Laptop Handbook

Student and Family Guide 2021-2022

Student Laptop Handbook

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Student (One-to-One) Laptops

By providing a district laptop to each TPS student, we create consistency and continuity for students, families, and teachers while ensuring TPS students in grades K-12 have equity and access to a centralized, digital learning environment.

What to Expect

Each student entering the district is issued a personal laptop, charger, and headphones to keep year-round for up to four years. Kindergarteners and new students of all grades will receive their laptops from their school on or before their first day of instruction.

Students will keep their laptops until they leave the district or receive a replacement under a TPS technology refresh initiative.

Students will keep the same laptop when changing schools within the district. For example, when moving from elementary to middle school, middle to high school, or switching to a different school within the district.

The district replacement cycle occurs when a laptop reaches four years of service. Students may have a laptop for less than four years, depending on the age of the laptop when assigned to the student. At the end of the laptop lifecycle, students will exchange the old laptop for a new one.

Use of personal electronic devices

The district does not allow students to opt-out of receiving a district device or substituting a personal laptop.

District laptops are configured with on-going support, district-approved software, and security to offer the best experience for students. Further, personal devices are not allowed on the TPS network.

District laptops have applications subject to licensing agreements, which do not permit installation on personal devices. Student safety is a district priority, and personally-owned devices may not provide the same digital safeguards.

Receiving a laptop

Students are issued a district laptop, charger, and headphones to keep year-round for up to four years.

Checking out a laptop

Students will check out their laptop at the school or site where they are enrolled. Students will receive a laptop:

1. Before the first day of kindergarten.
2. When a student enrolls in the district at any grade level throughout the school year.
3. The student laptop is at the end of its four-year life cycle and needs to be refreshed or replaced.

Kindergarten Students

Before the first day of kindergarten, families should check with their assigned school for instructions on how and when their kindergartener will receive a laptop.

New Enrollment

When students enroll in the district, they will receive a laptop from their school on or before their first day of instruction. Schools will notify students regarding when and how to receive their assigned laptop, charger, and headphones.

Students will keep their assigned laptops when they move from elementary to middle school and middle to high school.

Initial Set-up

When first receiving the computer, students must sign in to the laptop using their district email account to register and assign the device to themselves. There is an initial one-time set-up process (see *Appendix A*) when students will read and accept the liability statement. The registration will not complete without acknowledging the liability statement. Students and guardians can review the liability statement [online](#) before receiving a laptop.

This registration process occurs on campus, so please plan to spend about thirty minutes for the registration process.

When registration is complete, the device is assigned to the student and ready for use. Students can then sign in to district-approved applications, like Office 365, using their district email and password.

Username and Passwords

Students receive a student ID when they enroll in the district. Student usernames are the student's ID with the domain @tps10.org. For example, *studentID*@tps10.org. The username will not change throughout the student's enrollment in the district. A student's username and password are used to:

- Sign into a district laptop
- Access Office 365 applications, including Teams, Word, PowerPoint, etc.
- Access district-approved software and applications. Note: some applications may require a separate username and password.

The minimum requirements for student passwords include:

- Eight or more characters
- Must not contain the student first or last name
- Must not contain common words (e.g., "password" or "school") or popular hobbies (i.e., video games or sports teams)
- Cannot reuse the last ten used passwords

Passwords can be changed or updated at any time during the year by either contacting your **teacher** or the **HELP desk** at (253)571-4357.

Parent/Guardian Responsibilities

The district encourages families to engage and participate in their student's learning at home by monitoring the student's use of district hardware and applications.

Suggestions:

- Help manage your student's password.
- Have your student use their laptop in a shared space at home.
- Promote safe, appropriate use for educational purposes.
- Ask your student about what they are learning and assist with assignments.
- Please remind your student to charge their laptop overnight in a safe, secure location.

Student Responsibilities

Students will take their computers to class each day. It is the students' responsibility to charge their assigned laptop each night fully. Teachers will be designing many of their lessons based on student access to their laptops. Students will be required to have their laptops with them and be ready for all classes.

Acceptable Use

District laptop and network use must support educational inquiry and the district's mission. Expectations for student behavior online are no different from face-to-face interactions.

Students must use district laptops per Board Policy No. 6973R; read more online.

Students are responsible for the general care of their district laptop.

General care includes:

- No food or drink should be used/placed/located next to devices; always keep the laptop dry.
- Insert cords, cables, and removable storage devices carefully into the laptops.
- Do not tamper or deface with stickers or permanent markers or remove TPS inventory and ID labels.
- Never lean on or place heavy objects on top of the laptop, open or closed.
- Use only a clean, slightly damp, lint-free cloth to clean the device's exterior. If you need to clean the screen, use only a clean, soft, damp, lint-free cloth. DO NOT spray liquid directly onto the screen. Avoid getting moisture in any openings.

Classroom Use

Students are required to bring their laptop to school, fully charged. You can find more information about requirements in Board Policy 2022R online.

Students will adhere to the following guidelines while at school:

- Laptops will be stored safely in a backpack or separate case when not in use.
- Laptops will be charged at the beginning of the day and ready for use.
- Bring the power cord and safely store it in a backpack or separate case.
- Do not leave your laptop or accessories unattended when not stored in a secure, safe location.

When not at school

Students will follow the following guidelines when not at school:

- When not in use, store laptops out of reach from pets and other possible hazardous conditions.
- Keep the laptop at a reasonable temperature. Do not leave the equipment outdoors or inside a car in extreme temperatures for long periods.
- When the laptop is in use or charging, ensure that proper airflow around the device is possible. Do not leave the computer on soft surfaces like pillows and blankets.
- Do not leave your laptop or accessories unattended when not stored in a secure, safe location.

Digital Rights and Media Literacy

Digital rights include the norms of respectful, responsible, safe, and healthy behavior related to current technology use, including digital and media literacy, ethics, etiquette, and security. Digital rights include the ability to access, analyze, evaluate, develop, produce, and interpret media, as well as Internet safety and cyberbullying prevention and response.

Read more about digital rights and media literacy in Board Policy No. 2023 online.

Electronic Resources and Internet Safety

Students are responsible for the proper use of electronic resources provided by the district.

Information about student responsibilities on the district network, while using approved electronic resources, internet safety, copywrite, and data privacy can be found online in Board Policy No. 2022R.

Returning a laptop

Students may need to return laptops during the school year.

Checking in a laptop

Students will return the laptop to the school or site where the student is enrolled. Return laptops when:

1. The student unenrolls in the district. *This does <u>not</u> apply to students who transfer schools within the district; laptops remain with students for the four-year life cycle regardless of what Tacoma Public school students attend.*
2. Students graduate.
3. The student laptop is at the end of its four-year life cycle and needs to be refreshed or replaced. Technology Services will alert you when to exchange the laptop.

Students will keep their assigned laptops when they move from elementary to middle school and middle to high school and opt to change schools within the district.

Unenroll/Leave the district

Students must check-in their assigned laptop when they unenroll from the district. Schools will communicate when and where to return the laptop.

Graduation

Graduating seniors are required to return their laptops at the end of the school year. Your school will provide specific information regarding the laptop return date and process.

Laptop Refresh

Students who are assigned a laptop eligible for a refresh will be notified by their school regarding how to turn in their old laptop and receive a new one.

Hardware Specifications

The following information details the student laptop specifications for the laptop hardware. The following specifications are the district standard for student laptops beginning in 2019. These hardware standards are subject to change as new technology is available. All students will use their assigned district laptop until the end of the laptop's four-year lifecycle.

Laptop

Model: Dell Latitude 3190 2-in-1 Educational Laptop

A convertible device with an 11.6-inch touchscreen designed to be used as both a laptop and tablet. A power cord is included with each laptop.

Display: HD Touch
Storage: up to 128GB
Wireless: Yes
Bluetooth: Yes
Ports: (2) USB, (1) audio jack, and (1) HDMI

Headphones

Students are provided one set of headphones.

Software Specifications

The district uses Microsoft products for operating systems and general applications. Student laptops include Microsoft Office 365 software and applications. The Microsoft 365 program provides cloud-based access to all Office applications, no matter where a student accesses it on a network connection.

Operating System

Microsoft Windows 10

Global Settings

Student laptops have specific global settings which include, but are not limited to, the following:

- Laptops cannot be shut down; available power options are Sleep, Restart, and Lock.
- Windows updates are managed by the district and run automatically.
- Power settings are set to go to sleep after 2-hours if inactivity on battery power.
- OneDrive is set for automatic sign-in and sync.
- Web filtering enabled.
- Anti-malware installed.
- AppLocker enabled (prevents the use of unauthorized applications).
- State assessment links are located on the windows log-in screen (students must sign-out to access).

Approved Software and Application

The district reviews all requests for software and application use for staff and students. The review process includes the protection of student and staff data privacy and curricular alignment.

Students or guardians can find district-approved or denied software and applications online.

Internet Browsers

Microsoft Edge (default)

Edge is the default browser in the district. The district configures applications, bookmarks, and programs for easy and consistent student access to standard links.

Google Chrome

Chrome is available on student laptops. Some applications and programs may not function properly on Chrome.

Technology Support

Technology Services provides year-round student support related to system maintenance, hardware repairs, and software or application support.

Request Help

Students or guardians must contact the Help Desk for technology support. The Help Desk is available year-round, and students or guardians can request technology support by:

1. Calling (253) 571-4357 during business hours between 7:00 a.m. – 4:30 p.m.
2. Submit email requests to studenthelp@tacoma.k12.wa.us
3. Submitting a ticket online by clicking the blue "?" icon on the student desktop, or visiting https://techselfserve.tacoma.k12.wa.us/welcome.portal and log in with your student username and password.

Laptop Assistance

When technical assistance is needed, Help Desk technicians may resolve the issue remotely; however, physical hardware problems will require in-person troubleshooting of the laptop. If the technician needs to keep the computer for repair, the school will exchange the broken laptop for a temporary, loaner laptop until the assigned computer is repaired and returned.

Dell warrants the laptops from defects in materials and workmanship. This limited warranty covers regular use, mechanical breakdown, or faulty construction and will provide replacement parts necessary to repair the laptop or provide a laptop replacement. The warranty does not warrant against damage caused by misuse, abuse, or computer viruses.

Students, or guardians, must contact the Help Desk to arrange the repair, before checking out a loaner laptop.

Software Maintenance

The district performs routine remote maintenance on student laptops throughout the year. The district manages all system, software, and application updates which run automatically. Therefore, students do not need to initiate any updates to their software.

Family Support Center

Please visit the Family Support Center to view videos and tutorials regarding common student laptop troubleshooting, applications, and Schoology.

Laptop Loss/Theft/Intentional Damage

When a laptop is lost, stolen, or vandalized, students or guardians must report the incident immediately to the school administrator. Schools should refer to district policy and regulation 3520 - Student Fees, Fines, and Charges for guidance on how to proceed.

Students will receive a replacement laptop in the event theirs is stolen, lost, or unrepairable. When a laptop is deemed repairable, students will receive a loaner laptop to use while the damaged unit is being repaired. Students must follow the acceptable use and liability guidelines to keep their laptops safe and secure when not in use.

Intentional damage is not covered under the district warranty and must be reported to the school administrator as soon as discovered. Purchasing may investigate the damage and assess a fine to repair or replace the laptop. The cost is based on the age of the computer, the specific repairs required, and in accordance with District Board Policy #3520-Student Fees, Fines, and Charges.

Accidental damage is covered under our district warranty repair contract and includes such repairs as keys falling off, accidental screen breakage, or headphone connectors stuck in the jack.

Private Laptop Insurance

Homeowners or renters insurance may provide coverage for your district-issued laptop. You will need to verify coverage with your insurance company.

The following companies provide insurance for electronic devices:

Securranty - https://securranty.com/Warranties.aspx

Asurion - https://www.asurion.com/protect-your-device

Safeware - https://www.safeware.com/Products-Services/K-12/Laptop-Insurance

GoCare - https://gocare.com/laptops

Worth Ave. Group - https://www.worthavegroup.com/product/laptop-insurance/

These companies are not affiliated with or do business with Tacoma Public Schools. This list is not an endorsement by TPS of any company or service they offer. We are merely providing them as a reference. Please investigate and research these and other companies that offer this service before purchasing to determine what is best for you and your family.

Personal insurance purchases or financial obligations are between you and the company you choose. The district has no access or visibility to your insurance policy, and TPS will not be part of any claims process other than to verify the device was issued to your student.

You are responsible for initiating and managing any claims or reimbursements with the company issuing the policy. The insurance carrier will decide if your claim constitutes accidental vs. intentional abuse.

Accessory Replacement

Laptop accessories include the charging cable and headset. Accessories are available for purchase from your school beginning Fall 2021. Contact the HELP desk for current pricing and to learn how to purchase replacement accessories.
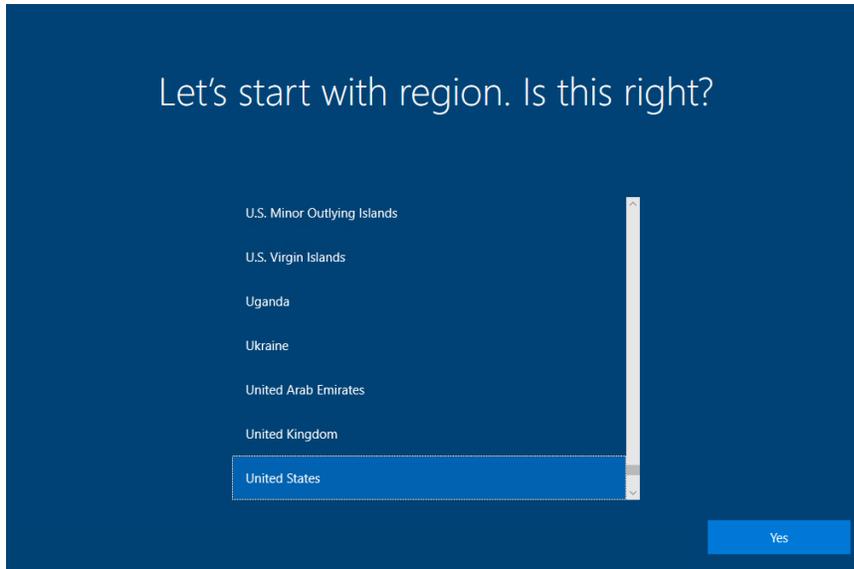
Appendix

Appendix A: Student Laptop Set-up Guide

Step 1: Select your region

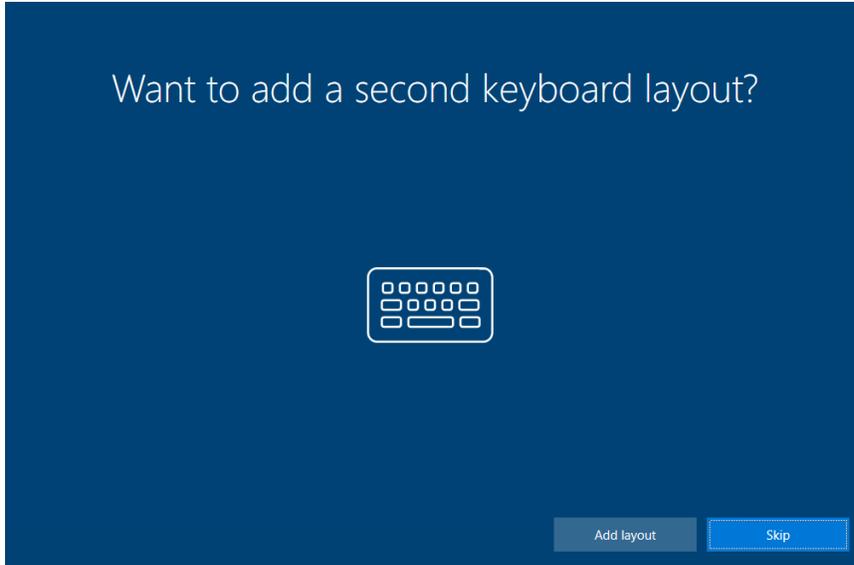Choose **United States** and click **Yes**.

Step 2: Select keyboard layout

Choose **US** and click **Yes**.
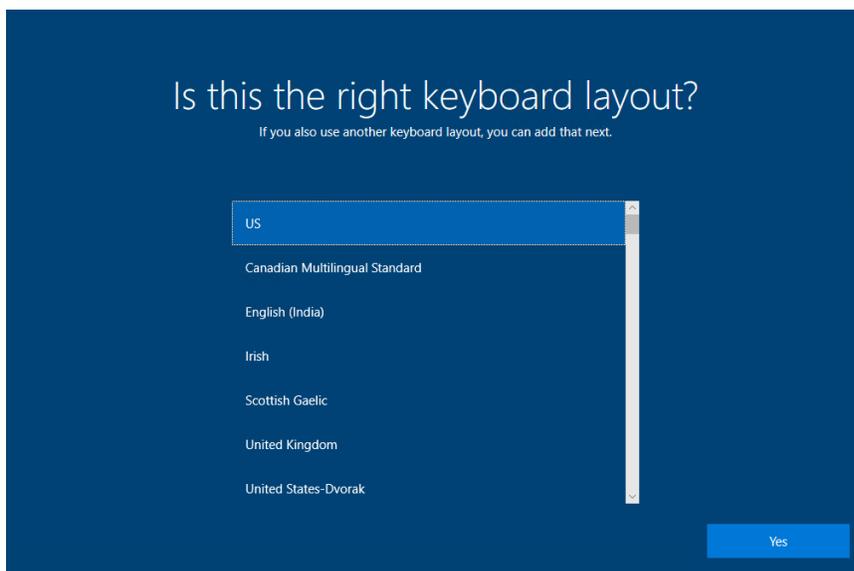
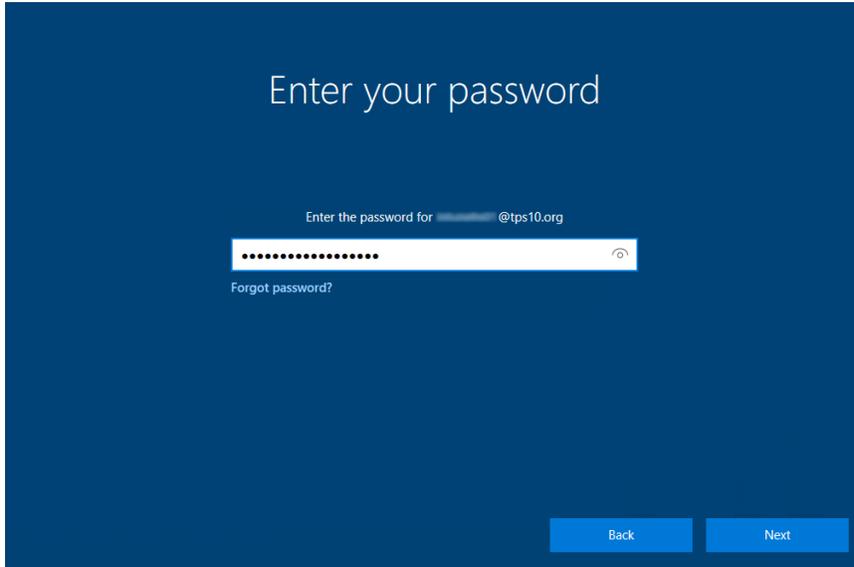## Step 3: Secondary keyboard layout (optional)

Click **Skip**.

Step 5: Enter your username

Enter your **district email** (*e.g., 123456@tps.org*), click **Next.**
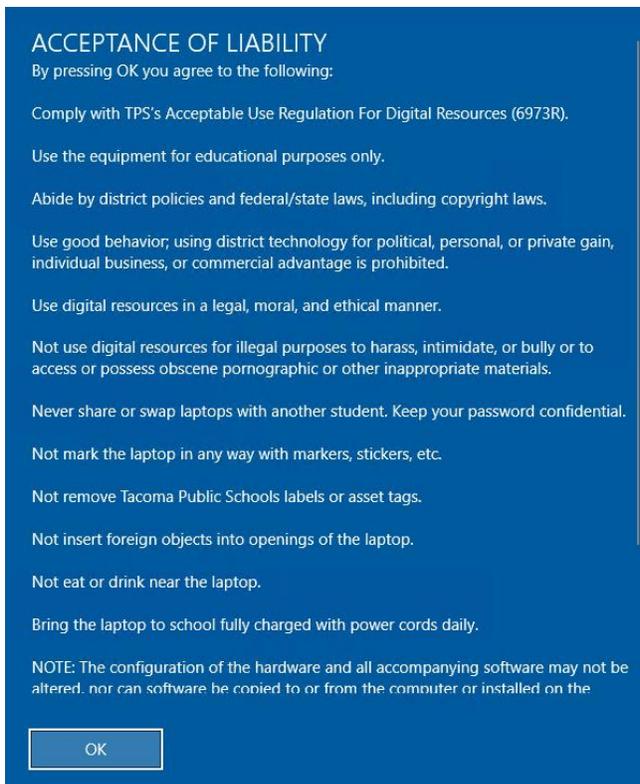
Step 6: Enter your password

Enter your **district password**, click **Next**.

Step 7: Acceptance of Liability

Read the Acceptable of Liability information before clicking **OK**.

Step 8: Setting up your device

Your device will be successfully set-up once all three categories display a green checkmark.
Note: this process may take up to 30 minutes.