



義順中學

YISHUN SECONDARY SCHOOL

4 Yishun Street 71, Singapore 768516 Tel: 68767129 Fax: 67557748

30 July 2021

Dear Parent/Guardian

Collection of Personal Learning Device (PLD)

Your child/ward will be receiving his/her PLD on 11 August 2021 between 8:30 am and 4:00 pm at his/her classroom. Please remind your child/ward to bring his/her photo ID (e.g. Student EZ-link card) for verification purposes at the point of collection.

Time	Classes involved
8:30 am to 9:50 am	3E5, 3N1, 3N2, 3N3, 3T1, 3T2
10:30 am to 11:50 am	1E4, 1N1, 1N2, 2N1, 2N2, 2T1, 2T2
12:30 pm to 1:50 pm	1T1, 1T2, 2E1, 2E2, 2E3, 2E4
2:30 pm to 3:50 pm	1E1, 1E2, 1E3, 3E1, 3E2, 3E3, 3E4

2. The PLD comes with a 1-for-1 exchange in the event of manufacturer defects. Please keep the original box for 7 days in the event that a 1-for-1 exchange is required.

Device Management Application (DMA)

3. Your child's/ward's PLD will be installed with a Device Management Application (DMA) to provide a safer digital learning environment for learning.
4. The following DMA settings will be in place as a default:
- MOE and the school will set the level of web content filtering, including filtering out social media sites, pornography, gambling, extremist and violence-related sites
 - PLD usage time will be set to 6:00 a.m. to 11:00 p.m.
 - The school will determine the apps and programmes to be installed to support teaching and learning
 - A parent/guardian account* will be enabled to allow you to monitor your child's/ward's PLD activities and partner the school to ensure his/her cyber well-being.

**An activation email for the Parent Portal will be sent to parents/guardians on DMA Default Setting and Alternative Setting: Option A when the Parent Portal is available.*

Please refer to Annex A for more details on the functions and features of the DMA.

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After-School DMA Parent Options

5. For parents/guardians who prefer that your child/ward uses the PLD solely for teaching and learning after school hours, **no further action is required**. The in-school DMA settings ("Default Setting") in paragraph 4 will continue to operate after school hours.

6. Parents/Guardians who prefer alternative DMA settings can choose from the following options for use of the PLD after school hours:

- Option A: Parents/Guardians can modify DMA settings after school hours
- Option B: Parents/Guardians can disable the DMA after school hours

Please refer to Annex B for details of the after-school hours and these After-School DMA Parent Options.

7. For parents/guardians who wish to choose Option A or Option B, the school will provide more detailed information on the process for indicating your choice at a later date.

8. Parents/Guardians can request to change your choice of After-School DMA Options at any time. However, changes to the After-School DMA Options will only take effect at the end of the term.

Privacy and Data Security

9. We would like to assure parents/guardians that the DMA only collects information required to facilitate an environment conducive to teaching and learning, and to encourage good online practices. The DMA does not collect:

- Login IDs and passwords entered into websites or into any applications
- Activities and data (e.g. posts, online comments, shopping cart, etc.) when visiting websites and using apps
- Documents and photos stored in the PLDs
- PLD location
- Webcam videos and microphone recordings

Please refer to Annex C for more information on data collected by the DMA and the safeguards put in place to ensure privacy and data security.

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Resources on Cyber Wellness

10. Parents/Guardians play an important role in keeping their children safe online, and are encouraged to read the following resources to learn more about how to keep their children safe online:

- Parent Handbook (I) and (II) on Learning with a Personal Learning Device (<https://sites.google.com/moe.edu.sg/ysspdip>)
- Parent Kit on Cyber Wellness for Your Child (<https://go.gov.sg/moe-cyber-wellness>)

11. For further enquiries, please contact us at yishun_ss@moe.edu.sg.

Thank you and we look forward to partnering you in our students' digital literacy journey.

Warmest regards



Mrs Regina Lee
Principal

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Annex A: Functions of the DMA

Functions	Details
<p>1. Mobile Device Management Service</p> <p>This facilitates the updating and management of the PLDs, protects PLDs from malicious software, and protects your child/ward from objectionable internet content, or content that may not be conducive to teaching and learning during school hours.</p>	<ul style="list-style-type: none">• Facilitates automatic installation of apps required for teaching and learning• Filters objectionable content or content that may not be conducive to teaching and learning (e.g. social media, pornography, gambling, or websites containing extremist content)• Protects your child's/ward's PLD from security vulnerabilities through the automatic updating and patching of apps and device Operating System (OS)
<p>2. Classroom Management Service</p> <p>Enables teachers to manage the students' use of the PLD during lesson time to improve classroom management and support effective teaching and learning.</p> <p>Teachers will only monitor students' activities during lessons.</p>	<p>During lessons, teachers will be able to:</p> <ul style="list-style-type: none">• Manage and control devices (e.g. using the "Eyes Up" function)• Launch specific applications and/or websites for teaching and learning on students' device• Facilitate the sharing of content• Monitor students' usage and activities during lessons (e.g. screen sharing, monitoring students' browsing history)
<p>3. Usage Management Service</p> <p>Enables the school and/or parents/guardians to better supervise and set helpful limits for your child's/ward's use of PLD after school.</p>	<ul style="list-style-type: none">• Screen time control ensures that your child/ward does not use the PLD excessively• School and/or parents/guardians can control installation of applications to ensure that the device is used optimally for teaching and learning• Safe search and web content filtering protect your child/ward from harmful content• Parents/Guardians can monitor usage and activities by child/ward

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Annex B: DMA Settings After School Hours

1. During school hours, the Default Setting will apply. Parents/Guardians are given a choice to opt for an Alternative Setting, which will apply only to after school hours. The table on the next page outlines the different levels of restrictions, controls and monitoring for the different DMA options after school hours.
2. Parents/Guardians may wish to consider the following questions before deciding on which After-School DMA Option is best for their child/ward.
 - a. **Child's/Ward's current device usage habits**
 - How much time does my child/ward spend on his/her device?
 - How well is my child/ward able to regulate his/her device usage on his/her own?
 - Does my child/ward get easily distracted while doing online learning?
 - b. **Parental/Guardian involvement**
 - How confident and familiar am I with managing my child's/ward's cyber wellness?
 - Are there existing routines and open conversations on the use of the internet at home?
 - Am I aware of how to prevent different types of cyber threats that my child/ward might face?

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	Default Setting (this will apply if no Alternative Setting is chosen)	Alternative Setting: Option A (Modify DMA settings)	Alternative Setting: Option B (Disable DMA Settings)
	For parents/guardians who want their child's/ward's use of the device to be restricted only to teaching and learning, and who prefer to follow the Default Setting as set by the school during school hours.	For parents/guardians who want more leeway over their child's/ward's use of the device, and prefer to take charge of the level of restrictions for their child's/ward's use of the device after school hours.	For parents/guardians who do not want their child's/ward's use of the device after school hours to be regulated by the DMA at all.
Protects students from objectionable content	Web content filtering: <ul style="list-style-type: none"> • Violent/extremist content • Sexual/pornographic content • Gambling-related content • Social media sites 	Parents/Guardians can apply additional content filtering.	No content filtering at all.
Reduce distractions from learning through control of applications	Parents/Guardians and students will be unable to install additional applications.	<ul style="list-style-type: none"> • The App Store will be available after school hours. Parents/Guardians are able to install applications if they have an App Store account. • Students who have an App Store account are able to download apps without any parental guidance or restrictions. • Any applications installed after school hours will be disabled during school hours. 	
Limit screen time	The school will set the hours during which the child/ward will be able to use the device online in a day.	Parents/Guardians can modify the amount of screen time for their child/ward.	No control over screen time.
Monitor students' cyber activities	<ul style="list-style-type: none"> • School DMA Admin will have access to the child's/ward's browser history logs. • Teachers will only have access to the child's/ward's browser history logs for the class that they teach. Teachers will not have access to the child's/ward's browser history logs outside of that specific class. • Parents/Guardians will only be able to track their child's/ward's browser history after school hours. 	Parents/Guardians will not be able to monitor or control their child's/ward's use of the device through the DMA. No data will be collected during the use of the PLD after school hours.	

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Annex C: Privacy and Data Security

Part 1: Data Collected and Managed by the DMA

1. The DMA does **NOT** collect any of the following data:

- Login IDs and passwords entered into websites or into any applications
- Actions performed (e.g. posts, online comments, items added to a shopping cart, etc.) when visiting websites and using apps
- Documents and photos stored in the PLD
- PLD location
- Webcam videos and microphone recordings

2. The information collected by DMA will be accessible by the following personnel:

	Appointed Admin from MOE HQ and school	DMA Vendors	Teacher	Parent/ Guardian
<u>Data for DMA Administrative Purposes such as:</u> <ul style="list-style-type: none">• Students' and parents'/guardians' information (Name, school name, email addresses, and class)• Apps installed in your child's/ward's PLD• Device and hardware information (e.g. device model, storage space)	Y	Y	Y	Y
<u>Data for web content filtering such as:</u> <ul style="list-style-type: none">• URLs accessed on the PLDs (<i>Actions performed on websites are NOT captured</i>)• Date and time that a website is accessed• Student profile (Name, School name)	Y	Y	Y ¹	Y
<u>Data for ensuring that installed apps are updated and functioning properly such as:</u> <ul style="list-style-type: none">• Installed apps and programs• Date and time that the apps and programs were last updated• Application error data	Y	Y	Y ²	Y

¹ The teacher will only be able to access the logs pertaining to the student's browser history for the class that the teacher teaches, and will be able to access the logs outside of lessons. The teacher will not have access to the student's browser history outside of that specific lesson.

² Teachers will not have access to the application error data.

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<u>Data for Sharing Students' Screen:</u> <ul style="list-style-type: none">Only the streaming of 'live' screen view, which will be accessible only during class. (The screen view will NOT be stored)	N	N	Y ³	N
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Note: No data is collected after school hours for Alternative Setting: Option B.

- To prevent unauthorised access, DMA Administrators and DMA Vendors will be required to access their accounts using 2-factor authentication or the equivalent to ensure proper accountability for information access and other activities performed. There will be regular account reviews and audits for DMA Administrators' and DMA Vendors' accounts.
- All user data collected through the DMA will be stored in secure servers managed by appointed DMA Vendors with stringent access controls and audit trails implemented. The DMA solutions used are cloud-based Software-as-a-Service (SaaS) solutions and are trusted solutions that have been operating for many years. They have also been subjected to regular security review and assessment by independent reviewers.
- MOE has assessed and concluded that the DMA solutions have sufficient security robustness to ensure data collected are properly stored and protected. MOE will also subject the DMA Vendors to regular audit on the security of the system based on tender requirements.

³ This function is not available on the iPad unless the teacher uses Apple Classroom.

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Part 2: Data collected and managed by the IT Applications

6. **IT Applications.** For the IT Applications (Student iCON, Microsoft ProPlus and Zoom), the school will use your child's/ward's personal data such as his/her full name, birth certificate number and class to set up user accounts. This data will also be used for the purposes of authenticating and verifying user identity, troubleshooting and facilitating system improvements. In addition, the commercial providers of these platforms (e.g. Google, Microsoft) will collect and deal with user data generated by your child's/ward's use of these applications. The collection, use and disclosure of such data are governed by the commercial provider's terms of use, which can be found here:

- Student iCON: https://workspace.google.com/terms/education_terms_japan.html
- Microsoft ProPlus: <https://portal.office.com/commerce/mosa.aspx>
- Zoom: <https://zoom.us/docs/en-us/schools-privacy-statement.html>

7. All user data which is collected by MOE will be stored in secure servers managed by the respective vendors of our systems. The Government has put in place strong personal data protection laws and policies to safeguard sensitive data collected by public agencies such as MOE. Please refer to this website for more information on these laws and policies:

<https://www.smartnation.gov.sg/why-Smart-Nation/secure-smart-nation/personal-data-protection>.

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