

Supporting learning for students with disability in rural and remote locations

Questions and Answers

The following questions were answered at the Information Exchange Day.

Q. Does the Department of Education (DET) use a different network to Telstra or does it use a specific Education network?

- The only way to access the schools is through the DET network.
- Currently undertaking a state-wide network redesign, looking at security, access points, switchers, routers, protocols and standards.
- This challenge provides an opportunity to dovetail with the redesign process.
- Current challenges include NBN copper disconnect.
- Use Microsoft Office 365 licencing for all staff and students

Q. Why is DET not using SKYPE for business?

- SKYPE for business is a business tool

Q. What mechanisms are in place for pastoral care and tracking of communications to ensure duty of care?

- This is an important issue for DET
- There is an adult in every session to mediate
- Authentication and logging is required for participants

Q. Teletherapy – How much is covered by medical records privacy requirements?

- The privacy requirements for DET are legislated.

Q. iConnect – is the application for business learning a given or are you looking at an opportunity to provide a different platform?

- Don't have to use existing solution, can piggy back or use new.

Q. Is DET seeking software for the network?

- Not necessarily

Q. Are you after live chat component rather than video-streaming?

- DET is seeking live interaction.
- Maximise what doesn't need to be live through downloads beforehand to allow capacity for live interaction.

Q. What devices will students have?

- Mainly Windows based but some Apple and Chromebooks
- Windows 7 – 10 are the main Operating System
- a lot of iPads in primary schools

Q. What platforms and browsers are in use by DET, for example, video conferencing, google chrome, Firefox?

- Able to use all browsers across government.
- Teaching staff have personalised laptop.

Q. Are webcams in place?

- For desktops – no, it is an external installation.
- For mobile devices – yes

Q. Have you used blackboard?

- Yes integrating heavily into learning environment.

Q. Are you looking for learning content or face to face interactive?

- Face to face interactive

Discussion

- iConnect does deliver interactive session however the bandwidth is a challenge for this platform.
- Therapy responds to demand and therefore needs to be dynamic and interactive.

Q. Are you using the school's content management platform – i.e. Blackboard?

- Using iConnect, however, this is not functioning sufficiently and fast enough.

Q. Who uses the system, what is the user group?

- Education support services such as physiotherapists, speech pathologists, occupational therapists, advisory teachers, guidance officers, teachers of the deaf and Auslan coaches etc.

Q. What percentage of the solution is the development of new content?

- DET staff, including therapists, develop their own content based on the students learning needs.

Q. Does the solution need to address social isolation, does it need to have the ability to connect with students in other schools. For example, video conferencing?

- Yes

The following questions were answered outside of the Information Exchange Day.

Q. Would DET consider a solution which plays back video and audio flawlessly, but with a five second delay?

- DET would consider a solution such as this, although your application may need to address the impact of a 5 second delay on the timeliness of feedback provided in provider to student face to face interaction and the maintenance of student attention and concentration.

Q. Does the solution need to work in a browser environment? If so, what browsers need to be supported? Is a solution that's confined to Google Chrome at all possible?

- DET can support out of the box both IE and Edge as the default browser. Use of Google Chrome would be considered, though we would like to understand the security pathway and vulnerability management of Google for their browser, taking into account the security of information online for the users of the system and relevant legislative and policy requirements as described in the technical considerations of the challenge statement.