



# City of St. Charles School District Chromebook Policy Handbook



The policies, procedures, and information within this document apply to all Chromebooks used at City of St. Charles School District by students, staff, or guests including any other device considered by the Administration to fall under this policy.

Teachers may set additional requirements for Chromebook use in their classroom.

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## Receiving Your Chromebook:

Chromebooks will be distributed upon collection of yearly insurance fee. **Students who currently have outstanding balances or fines and fees regarding their Chromebook will not be issued a Chromebook until the debts have been resolved. Parents & Students must sign and return the Chromebook Policy Sign-off and the Student Pledge document.** This document will need to be signed and returned during Chromebook pickup meetings or during registration.

### Yearly Insurance:

City of St. Charles School District requires that a Chromebook insurance policy be purchased prior to deployment of the Chromebook to your child. The yearly fee will be \$25 per device and must be paid during student registration or Chromebook pickup meetings. If you are unable to pay the insurance, your child will be allowed to check out a Chromebook daily during the school day.

### Training:

Students will be trained on how to use the Chromebook by their teachers. Students are also encouraged to research and learn on their own.

### Return:

Students will retain their original Chromebook each year while enrolled at City of St. Charles School District.

Any student who no longer attends the City of St. Charles School District will be required to return their Chromebook and accessories. If a Chromebook and accessories are not returned, the parent/guardian will be held responsible for payment in full. ***If payment is not received the parent/guardian will be turned over to a collection agency and reported as stolen property of City of St. Charles School District.***

# Taking Care of Your Chromebook:

Students are responsible for the general care of the Chromebook issued by the school. Chromebooks that are broken or fail to work properly must be taken to the Library Media Center. If a loaner Chromebook is needed, one may be issued to the student until their Chromebook can be repaired or replaced.

## General Precautions:

- Food or drink is not recommended near your Chromebook.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook case.
- Students should never carry their Chromebook while the screen is open.
- Chromebooks should be shut down when not in use to conserve battery life.
- Chromebooks should never be shoved into a locker or wedged into a book bag as this may break the screen.
- Do not expose your Chromebook to extreme temperatures or direct sunlight for extended periods of time. Extreme heat or cold may cause damage to the Chromebook.
- Always bring your Chromebook to room temperature prior to turning it on.

## Carrying the Chromebook:

The protective sleeve for the Chromebook will only provide basic protection while in a backpack or while carrying the Chromebook. It is not designed to prevent damage from drops or abusive handling. Students must carry the Chromebook in the City of St. Charles School District provided sleeve.

## Screen Care:

The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on top of the Chromebook.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the carrying case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks).
- Do not place it on the floor where it could get kicked or stepped on.
- Clean the screen with a soft, dry anti-static, or micro-fiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook.

# Using Your Chromebook:

## **At School:**

The Chromebook is intended for use at school each and every day. In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, academic handbooks, student handbooks and schedules will be accessed using the Chromebook. Students must be responsible for bringing their Chromebook to all classes, unless specifically advised not to do so by their teacher.

## **At Home:**

All insured students are required to take their Chromebook home each night throughout the school year for charging. *Chromebooks must be brought to school each day in a fully charged condition.* Students need to charge their Chromebooks each evening. When fully charged at home, the battery should last throughout the day.

While using the Chromebook at home, students should keep the Chromebook in the City of St. Charles School District issued case in order to provide the utmost protection against damage.

## **Sound:**

Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.

## **Printing:**

*At School:* Printing will not be configured for Chromebooks while at school.

*At Home:* The Chromebook will not support a physical printer connection. Instead, users may print to their home printers using the Google Cloud Print service. A wireless home network is required for this. <http://google.com/cloudprint>

# Managing Your Files and Saving Your Work:

Students may save documents to their Google Drive, or they may save to an external memory device such as a SD card or USB flash drive. Saving to Google Drive will make the file accessible from any computer with internet access. It will be the responsibility of the student to maintain the integrity of their files and keep proper backups. Students will be trained on proper file management procedures.

# Software on Chromebooks:

## **Originally Installed Software:**

All Chromebooks are supplied with the latest build of Google Chrome Operating System (OS), and many other applications useful in an educational environment. The Chrome OS will automatically install updates when the computer is shutdown and restarted. The software originally installed on the Chromebook must remain on the Chromebook in usable condition and easily accessible at all times.

From time to time the school may add software or apps for use in a particular course. This process will be automatic with virtually no impact on students. Applications that are no longer needed will automatically be removed by the school as well.

## **Additional Software:**

Students are unable to install additional software on their Chromebook other than what has been approved by City of St. Charles School District.

## **Inspection:**

Students may be selected at random to provide their Chromebook for inspection. The purpose for inspection will be to check for proper care and maintenance as well as inappropriate material being carried into the school. Inappropriate use or content will be subject to disciplinary action.

## **Procedure for Restoring the Chrome OS:**

If technical difficulties occur the device may be restored to factory settings. All student created files stored on an external miniSD card, USB flash drive, or Google Drive will be intact after the operating system is restored. All files saved on the Chromebook that have been synced to Google Drive will be intact. However, all other data (music, photos, documents) *stored on internal memory that has NOT been synced* will not be restored unless the student requests that an attempt be made to salvage it.

# Personalizing the Chromebook:

Chromebooks must remain free of any decorative writing, drawing, stickers, paint, tape, or labels that are not the property of City of St. Charles School District. Spot checks for compliance will be done by administration or City of St. Charles School District Technicians at any time.

Students may add appropriate music, photos, and videos to their Chromebook. Personalized media are subject to inspection and must follow the City of St. Charles School District acceptable use policy.

# Protecting & Storing Your Chromebook:

## Chromebook Identification:

Chromebooks will be labeled in the manner specified by the school.

Chromebooks can be identified in the following ways:

- Chromebook building asset tag/ serial number on bottom
- Student's First and Last Name

Under no circumstances are students to modify, remove, or destroy identification labels.

## Storing Your Chromebook:

When students are not using their Chromebook, it should be stored in their lockers with the lock securely fastened. Nothing should be placed on top of the Chromebook, when stored in the locker. Students that have paid their insurance need to take their Chromebook home with them every night. The Chromebook is not to be stored in lockers or anywhere else at school outside of school hours. The Chromebook should be charged fully each night at the student's home. Chromebooks should never be stored in a vehicle for an extended period of time, especially during times of extreme temperatures.

## Storing Chromebooks at Extracurricular Events:

Students are responsible for securely storing their Chromebook during extra-curricular events. A locked locker is suggested for storage.

## Chromebooks Left in Unsupervised / Unsecured Areas:

Under no circumstance should a Chromebook be stored in unsupervised areas. Unsupervised areas include: the school grounds and campus, the cafeteria, unlocked classrooms, library, locker rooms, dressing rooms, hallways, bathrooms, extra-curricular bus, in a car, or any other entity that is not securely locked or in which there is not supervision.

Unsupervised Chromebooks will be confiscated by staff and taken to the Principal's office. Disciplinary action may be taken for leaving a Chromebook in an unsupervised location repeatedly.

# Repairing or Replacing Your Chromebook:

## Chromebooks Undergoing Repair for Damage:

- City of St. Charles School District will assess the Chromebook damage and repair or replace the device if the damage is determined to be within the insurance policy guidelines.
- Loaner Chromebooks that can be taken home at the end of the day will only be issued to students who have either paid the cost of the repair or the insurance policy deductible when they leave their Chromebook for repair at the Library Media Center.
- Day use Chromebooks will be available for students until cost of repairs or insurance policy deductible is paid. Day Use Chromebooks will be collected at the end of each day.
- If repair is needed due to malicious damage, the school will refuse to provide a loaner Chromebook, unless full replacement cost has been rendered.
- Repaired Chromebooks will end up with the original factory image as first received. It is important that students keep their school data synced to the cloud drives so documents and class projects will not be lost. Personal information that cannot be replaced should be kept at home on an external storage device.
- Students and parents will be charged for Chromebook damage that is a result of misuse or abusive handling.

## Chromebooks Undergoing Repair for Technical Issues:

- Loaner Chromebooks will be issued to students who bring their Chromebook to the Library Media Center with technical issues that would be considered factory defects and not damage caused by student misuse.
- If the Chromebook is under warranty, a loaner Chromebook will be issued to the student while the Chromebook needing repair is sent back to the manufacturer.
- If the Chromebook is no longer under warranty, a loaner Chromebook will be issued to the student while the district completes repairs.

## Extended Warranty:

An extended warranty has been purchased for all Chromebooks. This warranty covers normal use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair or if necessary, replace the Chromebook. The manufacturer warranty **DOES NOT** warrant against damage caused by misuse, abuse, or accidents. Please report all Chromebook problems to the Library Media Center.

If a Chromebook becomes defective (at no fault of the student) after the manufacturer warranty expires, City of St. Charles School District will replace the Chromebook at no charge with a refurbished Chromebook of the same age or newer.



**Loss or Theft Protection:**

As part of the 1:1 Chromebook Initiative, the City of St. Charles School District is requiring an insurance deposit prior to the deployment of the Chromebook to your child. The insurance will cover accidental damage or loss due to an act of nature. However, the insurance will not cover loss or theft of the Chromebook and/or its accessories. The City of St. Charles School District will require that a police report be submitted in cases of theft. Fraudulent reporting of theft will be turned over to the police for prosecution. A student making a false report will also be subject to disciplinary action as outlined by the school discipline code.

**Parents/Students will be charged for full replacement cost of a device that has been damaged due to intentional misuse, loss, or theft.**

## **City of St. Charles School District Chromebook Device Insurance**

City of St. Charles School District requires that insurance be purchased prior to the deployment of the Chromebook to your child. The non-refundable insurance policy cost is \$25.00 yearly for each Chromebook, \$10 a year for students on a reduced lunch plan, or \$0 for students on a free lunch plan. If a student withdraws from City of St. Charles School District and then re-enrolls later in the current school year, the coverage purchased at the student's initial registration will be reinstated.

**Lost or Intentionally Damaged Device and Accessories:**

A Chromebook or any of its accessories that are lost (whereabouts unknown) or intentionally damaged is the financial responsibility of the student and parent involved. It will be at the discretion of City of St. Charles administration to determine who is at fault. The user will not be given another device or accessory to use until the replacement cost of the lost/damaged device or accessory is paid to the school.

**Estimated Costs of Repairs for items NOT covered with insurance plan** (subject to change)

- Replacement Cost of the Chromebook
- AC Adapter & Power Cord - \$50
- Protection Case/sleeve - \$15

**Items covered under insurance plan**

- Screen Replacement - \$60
- Keyboard - \$40

## Chromebook Buyout Policy:

Upon graduation, students will have the option to purchase their Chromebook for \$125. For each year the insurance fee is paid and no claims (broken screen, keyboard, etc) were assessed, the \$25 yearly fee will be applied to this purchase price. Replacement of a Chromebook would forfeit the previous credits. If the student completed four years paying the insurance with no claims then the purchase price would only be \$25. If a Chromebook was replaced during sophomore year, then the insurance payments from year one and year two would not count towards the purchase of the new Chromebook. The below chart breaks down the cost to own the Chromebook depending on the amount of insurance paid without incident.

Years Without Claims	Total Insurance Fees Paid	Cost at Graduation to Own Chromebook
One Year	\$25	$\$125 - \$25 = \mathbf{\$100}$
Two Years	\$50	$\$125 - \$50 = \mathbf{\$75}$
Three Years	\$75	$\$125 - \$75 = \mathbf{\$50}$
Four Years	\$100	$\$125 - \$100 = \mathbf{\$25}$

## Chromebook Technical Support:

The Library Media Center will be the first point of contact for repair of the Chromebooks.

- Password Identification
- User account support
- Coordination of warranty repair
- Distribution of loaner Chromebooks
- Hardware maintenance and repair
- Operating System or software configuration support
- Restoring Chromebook to factory default
- System software updates

## Technology Acceptable Use:

### General Guidelines:

- Students will have access to forms of media and communication which is in support of education and research and in support of educational goals and objectives at City of St. Charles School District. Access to media and communication beyond these specific uses will not be supported or allowed.
- Students are responsible for their ethical and educational use of the technology resources of the City of St. Charles School District.
- Access to the City of St. Charles School District technology resources is a privilege and not a

right. Each employee, student, and/or parent will be required to follow the rules of the District's Acceptable Use Policy. Violations of these rules will result in the loss of privileges as well as other disciplinary action as defined by the City of St. Charles School District Acceptable Use Policy, Plan of Discipline, or other policies.

- Recognizing that it is impossible to define every instance of acceptable and unacceptable use, it will be at the discretion of the network administrator and/or school administration to use judgment as to what is acceptable in any undefined instances that may arise.
- Transmission of any material that is in violation of any federal or state law is prohibited. This includes, but is not limited to the following: confidential information, copyrighted material, threatening or obscene material, and computer viruses.
- Any attempt to alter data, the configuration of a computer, or the files of another user, without the consent of the individual, school administrator, or technology administrator, will be considered an act of vandalism and subject to disciplinary action in accordance with school discipline policy.
- All users of the district's technology resources and/or school network must sign and abide by the District's Acceptable Use Policy found in the student handbook code of conduct. This is in addition to the rules and policies that this document (City of St. Charles School District Chromebook Policy) contains.

#### **Privacy and Safety:**

- Do not go into any chat rooms other than those set up by your teacher or mandated in other distance education courses.
- Do not open, use, or change computer files that do not belong to you.
- Do not reveal your full name, phone number, home address, social security number, credit card numbers, passwords, or passwords of other people.
- Remember that network storage is not guaranteed to be private or confidential. District Administration reserves the right to inspect your files at any time and will take the necessary steps if files are in violation of the district's Acceptable Use Policy.
- If you inadvertently access a website that contains obscene, pornographic, or otherwise offensive material, notify a teacher or the principal immediately so that such sites can be blocked from further access. This is not merely a request. It is a responsibility.
- Parents are encouraged to monitor their child's internet activity and internet usage periods.

#### **Legal Propriety:**

- All students and staff must comply with trademark and copyright laws and all license agreements. Ignorance of the law is not immunity. If you are unsure, ask the network administrator if you are in compliance with the law.
- Plagiarism is a violation of the City of St. Charles School District discipline code. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, movies, music, and text.

**Email:**

- Students in need of email for academic reasons will only be allowed email access through an address assigned by the district. This email access will be through a Google Gmail system managed by the City of St. Charles School District. The interface is heavily monitored by district network administrators and is subject to filtering of inappropriate content.
- Always use appropriate language.
- Do not transmit language/material that is profane, obscene, abusive, or offensive to others.
- Do not send mass e-mails, chain letters, or spam.
- No private chatting during class without permission is allowed.
- Email is subject to inspection at any time by school administration.

**Consequences:**

- Students will be responsible for accounts and/or computer hardware issued to them. Non-compliance with the policies of the Chromebook Policy Handbook or the City of St. Charles School District Acceptable Use Policy will result in disciplinary action as outlined by the discipline code and/or other school policies for the user.
- Electronic mail, network usage, and all stored files shall not be considered confidential and may be monitored at any time by the network administrator or other school administrators to ensure appropriate use. The District will cooperate fully with local, state, or federal officials in any investigation concerning or relating to violations of computer crime laws.

# Chromebook FAQ's:

## **Question: What is a Chromebook?**

Answer: "Chromebooks are mobile devices designed specifically for people who live on the web. With a comfortable, full-sized keyboard, large display and clickable trackpad, all-day battery life, lightweight and built-in ability to connect to Wi-Fi, the Chromebook is ideal for anytime, anywhere access to the web. They provide a faster, safer, more secure online experience for people who live on the web, without all of the time-consuming, often confusing, high level of maintenance required by typical computers." (Google)

## **Question: What kind of software does a Chromebook run?**

Answer: "Chromebooks run millions of web-based applications, or web apps that open right in the browser. You can access web apps by typing their URL into the address bar or by installing them instantly from the Chrome Web Store." (Google)

## **Question: When will my student receive their device?**

Answer: Devices will be distributed during designated Chromebook pickup times. At that time, students will receive a Chromebook, a protective case, and a charger. Students and parents will be asked to sign an agreement prior to receiving their device that acknowledges that maintaining possession of the device and keeping it in good working order is the responsibility of the student.

## **Question: Will students have access to the devices beyond the school day?**

Answer: Yes. Another benefit of the program is that learning can continue beyond the school day with the Chromebook. Students will be able to bring the device home throughout the school year if they have fulfilled all necessary requirements (See [Receiving Your Chromebook](#) in the handbook).

## **Question: Are students required to have them at school each day?**

Answer: Yes. We do expect these devices at school each day as they are fundamental learning tools for the types of instructional experiences that are now being built at the City of St. Charles School District. Students will need to charge their device overnight so that it is fully charged at the beginning of the day. .

## **Question: Will the device cost?**

Answer: There is a \$25 yearly fee due at registration for the insurance policy. There will also be additional fees for a Chromebook or any of its accessories that are lost (whereabouts unknown) or intentionally damaged.

## **Question: Who should we see if the Chromebook is lost or stolen?**

Answer: Contact the main office and explain your problem with the Chromebook. The office will direct your call to the appropriate department/staff member.

## **Question: Can my student use their device at home if we don't have access to the internet?**

Answer: The Chromebook is heavily dependent on an internet connection, but there are word processing, spreadsheet, and presentation options that will work in offline situations as well.

## **Question: Can the Chromebook be used anywhere?**

Answer: Yes, as long as there is a Wi-Fi signal to access the web.

**Question: Is there antivirus built into it?**

Answer: It is not necessary to have antivirus software on Chromebooks because there are no running programs for viruses to infect.

**Question: Can we choose to bring our own technology in lieu of the school Chromebook option?**

Answer: Our network has the capability of handling most any device. Families can choose to send an alternate device to school instead of the Chromebook as long as it meets certain minimum requirements. Our hope with this program is for all students to have access to a high quality device. The device must have Google Chrome installed and in working condition on a daily basis.

**Question: How long does the battery last?**

Answer: The normal life of the battery of the Chromebook is 14 hours. If a student brings a fully charged computer to school, it should last the entire day.

**Question: Will students be able to access inappropriate sites when using their Chromebook off campus?**

Answer: The Chromebooks will be filtered both on and off campus for inappropriate content following guidelines put in place by the Children's Internet Protection Act (CIPA).

**Question: How can a student access a device if their Chromebook is being repaired?**

Answer: The district has purchased a number of loaner devices that we will have for distribution through the Library Media Center.

**Question: Does the district have the ability to track technology that may be lost or stolen?**

Answer: Steps have been taken to allow us to track devices in these scenarios. We are also coordinating with law enforcement to prevent avenues for resale.

**Question: Will Chromebooks take the place of all textbooks?**

Answer: Teachers will still be using a variety of resources to support their instruction. The technology enhanced classroom will support innovative practices and probably new resources for students to showcase their learning. Textbooks will still play a role.

**Question: How are these web-based applications managed?**

Answer: The SCSD Technology Department will maintain and manage all devices through our Google Apps for Education account. The Technology Department can pre-install as well as block specific web-applications from a centralized management console.

**Question: What devices can I connect to a Chromebook?**

Answer: Chromebooks can connect to:

- USB storage, mice, and keyboards
- SIM cards
- SD cards
- External monitors and projectors
- Headsets, earsets, microphones
- Chromecast