



STUDENT/PARENT GUIDE TO STUDENT DEVICES

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STUDENT 1:1 DEVICE GUIDE

Introduction

The CCISD community approved the passage of the CCISD Bond in May 2013. A component of this bond program involves a one-to-one student to computer initiative commonly referred to as 1:1. Beginning in January 2014, all students in grades 9 and 10 were issued a Dell Latitude 10 tablet to use in class and at home. Over the next three years, Latitude to Learn was expanded to include all students in grades 4 through 12. The 1:1 program provides an opportunity for all students the access and the opportunity to enhance their learning and academic achievement.

Basic Rules

- District devices are issued to students to support and enhance learning both in and out of school. Students are required to follow all Responsible Use Guidelines set forth by CCISD.
- No one should eat or drink near the device.
- The student username and password are not to be shared with anyone except parents/guardians. Students are not able to change their password.
- Students are responsible for all content found on their device. Students are not allowed to provide unauthorized users access to their device.
- Devices should be placed in sleep mode or shut down when not in use.
- HP ProBook x360 devices are provided with a hard-shell case that should always be left on the device.
- Students are not to swing, bang, throw or drop the device against anything or anyone. Students and parents will be held financially responsible for any damage caused to the device that result from misuse or negligence.
- Students are never to download or install anything on to the device without appropriate authorization from parents, teachers or district personnel.
- The use of headphones with the device is prohibited without the permission of a classroom teacher in association with an academic activity.
- Students are not to place stickers or markings of any kind on the device or district provided case. Devices are not to be defaced, damaged or tagged in any way, as this could void the warranty for the devices. For proper care, follow home use guidelines (Section 5.1).
- Sending or retrieving any information that violates school or district policies regarding content that is threatening, racially offensive, abusive, defamatory, profane, sexually oriented, pornographic, or obscene will result in appropriate disciplinary action. See the CCISD District Student/Parent Handbook for the Student Code of Conduct.
- Students should never knowingly transmit computer viruses or perform actions that would intentionally waste or disrupt network resources.
- Parents/Guardians and students will abide by all district policies and local, state and federal laws.
- Students are never to access, delete or change other students' folders, work, files or projects without specific permission from teacher or district personnel.
- Per district policy, all files stored on any district device are the property of the district and are subject to regular review and monitoring at any given time.

Section 1: Device Use at School and Home

1.1: Where to Save Files

- When at school, students should always save everything to their One Drive folder in Office 365 or via the OneDrive app, and not on the desktop.
- Items saved only to the user desktop will be lost if there is a hard drive error or other equipment problems.
- Student work may also be submitted directly to the teacher, depending on course layout and options, in itsLearning, the learning management system.

1.2: Transporting Device

- Devices should be placed in sleep mode or shut down when not in use.
- HP ProBook x360 devices are provided with a hard-shell case that should always be left on the device. When transporting your device, place it gently in a backpack, purse, or bag and handle with care.

Section 2: Overview of Student Responsible Use Guidelines

2.1: Introduction

The Clear Creek Independent School District makes a variety of communications and information technologies available to students through computer/network/Internet access. These technologies, when properly used, promote educational excellence in the District by facilitating resource sharing, innovation, and communication. Illegal, unethical or inappropriate use of these technologies can have dramatic consequences, harming the District, its students, and its employees. These Responsible Use Guidelines are intended to minimize the likelihood of such harm by educating District students and setting standards which will serve to protect students and the District. The District firmly believes that digital resources, information and interaction available on the computer/network/Internet far outweigh any disadvantages. A complete copy of the Responsible Use Guidelines can be found in the Student/Parent Handbook.

2.2: Mandatory Review

To educate students on proper computer/network/Internet use and conduct, students are required to review these guidelines. All District students shall be required to acknowledge receipt and understanding of all guidelines governing use of the system and shall agree in writing to allow monitoring of their use and to comply with such guidelines. The parent or legal guardian of a student user is required to acknowledge receipt and understanding of the District's Student Responsible Use Guidelines for Technology (hereinafter referred to as the Responsible Use Guidelines as part of their review of the *Student/Parent Handbook* and the *Student Code of Conduct* handbook. Employees supervising students who use the District's system must provide training emphasizing its appropriate use.

2.3: Definition of District Technology System

The District's computer systems and networks (system) are any configuration of hardware and software. The system includes but is not limited to the following:

- Telephones, cellular telephones, and voicemail technologies
- Email accounts
- Computer & Server hardware and peripherals
- Software including operating system software and application software
- Digitized information including stored text, data files, email, digital images, and video and audio files
- Internally or externally accessed databases, applications, or tools (Internet- or District-serverbased)
- District-provided Internet access
- District-filtered public Wi-Fi
- New technologies as they become available.

2.4 Care of Property

Users of school district technology resources are expected to respect school district property and be responsible in using the equipment. Users are to follow all instructions regarding maintenance or care of the equipment. Users may be held responsible for any loss or damage caused by intentional or negligent acts in caring for devices while under their control. The school district is responsible for any routine maintenance to school system devices.

Students who are issued district owned and maintained devices must also follow these guidelines:

- Keep the device secure and damage free.
- HP ProBook x360 devices are provided with a hard-shell case that should always be left on the device.
- Devices should be charged each night.
- Do not loan out the device or charger
- Do not leave the device in your vehicle.
- Do not leave the device unattended.
- Do not eat or drink while using the device or have food or drinks near the device.
- Do not allow pets near the device.
- Do not place the device on the floor or on a sitting area such as a chair or couch.
- Do not leave the device near table or desk edges.
- Do not stack objects on top of the device.
- When carried outside, the device must be protected from the environment in such a way to prevent rain, snow, ice, excessive heat, and/or cold to damage it.
- Do not use the device near proximity of water, household chemicals, or other liquids that could damage it
- When transporting your device, place it gently in a backpack, purse, or bag and handle with care.

Section 3: Damaged, Lost or Stolen Equipment

If the device is damaged because of misuse or negligence, the student will be responsible for cost of repairs up to the full replacement cost of the device.

Procedure for a Student Who Has Lost Their Device

1. Student notices device is missing
2. Student checks ALL of the following areas:
 - a. The campus “lost and found”
 - b. Their locker(s) and backpack
 - c. Each of their classrooms
 - d. Library (if they have been there recently)
 - e. At home (in every room, under bed, etc.)
 - f. School bus (contact CCISD Transportation Department)
 - g. Family vehicles
 - h. Friends’ houses (if they have been there recently)
3. If student has still been unable to locate the device, the next day they must go to Campus Technician and report that the device is missing. The Campus Technician will work with the Technology Department to attempt to trace the device.
4. Student returns to Campus Technician the following day to see if the device has been located.

Important: If device has been STOLEN, and the student knows it was stolen, not lost, they must report it to the campus technician within 48 hours. A police report must be filed within 5 days of the theft.

3.1: Reporting Lost/Stolen Device Outside of School

If a device is lost or stolen at any time outside of school, including theft from home or vehicle, students/parents should take the following steps:

1. Contact the police within 48 hours to file a claim for lost/stolen property. Be sure to get a copy of the police report from the responding officer.
2. Contact a campus technician at your child's school during classroom hours. Be ready to provide them with the case and/or incident report number which you obtained from the responding officer. If outside normal school hours, email techhelpdesk@ccisd.net with details such as student name, campus, and a copy of the police report (if possible).

3.2: Reporting Lost/Stolen Device at School

If a device is lost or stolen at any time while at school, the student should inform the campus technician of the lost/stolen property. A police report will be filed by the campus.

3.3: Optional Annual Insurance

Based on the support of the CCISD community, the district has made a substantial investment in technology resources to support and enhance student learning. Students and their parents are responsible for appropriate use of the district-issued device. Students and their parents will be held financially responsible up to and including the full replacement cost if the device is lost or damaged beyond repair. Parents may opt to purchase insurance for the device to protect them financially from accidental damage or theft.

Section 4: Device Support/Help at Home

4.1: Homework Assignments

Students should check with their teachers for specific classroom procedures on help with their homework assignments.

4.2: Internet Connection Issues Outside of School

Please call your Internet Service Provider (ISP) for issues regarding connectivity at home. The Clear Creek Independent School District is not able to diagnose or repair issues related to ISP home wiring and equipment.

4.3: Technology Support

There are several ways to receive assistance for technology issues only:

Troubleshooting

Many device issues can be fixed with a simple reboot. Please reboot the device prior to contacting support personnel.

Other CCISD School Staff Who Can Provide Support

Each school has staff members who are familiar with support issues with supporting the devices. The school Campus Technician and Learning Technology Coach (LTC) in the schools are such resources to students, parents and community members.

Section 5: Device Care at Home

5.1 : Home Use Guidelines

Questions often arise regarding the use of the devices at home. Parents are encouraged to participate with their student in exploring and learning about the device and how technology can become a useful educational tool.

- All school rules apply for home use of devices.
- No inappropriate sites.
- Please refer to the Responsible Use Guidelines portion of the Student/Parent Handbook.
- Use ONLY a lint free, microfiber or soft cotton cloth to clean your computer screen. Bathroom tissues or paper towels may contain wood–pulp fibers that can scratch your screen.
- NEVER spray any cleaning chemicals such as Windex or other glass cleaners directly on to your screen as they may damage the LCD screen. Use only clean water to dampen the soft cotton cloth, but do not spray or apply water directly to the LCD screen.
- Keep all food and drinks away from your device at all times.

5.2 : Storing at Home

- Keep device and charging cord away from pets.
- HP ProBook x360 devices are provided with a hard-shell case that should always be left on the device.
- Designate a safe location off the floor where your device can be stored and recharged each evening.

5.3 : Keeping the Device Charged

- All charging should take place at home. Device must be fully charged before each school day.
- Students should make sure to have the device plugged in and charging before going to bed each night.
- Chargers must be kept in a safe place at home at all times

Section 6: Internet Service

6.1 : Home Internet Service Providers (ISP)

CCISD does not require that students and their parents have home internet access. Assignments utilizing technology can be downloaded or saved to the device before leaving school each day. Families may choose to have their own home internet that is compatible with the wireless capability of the device, but the cost of the home Internet is the responsibility of the family.

There are many Internet Service Providers (ISP); each one has their own equipment (modem, cables, router) their own software and their own set-up to follow. For help with these items, please contact the provider for technical support service.

Internet connections come in different configurations with different costs and suppliers. Each has different speeds, connections and software that can affect the student’s device use. CCISD does not have a contract with an Internet Service Provider for family home Internet access.

6.2 : Free Wi-Fi Zones within the Clear Creek ISD area

All students have access to CCISD Wireless Access inside of all CCISD facilities. Student devices should always connect to CREEK-ISLANDS (preferred) or CCISD2 to access the CCISD wireless network.

In addition, there are many public entities with free wireless access within the CCISD community. Some of those areas are listed here for your convenience.

City Libraries

Parker Williams Library	10851 Scarsdale Blvd, Houston, TX 77089
Clear Lake City-County Freeman Branch Library	16616 Diana Ln, Houston, TX 77062
Dickinson Public Library	4411 TX-3, Dickinson, TX 77539
Friendswood Public Library	416 S Friendswood Dr, Friendswood, TX 77546
Helen Hall Public Library	100 W Walker St, League City, TX 77573
Evelyn Meador Library	2400 N Meyer Ave, Seabrook, TX 77586

Public Locations

Starbucks	Numerous Locations
Panera Bread	Several Locations
Barnes & Noble	Bay Area Blvd.
McDonald's	Numerous Locations

CCISD Outdoor Areas (login to the CREEK-ISLANDS network)

Clear Brook High School	4607 FM 2351, Friendswood, TX 77543
Clear Lake City Elementary	1707 Fairwind Rd, Houston, TX 77062
Greene Elementary	2903 Friendswood Link Rd, Webster, TX 77598
Landolt Elementary	2104 Pilgrims Point Dr, Friendswood, TX 77546
League City Elementary	709 E Wilkins St, League City, TX 77573
McWhirter Elementary	300 Pennsylvania Avenue, Webster, TX 77598
Wedgewood Elementary	4000 Friendswood Link Rd, Friendswood, TX 77546
Westbrook Intermediate	302 West El Dorado Boulevard, Friendswood, TX 77546
Whitcomb Elementary	900 Reseda Dr, Houston, TX 77062

Section 7: Internet Safety

7.1: Tips for Students and Parents

- Use the device in a shared or common space in the home.
- Keep the device where everyone can see the screen.
- Remember to charge the device each evening.
- Do not post personal information and beware of requests for personal information online.
- Teach your child how to recognize and avoid online predators.
- Report cyberbullying and threats to teachers immediately.
- Honor the Clear Creek Independent School District security software and filters.
- Abide by the CCISD Honor Code and Digital Citizenship guidelines.
- Do not give out personal information such as address, telephone number, parent's work address or telephone numbers, or the name and location of your school, without the permission of your parents.
- Tell your parents right away if you come across any information on the Internet that makes you feel uncomfortable.
- Never agree to a meeting request from someone you meet on the Internet. If a meeting is requested immediately notify your parent or school personnel.
- Never send anyone your picture or any other possessions, without first checking with your parents.
- If you do receive a message that worries you, frightens you, or makes you feel uncomfortable, tell your parents or school personnel immediately.
- Talk to your parents about the rules of your household concerning how you use the computer and the Internet.

7.2: Internet Safety Links

- **Common Sense Media** – <http://www.commonensemedia.org/>
A non-profit organization that provides education and advocacy to families to promote safe technology and media for children.
- **ConnectSafely** - <http://www.connectsafely.org/>
The site has tips for teens and parents, as well as other resources for safe blogging and social networking.
- **Internet Keep Safe Coalition** - <https://ikeepSAFE.org/>
A broad partnership of public health and educational professionals, law enforcement, and industry leaders working together for the health and safety of youth online.
- **Netwise** - <http://www.getnetwise.org/>
This site provides resources to help ensure that families have safe, constructive, educational and entertaining online experiences.
- **NetSmartz** - <https://www.netsmartz.org>
Provides age-appropriate resources to help teach children how to be safer on- and offline.
- **OnGuard Online** - www.onguardonline.gov
Practical tips from the federal government and the technology industry to help you be on guard against Internet fraud, secure your computer, and protect your personal information. Features NetCetera which includes tips to help parents talk to kids about being online.
- **Staysafe** - <https://www.staysafe.org/>
An educational site intended to help consumers understand both the positive aspects of the Internet as well as how to manage a variety of safety and security issues that exist online.
- **Wired Safety** - <http://www.wiredsafety.com/>
Provides help, information and education to Internet and mobile device users of all ages and they also help parents with issues, such as Facebook and cyberbullying.