Google Workspace for Education

Information for Parents and Carers

Google Workspace for Education

Information for Parents and Carers

This guidance is for parents and carers of students who are using the Victorian Department of Education's (the department) provision of Google Workspace for Education.

In this document, please find information on:

- Privacy information and personal data collection
- Safety
- Google Workspace for Education products

What is Google Workspace for Education?

Google Workspace for Education is a suite of productivity tools which are easy to use, collaborative, and secure by design.

All Google Workspace for Education products meet security and privacy standards to keep schools, students and their data safe.

Google Workspace for Education provides a secure learning environment with a comprehensive set of security features so the Department can set policies, control user access, monitor data, and quickly respond to security issues.

Google Workspace for Education is selected as a tool for Victorian schools so we can:

- help every student do their best work, by introducing flexible and personalised learning.
- help educators put more time back in their day and connect more meaningfully with students.
- help parents, carers and families support their children while distance learning and foster the important connection between the school and the home.

What is the difference between Google Workspace and Google Workspace for Education?

Google Workspace for Education is a suite of Google apps tailored particularly for schools. Google Workspace for Education products are cloud based and provide access to online and offline learning. Core Google Workspace for Education products do not include marketing or advertisements.

What if I have questions or concerns about my child's access to Google Workspace for Education?

If, after reviewing the information you have questions or concerns about your child's access to Google Workspace for Education, please contact your child's school. Should you decide to opt out of this product on behalf of your child, alternative arrangements for undertaking schoolwork will be made by the school.

Learn more by watching this **video guide** on Google Workspace for Education for parents, or visiting the Google Workspace for Education page on **Arc.**
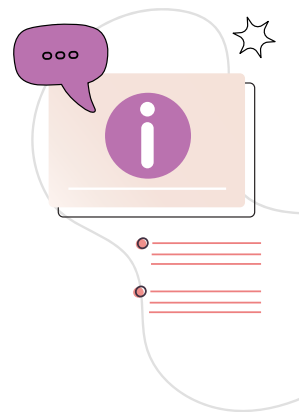
Privacy information and personal data collection

What personal information will be collected and why?

Google Workspace for Education collects and uses information about students in order to register them as users and to allow your child to use the system effectively. The following table tells you what information is collected and why.
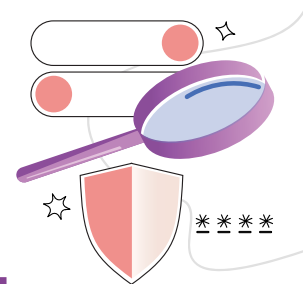
Whose and what information	Why this information is collected
Student department username	To gain access
Student department email address	To gain access
Student year group	To gain access
Student school name	To gain access
Student personal system settings	For application personalisation
Student created content	For assessment

In addition to the above, where appropriate and permitted or required by law, school staff or service providers may access information for other purposes e.g. for the provider to provide technical support.

Is this data secure?

Google is committed to protecting the privacy and security of all of their users, including students. Google has strong security systems in place to keep personal information secure, including an encrypted HTTPS (secure web transfer connection).

Google's physical data centre access is restricted to authorised personnel, and multiple layers of physical security are implemented. Google Support personnel are only able to access user data in extremely limited circumstances, and subject to rigorous approval and oversight. Google builds and operates their own secure servers and platform services and makes it easy for administrators to monitor and manage data security.

For more information, watch the **Data Ownership video** by Google.

Schools are responsible for training staff to use Google tools, creating and monitoring access permissions and monitoring staff and student use of Google tools.

Who owns the data?

The Department owns the data including all student details. It's Google's responsibility to keep it secure.

Questions about privacy can be directed to the department's Privacy team who can be contacted via email: **privacy@education.vic.gov.au**

You can also submit a privacy complaint to the department **here.**

Some of this information may be accessed by the Department to support staff to resolve a technical issue, or where required by law. This information is used to control access to Google Workspace for Education services and access to student work. As part of providing its services, Google may also collect device information, log and location information as detailed in **Google's Privacy Policy.**
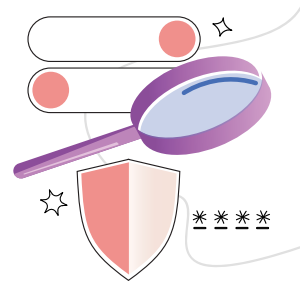
What happens if a student needs to retrieve data?

Department administrators have access to Google Vault.

The purpose of Google Vault is for administrators and legal personnel to retain, hold, search and export data in support of the department's data retention and needs. It supports Gmail, files in Google Drive and recordings in Google Meet. Only department administrative users who are set up with Vault can access the tools. Student data within Google may not be available one year after a student leaves school.

Please note: students will never be able to use Google Vault as an application.

Where is the data stored?

Student data is stored across Google's global data centres. Learn more about **Google's Data Centres.**

When is data deleted?

Unless required by law, Google will delete customer-deleted data from its systems within 180 days of the department deleting a student's account. Within a reasonable time frame, the school will delete accounts of students and staff who are no longer at school.

How is the data used?

Google stores and processes personal information only to provide Google Workspace for Education services. Google limits its storage and processing of personal information within Google Workspace for Education to provide additional protection for students using this platform.

Google Workspace for Education does not allow Google to collect or use student data for advertising purposes, or to create advertising profiles.

How does the department and your school protect personal and other information?

We will ensure that information is handled in accordance with the school's policies including: **Schools' Privacy Policy, Cybersafety and Responsible Use of Digital Technologies Policy** and **Digital Learning in Schools Policy**. These detail how we expect online learning systems, including Google Workspace for Education, to be used at school and at home.

We will manage your child's information, including how it is stored and how long it is kept, in accordance with the department's **Record Management Policy** for schools.

We will help your child to use Google Workspace for Education safely by providing them with technical support or any other assistance that they require. You can assist by having conversations with your child about eSafety and ensuring that your child is comfortable raising any issues with you and their teacher. Your schools' student **Acceptable Use Agreement** can support this conversation.

We recommend that parents and carers monitor their child when learning from home and contact the school if they have any concerns related to the use of Google Workspace for Education.

Safety

How is my child protected when using online products?

The department ensures that the use of digital technologies in schools supports and enables student learning and is safe, balanced and appropriate. Accordingly, relevant settings are enabled on the department's Google Tenancy to ensure that students are protected from unauthorised contact. This includes:

- By default, students are not able to be contacted by persons from outside the department's Google Workspace for Education environment
- By default, sharing of documents is limited to users within the department Google Workspace for Education environment
- If videoconferencing has been enabled at your child's school through Google Meet, only the teacher can initiate a call, students are not enabled to call each other or people outside the school organisation.
- Teachers can explicitly invite experts into a Google Meet for learning and teaching purposes within a teacher supervised Meet.

Students will not be contacted directly by Google. Should you or your child be contacted by someone claiming to be from Google, you should contact your child's school immediately.

How can you help protect your child's information?

- Remind your child to keep their password safe and not share it with others
- Talk about appropriate use of technology at home and at school
- Remind your child that anything uploaded to Google Workspace for Education may be viewed by teachers

Students can safely share and save school related work. This includes:

- Class presentations
- Conversations about classwork or assignments
- School related contact details
- Class related media – videos, photos, audio, document files
- Whiteboard notes
- Emails between students regarding schoolwork (if enabled)

Students should not share personal or sensitive information about themselves or other students or their teachers online. This includes:

- Personal mobile or home phone numbers or home address, including that of other students
- Personal photographs and video clips unrelated to schoolwork
- Sensitive information such as health details including that of other students
- Bank account details
- Information that could be used to discriminate against the student or another including information about racial or ethnic origins and/or religious beliefs.

We encourage parents and carers to visit the **eSafety Commissioner website** where there is helpful advice for parents to help their children have safe, enjoyable experiences online.
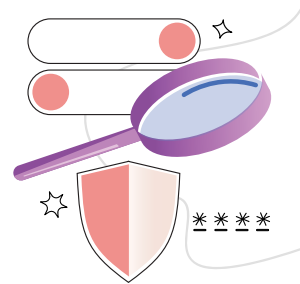
Google Workspace for Education products

Core Google Workspace for Education products

The department has approved the use of the following products within the Google Workspace for Education platform:

- Google Classroom
- Google Drive
- Google Docs, Sheets, Forms & Slides
- Google Sites
- Google Calendar
- Google Contacts
- Google Jamboard
- Google Keep
- Chrome Sync

Additional Google Workspace for Education products that can be turned on by your child's school:

- Google Meet
- Gmail

Google runs automated scans of Gmail to keep its customers secure and to improve their product experience. In Google Workspace for Education, this is limited to virus and spam protection, spell check, relevant search results and features such as Priority Inbox and autodetection of calendar events. Details of Google's use of data in Google Workspace for Education can be found in their **Terms of Service.**

The online services offered within the Google Workspace for Education platform may be updated from time to time but are only made available to students once they have been reviewed and approved by the department.

How will my child use Google Workspace for Education products?

Students are issued with a department username, email address and password by their school. They will use this information to login to Google Workspace for Education products.

We recommend that your child accesses Google Workspace for Education products using the Google Chrome browser. If your child signs into the Chrome browser, it will enable an education experience of Chrome, e.g. will not see any advertisements when using Google to search. Your child can also log in to their Google Drive account in the browser.

If your child is using a shared family device, please check which family member account is signed into the Chrome browser and Google Drive. It is possible to be logged into the browser and Drive with different accounts at the same time.
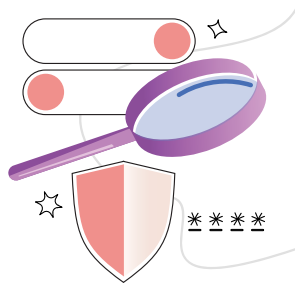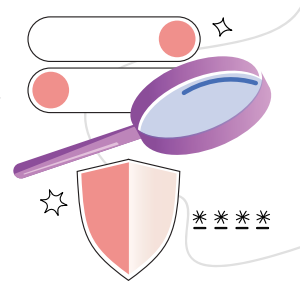
Google Classroom

Google Classroom is a virtual, online classroom environment that can only be set up by a teacher at your child's school. Only students who are added to a Google Classroom by a teacher can access the environment. Within Google Classroom, teachers can post updates, create assignments, schedule video conferencing sessions via Google Meet and share resources. Students can upload work and use Google Classroom to communicate and collaborate with their peers and teachers.

If you would like to find out more, please watch this short **video.**

Settings by default:

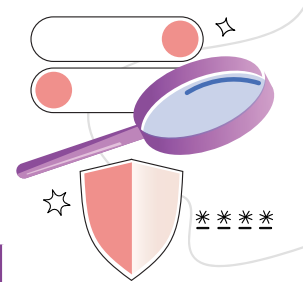| Students can:	Yes	No
Create a Google Classroom space		X
Join a Google Classroom when invited by their teacher	X	
Invite other students to a Classroom		X
Invite an external user to a Classroom		X
Complete assigments and submit them to their teacher	X	
Start a private chat with other students		X

Google Meet

Google Meet is a videoconferencing product that enables teachers to meettheir students online. Your child can only be invited to a Google Meet by their teacher, who will issue a join code for the meeting. When using Google Classroom, students can access a unique link and code to join a Google Meet. Google Meet includes live captioning to assist students who may benefit from using captions during a Meet session.

If you would like to find out more, please watch this short **video**

Please note, this feature is automatically disabled by the Department of Education. A School Principal can enable Google Meet for their students and should inform parents. Teachers are able to invite external users to join a Google Meet.

Settings by default:

Students can:	Yes	No
Plan a meeting		X
Start a meeting		X
Invite external users into a meeting		X
Join a meeting created by a teacher	X	
Contribute to chat, if teachers turns on chat feature in the meet session	X	
Create private chats		X
Join a Google Meet without a teacher		X

Google Drive

Google Drive is an online cloud storage system where students can access and create all of their documents in one place. Within a Google Drive, students can create and access Docs, Slides, Sheets, Sites, Forms, Drawing, Jamboard and MyMaps.

Settings by default:

Students can:	Yes	No
Create Docs, Slides, Sheets, Sites, Forms, Drawing, Jamboard and My Maps	X	
Share Docs, Slides, Sheets, Sites, Forms, Drawing, Jamboard and My Maps with others students and teachers	X	
Download Docs, Slides and Sheets	X	
Share their drive with an external user		X

Google Docs, Slides, Sheets, Forms

Google Docs is a word processing tool that students can use to create documents. They can create Docs collaboratively with other students by sharing the document.

Google Slides is a presentation tool that students can use to create visual presentations. They can create a presentation collaboratively with other students by sharing the slide deck.

Google Sheets is a spreadsheet tool that students can use to collect and present data. They can create Sheets collaboratively with other students by sharing the document.

Google Forms is a tool available that can be used to create assessments and quizzes. Students can create Google Forms and share them with others. It will automatically generate a Google Sheet displaying all of the data collected.

Settings by default:

Students can:	Yes	No
Create Google Slides, Docs, Sheets, Forms	X	
Share Google Slides, Docs, Sheets, Forms with other students and their teacher	X	
Share Google Slides, Docs, Sheets, Forms with an external user		X
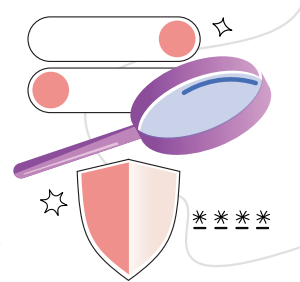
Google Sites

Google Sites enable students and teachers to create a website using templates provided by Google. Students can link any documents stored within their Google Drive on their Google Site. Only teachers have the ability to publish to external users.

Settings by default:

Students can:	Yes	No
Create a site	X	
Publish their own webstie and share it publicly		X
Can share a site with other students and teachers	X	

Gmail

Gmail is an email service which enables students to send emails to other students and their teacher. Profanity filters are applied to emails to restrict and report inappropriate use.

Please note, this feature is automatically disabled by the Department of Education. A School Principal can enable Gmail for their students and should inform parents. Additionally a School Principal can enable emailing external users for secondary school students.

Settings by default:

Primary school aged students can:	Yes	No
Send and receive emails from general users outside the department environment		X
Send and receive emails from commonly used sites that support teaching and learning	X	
Email other students and teachers	X	

Secondary school aged students can:	Yes	No
Send and receive emails from users outside the department environment	X	
Email other students and teachers	X	

Where external access is available, schools must consider and take actions to protect students, including those who may be vulnerable or have disability.
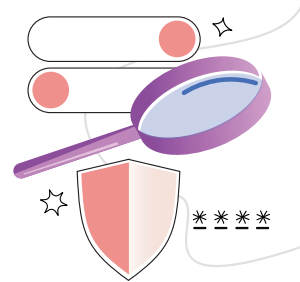
Google Calendar

Using Calendar, students can stay organised by planning their time effectively. Students can set reminders and schedule events. Teachers can send events to students, such as a Google Meet session. Teachers can view a student's calendar to ensure they are available for a meeting time.

Please note, the ability to send and receive invites to external users will be enabled if the School Principal has enabled external emailing in Gmail for secondary school students.

Settings by default:

Students can:	Yes	No
Create an event reminder	X	
See other students calendars (free or busy schedule)	X	
Create an event and invite someone who is not a student or teacher		X
Receive calendar invites from their teacher or other students	X	

Google Contacts

Google Contacts enables students to create their own online address book. They may add a contact such as their teacher or other students in their class.
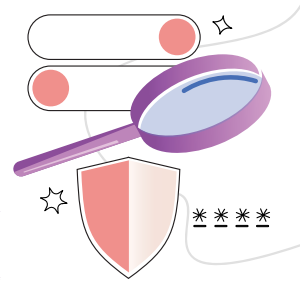
Settings by default:

Students can:	Yes	No
Create or add a contact	X	
Communicate with a contact they have added that is not another student or staff member		X

Google Jamboard

Google Jamboard is a whiteboard tool available for students and teachers. Students and teachers can collaborate and share ideas and information using Jamboard as a virtual whiteboard. Teachers can share Jamboards with their students.

Settings by default:

Students can:	Yes	No
Create a Jamboard	X	
Share a Jamboard created by a teacher	X	
Share a Jamboard created by a student	X	
Join a Jamboard created by an external user		X
Invite an external user to join their Jamboard		X

Google Keep

Google Keep can be used to take notes and create to do lists. This can be shared with a class teacher or another student. It cannot be shared externally.

Settings by default:

Students can:	Yes	No
Create a Keep note or list	X	
Share a Keep note or list with a teacher	X	
Share a Keep note or list with a student	X	
Share a Keep note or list with an external user		X

Chrome Sync

Chrome Sync enables you to sync your Google account to your browser across any devices. When enabled, bookmarks, history, passwords sync from your Google account, creating a seamless experience.

Apps and add-ons available

Students may be able to add or access other apps and add-ons to enhance their experience when using core Google Workspace for Education products. There are three ways users can access apps:

Google Workspace Marketplace

Applications and add-ons available which have been assessed and approved by the Department and enabled for student use.

Google Play Store

Students can access the Play Store to install software that has been assessed and approved by the Department and enabled for student use.

Chrome Web Store

You can find apps, extensions and browser themes for both Google browsers and Chromebooks.
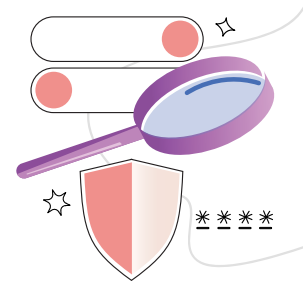
Other Google Workspace for Education products available for students

Google Applied Digital Skills

Ready-to-use video lessons that teach digital skills through immediate, real-life application.

CS First

A free computer science curriculum resource for students aged 9–14.

Google Analytics

Students can use Analytics to gain insights into website traffic and marketing effectiveness.

Google Bookmarks

Bookmarks store a student's favourite websites.

Google Books

Students can search the world's most comprehensive index of full-text books.

Google Custom Search

Create a customised search experience for your community.

Google Looker Studio

Students can turn data into easy-to-read charts and interactive reports.

Google Earth

Students can use Google Earth to explore the Earth and find out more information on countries and landmarks

Google Maps

View maps and directions.

Google My Maps

Create maps and share them with other students and teachers.

Google Search Console

Get Google's view of your site.

Google Takeout

Students can use Takeout to back up and download data in their Google Account.

Third party applications

From time to time, additional apps and add-ins will be added to the Department's Google environment to support learning and teaching. An up-to-date list is available on **Arc.**