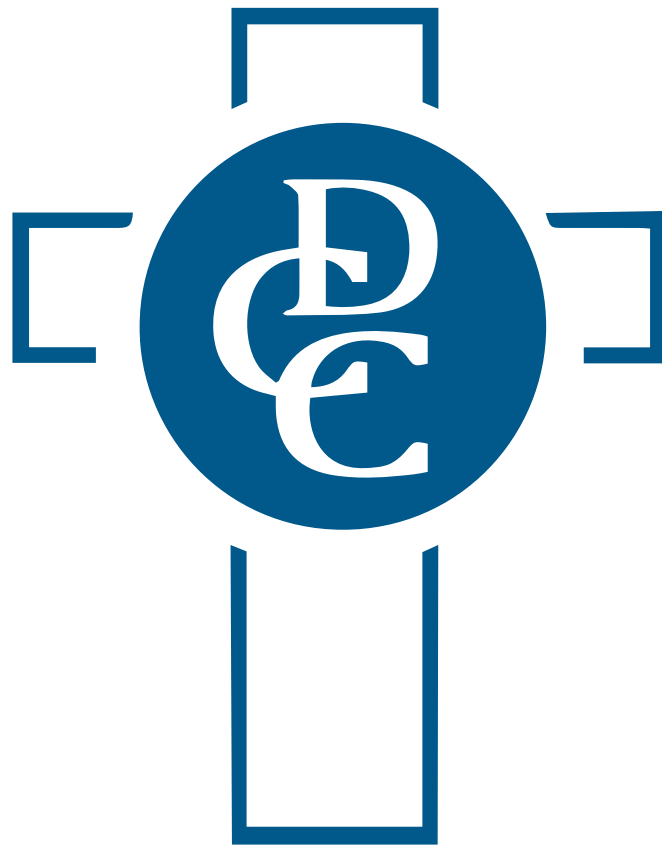# Linewize

CASE STUDY

Donvale Christian College

This is the story of one school's journey to create a comprehensive cybersafety ecosystem as a Linewize Partner School.

Linewize

"Why did we choose Linewize? In the first instance, we wanted a product that had a strong focus on pastoral care and digital citizenship. But we also identified a further need: our parents wanted a tool that they could control, too. Some simple searching led me to Linewize."

Josh Lyon, Head of Business Systems and ICT
Donvale Christian College

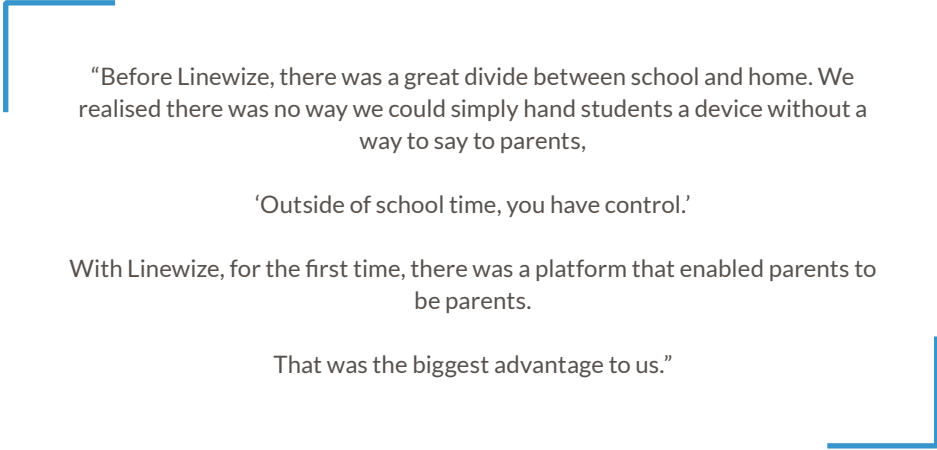Document Rev:A

Executive summary

Donvale Christian College is a nondenominational co-educational school in the outer eastern suburbs of Melbourne with nearly 1400 students from Prep to Year 12.

Every secondary school student has a Surface Pro laptop which is used throughout the teaching curriculum. Donvale leaders recognised that, to meet their duty of care and uphold the values of their school community, it was imperative not only to protect these school-mandated devices during school hours, but also to allow parents to set controls outside of school hours. Equally, the school was committed to an educational approach to cybersafety, emphasising balance, responsibility and wellbeing.

Linewize's holistic approach to managing student digital activity aligns perfectly with these values - and its Mobile Zone app offered exactly the flexibility and reach Donvale was seeking. The school undertook to partner with Linewize to help develop a custom version of Mobile Zone for school laptop use.

In March 2018, after a period of testing and feedback, the new Mobile Zone for Surface Pros solution was implemented school-wide. School-provided Family Packs enabled Donvale parents to complete the cybersafety ecosystem with additional Mobile Zone protection for students' personal mobile devices.

As of June 2018, over 75% of Donvale families had signed up to Mobile Zone.

"Before Linewize, there was a great divide between school and home. We realised there was no way we could simply hand students a device without a way to say to parents,

'Outside of school time, you have control.'

With Linewize, for the first time, there was a platform that enabled parents to be parents.

That was the biggest advantage to us."

The problem and its context

The School

Donvale College is a nondenominational co-educational school located in the outer eastern suburbs of Melbourne with nearly 1400 students from Prep to Year 12. Donvale's mission is to deliver high quality teaching and learning in a nurturing environment informed by Christian values. Donvale takes a "school and community" approach to education, and sees its relationship with parents as a genuine partnership.

The Challenge

Donvale had been an early adopter of Linewize School's firewall and filtering solution for devices on the campus network to block adult content, games and social media. But when it introduced a one laptop per student policy, school-mandated devices were travelling off the school network on a daily basis. Parents began to ask the school to block specific apps and games on student devices.

It was beyond the school's capacity to handle such requests. At the same time, decision-makers realised that they had a responsibility to empower parents to manage school-mandated devices outside of school hours. In fact, the school ethos strongly endorsed the concept of parents as partners in the educational journey of preparing students for responsible adulthood.

In the words of IT Head Josh Lyon, "We realised there was no way we could simply hand students a device without a way to say to parents, 'Outside of school time, you have control.'"

Students' personal mobile devices were another cause for concern. Ownership of smartphones was near-universal among older students. The vast majority of these were connected to 3G/4G data, thereby bypassing the school's firewall.

"We wanted the same ecosystem Mobile Zone offered for phones - but on a full Windows computer."

The Linewize Journey: First steps

- Donvale's IT and e-learning heads were aware of Linewize's Mobile Zone app, and recognised that it had the flexibility and reach they needed to manage school-mandated devices during school hours, while allowing parents to exercise control out of school hours.

- As a Christian school, pastoral care is a top priority at Donvale - especially protecting students from inappropriate content during school time. Linewize's School Community Platform enabled the pastoral team to gain insight into exactly what students were seeing online.

- To help decision-makers set baselines for desired online behaviour, a handful of "role model" students were selected, and their online activity analysed and graphed. This data-set served as a useful benchmark for all students to aim for, and generated community-wide conversations around cybersafety and digital citizenship.

- Empowering teachers not simply to observe but to control students' online activity right at the coalface - in the classroom - was another Linewize feature that impressed Donvale's leaders. Teachers were keen for a system flexible enough to allow them to block or unblock sites for specific lessons, without having to involve the IT manager.

- Despite all these positives, there was one major obstacle: a dedicated Mobile Zone solution for Surface Pro laptops was still under construction.

The Linewize Journey: Development and launch

- Donvale agreed to collaborate in the development and testing of a tailored Mobile Zone agent, and a process was mapped out and agreed upon. A testing phase commenced, with 20 school families on board and providing feedback.

- That testing phase uncovered and corrected challenges in the revised product. It also highlighted gaps in the onboarding flow for parent-users. Videos and how-to guides were created to address these issues, empowering parents to feel comfortable with the technology and to make onboarding as seamless as possible.

- A start-to-finish guide for parents, illustrated with screenshots, was developed and posted on the school's landing page.

- The new system was launched for Years 7 and 8 in March 2018, with customised cyber safety sessions for students and an evening event for parents hosted by Linewize Engagement Manager Jess Hill and led by Cyber Expert Brett Lee.

> "We got a lot of bang for our buck from Brett Lee's student presentation. The key points he made - that there are people at the end of the internet, that what's online stays online forever, and that you need to speak with someone if unsure - really came home to the kids. And the news clips he showed about his work gave him instant credibility and opened the kids' eyes to how easy it is to be fooled by an online impersonator.
>
> My own daughter was in that year group, and she came away feeling so much stronger about standing up to peer pressure to use Instagram and other social media - and that was a relief. She told me, 'I don't feel like I need to do that anymore.' "

Steve Venour, Head of Senior School

Outcomes

- A week after roll-out, 60% of families in the targeted year groups (8 and 9) had activated their accounts. In Term 2, that figure rose to 75%.

- Parental engagement has been encouraged in a variety of ways, through Linewize's School Engagement Team as well as through Donvale's own efforts. For example, families that didn't attend the launch event were followed up via email and newsletter.

- A further follow-up EDM reminded parents who had not yet onboarded that unless they activated their account, their children's laptops would have no filtering after school hours.

- School leaders are glowing in their praise for Linewize and the way it has extended protection for students right across the community, from classroom to home and everywhere in between.

"The biggest thing for us has been bridging the divide between school and home. With Linewize, for the first time, we have a platform that engages parents as the partners that we want and need them to be to keep our students safe."

Josh Lyon, Head of Business Systems and ICT

About Linewize

Linewize is committed to making student Internet management easy, and keeping students safe online on any device, anywhere, any time.

Learn more

Email sales@linewize.io
Visit us at linewize.io

linewize.io