The MOE Device Management Application (DMA)

For Parents of Jurongville Secondary School

A PRESENTATION BY
MINISTRY OF EDUCATION, SINGAPORE

Overview

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1 The Continued Need for MOE DMA

1 The Need to Guide Responsible and Safe Use of Personal Learning Devices (PLDs)

1. Learning with PLDs has helped our students to strengthen their digital literacy and acquire digital skills needed to navigate an increasingly digitalized world.

2. The large majority of our students heed our cyber wellness instruction and use their PLDs responsibly for effective learning.

3. Since the uninstallation of Mobile Guardian (MG) Device Management Application (DMA), we have received feedback from parents requesting for a technical means to manage their children's use of devices.

4. MOE also recognizes that time and structure are needed for students to develop the ability to self-regulate their use of PLDs.

1 The Need to Guide Responsible and Safe Use of Personal Learning Devices (PLDs)

5. With a DMA, our students can be better supported in their use of technology to enhance their learning in a safe and effective digital learning environment, both in school and at home.

6. While the DMA helps manage students' use of PLDs and promotes cyber wellness, schools and parents need to continue working together in teaching our students' good digital habits and develop self-regulation skills to ensure devices are used safely and responsibly both during school and after- school hours.

2 The New MOE DMA

2.1 The new MOE DMA

1. As part of the Personal Learning Device (PLD) initiative, all PLDs must have the MOE DMA installed before they can be used in school. LightSpeed Systems® will be the new MOE DMA solution for Chromebook PLDs.

2. The new MOE DMA will retain the same components which are:
   a. Mobile Device Management Service (MDM)
   b. Classroom Management Service (CMS)
   c. Usage Management Service (UMS)

3. There will still be three After-School DMA Parent Options (Default, Option A and Option B). However, the experience for parents using the MOE DMA may vary depending on the PLD operating system (OS) because the DMA solutions are designed differently for each OS.

2.2 The Components of the New MOE DMA

The DMA has three components.

Usage Management Service (UMS)	**Classroom Management Service (CMS)**	**Mobile Device Management Service (MDM)**
Protects your child from harmful online content, and sets helpful limits on the use of the PLD	Helps your child's teacher manage the PLDs during lessons, and to easily share relevant apps, websites and lesson materials	Allows the installation of relevant apps for learning and helps support device security

2.3 Details of After-School DMA Parent Options

1. To maintain flexibility for parents/guardians in managing your child's/ward's use of PLD after school hours, the 3 After-School DMA Parent Options will remain, though the experience may differ from the previous DMA.
2. The following tables outline the different levels of restrictions, controls, and monitoring for each DMA option after school hours.

Default	Option A	Option B
In-school DMA settings will continue after school hours	**DMA settings can be modified by Parents/Guardians after school hours**	**DMA will be inactive* after school hours**
For parents/guardians who want their child's/ward's use of the device to be restricted only to teaching and learning, and prefer to leave it to the school to decide on DMA settings after school hours.	For parents/guardians who prefer to take charge of the level of restrictions for their child's/ward's use of the device after school hours regulated by the DMA.	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.

*No data will be collected after school hours when the DMA is inactive.

- Having default school settings continue after school hours is the best option for parents/guardians who prefer not to, or do not feel ready to manage their child's/ward's device use on their own.
- Parents/guardians can request to change their choice of DMA settings, which is the existing practice.

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2.3 Details of After-School DMA Parent Options

	Default Setting (This will apply if no Alternative Setting is chosen)	Alternative Setting: Option A (DMA settings can be modified)	Alternative Setting: Option B (DMA will be inactive only after school hours)
Protect students from objectionable content	Web content filtering will include, but not limited to the following categories: • Violent/extremist content • Sexual/pornographic content • Gambling-related content	Parents/Guardians will be able to include additional web content filtering by submitting a request to the school.	No content filtering at all after school hours.
Reduce distractions from learning through control of applications	Parents/Guardians and students will be <u>unable</u> to install additional applications.	Parents/Guardians will be able to install additional applications by submitting a request to the school. Applications will be accessible both during and after school hours.	Parents/Guardians and/or students will be able to install additional applications after school hours. Applications installed by parents/guardians and/or students after school hours will not be accessible during school hours.

2.3 Details of After-School DMA Parent Options

	Default Setting (This will apply if no Alternative Setting is chosen)	**Alternative Setting: Option A** (DMA settings can be modified)	**Alternative Setting: Option B** (DMA will be inactive only after school hours)
Limit screen time	The school will define the specific hours during which the device is allowed to access the internet.	Parents/Guardians can: • modify the amount of screen time for their child/ward by submitting a request to the school*; • turn their child's/ward's web browsing on or off, controlling whether the PLD can access the internet; and • allow/disallow certain categories of web access.	No control over screen time.

*Parents would have to choose from a range of pre-determined hours and submit their request to the school. Screen time limits set by the school will override parents'/guardians' settings during school hours.

2.3 Details of After-School DMA Parent Options

	Default Setting (This will apply if no Alternative Setting is chosen)	Alternative Setting: Option A (DMA settings can be modified)	Alternative Setting: Option B (DMA will be inactive only after school hours)
Monitor students' cyber activities	Parents/Guardians will not be able to track their child's/ward's browser history.	Parents/Guardians can track their child's/ward's browser history.	Parents/Guardians will not be able to monitor or control their child's/ward's use of the device through the DMA.
Provision of Parent Account	X	✓	X

2.4 Data Collected by the new MOE DMA

1. The new MOE DMA follows the same data privacy guidelines required by MOE when the previous DMA was in place.

2. Based on the data privacy guidelines, DMA does **NOT** collect any of these data:

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

3. The data collected will only be used for its intended purpose.

3 Deployment of the new MOE DMA

What do I, or my child/ward need to do?

3.1 Deployment of the New MOE DMA

1. The new MOE DMA for Chromebook PLD will be deployed on your child's/ward's PLD on 4 Nov 2025, if his/her PLD is managed under Default or Option A After-School DMA settings previously. After 12 noon, your child/ward will need to ensure that his/her PLD is switched on and connected to the internet for at least 30 minutes on that day. The icon for the new MOE DMA application will appear on his/her PLD once it has been successfully deployed.

2. The MOE default DMA settings will be in place upon deployment of the new MOE DMA:

   a. MOE will set the level of web content filtering, including filtering out objectionable content or content that may not be conducive to teaching and learning (e.g., social media, pornography, gambling, or websites containing extremist content).

   b. Students will be able to use the device from 6.30 am to 11pm daily.

3.1 Deployment of the New MOE DMA

3. Your child will have the new MOE DMA deployed on his/her PLD on 6 January 2025 if he/she is on the previous **Option B** After-School DMA Parent Option.

   a. This is consistent with previous practice where PLDs of students on Option B were not managed by MOE DMA during the school holidays.

4. Please review the details of the After-School DMA Parent Options on Slides 9 to 12 and indicate your preferred option through the FormSG that will be sent via Parents Gateway in the 2nd week of Nov 2024.

5. For parents who do not provide their choice of After-School DMA Parent Options by 18 November 2024, the Default Option will be applied when the Parent Options are activated in January 2025. Any subsequent changes to Parent Option have to be requested through the school.

3.2 What can you

| Time Frame	Activity
21 Oct 2025	Dissemination of engagement resources to parents/guardians
4 Nov 2025	Deployment date for MOE DMA
2nd Week Nov	PG notification on After-School DMA Parent Options
By 18 Nov 2024	Indicate preferred choice of After-School DMA Parent Option
6 January 2025	After-school DMA Parent Options activated
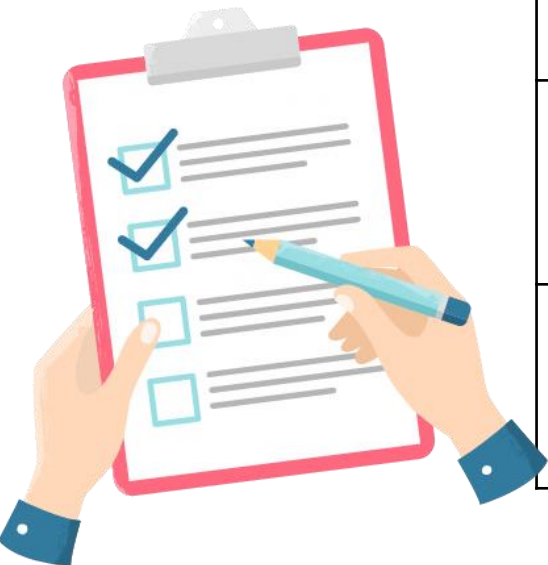
4 Support for you and your child/ward

4.1 Support for Parents/Guardians

Parents/guardians may wish to consider the following questions to decide the After-School DMA Parent Option that best suits your child/ward.

A. Child's/ward's current device usage habits
- How much time does my child/ward spend on their device?
- How well is my child/ward able to regulate their device usage on their own?
- Does my child/ward get easily distracted while doing online learning?
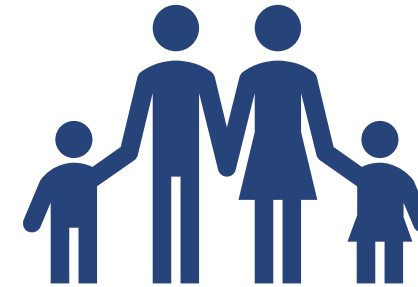
B. Parents'/Guardians' involvement
- How confident and familiar am I with managing my child's/ward's cyber wellness?
- Are there existing routines and open conversations on the use of the Internet at home?
- Am I aware of how to prevent different types of cyber threats that my child/ward might face?

4.2 Supporting Resources

Parents/guardians play a crucial role in guiding your child/ward to use devices responsibly and safely. DMA complements your efforts in supporting your child/ward as they navigate the digital space. Here are some resources that you can refer to:

A. Parent Kit

B. Bite-size tips and advice via Parentingwith.MOEsg Instagram

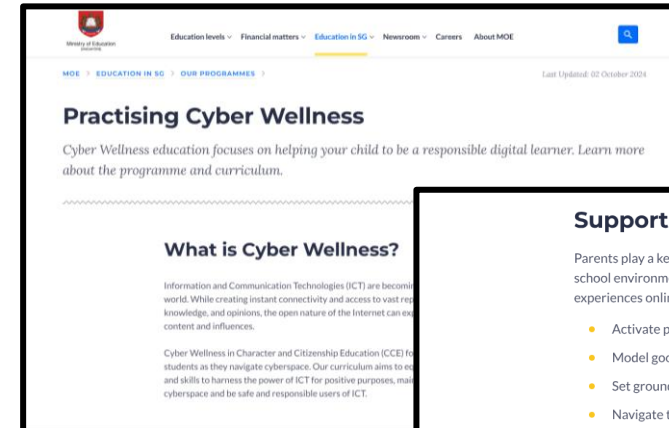**C. Resources from MOE and other agencies** *(available on resources repository in Parents Gateway)*
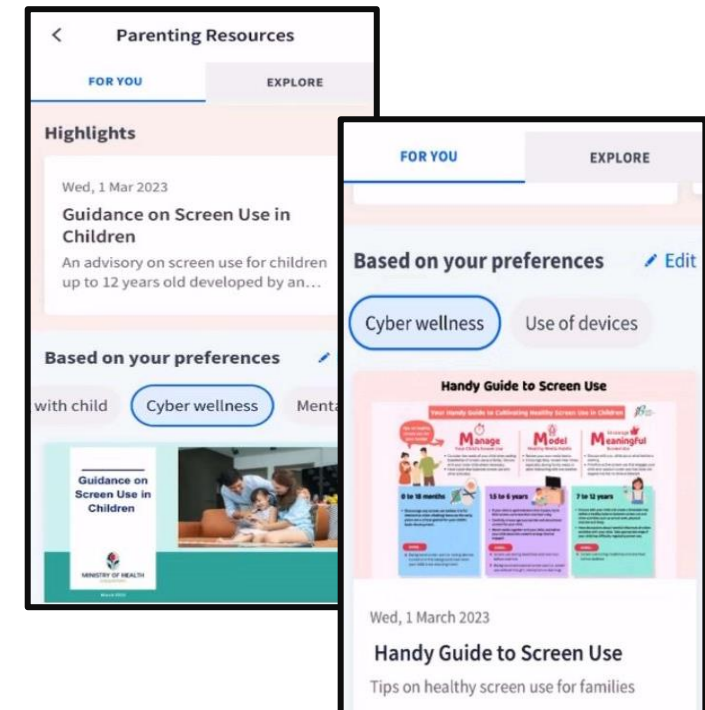
4.2 Supporting Resources

D. Parenting for Wellness Toolbox for Parents

The following extracted quick tips and strategies have been shared to you via Parents Gateway. Click on the pink header to download the full suite of resources of the Toolbox.
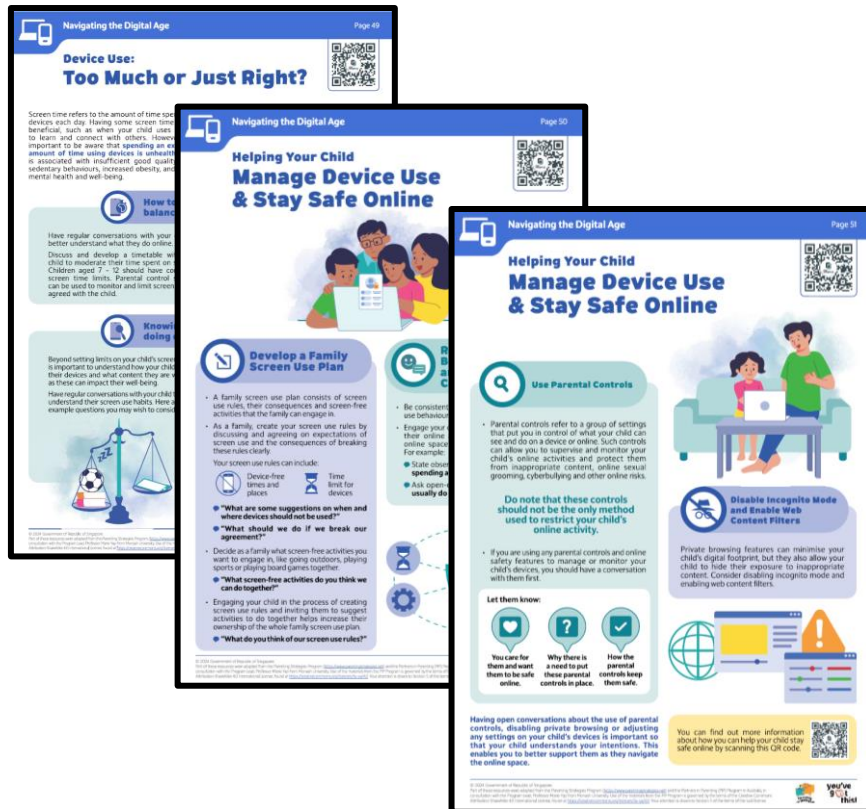
E. More resources are available via MOE Cyber Wellness Webpage

4.3 Support for your child/ward

1. A SLS self-paced module on the importance of managing and backing up data on the PLDs will be assigned to your child/ward during the year-end holiday.

2. This SLS module introduces your child/ward to the basics of digital file management on PLDs. Through this module, your child/ward will
    a. understand why managing and backing up data is essential;
    b. learn how to organise files using folders and appropriate file names; and
    c. demonstrate the ability to manage and back up data on their own PLDs.

4.4 Contact Information for Assistance

1. Should you have any questions, please contact MOE_PDLP@moe.gov.sg for assistance.

Ministry of Education

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