# Berlin High School

# Chromebook Care and Use Policy Guide

## A Resource for Students and Parents/Guardians

**For the 2015 - 2016 School Year**

# 1. Receiving Your Chromebook

### a. Chromebooks are a Privilege

The Berlin Public School System is committed to providing our students with the best educational opportunities. The one-to-one Chromebook initiative is one of these opportunities but we want to make sure that students and parents are aware that it is a privilege and not a guaranteed right.  For this reason it is very important that students and parents read this policy and use their devices in a manner that is consistent with this policy so that all students will have the opportunity to learn, thrive, and be safe in a technology-rich environment.

### b. Distribution of Chromebooks

Chromebooks will be distributed in November of 2015. The Chromebook Loan Agreement must be signed by both students and their parents/guardians prior to distribution.

### c. Transfer/New Student Distribution

All transfers, new students or students that miss the distribution should go to the Student Help Desk (located in the library/media center) to obtain their Chromebook. Both students and their parents/guardians must sign the Chromebook Loan Agreement prior to picking up a Chromebook.

# 2. Returning Your Chromebook

### a. End of Year

At the end of the school year, all students must turn in the Chromebook before leaving for summer vacation. Seniors are required to return their Chromebook as part of senior obligations. Failure to turn in a Chromebook will result in the student being charged the full replacement cost ($400). There will also be a charge for any missing peripheral equipment such as the case or power supply. The District may also file a report of stolen property with the local law enforcement agency for equipment not returned.

### b. Transferring/Withdrawing Students

Students that transfer out of or withdraw from Berlin High School must turn in their Chromebooks, cases, power supplies, and any other equipment issued with the Chromebook to the Help Desk on their last day of attendance. Failure to turn in the Chromebook will result in the student being charged the full replacement cost ($400). There will also be a charge for any missing peripheral equipment such as the case or power supply. The District may also file a report of stolen property with the local law enforcement agency for equipment not returned.

## 3. Taking Care of Your Chromebook

Students are responsible for the general care of the Chromebook they have been issued by the school. Chromebooks that are broken or fail to work properly must be taken to the Help Desk as soon as possible so that they can be taken care of properly. District-owned Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance. Students should never leave their Chromebooks unattended except locked in their locker.

### a. General Precautions

- No food or drink should be next to Chromebooks.
- Cords, cables, and removable storage devices must be inserted carefully into Chromebooks.
- Chromebooks should not be used or stored near pets.
- Chromebooks should not be exposed to extreme temperatures, such as leaving it in a car overnight during the winter.
- Chromebooks should not be used with the power cord plugged in when the cord may be a tripping hazard.
- The power cord should only should be plugged into surge protected outlets.
- Chromebooks must remain free of any writing, drawing, or non-removable stickers.
- Heavy objects should never be placed on top of Chromebooks.

### b. Cases

- Each student will be issued a protective case for his/her Chromebook that should be used whenever the Chromebook is being transported or not in use.
- Although the cases are reinforced to help protect the Chromebooks, they are not guaranteed to prevent damage. It remains the student's responsibility to care for and protect his/her device.

### c. Carrying Chromebooks

- Always transport Chromebooks with care and in Berlin High-issued protective cases.
- Never lift Chromebooks by the screen.
- Never carry Chromebooks with the screen open.
- Never use Chromebooks during passing time or lunch.

### d. Screen Care

The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.

- Do not put pressure on the top of a Chromebook when it is closed.
- Do not store a Chromebook with the screen open.
- Do not place anything in the protective case that will press against the cover.
- Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

### e. Asset Tags

- All Chromebooks will be labeled with a Berlin asset tag. The asset tag indicates the Chromebook is property of the Berlin Public Schools and provides information that allows us to determine the name of the student to which the specific Chromebook has been assigned.
- Asset tags may not be modified or tampered with in any way.
- Students may be charged up to the full replacement cost of a Chromebook for tampering with an asset tag or turning in a Chromebook without an asset tag.

## 4. Using Your Chromebook At School

Students are expected to bring a fully charged Chromebook to school every day and bring their Chromebooks to all classes unless specifically advised not to do so by their teacher. Students may also purchase an additional charging device to carry with them in their backpack. Extra power supplies will be available for purchase at the school store.

### a. If a student does not bring his/her Chromebook to school

- A student may stop in the Help Desk and check out a loaner for the day or have his/her teacher call the Help Desk to have one delivered, if available.
- A student borrowing a Chromebook must sign a loaner agreement and will be responsible for any damage to or loss of the issued device.
- The Help Desk will document the number of times a loaner is issued to each student for not having his/her own Chromebook at school and will send reports to the Vice Principal for those students that have more than one occurrence during the school year.
- Multiple occurrences of coming to school without one's Chromebook may result in disciplinary action.
- The students that obtain a loaner will be responsible for returning the borrowed

device to the Help Desk before 2:30 p.m or before leaving for the day.
- If a loaner is not turned in by 2:30 pm, the Help Desk will submit a report to the Vice Principal.

**b. Chromebooks being repaired**

- Repair-Loaner Chromebooks may be issued to students when they leave their school-issued Chromebook for repair at the Help Desk.
- A student borrowing a Chromebook must sign a loaner agreement and will be responsible for any damage to or loss of the loaned device.
- Chromebooks on loan to students having their devices repaired may be taken home.
- A member of the Help Desk will contact students when their devices are repaired and available to be picked up.

**c. Charging Chromebooks**

- Chromebooks must be brought to school each day with a full charge.
- Students should charge their Chromebooks at home every evening in a surge protected outlet.
- There will be a charging station located at the Help Desk, available to students on a first-come-first-served basis.
- After the third charging request, per semester, the Help Desk will submit a report to the Vice Principal. Disciplinary action will occur.
- Spare chargers will be available for purchase in the school store.

**d. Backgrounds and Themes**

- Inappropriate media may not be used as Chromebook backgrounds or themes. The presence of such media will result in disciplinary action.

**e. Sound**

- Sound must be muted at all times unless permission is obtained from a teacher.
- Headphones may be used at the discretion of the teachers.
- Students should have their own personal set of headphones for sanitary reasons.
- Listening to music is unacceptable during school hours.

**f. Printing**

- Students will be encouraged to digitally publish and share their work with their teachers and peers when appropriate.
- Students may set up their home printers with the Google Cloud Print solution to print from their Chromebooks at home. Information about Google Cloud Print can be found at

**g. Logging into a Chromebook**

- Students will log into their Chromebooks using their school-issued Google Apps for Education account (@students.sau3.org).
- Students should never share their account passwords with others, including faculty and staff.

**h. Managing and Saving Your Digital Work With a Chromebook**

- The majority of student work will be stored in Internet/cloud based applications and can be accessed from any computer with an Internet connection and most mobile Internet devices.
- Some files may be stored on the Chromebook's hard drive.
- Students should always remember to save frequently when working on digital media.
- The district will not be responsible for the loss of any student work.
- Students are encouraged to maintain backups of their important work on a portable storage device or by having multiple copies stored in different Internet storage solutions.

## 5. Using Your Chromebook Outside of School

Students are encouraged to use their Chromebooks at home and other locations outside of school. A WiFi Internet connection will be required for the majority of Chromebook use, however, some applications can be used while not connected to the Internet. Students are bound by the Berlin High School Acceptable Use Policy, Administrative Procedures, and all other guidelines in this document wherever they use their Chromebooks.

## 6. Operating System and Security

Students may not use or install any operating system on their Chromebook other than the current version of ChromeOS that is supported and managed by the district.

**a. Updates**

- The Chromebook operating system, ChromeOS, updates itself automatically. Students do not need to manually update their Chromebooks.

**b. Virus Protection**

- Chromebooks use the principle of "defense in depth" to provide multiple layers of protection against viruses and malware, including data encryption and verified boot.
- There is no need for additional virus protection.

## 7. Student Internet Safety Content Filter

The district utilizes an Internet content filter that is in compliance with the federally mandated Children's Internet Protection Act (CIPA). All Chromebooks, regardless of physical location (in or out of school), will have all Internet activity protected and monitored by the district. All emails, documents, and websites will be monitored by GoGuardian (see attachment) and Gaggle software for inappropriateness. If you have any questions regarding filtering, please contact Berlin High School. If an educationally valuable site is blocked, students should contact their teachers or a member of the Technology staff to request that the site be unblocked.

## 8. Software

a. **Google Apps for Education**
  - Chromebooks seamlessly integrate with the Google Apps for Education suite of productivity and collaboration tools. This suite includes Google Docs (word processing), Spreadsheets, Presentations, Drawings, and Forms.
  - All work is stored in the cloud.

b. **Chrome Web Apps and Extensions**
  - Apps and Extensions will be pushed to students by request of teachers and staff.
  - Some web apps will be available to use when the Chromebook is not connected to the Internet.

## 9. Chromebook Identification

a. **Records**
  - The district will maintain a log of all Chromebooks that includes the Chromebook serial number, asset tag code, and name and ID number of the student assigned to the device.

b. **Users**
  - Each student will be assigned the same Chromebook for the duration of his/her time at Berlin High School. *Take good care of it!*

## 10. Repairing/Replacing Your Chromebook

a. **Help Desk Program**
  - All Chromebooks in need of repair must be brought to the Help Desk (located in the library/media center) as soon as possible.

- The Help Desk students will analyze and fix the problems they can and escalate the issues they cannot fix to the Technology Department.
- If the Chromebook is accidentally damaged, there will be a $25 breakage fee.

b. **Manufacturer Warranty**

- The district has purchased a three year hardware warranty from the manufacturer.
- The manufacturer warrants the Chromebook from defects in materials and workmanship.
- The warranty covers normal use, mechanical breakdown, and faulty construction.
- The manufacturer will provide normal replacement parts necessary to repair the Chromebook or, if required, a Chromebook replacement.
- Lost or stolen devices are not covered by this warranty. We recommend purchasing coverage through your own insurance in the event the device is lost or stolen.
- All repair work must be reported to the Help Desk.

**WHAT'S TYPICALLY COVERED?[2]**

Accidental drops, spills, bumps, and structural failures incurred under normal operating conditions or handling, including electrical surges and damage to the integrated LCD screen. If you have Onsite warranty coverage, you may qualify for Onsite ADP repairs[3]. ADP is available on all Think branded notebooks, tablets and a subset of M Series All-in-One Desktops[5].

Examples:

- Your system accidentally slips off the table and the LCD screen cracks
- An electrical surge causes significant damage to your PC's hardware during a lightning storm
- The coffee spills on the keyboard and the extent of damage is unknown

**WHAT'S NOT COVERED?**

Cosmetic damage[3],equipment loss or failures due to usage outside of normal operating conditions. Any data loss or interruption of business, intentional damage and misuse, removal or alteration of parts, accessories, theft, damage from fires, damage to peripherals or third-party products, even if sold by Lenovo.

Examples:

- The outer case cracks but your system still operates effectively
- You've left your PC behind on the subway
- The system is used in the rain, and you lose an entire day of productivity because your PC no longer functions
- The stylus or battery is misplaced

c. **Estimated Costs (subject to change)**

The following are approximate costs of Chromebook parts and replacements:
- Replacement (lost, stolen, or purposefully damaged) - $400
- Power Cord - $45.00
- Breakage Fee - $25

# 11. Privacy Expectations

School-issued Chromebooks have been configured to optimize the educational experience for students and staff as well as protect students from harmful content per federally mandated guidelines.

a. **On Campus Chromebook Use**

1. As mentioned in Section 7 (Content Filter), all devices on the school network go

through a content filter that prevents students from accessing harmful content. This filter also logs user activity, including those websites accessed by the end user. The filtering policies are a requirement of the Children's Internet Protection Act (CIPA).

    b. **Off Campus Chromebook Use**

        1. Chromebooks will be filtered for the purpose of preventing students from accessing harmful content in a similar way they are filtered on school grounds. Please see the *Home Procedures Packet* for more information about home use.

## 12. Appropriate Uses and Digital Citizenship

School-issued Chromebooks should be used for educational purposes and students are to adhere to the BHS Acceptable Use Policy and all of its corresponding administrative procedures at all times.

While working in a digital and collaborative environment, students should always conduct themselves as good digital citizens by adhering to the following responsible use guidelines:

## CLEAR: **C**onsiderate, **L**egal & **E**thical, **A**ppropriate and **R**esponsible

**C**onsiderate: People in our community reflect a diverse set of customs, values and points of view. Digital communication should be respectful, polite and considerate of others.

**L**egal & **E**thical: Respect copyright laws by copying media including text, music and videos only with permission and by crediting and citing the source where the information was found. Respect the privacy of others, ask permission before taking photographs, video or audio recordings. Illegally copied or downloaded software, files, pictures, music or games may not be used on Berlin Public Schools computers. (It is a good general practice to link to others' work rather than reproduce it.)

**A**ppropriate: School technology is used for educational purposes and only appropriate words and images may be used and viewed. If inappropriate material are viewed or received, it is the responsibility of the recipient to delete them.

**R**esponsible: Ensure that care is taken with all hardware, software, shared resources (printers, scanners) and use of the school network, so as to prevent damage or misuse whether intentional or not; your actions should not inhibit the

work of others. Personal information and passwords will be kept private.
**If you see someone not being CLEAR report the abuse/misuse to a responsible adult.**