



# **Nashoba Regional School District**

## **Procedures and Guidelines for 1:1 Chromebook Use**

### **A Resource for Students and Parents/Guardians**

## 1. Receiving Your Chromebook

### a. Distribution of Chromebooks

The distribution of Chromebooks by Nashoba will be accompanied by a digital citizenship lesson which includes a review of these guidelines. Nashoba educators routinely integrate and model ethical and appropriate digital citizenship instruction when using Chromebooks or other connected devices.

### b. New Student Distribution

All new students will receive a Chromebook once registration is completed, appropriate paperwork is signed (including the NRSD Procedures and Guidelines for Chromebook Use) and the student has received a digital citizenship lesson and a review of these guidelines.

## 2. Returning Your Chromebook

### a. End of 8th and 12th Grade

Students will maintain possession and responsibility for their Chromebooks, cases, power supplies, and any other equipment issued with the Chromebook until the end of the 8th and 12th Grade. Failure to turn in a Chromebook at the end of the 8th and 12th grade will result in the parent / guardian being charged the full replacement cost as outlined at the end of this document. 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. Withdrawing Students

Students who transfer out of or withdraw any time prior to Nashoba Regional School District High School graduation, must turn in their Chromebooks, cases, power supplies, and any other equipment issued with the Chromebook to the school office on their last day of attendance. Failure to turn in the Chromebook and accessories will result in the student being charged the estimated full replacement cost.. 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 District.** When Chromebooks are damaged, missing or fail to work properly, Nashoba's Technology Dept. must be notified immediately via the NRSD Web HelpDesk system. The District will make every effort to provide the student with a loaner device during the repair process. District-owned Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance nor should a student ever attempt to repair a Chromebook themselves. Students should be aware of where the Chromebook is at all times.

### a. General Precautions to Ensure Care of Devices

- Each chromebook is labeled by the IT Department with a barcode and student identification. These labels must remain intact and not removed.
- **As of the 2021/2022 school year, stickers of all types are no longer allowed on the equipment Chromebooks must remain completely free of any writing, drawing, paint, glue, adhesive stickers, etc. Please do not use solvents such as nail polish remover to remove prohibited items as this will permanently damage the surface. Please log a ticket and request assistance for removing items stuck on the surface of the device.**
- 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 them in a car overnight during the winter or on a hot day.
- Chromebooks should not be used with the power cord plugged in when the cord may be a tripping hazard.
- Heavy objects should never be placed on top of Chromebooks.
- Back packs containing Chromebooks should be handled with care.

b. Carrying Bag

- 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.
- The Chromebook cases 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 the Nashoba-issued protective cases.
- Never lift Chromebooks by the screen.
- Never carry Chromebooks with the screen open.

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, and their power cords, will be labeled with a Nashoba asset tag. The asset tag indicates the Chromebook is the property of the Nashoba Regional School District 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. Bring Your Chromebook To School ***Charged Everyday***

At Nashoba, Chromebooks are a necessary student learning tool that provides access to curriculum materials, essential resources, schedules, assignments and student work. Students are expected to bring their 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.

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

- It is the expectation that students participating in the 1:1 Chromebook program will consistently arrive at school prepared with their Chromebook charged. Students who forget to arrive with their Chromebook should not expect a loaner to be provided. If there are multiple occurrences of coming to school without one's Chromebook, teachers will have latitude to address student unpreparedness as they have in the past when students come to school unprepared.

##### b. Chromebooks being repaired

- Loaner Chromebooks may be issued to students when they leave their school-issued Chromebook for repair.
- A student borrowing a Chromebook 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.
- Students must return their loaner Chromebook within one school day of being notified that their repaired Chromebook is ready for pick-up.

##### c. Charging Chromebooks

- It is important that Chromebooks are fully charged on a nightly basis so that students are prepared to use them throughout the day with limited interruption.
- Chromebooks must be brought to school each day with a full charge.
- There will be a limited number of charging stations located in the school, available to students on a first-come-first-served basis.
- If there are multiple occurrences of coming to school without one's Chromebook fully charged, the teachers and student's parents will meet to develop a plan to insure the Chromebook is present in school.

##### d. Backgrounds and Themes

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

##### e. Sound

- Sound must be muted at all times unless permission is obtained from a teacher.
- Headphones / earbuds may be used at the discretion of the teachers.
- Students should have their own personal set of headphones / earbuds for sanitary reasons.

##### f. Printing

- Students are encouraged to digitally publish and share their work with their teachers and peers, designated printers will be available in the school building for printing.
- Students may set up their home printers with the Google Cloud Print solution to print from their Chromebooks at home. Information regarding printing can be found here: <https://support.google.com/chromebook/answer/7225252?hl=en>.

g. Logging into a Chromebook

- Students will log into their Chromebooks using only their school-issued Google Apps for Education account.
- Students should never share their account passwords with others.

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 hard drive.
- The district will not be responsible for the loss of any student work.

5. Using Your Chromebook Outside of School

Students should use their Chromebooks at home and other locations outside of school for learning purposes only. 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 Nashoba Regional School District [Internet Policy: Use of Networked Information Resources](#) and all other guidelines in this document wherever they use their Chromebooks. Inappropriate use of the Chromebooks will result in disciplinary action.

6. Operating System and Security

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

a. Updates

- The Chromebook operating system, Chrome OS, updates itself automatically when the Chromebook is restarted. Students should routinely shut down and reboot their Chromebooks when not in use to keep the Chrome OS updated.

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. 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 have their internet connections filtered both onsite and offsite through NRSD networks. When using the Chromebooks outside of the

Nashoba Regional Public School District, parents / guardians are also responsible to monitor and supervise their child's use of the Internet and media. [Common Sense Media](#) is one resource that offers direction and guidance for families regarding the use of the Internet.

## 8. Software

### a. Google Apps for Education

- Chromebooks seamlessly integrate with the Google Apps for Education suite of productivity and collaboration tools.
- All Nashoba Regional students in grades 3 to 12 have Google Apps accounts that will work with Chrome OS devices.

### b. Chrome Web Apps and Extensions

- Teachers may select apps from the Chrome Web Store that they would find beneficial for students. The district's management tools can then make these apps available to students once approved by the Dept. of Teaching and vetted by the Technology Dept. This process helps to ensure that Apps and Extensions are aligned with NRSD curricula and are compatible with the Chromebook.
- Some web apps will be available to use when the Chromebook is not connected to the Internet.

## 9. Repairing/Replacing Your Chromebook

### a. NRSD HelpDesk System

- All students issued a Chromebook as part of the 1:1 device program at Nashoba should never bring the Chromebook to a third party for repair or try to fix it themselves. All repairs must be handled exclusively by NRSD.
- Should an NRSD student issued Chromebook need repair, a ticket needs to be opened in the NRSD HelpDesk System (<https://support.nrsd.net/>)
- Instructions for creating a Help Desk Ticket:
  - Using the students NRSD account (@mynrsd.com) and corresponding password, the student, school staff, or parent will log into <https://support.nrsd.net>.
  - In the drop-down menus choose:
    - 1:1 Student Chromebook
    - Then select the choice that best describes the issue
    - Provide as many details as possible in the open text box.
    - Notifications from HelpDesk use the NRSD email system and students/staff are expected to check their email daily to check for notifications or to respond to IT Staff through the HelpDesk.
- The NRSD technology department will analyze and fix the problems whenever repairable.
- Students will check out a loaner Chromebook from their school's designated location while their hardware awaits assessment.
- Instructions for logging a ticket in the system will be provided on the Student Start Page for each school.

### b. During Summer Months

- Students issued an NRSD Chromebook that needs repair during the summer months should log a ticket in the Web HelpDesk system and bring the Chromebook to their school office. A loaner will not be provided.
- A form will need to be filled out and given to the secretary.
- Students or parents will be notified when the Chromebook is ready to be picked up following repair.

## 10. Home Technical Support

Due to the variety of home networking and printer setups, the Nashoba Regional School District is not able to offer home support for the functionality of the Chromebook. The network settings on the Chromebook have not been substantially changed from what a consumer would receive when purchasing this device, so using it at home should be similar to other laptops.

### a. Basic Troubleshooting Tips

- If something does go wrong with a Chromebook, a quick restart will often fix the problem.
- To power off a Chromebook, hold down the Power key until the screen goes black or click on the Shutdown button in the Status area.
- Hold down the power key to turn your Chromebook back on.

## 11. No Expectation of Privacy

- Students have no expectation of confidentiality or privacy with respect to any usage of a Chromebook, regardless of whether that use is for district-related or personal purposes, other than as specifically provided by law. The District may, without prior notice or consent, log, supervise, access, view, monitor, and record use of student Chromebooks at any time for any reason related to the operation of the District. By using a Chromebook, students agree to such access, monitoring, and recording of their use. Teachers, school administrators, and the technology department staff may use monitoring software that allows them to view only the screens and activity on student Chromebooks and/or Google Apps for Education accounts. Monitoring software that accesses the camera or microphone of a student Chromebook will not be used by any Nashoba faculty, school administrators or technology department staff.
- Students are expected to share their username and password with parents / guardians to ensure access to student work and assignments.

## 12. Appropriate Uses and Digital Citizenship

- School-issued Chromebooks should be used for educational purposes and students are to adhere to the Nashoba Internet Policy at all times.
- Students will not share passwords with anyone other than their teacher (if requested) and parent / guardian.
- Students issued Chromebooks are to be used only by the student and not to be shared with family, friends, classmates or others. The only account that should be used on the issued Chromebook is the student's own NRSD account.

## 13. Children's Online Privacy and Protection Act (COPPA)

The District makes every effort to comply with state and federal laws regarding student online activity and privacy. COPPA applies to commercial companies and limits their ability to collect personal information from children under 13. COPPA does not preclude schools from acting as intermediaries between operators and parents in the notice and consent process, or from serving as

the parent's agent in the process of collecting personal information online from students in the school context. The school's use and sharing of student information is solely for education purposes.

For more information, please visit <http://www.ftc.gov/privacy/coppafaqs.shtm>.

#### 14. Parental Consent and Agreement

By signing below or through electronic signature via PowerSchool, you are agreeing that you have read the handbook with your son/daughter and are agreeing to the terms and conditions of the program. In addition you agree to take responsibility for your child's use, custody and care of the assigned Chromebook. You agree to take financial responsibility for the any damage or loss of the Chromebook or peripherals with the understanding of the estimated replacement costs:

The following are **estimated** costs of parts and replacements:

- Full Chromebook Replacement (including carry bag, power cord and Google enterprise management license) - \$280.00
- Chromebook Screen - \$50.00
- Chromebook Keyboard/touchpad - \$50.00
- Chromebook Power cord - \$35.00
- Chromebook Carry Bag - \$15.00

Your child is responsible for returning the Chromebook back to the district at the end of their use (graduation or transfer.) Unless proven that the device was maliciously rendered unusable, and the perpetrator identified, your signature is an agreement that you will be responsible for a replacement device.

Please Print Your Child's Name: \_\_\_\_\_

Please Check the School Your Child Attends:

☐ Florence Sawyer   ☐ Center   ☐ Hale   ☐ Luther Burbank   ☐ MRE   ☐ High School

Parent / Guardian signature: \_\_\_\_\_