

# TECHNOLOGY HANDBOOK

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## TABLE OF CONTENTS

<a href="#"><u>Technology Overview, Vision, and Goals</u></a> .....	3
<a href="#"><u>GRCS Responsible Use Technology Policy</u></a> .....	4
<a href="#"><u>Google Apps for Education</u></a> .....	6
<a href="#"><u>GRCS Elementary Technology Agreement</u></a> .....	7
<a href="#"><u>GRCS Secondary Technology Agreement</u></a> .....	8
<a href="#"><u>Device User Responsibilities</u></a> .....	9
<a href="#"><u>Proper Care of a Laptop</u></a> .....	10
<a href="#"><u>Proper Care of an iPad</u></a> .....	11
<a href="#"><u>GRCHS Laptop Incident Policy</u></a> .....	12
<a href="#"><u>GRCMS and RCS Device Incident Policy</u></a> .....	13
<a href="#"><u>Frequently Asked Questions</u></a> .....	14

## TEACHING AND LEARNING WITH TECHNOLOGY

### OVERVIEW

Our world belongs to God. Technology resources are powerful tools, and teamed with skillful teachers, can be used to effectively prepare students to be effective servants of Christ in contemporary society. The use of school-provided technology is a privilege, not a right, and staff and students at Grand Rapids Christian Schools (GRCS) are expected to use the technology to support and enhance education and communication. In order to facilitate a safe and functional Christian educational environment, staff and students at GRCS are expected to adhere to the expectations outlined in this technology handbook.

All computers, tablets, cameras, and related hardware, software, and accessories are GRCS property, and their use must be in accordance with all related GRCS policies including the GRCS Responsible Use of Technology Policy. With privilege comes responsibility, and as a condition of use, students and parents will sign a Technology Contract and Consent form and comply with and agree with the contents of this technology guide.

### VISION

The overall goal of Christian education at Grand Rapids Christian Schools (GRCS) is to prepare students to be effective servants of Christ in contemporary society. GRCS is committed to the use of technology to meet this goal. This use of technology must be an integral part of the whole - not a piecemeal appendage grafted onto our current structure, environment, and programs. By teaming the power of technology with the power of skillful teachers, we will realize an optimal environment for learning. The widespread presence of technology will continue to redefine the concepts of "school", "student", "teacher", and "learning". Technology will assist us in providing an educational program which recognizes and values the uniqueness of each student as they research, design, analyze, compose and communicate while teachers serve as facilitators of instruction, mentors, and coaches.

### EDUCATIONAL TECHNOLOGY GOALS

1. Utilize available technology resources to support our mission to prepare students to be effective servants of Christ in contemporary society.
2. Develop technology skills such as digital literacy, inventive thinking, effective communication, and creative productivity that assist in increasing student achievement and allowing learning to extend beyond the walls of Grand Rapids Christian Schools.
3. Create an environment for all learners that support diverse learning styles creating a culture in which we can learn and innovate together.

## GRCS TECHNOLOGY RESPONSIBLE USE POLICY

### PREAMBLE

Our world belongs to God. Technology resources are powerful tools, and teamed with skillful teachers, can be used to effectively prepare students to be effective servants of Christ in contemporary society. The use of school provided technology is a privilege, not a right, and staff and students at Grand Rapids Christian Schools (GRCS) are expected to use the technology to support and enhance education and communication. In order to facilitate a safe and functional Christian educational environment, members of the GRCS community are expected to adhere to the policy as outlined below.

### SCOPE

Individuals (“users”) covered by this policy include all authorized users including but not limited to staff, teachers, students, subcontractors and visitors. It includes all GRCS technology resources such as servers, desktops, laptops, ipads, tablets, printers, projectors, cameras, software, apps and internet access. As responsible caretakers of all that God has entrusted to us, we expect users to apply this policy to the use of GRCS technology resources both on GRCS campuses and off-site, including the use of personal devices when at GRCS sponsored activities.

### RESPONSIBILITIES

- a. All users are expected to engage with GRCS technology resources in ways that are God-honoring, responsible, ethical, and legal. Use of technology resources must be in compliance with federal and state laws.
- b. As children of God created in His image, all users are expected to avoid unethical internet usage and inappropriate use of social media such as cyberbullying. Users should report such behaviors to GRCS staff.
- c. All users are required to use technology resources in accordance with the GRCS code of conduct in addition to any other relevant GRCS guidelines. Violations include but are not limited to harassment, defamation, threatening or discriminatory behavior, and accessing obscene material.
- d. Plagiarism and copyright infringement through technology resources is strictly prohibited.
- e. Attempted or actual modification of restrictions or protections without authorization from technology staff is strictly prohibited.
- f. Users are permitted to download and install relevant and appropriately licensed programs provided they have received approval from technology staff.
- g. Unsolicited mailings (e.g. spam, forwards) are prohibited.
- h. Business activities, such as advertising or buying and selling of goods and services using GRCS technology resources are prohibited.
- i. Users agree to take reasonable precautions, to maintain and to protect GRCS technology resources. Users agree to abide by care instructions as outlined in any guides, manuals or verbal instructions that come with technology resources given by technology staff.
- j. Users agree never to attempt to damage, destroy or otherwise physically abuse GRCS technology resources.
- k. Users agree to manage their individual use of technology resources in ways that do not detrimentally affect other users (e.g. not streaming music, not monopolizing printers, etc).
- l. Users agree never to connect unapproved devices to the GRCS network.
- m. Users agree not to hold GRCS liable for losses or damages incurred by failure or malfunction of technology resources.
- n. Any damage to or malfunction of technology resources, whether accidental or not, is to be reported promptly and with full disclosure to technology staff.

## SAFETY AND PRIVACY CONSIDERATIONS

- a. Users agree to use only approved logins to access accounts and to keep their own login information secure.
- b. Users agree not to share any GRCS login/account data with any person or organization unless approved or requested by administration or technology staff.
- c. Users agree to protect and maintain their accounts by logging out or locking the computer. Users will monitor and report unusual activity on their technology resources.
- d. Users agree not to access, modify, or destroy other users' information.
- e. Users agree not to allow use of GRCS technology resources by unauthorized persons such as family and friends.
- f. GRCS will provide education and training to students on (1) safe and appropriate online behavior, such as interacting with other individuals on social networking sites, and (2) cyber-bullying awareness and responses.
- g. Users agree that all electronic files stored on school resources, including e-mail messages, are property of GRCS.
- h. Users agree that GRCS administration and technology staff reserve the right to monitor and inspect files stored on school resources for conformity with policies, licensing standards and state or federal law. Users understand and agree that any files accessed, created, or stored on school resources are not private.
- i. Users understand and agree that GRCS has implemented technology measures that block/filter internet access to visual images that are obscene, illegal or otherwise harmful to minors. Users (and their parent/guardians) are nevertheless advised that users may gain access to unauthorized websites, and GRCS cannot guarantee that users will not access websites that they (or their parents/guardians) would find inappropriate, offensive, objectionable or controversial. Users (and their parents/guardians) agree not to hold GRCS liable for any such material that they may find as a result of using GRCS's technology resources.
- j. To promote student safety and ensure compliance with this policy, internet, network and other technology-related activities will be monitored or restricted using filtering, passive supervision technologies and periodic checks by technology staff.

## DISCIPLINARY ACTION

Violation of any part of the above policy may result in restriction or suspension of access to technology resources, notification of law enforcement, financial restitution, or other disciplinary measures as determined by GRCS administration.

Policy reviewed and approved by the Board of Trustees

GR\_DOCS 1809291v1

Revised June 2014

## GOOGLE APPS FOR EDUCATION

Google Apps for Education offers an ad-free set of online customizable tools that enable teachers and students to collaborate and communicate efficiently. It includes tools such as Google Drive, Calendar, Sites, Blogger, YouTube and Gmail. Staff and student accounts are housed on a Google server and can be accessed from devices with an internet connection. GRCS staff utilizes and encourages the use of these tools as effective and efficient ways to improve collaboration and communication supporting teaching and learning.

### LOGIN INSTRUCTIONS

Students login in to their Google accounts at <http://eaglenet.grcs.org> and navigate to the Gmail or Google Drive tile. They can also access through Google using their full email address to login. Our account naming convention is a students' **two**-digit graduation year followed by the last name followed by the first two letters of the first name. Email addresses are followed with the extension @grchristian.org. Example:

- Student name: Sally Doe
- Student high school graduation year: 2024
- Student email address would be: [24doesa@grchristian.org](mailto:24doesa@grchristian.org)

### OPPORTUNITIES/PRIVILEGES

- 1) All students in grades one through twelve will be assigned a Google Apps for Education account until such time as the student is no longer enrolled at GRCS. Students in the lower grades do not use the Gmail portion of their account.
- 2) Access to and use of student Google Apps for Education is considered a privilege accorded at the discretion of GRCS. The district maintains the right to immediately withdraw the access and use of student email when there is reason to believe that violations of law or district policies have occurred. In such cases, the alleged violation will be referred to the building principal for further investigation.

### RESPONSIBILITIES

- 1) Students must adhere to the [GRCS Responsible Use of Technology Policy](#).
- 2) Students may not engage in conduct that includes but is not limited to:
  - harassing, threatening, bullying or intimidating others
  - sending obscene or sexually explicit language or images
  - unlawful activities
  - commercial purposes
  - personal financial gain
  - false identification in email communications
  - misrepresenting Grand Rapids Christian Schools
  - interfering with GRCS technology operations through
    - electronic chain letters
    - unsolicited electronic communications
    - disruption of electronic communications.
- 3) Security: GRCS does not guarantee the security of electronic files located on the Google mail system. Although Google does have a powerful content filter in place, the district cannot assure that users will not be exposed to unsolicited information.
- 4) Privacy:
  - Files stored on school resources, including email messages, are considered property of GRCS.
  - GRCS reserves the right to inspect files stored on school resources for conformity with its policies, licensing standards and state or federal law.

## GRCS ELEMENTARY TECHNOLOGY AGREEMENT – PARENT SIGNED DURING ENROLLMENT

In pursuit of Christ-centered educational excellence, Grand Rapids Christian Schools (GRCS) are innovative leaders in using technology to effectively prepare students to be effective servants of Christ in contemporary society. Technology resources are powerful tools, and teamed with skillful teachers, we recognize that good pedagogy is what drives the use of technology to guide students to being learners, thinkers, and leaders.

Grand Rapids Christian Schools' has a technology responsible use policy to help ensure that our technology is used in a responsible, ethical, and legal manner, and that we abide by the Child Internet Protection Act (CIPA) and the Children's Online Privacy Protection Act (COPPA) to help protect our students online. As we incorporate digital tools into learning experiences for content creation, communication, collaboration, and information management, we recognize that some of these websites require that a child, 13 years or younger, have parental permission to use them. Some examples of websites that GRCS staff use in class are:

- SeeSaw (<http://web.seesaw.me>)
- XtraMath (<https://xtramath.org>)
- IXL (<https://www.ixl.com/signin/grcs>)
- Edublogs (<http://www.edublogs.org>)
- Storybird ([www.storybird.com](http://www.storybird.com))
- Flipgrid (<https://flipgrid.com>)
- Google Apps for Education (<http://www.google.com/apps/intl/en/edu/k12.html>)

The [GRCS Technology Responsible Use Policy](#) is located at [www.grcs.org](http://www.grcs.org) > Academics > Our Programs > Instructional Technology along with other technology resources.

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**Parent/Guardian permission is given for my student to log on and use websites to create and store content that are pre-selected by GRCS staff members.**

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Questions can be addressed to:

Sheila VanderWoude, GRCS Director of Technology	<a href="mailto:svanderwoude@grcs.org">svanderwoude@grcs.org</a>
Chris McWhertor, GRCS-IR Technology Integration Specialist	<a href="mailto:cmcwhertor@grcs.org">cmcwhertor@grcs.org</a>
Brooke Dimsdale, GRCS-EV Computer Teacher	<a href="mailto:bdimsdale@grcs.org">bdimsdale@grcs.org</a>
Jackie Frens, RCS Media & Technology Integration Specialist	<a href="mailto:jfrens@grcs.org">jfrens@grcs.org</a>

## GRCS SECONDARY TECHNOLOGY AGREEMENT – PARENT SIGNED DURING ENROLLMENT

In pursuit of Christ-centered educational excellence, Grand Rapids Christian Schools (GRCS) are innovative leaders in using technology to effectively prepare students to be effective servants of Christ in contemporary society. Technology resources are powerful tools, and teamed with skillful teachers, we recognize that good pedagogy is what drives the use of technology to guide students to being learners, thinkers, and leaders.

Grand Rapids Christian Schools (GRCS) provides enrolled secondary students with a device during the school year for the purposes of enhancing, enriching, and facilitating learning and communication. Staff and students at GRCS are expected to use the technology to learn, engage, communicate, and develop skills that will prepare them for work, life, and citizenship in a safe and functional Christian environment.

As stated in the [Grand Rapids Christian School Responsibility Use Policy](#), with privilege comes responsibility, and as a condition of use, students are responsible to comply with the following:

- Engage with GRCS technology resources in ways that are God-honoring, responsible, ethical, and legal.
- Respect and encourage others online through words and media, use language honoring God in online communications, and avoid unethical internet usage and inappropriate use of social media for things such as cyberbullying, defamation, threatening or discriminatory behavior, and accessing obscene material.
- Use school technologies at appropriate times, in appropriate places, for school-related work.
- Create original work by abiding by applicable copyright laws and licenses as they apply to music, videos, games, images, texts, and other media.
- Respect the privacy of protected accounts.
- Seek permission when recording audio or video.
- Refrain from email spamming, chain letters, and hoaxes.
- Respect the school device setup restrictions and protections and do not attempt modifications.
- Treat the school device and charger well by keeping the device in a case when carrying it, keeping liquids away from it, and not adding or removing school label stickers.
- Protect GRCS technology equipment and resources from damage and theft, and report full disclosure to technology staff in a timely manner if there is a malfunction or damage to equipment.
- Respect technology resources in ways that do not detrimentally affect other users such as excessive use of network bandwidth for streaming audio and video, gaming, and printing resources.
- Protect the GRCS network by not attempting to connect unapproved devices, circumventing network security measures, attempting to access restricted portions of the network, or by trying to compromise any network resources.

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My permission is given for my student to log on and use websites that GRCS staff have determined are age level appropriate to use in the classroom such as FlipGrid, IXL, Socrative, Moodle, and Google's GSuite.

I understand that I will be financially responsible for the replacement or repair costs if the school-issued device or accessories are lost, stolen, or sustain damage due to accident, neglect, or abuse following the guidelines stated in the accidental damage plan. I understand that the school uses internet filtering, but that filtering technologies are never 100% effective. I agree not to hold GRCS liable for material accessed that is inappropriate, offensive, objectionable, or controversial as a result of using GRCS technology resources. I understand that violating these guidelines may result in loss of take-home privileges, restrictions on device usage, and/or other disciplinary actions for my child.



## DEVICE USER RESPONSIBILITIES

### GENERAL USE

1. Users are responsible for the device (and other loaned electronic equipment) and are expected to treat it with care and respect.
2. Users are expected to always bring their **fully charged** device to school each day.

### ETHICAL AND APPROPRIATE USE

3. Users are expected to abide by the [GRCS Responsible Use of Technology Policy](#) and follow all local, state and federal laws whenever using the device.
4. Users will use the device to facilitate educational experiences that are consistent with GRCS curriculum and programs.
5. Users may use GRCS devices for limited personal purposes that do not conflict with educational purposes or the [GRCS Responsible Use of Technology Policy](#).

### MAINTENANCE

6. The devices are school property and must be surrendered:
  - at the discretion of GRCS staff
  - at the conclusion of each academic school year
  - upon withdrawal from GRCS.
7. Any malfunction or damage should be promptly reported to tech staff.
8. Users may not install or repair hardware on the device.

### SOFTWARE

9. Users may not install software or change the system configuration including network settings without prior consultation with GRCS tech staff.
10. All district devices will be pre-loaded with standard software as determined by the GRCS technology department.
11. Users are strictly prohibited from duplicating district software and installing it on another computer.
12. Users will respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software. For example: it is a violation
  - to make more copies of licensed software than the license allows
  - to download, use or distribute pirated software.

### FILE SECURITY/SAFETY

13. Users must consider that every effort is made to ensure that file folders and Google accounts are secure, but GRCS does not in any way guarantee the security of this data.
14. The devices are school property, and must be surrendered anytime at the discretion of GRCS staff. It is important that all data from the hard drive, both personal and school-related, is backed up to another location such as the school server or a cloud-based service such as Google.
15. Users should keep the amount of data stored on the device to a minimum.

### DAMAGE/THEFT/LOSS

16. Users are expected to protect school devices from damage, theft, or loss and to promptly report issues to tech staff.
17. Replacement parts due to damage, theft, or loss must be purchased through the GRCS IT department.
17. Refer to the GRCS Device Incident Policy found at [www.grcs.org](http://www.grcs.org) > Academics > Our Programs > Instructional Technology to report damage, theft or loss.

## PROPER CARE OF A LAPTOP

### DAILY CARE

1. Keep all food and liquids away from the laptop.
2. Close the laptop lid, and return it to its case before carrying it anywhere.
3. Users should take care when shutting down and closing the lid of laptops to ensure that nothing (pens/pencils and other items) is left lying on top of the laptop surface; this may result in damage that is not covered by warranties.
4. Objects such as books, sports equipment, and musical instruments should never be placed on top of the laptop.
5. Use the laptop on a flat, stable surface; using a laptop on soft items such as pillows and blankets can cause the laptop to overheat.
6. Cords and cables must be inserted carefully into the laptop. To prevent damage, grasp the plug for insertion and removal rather than the cord.
7. Keep the laptop and cords away from very young children and pets.
8. Extreme temperatures or sudden changes in temperature can damage a laptop; if exposed to extreme temperatures, allow the laptop to acclimate to room temperature before starting. Laptops work best when used in temperatures between 35 and 90 degrees.

### MAINTENANCE AND REPAIR

9. Users should not attempt to repair the laptop; GRCS tech staff will be responsible for determining repairs necessary.
10. Avoid touching the screen; when cleaning is necessary:
  - Only use designated screen cleaners with a soft cloth such as a microfiber cloth and spray the cloth, not the laptop
  - Or bring it to the Help Desk staff for cleaning.
11. Laptops and their cases should not be defaced in any way (adhesive stickers, drawings, engravings, etc.).

### SECURITY

12. You are the only person who may use the school issued laptop and/or GRCS related equipment and accessories.
13. When not personally attending the laptop, secure it with a lock or store it in a secure location.
14. Do NOT leave a laptop in an unattended unlocked vehicle, even if the vehicle is in a driveway or garage:
  - Never leave the laptop in plain sight. The best place to store it in a car is in a locked trunk; if no trunk, cover it and lock the car doors.
  - If attending a school-sponsored activity, be sure to ask the coach or adult in charge where to leave the laptop so that it is secure.

## PROPER CARE OF AN IPAD

### DAILY CARE

1. iPads should be kept away from food and drinks.
2. iPads must be left in their provided protective case.
3. While an iPad is scratch resistant, the iPad will scratch. Avoid using sharp objects on or near the iPad.
4. iPads should not be exposed to long-term extremes in temperature or to direct sunlight.
5. iPads should not be slid nor thrown.
6. Cords and cables must be inserted carefully into the iPad. To prevent damage, grasp the plug for insertion and removal rather than the cord.

### MAINTENANCE AND REPAIR

7. Clean the screen with a soft, dry cloth or anti-static cloth; no cleansers of any type. The iPad can be cleaned with a soft, slightly water-dampened, lint free cloth if wiping it with just a cloth doesn't remove spots. Avoid getting moisture in the openings.
8. iPads must remain free of any writing, drawing, stickers, or labels that are not the property of GRCS.
9. iPads must never be left in an unlocked locker, unlocked car or any unsupervised area.
10. Screen care:
  - Do not lean on the top of the iPad when it is closed.
  - Do not place anything near the iPad that could put pressure on the screen.
  - Do not stack anything on the iPad.
  - Do not place anything in the carrying case such as paper or pencils that will press against the cover.
  - Do not bump the iPad against hard objects such as walls, doors, lockers, floors, etc. as it will eventually break the screen.

### SECURITY

11. You are the only person who may use the school issued iPad and/or GRCS related equipment and accessories.
12. iPads must never be left in an unlocked locker, unlocked car or any unsupervised area.

# GRAND RAPIDS CHRISTIAN HIGH SCHOOL LAPTOP INCIDENT POLICY

## STUDENT STEWARDSHIP

Students are expected to take care of their school-issued laptops. Staff and parents are asked to intervene if they witness behavior by students that reflect an inappropriate use of technology. The Grand Rapids Christian School Responsibility Use Policy, Laptop Handout including proper care of the laptop, and other documentation can be found at [www.grcs.org](http://www.grcs.org) > Academics > Our Programs > Instructional Technology.

## MAINTENANCE AND SUPPORT

Students are required to report any incidents with their laptop to the GRCHS Help Desk in a timely manner. Those who turn in a broken laptop at the end of the school year are still responsible for repair costs if applicable.

The Grand Rapids Christian High School student fee assessed with enrollment covers minor repairs and minor wear and tear on the GRCS laptop. Technology staff will review incidents where accident, neglect, or abuse is the cause, and when additional costs need to be assessed. If additional costs are assessed, you will be billed, and payment will be expected within 30 days. If payment is not received or if students have multiple incidents in a school year, access to the school laptop will be restricted. Damages will be photographed for record keeping purposes.

Additional costs include, but are not limited to:

1. Power supply parts – power adapter (\$65) and AC wall plug (\$10)
2. Deep exterior dents - \$75 for one corner and \$25 for each additional corner
3. Replacement of broken or non-functioning parts such as a broken screen – Additional fee up to \$150
4. Replacement costs due to loss, theft (police report required), or excessive damage such as a liquid spill – Additional fee up to \$500

## CONTACT INFORMATION

Questions regarding this policy should be directed to the appropriate person below:

GRCS Director of Technology.....	Sheila VanderWoude .....	<a href="mailto:svanderwoude@grcs.org">svanderwoude@grcs.org</a>
GRCHS Principal.....	Brad Mockabee .....	<a href="mailto:bmockabee@grcs.org">bmockabee@grcs.org</a>
GRCHS Assistant Principal.....	Joanne VanderWilp.....	<a href="mailto:jvanderwilp@grcs.org">jvanderwilp@grcs.org</a>
GRCHS Technology Coaches .....	Dan Hoekstra.....	<a href="mailto:dhoekstra@grcs.org">dhoekstra@grcs.org</a>
.....	Nate Vanderzee.....	<a href="mailto:nvanderzee@grcs.org">nvanderzee@grcs.org</a>

# GRAND RAPIDS CHRISTIAN MIDDLE SCHOOL AND ROCKFORD CHRISTIAN SCHOOL DEVICE INCIDENT POLICY

## STUDENT STEWARDSHIP

Students are expected to take care of their school-issued devices. Students may take home their device starting in the sixth grade. Staff and parents are asked to intervene if they witness behavior by students that reflect an inappropriate use of technology. The Grand Rapids Christian School Responsibility Use Policy, Technology Handbook including proper care of the laptop and iPad, and other documentation can be found at [www.grcs.org](http://www.grcs.org) > Academics > Our Programs > Instructional Technology.

## MAINTENANCE AND SUPPORT

Families select from the options below for how they wish to handle the loss or damage of technology equipment due to accident, neglect or abuse. Families may choose an accidental damage protection plan or opt out and pay per incident. Some homeowner's insurance plans will cover school issued devices. Apple Care warranty will cover component failure that is not the fault of the user. Warranty does not cover damage determined to be accidental, the result of negligent use or treatment.

**Plan 1: Take Home Accidental Damage Protection Plan. There is a one-time, non-refundable annual fee for the 2019-2020 school year. \$75 per laptop (grades 6-8), \$30 per iPad (grade 5).**

- Technology staff will review incidents when additional costs need to be assessed.
- Damage or loss of power supply parts are not covered.
- Plan 1 covers an incident following the tiered approach below:
  - Tier 1: All minor wear and tear and minimal repair is covered by this Accidental Damage Protection Plan.
  - Tier 2: Additional fee up to \$150 for the replacement of broken or non-functioning parts such as a broken screen.
  - Tier 3: Additional fee up to \$500 for replacement costs due to loss, theft, or excessive damage such as a liquid spill.

**Plan 2: Pay Per Incident.**

- All repair and replacement costs not covered by warranty will be billed to you and must be paid within 30 days.
- Note: If deep dents do not affect the performance of the device, payment will be delayed until the close of the student's final school year at GRCMS or RCMS.

**Below are sample costs of parts. If the repair needs to be sent to Apple and you chose to pay per incident, the additional \$100 labor charge plus a \$20 shipping that Apple assesses will be added to your bill.**

Laptop with Warranty	\$850	Logic Board	\$655	Trackpad	\$120
LCD Panel (Screen)	\$375	Upper Case with Keyboard	\$160	Battery	\$130
Laptop Wall Plug	\$10	Laptop Power Adapter	\$65		
iPad with Warranty	\$500	iPad Charging Cable	\$19	iPad Wall Plug	\$19

## CONTACT INFORMATION

Questions regarding this policy should be directed to the appropriate person below:

GRCS Director of Technology ..... Sheila VanderWoude ..... [svanderwoude@grcs.org](mailto:svanderwoude@grcs.org)  
GRCMS Principal.....Eric Burgess ..... [eburgess@grcs.org](mailto:eburgess@grcs.org)  
GRCMS Technology Integration Specialist .....Jon Haaksma ..... [jhaaksma@grcs.org](mailto:jhaaksma@grcs.org)  
RCS Principal.....Harry Knol ..... [hknol@grcs.org](mailto:hknol@grcs.org)  
RCS Technology Integration Specialist .....Jackie Frens ..... [jfrens@grcs.org](mailto:jfrens@grcs.org)

**TABLE OF CONTENTS**

[Accessories](#)

[Batteries](#)

[Theft or Loss](#)

[Costs](#)

[Distribution](#)

[File Access and Storage](#)

[Internet Access](#)

[Loaner Devices](#)

[Logging in](#)

[Ownership](#)

[Personal Use](#)

[Philosophy of Program](#)

[Printing](#)

[Safety and Filtering](#)

[Tech Support](#)

[Troubleshooting](#)

[Viruses](#)

[Wireless](#)

## ACCESSORIES

**Q.** Do I need to purchase any additional items for the iPad if I am going into 5th grade at GRCMS or at RCMS?

**A.** Yes, you will need to purchase earbuds to use with the iPad. The case is provided.

**Q.** Do I need to purchase any additional items for the school-issued laptop if I am going into 6<sup>th</sup> – 12<sup>th</sup> grade?

**A.** Yes; students are required to have a laptop carrying case, a protective sleeve, or a backpack with a padded laptop section. Freshmen will have 13.3" Macbook Airls. Sixth through eighth grade, and sophomores through juniors will continue to have their 11.6" Macbook Airls. Optional purchases: earbuds, mouse, and a flash drive.

## BATTERIES

**Q.** What is the policy on uncharged batteries?

**A.** Students should come to school with devices turned off and batteries **fully** charged.

## THEFT OR LOSS

**Q.** What happens if I lose the device assigned to me or if it is stolen?

**A.** You are financially responsible for the repair or replacement costs if your school-issued device is lost, stolen or sustains damage. In the case of theft, a police report must be provided. Families are encouraged to add the school technology device to their home owner's or renter's policy if their carrier allows it.

## COSTS

**Q.** What is the cost for families?

**A.** GRCS 1:1 Student Device Program is funded through charitable and other capital resources.

**Q.** What are the costs if I damage, if I lose, or if the technology device assigned to me is stolen?

**A.** Repair and replacement costs will fluctuate, but this table of costs, current as of April 2019, can be used as a baseline for repair and replacement costs:

MacBook Parts	Average Cost	iPad Parts	Average Cost
MacBook Air with Warranty	\$850	iPad with Warranty	\$500
Logic Board	\$655	Logic Board	\$200
LCD Panel (Screen)	\$375	LCD	\$140
Battery	\$130	Glass	\$120
Trackpad	\$120	Battery	\$100
Upper Case with Keyboard	\$160	Charging Port	\$100
Bottom Case	\$60	Headphone Jack	\$60
Laptop Power Adapter	\$65	iPad Charging Cable	\$19
Laptop Wall Plug (Duckhead)	\$10	iPad Wall Plug	\$19

**Q.** How does the Accidental Plan work if I damage my device?

**A.** The purchasable accidental damage protection plan offered by GRCS, covers all wear and tear and minor repairs. Major repairs will incur a deductible based on the repair cost with the two most common expenses being \$500 for liquid damage, and up to \$150 for a broken screen. GRCHS students receive the plan as part of their tuition fees. GRCMS and RCMS families may purchase the plan for \$75 for students in grades 6-8 (laptop) and \$30 for students in grade 5 (iPad).

**Q.** I purchased the Accidental Damage Protection Plan. I dropped my device, and now have a dent on the corner of it. Is this covered since I purchased this plan?

**A.** 1) It depends on the severity of the dent. A slight, sloping bend in the metal is considered to be cosmetic damage, and the Accidental Damage Protection Plan covers this type of damage so there will be no additional charge.



2) A deeper, rough, crushed type of bend may have weakened the device or damaged something internally. Help desk staff will determine the severity of the damage and associated costs. Cosmetic damage reduces the resale value of the computer, and you will be charged a depreciated value for cosmetic damage at the close of your 8<sup>th</sup> grade school year or upon not returning to GRCS. The depreciated cost for slight damage to one corner of the laptop is \$75 with a charge of an additional \$25/corner for any other slight damage done to other corners. iPad dent damage is \$60.



## DISTRIBUTION

**Q.** When will I receive my school device?

**A.** Distribution location and timing will vary per building; information regarding the exact times and dates will be communicated to families during the summer months.

## FILE ACCESS AND STORAGE

**Q.** How do I save files outside the school network so I can access them at school?

**A.** 1) Saving files to either the Documents or Desktop locations will allow you access to those files from any location.  
2) Remember to back these files up to a flash drive, Google Drive, or to your network folder when you return to school so that you have a back-up copy.

**Q.** Can I access my school network files outside of school?

**A.** Yes, you may access your files saved to your Z drive from any place where you have an internet connection. Go to <https://eaglenet.grcs.org>. Login using your network user id and password. Click on the Applications tab and then on the GRCS Files tile.

**Q.** What is my responsibility in protecting data?

**A.** Students are responsible for backing up their data to another location; using a flash drive to back up or backing up to Google Drive is recommended.

## INTERNET ACCESS

**Q.** May I access the internet on the GRCS device outside the school network?

**A.** Yes, it is possible to do although you may need to do some additional setup. It is important to know that outside of the school network, the school's filtering system is in place but at a less restrictive level. Some categories such as social networks and email sites will be available to students after school hours.

**Q.** How do I login to the Securly internet filter?

**A.** Go to [drive.google.com](https://drive.google.com). Login to your school Google account. User name: your user [id@grchristian.org](mailto:id@grchristian.org). Password: Your regular network login password (e.g. Vshe5467).

## LOANER DEVICE

**Q.** How does the Loaner Pool work?

**A.** Typically, a loaner device will be available for students at the Help Desk should their device need repair. We cannot guarantee the length of time for repair, but will work to have most repairs completed within a week unless if they need to be sent to Apple. There is no charge for the use of the loaner machine while repairs are in progress.



**Q.** *What happens if I forget or do not bring the device to school with me?*

**A.** You will miss a day of use. Loaners are only for software/hardware problems, not for forgotten or not fully charged devices. Some schools will allow you to use a loaner in the learning commons for a class period.

## LOGGING IN

**Q.** *How do I login off-site and outside of the school network?*

**A.** As long as you have logged into the device while connected to the GRCS network once, you will use that login to access the computer anywhere else. Just remember that you are not connecting to the network, so you will not have access to your school network files except through eaglenet.grcs.org.

## OWNERSHIP

**Q.** *Will I own the device?*

**A.** Because the software is licensed to Grand Rapids Christian Schools and to insure the negotiated pricing of warranty repairs, the school maintains ownership.

**Q.** *May I use my own device instead of the school-issued device?*

**A.** No. Many things are included with the school-issued device that would not be on a privately-owned machine:

- Licensing for the required educational software.
- An extended warranty.
- Network security and software that filters the content for virus protection and content material.
- Specifications that support curriculum and are network compatible.
- Identical systems that support our educational program curriculum.
- Operating system that is compatible with the school network.

**Q.** *Do I have to bring my school-issued device to school each day?*

**A.** Yes. Students should bring their device fully charged and operational. If there is an issue that requires attention, the student should bring their device to the Help Desk as soon as possible.

## PERSONAL USE

**Q.** *May I remove the tags and labels on the school device and decorate it to fit my personality?*

**A.** 1) All tags that come on the device and that GRCS adds to the device must remain on the device.  
2) Permanent decoration of the device or case is not permitted and you will be charged for damage done.

**Q.** *May I use the device for personal use outside of school?*

**A.** 1) GRCS purchased the devices for educational reasons, but recognizes having such a valuable tool available means you will want to occasionally use the device for personal use. Use of the device for personal reasons is permitted provided that it does not interfere with educational needs and that the student uses the device in a responsible manner that complies with GRCS policies. Educational use of the devices must always take priority over personal use.  
2) The GRCS device is not a replacement for a home computer. Family members are not allowed to use your school-issued device.  
3) The devices are school property and must be surrendered anytime at the discretion of GRCS staff.

**Q.** *May I install my own software on the device?*

**A.** No. Users must not attempt to install software or change the system configuration including network settings without prior consultation with GRCS Tech Staff.

**Q.** *Will I be able to have my device at home during summer?*

**A.** Reality dictates that the device remains at school for cleaning, testing, repair, updating, and re-imaging during the summer months. All school-issued student devices must be turned in at the end of the school year. If the device is not turned by the scheduled time, a late fee will be charged.

## PHILOSOPHY OF PROGRAM

**Q.** *What educational advantages are gained with a student 1:1 Device Program?*

**A.** Through research of existing 1:1 programs, visitations to, and conversations with 1:1 schools we have consistently found the following benefits of the program:

- Provides opportunity for “anywhere, anytime learning”
- Provides development of skills for the 21<sup>st</sup> Century job market
- Increases opportunity for student/teacher and student/student collaboration
- Increases student interest, motivation, and engagement
- Allows more opportunity for innovation both by teachers and students
- Increases student research opportunities, skills and abilities
- Encourages peer review, peer editing, and peer critiquing
- Encourages teacher/student learning partnerships
- Allows classes to take advantage of and be involved in university lectures, scientific and medical experiences, virtual tours and museums, etc.
- Promotes collaborative, student-directed, student-centered learning
- Improves our students’ ability to access information, to take and organize notes and to view and listen to multimedia content during class
- Enables students to use the internet and other electronic sources to contribute to discussions and lectures
- Allows students to access and turn in homework and assignments electronically
- Increases student collaboration on projects
- Promotes student engagement
- Develops critical thinking, communication, and problem-solving skills
- Facilitates different learning styles and multi-sensory learning
- Builds technological fluency
- Embraces the learning styles of today’s student

## PRINTING

**Q.** *How do I print using my home printer?*

- A.** 1) The best option is to save your document to a flash drive or email it to yourself and then print it from a computer with a home printer connected.
- 2) Installation of home printers is not supported by GRCS tech staff although you will find many drivers are pre-installed on the computer making it possible to print to most home printers. To set up a printer, go to Applications to Self Service to Printer Management. Click Allow on the Allow students to add non-GRCS printer.

## SAFETY AND FILTERING

**Q.** *Is my child protected from internet content that is harmful?*

- A.** 1) At school, GRCS students have monitored access (using electronic filtering and direct supervision) to the internet.
- 2) Outside of the school network, the same filtering system (Securly) is in place but is less restrictive. Some categories, such as social networks and email sites, will be unblocked after school.
- 3) It is important to know that current filtering technologies are never 100% effective; users agree not to hold GRCS liable for material they may find offensive as a result of use of GRCS technology resources. Filtering does not work well for YouTube or Google Images, so extra monitoring is advised when a student is using these resources.

- Q.** Are any steps being taken or software being installed to help the teachers protect against misuse during class time?
- A.** Teachers have access to an application that allows for direct remote monitoring of student systems while they are connected to our network. Teachers also have the ability to restrict a student's choice of available programs. These systems are meant to augment rather than replace sound classroom management.
- Q.** Are there any parent control options on the school owned device?
- A.** Yes. Parents of 6<sup>th</sup> – 12<sup>th</sup> grade students will receive a weekly internet usage email from our internet filter provider, [Securly](http://Securly.com). When you receive your first email, you can register for an account at securly.com. At your new account, you can view your child's audit trail to learn what your child is doing online. You can also click on settings and block full categories or individual websites. These blocks only work when the device is off campus. On campus, the school's settings override the parent settings.

## TECH SUPPORT

- Q.** What is the tech support for the 1:1 Student Device Program?
- A.** The first line of Tech Support is available at each building's Help Desk. Repairs that can be performed on the spot will be, while repairs requiring a longer time period will require the student to fill out a Help Desk ticket. A loaner computer will be available, should a school device need to be retained.

## TROUBLESHOOTING

- Q.** Are there any general things to do if I am having problems with the laptop?
- A.** Follow these three general trouble shooting steps:
- Step ONE**.....(a.) Many times it is a problem with the wireless connection at school, so always check to see if the laptop's wireless is turned on and connected to the correct network (at school, choose the GRCS\_A wireless network (Apple computers) and NOT the GRCS\_Guest network.)
- (b.) Next, many laptop problems are solved by **restarting** the laptop—force quit the machine if you have to:
- hold down the **Command, Option, and Esc** (Apple) keys
  - when the popup screen appears, click on the application that is frozen and then click **Force Quit**
- (c.) If force quitting does not reboot the computer, you may attempt to reboot by holding down the power button for 5-10 seconds until you hear the laptop power off, and then press the power button again to restart the laptop
- Step TWO** .....Ask a classmate, a friend, or someone else for help
- Step THREE** ..Bring the laptop to your building's Help Desk
- The laptop will be evaluated by the Help Desk staff
  - If the problem cannot be fixed within a short time frame, fill out a Help Desk ticket, and leave the laptop with the Help Desk staff.
  - If available, a temporary laptop will be issued while the other laptop is being repaired.
- Note** .....The control panel is intentionally locked down on student laptops.

## VIRUSES

- Q.** What do I do if I think my device has a virus?
- A.** It is important to know that current filtering technologies are never 100% effective. While our system is robust, there is still no better protection than a vigilant user. If it is suspected that a virus has infected the device, the student should bring their system to the Help Desk as soon as possible, where, more than likely, the device will be reimaged.

## WIRELESS

**Q.** *Are there any areas in the school where the devices cannot be used and where is wireless access available?*

**A.** Currently we envision no restrictions on the "where" of device use with obvious common sense exceptions such as bathrooms, locker rooms, i.e. areas where there is a reasonable expectation of privacy. Teachers will determine the use patterns in their individual classrooms. Wireless access is available anywhere in the building.