurance is through a Wriggle affiliate, Gadget Insurance. Costs are paid monthly and whilst they cannot be guaranteed not to change up to the end of 6th year, they are not expected to.

### Is the monthly insurance cover for 12 months or only during the months of the school year?

Insurance is paid on a monthly basis and cover remains in place for the entire 12-month calendar year, as opposed to just the academic year.

### If the device is lost or damaged and needs to be replaced, how soon will Wriggle replace it?

Turnaround time varies depending on the case. However, if there is an instance where a student will be left without their device, either when being replaced through insurance, or should a repair be required, the College will furnish the student with a temporary device. The temporary device will act just like their own device, so students will have full access to all of their work and cloud space.

### Is battery life depreciation covered by the insurance?

Wriggle have not experienced battery deterioration being an issue with the Surface Go 2. Blended learning ensures that students have time away from their screens, rather than their Surface being in use for the entirety of the school day. So, battery life can be expected to last throughout the whole day.

It is recommended as good practice, that each student charges their device fully every night, regardless of the percentage of battery life remaining at the end of each day. This ensures that each student starts each day with a full battery. This practice, along with other device care recommendations (e.g. adjustment of screen brightness), are included in the resources that is provided to parents under Wriggle Connect Family.

Any deterioration that may occur over a long period of time, however, would be considered "normal wear and tear" for insurance purposes and would not therefore be covered through the insurance policy.

The insurance policy is comprehensive in what it covers though, and for any anomalies in battery life outside of the manufacturer's 12-month warranty period, would be considered under a claim.

### Does the insurance cost include the cost of setting up the replacement device for the student?

Wriggle's costs are payable once only and fully cover any instances where a reconfiguration of a device is required. E.g. if a device is replaced under warranty.

### Does the monthly insurance automatically stop having completed 6<sup>th</sup> year or must we remember to cancel?

Insurance payments are made monthly and continue until notice is given for the payments to end. A policy renewal notice will be issued in advance of each 12-month term expiring.

Parents can cancel the policy at any time, but cover can continue once a student has left the college, if parents prefer to keep the policy in place.

## 6. Device Specification and Accessories

### What is the full specification of the Surface Go 2?

<b>Dimensions</b>	245 mm x 175 mm x 8.3 mm (9.65" x 6.9" x 0.33")
<b>Display</b>	Screen: 10.5" PixelSense™ Display Resolution: 1920 x 1280 (220 PPI) resolution Aspect ratio: 3:2 Contrast ratio: 1500:1 Touch: 10 point multi-touch Corning® Gorilla® Glass 3
<b>Memory</b>	8GB RAM
<b>Processor</b>	Intel® Pentium® Gold Processor 4425Y
<b>Graphics</b>	Intel® UHD Graphics 615
<b>Storage</b>	Solid-state drive (SSD): 128GB
<b>Connections</b>	1 x USB-C® 3.5 mm headphone jack 1 x Surface Connect port Surface Type Cover Port MicroSDXC Card Reader Compatible with Surface Dial*
<b>Cameras, video, and audio</b>	Windows Hello face authentication camera (front-facing) 5.0MP front-facing camera with 1080p HD video 8.0MP rear-facing auto-focus camera with 1080p HD video Dual Studio Mics 2W stereo speakers with Dolby® Audio™
<b>Wireless</b>	Wi-Fi: IEEE 802.11a/b/g/n/ac/ax Bluetooth Wireless 5.0 technology
<b>Sensors</b>	Ambient light sensor Accelerometer Gyroscope Magnetometer

### Can the Surface Go 2 be connected to a monitor at home?

Yes. A USB C display adapter will be required.

### Can the Surface Go 2 be used with a docking station?

Yes. You can connect the dock the device using the official [Microsoft Surface Dock](#) or a third party USB C dock.



## 7. Goals and Vision

A number of questions were asked regarding the goals and vision of Blackrock College and student devices. The eLearning and IT Team have documented this in the student device proposal which [can be viewed here](#).

**What experience do Wriggle have with 1:1 Student Devices in Post Primary Schools?**

[Please select this link to read about Wriggle's experience.](#)

**Is there a review process whereby students/parents get a chance to voice their concerns in the future?**

Yes. The College will actively listen to the concerns of all stakeholders on an ongoing basis. These concerns will be fed through the various College committees, i.e. The Parents Committees and Council, Student Council and Congress, Parents Web Committee, ICT Committee and House Captains.

**Has the College been able to test the capacity of the Wi-Fi system and IT Infrastructure in advance of this large device rollout?**

Yes. The College has invested heavily in its IT infrastructure in anticipation of this rollout. Cutting edge wireless internet access points have been installed in each classroom and learning space and the College has upgraded to an uncontested gigabit LAN internet connection. For more details on the IT preparation to date, [see our Digital Strategy here](#).

**Why are 3<sup>rd</sup> and 6<sup>th</sup> year students not getting devices?**

Both 3<sup>rd</sup>/6<sup>th</sup> year students are not getting devices because they are finishing a cycle (Junior/Senior Cycle). We believe it would be better for 3<sup>rd</sup> Years to get their new device at the start of Transition Year. Equally, as 6<sup>th</sup> Years are in the last year of school, we felt that it was unreasonable to expect a purchase for one year, even though it can be used at 3<sup>rd</sup> level.

## 8. Service Costs

**Why is the full service fee charged up front?**

Response from Wriggle:

Service and Support Fees are charged upfront for the following reasons:

- A large portion of costs relate to upfront resourcing, including Configuration and Administration
- It is made to be convenient by being a single payment for the agreed duration. This also allows for the full cost to be included where a Monthly Payment Plan is availed of
- Everything is fully transparent and there is no inconvenience to parents in corresponding on further charges being due, and no requirement to revisit the Online Store for further purchases each year
- Experience has shown that this is a much-preferred option for both parents and schools/colleges

**Are there any licencing or software costs in addition to the Wriggle service costs?**

No

**If my son leaves the school, will the annual fee paid in advance be reimbursed?**

Refunds of service costs, should a student leave Blackrock College before the end of 6th year, will be dealt with on a case-by-case basis.

Blackrock College will confirm to Wriggle that a student has left prior to the end of 6th year. Refunds would be made in years, rather than pro rate and the support would end following the refund.

## 9. BYOD (Bring Your Own Device)

### I have already purchased a device for my son, can he use this?

Devices other than the Surface Go 2 purchased from and configured by Wriggle will not be allowed in the classroom.

There are a number of important reasons for this:

1. The Surface Go 2 is there as a tool and it should not get in the way of teaching and learning. So, a teacher should not have to be a tech expert in working with different devices - they need to know that each student has the same device, and that each device will work in exactly the same way.
2. Some devices may not be a good fit for the classroom, even very expensive devices:
  - They may be too big, or too small
  - They may not have all day battery life
  - They may not have touch screens or be compatible with Digital Stylus Pens
  - They may not be able to access the same content and applications

The college undertook a huge amount of research and consultation in identifying the correct model of device for students.

3. Most importantly perhaps, is that personal devices cannot be set up, managed, and supported in the same way as the Surface Go 2s delivered by Wriggle. Every type of device has some kind of system that will allow it to be managed, but that would mean running numerous different systems at the same time in trying to manage different devices. That is not practical, both from cost implications, but also the disruption it would bring to teaching and learning. To ensure the successful introduction of a student device programme it is essential that devices are set up as educational devices only.

### I already purchased a Surface Go 2, what is the process there?

The College understands that a small number of parents have already purchased a Surface Go 2 with the exact same specifications as what is on offer from Wriggle. In this very special circumstance, please contact the College.

### Is the Surface Go 2 compulsory?

The College fully acknowledges that this is a significant expense, and this cost is not being asked of you lightly. Wriggle too fully acknowledge the expense.

While we will not make the purchase of the Surface Go 2 from Wriggle compulsory, we hope that you appreciate that you are not just buying a device.

Hopefully, the parent information evening, along with all of the documentation provided to date, has demonstrated that this is not an investment in the device itself, but an investment in each student's education through all of the benefits that the device brings. Both during school, through to 3rd level and on to when working life starts.

It is very reasonable to ask the question too, "will my son be disadvantaged if he doesn't have this device".

The College will take every measure that they can to remove any disadvantage, but again the presentations and documentation up to now has hopefully demonstrated just some of the benefits that will be lost without the device.

## 10. Ownership and 3<sup>rd</sup> Level

### **Who ultimately owns the device? The student or the College?**

Devices will be owned by the student. The model in place is that devices are student owned and College managed.

### **What happens the device after 6<sup>th</sup> year?**

The device will be reset by Wriggle and all management and restriction policies will be removed. Once a device is reset, the device can continue to be used by the student (i.e. in 3<sup>rd</sup> level). Wriggle will just need confirmation from you at the time that you are happy for those to be removed.

### **Can the Surface Go 2 be used at 3<sup>rd</sup> level?**

Yes, as stated above, once a student leaves Blackrock College after 6<sup>th</sup> year and their device is reset, they ultimately own the device and can bring it to 3<sup>rd</sup> level.

However, we cannot account for which courses a student may take in 3rd level, so there may be instances where a very specific type of device will be required.

## 11. Support

### **What are the support hours of Wriggle?**

Wriggle's business hours are 9am to 5:30pm, Monday to Friday. Support hours, are however, extended during the period where students return to the classroom at the start of the new school year. This is to ensure that additional support is available to parents during what can be anticipated as the busiest time for support.

The extended hours for the new school year 2021 are extended 8am to 8pm, Monday to Friday and 9am to 6pm on Saturday.

Support requests can also be raised by email, or through a Support Contact Form located on Wriggle's website at any time.

### **Where is Wriggle's support team located?**

Wriggle's head office is located in Ballymount, Dublin 12. Their support team previously was based at this location up until the necessity for remote working. Since that time, the administration team has been working from home and the offices have been remodelled to facilitate safe spaces for the technical teams to remain on site at the premises.

Wriggle has comprehensive processes in place to support remote working by staff. When government policy allows for the safe return to onsite working, Wriggle will introduce a blended approach to onsite and remote working.

### **Will Wriggle manage software updates on the devices?**

As part of the configuration process, each students Surface Go 2 will come with the latest Windows software applied.

The management tools added as part of the configuration (Intune) allow for the updates to be scheduled. Wriggle follow Microsoft's policy for update installations, whereby new software releases are generally held back until any potential bugs are identified and fixes released by Microsoft. This ensures that all updates are safe and operating correctly before being made available to students.

Incidental updates may be pushed outside of these times, where necessary. For example, if a security update is released, or if there is an issue discovered on an individual device an update may be required on that specific device for that specific issue.

## What is Wriggle's response time to support queries?

Wriggle's SLA (Service Level Agreement) is as follows:

- All support requests will receive a response within 24 hours with an objective to answer, action and resolve at first response
- Resolution or plan to resolve within 48 hours (with the only reason that resolution may take longer is where a response from a 3rd party is required)
- Currently, adherence to the SLA is at 95%

## Is it a free-phone number for Wriggle support?

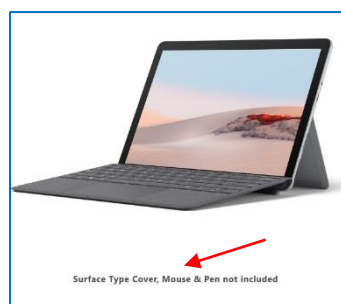
Wriggle's support phone number is a Dublin (01 number). However, if requested, the support team will call back parents, rather than parents accumulating any telephone costs.

Support requests can also be raised by email, or through a Support Contact Form located on Wriggle's website.

## 12. Costs

### How much are we saving on the cost of the Surface Go 2 by purchasing through Wriggle?

The pricing of the Surface Go 2 has been supported by Microsoft directly and is at a very strong price point. Some confusion has arisen based on the cost in stores such as Currys PC World and Harvey Norman etc. For example, Currys PC World has a misleading price of €639.99 (as of 18/05/2021).



Screenshot taken from Currys PC World

That price is for the Surface Go 2 **only** and **does not include** the type cover (keyboard) (€119-€149 on Curry's website), the pen (circa €40 as we can avail of a classroom version which cannot be bought in store, Currys PC World pens cost €79.99-€89.99) and the protective case (circa €25 at our discount, closer to €50+ when bought in a shop). This is stated in small at the bottom of the picture and the picture, which includes the type cover is misleading.

In other words, to buy the exact same device and accessories from a store like Currys PC World, it would cost upwards of €880, over €200 more than what Wriggle are able to offer.

Further to this, the device in Currys PC World only has Windows 10 S (Home) which is limited. The devices Wriggle are providing will have full Windows 10 Pro. Alongside this, students have full access to the suite of Office 365 apps through Blackrock College and one terabyte of cloud storage. If you were to purchase this software personally, there would be a €7 per month subscription fee.

Also, important to note is that student devices will be fully supported by Wriggle alongside the College IT Department.

### Does it cost more to pay over 36 months rather than pay outright?

The option to pay monthly, rather than in a lump sum, is available through the Wriggle Online Store. The agreement is facilitated through Wriggle's affiliate, Humm (formerly flexifi).

Finance does include a cost of credit, both by way of interest and applicable servicing fees. These costs are fully transparent, and the link below allows you to enter the applicable financed amount and see the full and total cost of credit: <https://apply.flexifi.com/s/quote?toURL=Quote&src=0011n00002AfGcqAAF>

### Are there discounts for purchasing more than one device (i.e. siblings)?

Through its status as Microsoft Partners in Education, Wriggle receive educational pricing support from Microsoft.

This supported pricing is applied to each device. Additional supported or discounted pricing is not available, for example, in the case where multiple devices are being purchased for siblings.

## 13. Ergonomics and Health

### Has any consideration been given to student eye site, screen time, ergonomics, and repetitive strain injuries?

Having spent a lot of time on devices for the last year and a half we are acutely aware of student eyesight and screen time concerns. This is all part of the education that students will receive in managing themselves and their devices. They will be introduced to the 20 min, 20 feet, 20 sec rule – after 20mins of screen time, you look at objects 20 feet away for 20 seconds. Students will not be on their devices constantly from 8.30am to 3.45pm – that is why the blended approach is key in what we are doing. If students are using the stylus, it is unlikely that repetitive strain injury will occur as this is similar to writing with a standard pen – Students will not only be using their devices in class, but they will also be using traditional learning methodologies (copies/pens) in addition to active learning methodologies, as well as the devices.

## 14. Battery and Charging

### Does one overnight charge last the whole day?

Yes, and battery management policies will be applied to ensure this. The Surface Go 2 battery is rated to last for up to 10 hours of typical usage. Students will be required to bring in their Surface Go 2 each morning fully charged.

### How long does it take to recharge the Surface GO 2?

Approximately 60 minutes to charge to 80% or 2 hours for 100% from empty based on our testing.

### Will students be able to charge their device at school if necessary?

The College recommends students charge their Surface GO 2 overnight and bring it in to school fully charged. They should leave their charger at home. This is to prevent chargers being misplaced or devices being left to charge in areas where they could get damaged.

The College will monitor this policy going forward and will update it if necessary.

## 15. Training

### What training have teachers received to ensure that this project is successful?

Please see our Digital Strategy document, specifically “Training and Collaboration” on page 7. [The Digital Strategy can be viewed here.](#)

### Will students receive training on storing files and notes efficiently?

Yes. The College is also establishing Student Digital Champions to coincide with the introduction of student devices and as part of our Digital Strategy.

### Will typing courses be available to students?

This is being looked into as part of a larger development of our ICT curriculum. If your son is interested in learning how to touch type, the eLearning and IT Team recommend [TypingClub, which is free.](#)

## 16. Exams

### Can students use their device for school exams or state exams?

No. In cases of AEN requirements, the College will continue to support students as required.

## **Will students be disadvantaged when they have to sit a traditional written state exam if writing is to take place on the Surface Go 2?**

Students will not only be writing/typing using the Surface Go 2. Students will still be using copies/A4 pads/pens/pencils etc. That is why we are stressing the blended approach to learning. The devices are not replacing anything that currently exists within the classroom – they are a tool to enhance teaching and learning. Students taking examinations will still be trained in ‘how to sit a traditional exam’, we have many opportunities throughout the academic year where students are given practice in this skill.

## **17. Breakage and Loss**

### **Can the Surface Go 2 be tracked in the event of loss or theft?**

No, tracking settings such as “Find My Device” are not compatible with educational or business Microsoft accounts. The College recommends that you consider purchasing insurance through Wriggle including the loss/theft add on.

### **How much is the stylus to replace?**

The cost of replacing a digital stylus pen (Microsoft Classroom Pen 2) is €40 inclusive of VAT. However, the pen has a loop for a lanyard or tether, and we highly recommend students use this to prevent accidental loss.

### **If a device is broken and needs repair, will the student be left with no device until it is returned?**

No. There will be a small number of spare loan devices in the College for students waiting for returns.

## **18. Device Lifespan**

### **How long will the Surface GO 2 last before an upgrade will be required?**

We envisage the device will last the full length of your son's education in Blackrock College. With ongoing support from Wriggle, we will ensure the device is kept fully up to date, secure and protected, and running smoothly.

### **Is battery life depreciation covered by the insurance?**

Please see section “5. Insurance” for a response that covers this query.