



Klein ISD Student 1:1 Device Handbook

Updated July 2022

Table of Contents

<i>Introduction</i>	<i>1</i>
<i>1:1 Program Policies & Procedures</i>	<i>2</i>
<i>1:1 Program Devices.....</i>	<i>2</i>
<i>Distributing and Collecting Devices.....</i>	<i>3</i>
<i>Student Responsibilities for Use and Care of Klein ISD Devices and Access</i>	<i>5</i>
<i>Parent/Guardian Responsibilities for Students' Use of Klein ISD Devices.....</i>	<i>6</i>
<i>Device Repair and Replacement and Families' Financial Responsibility.....</i>	<i>6</i>
<i>Digital and Online Resources.....</i>	<i>9</i>
<i>Resources for Questions and Concerns.....</i>	<i>10</i>
<i>Appendix A: Student Device Agreement Form.....</i>	<i>10</i>
<i>Appendix B: Student Device Receipt of Acceptance Form</i>	<i>10</i>
<i>Appendix C: Estimated Klein ISD Student Device and Peripheral Item Costs for 2022-23.....</i>	<i>10</i>

Introduction

In addition to providing on-campus technology for students at all elementary campuses, Klein ISD issues individual Chromebooks or Windows Tablet PC devices to students in grades 6-12 for use with learning. Individually issued student devices at the secondary level are key components of the district's 1:1 Program. Students receiving Klein ISD technology devices should always be aware that preserving student devices in good condition is necessary to maximize the useful life of devices so that the district can continue to offer the district's 1:1 Program and practice of issuing individual student devices for learning.

This handbook provides basic information about the issuance of student devices, as well as guidelines and expectations for student and parent/guardian participation in the 1:1 Program at the following Klein ISD campuses.

- **High Schools:** Klein Cain High School, Klein Collins High School, Klein Forest High School, Klein High School, Klein Oak High School, Vistas High School Program, and Klein Success Academy
- **Intermediate Schools:** Doerre Intermediate School, Hildebrandt Intermediate School, Hofius Intermediate School, Kleb Intermediate School, Klein Intermediate School, Krimmel Intermediate School, Schindewolf Intermediate School, Strack Intermediate School, Ulrich Intermediate School, and Wunderlich Intermediate School

While outlined here, Klein ISD 1:1 Program policies and procedures may be subject to change at any time based on circumstances, district and student needs, and evolution of the 1:1 Program.

1:1 Program Policies & Procedures

Students who receive individually issued Klein ISD devices are expected to follow the policies and procedures contained in this Student Device Handbook, Klein ISD Student Code of Conduct, Klein ISD Student Handbook, Acceptable Use Policy, and all related Klein ISD Board Policies, especially policies CQ Legal, CQ Local, FP Legal, and FP Local, which are available at: <https://pol.tasb.org/Home/Index/595>. Failure to do so may result in disciplinary action, loss of access to district technology resources, financial liability, withholding of student records, and/or legal action, as appropriate to the specific situation. Klein ISD may report certain violations of this Student Device Handbook, Klein ISD Student Code of Conduct, Klein ISD Student Handbook, Acceptable Use Policy, or related Klein ISD Board Policies to law enforcement and assist law enforcement authorities as necessary to investigate such violations.

1:1 Program Devices

Students are issued either a Chromebook or Tablet PC that has been configured to age-appropriate access that adheres to district, state, and federal requirements. Specific devices are currently designated for student use at each campus as indicated in the following chart.

Student Device	Campuses Utilizing Device for Students
Fujitsu Tablet PCs, P727, P728, and U729 Models (include stylus, bumpers)	Klein Oak High School
Lenovo Tablet PCs, 11e Windows Model (includes stylus)	Klein Collins High School, Klein Forest High School
Lenovo Chromebooks, 500e Model (includes stylus)	Doerre Intermediate, Hildebrandt Intermediate, Kleb Intermediate, Klein Intermediate, Klein Cain High School, Klein High School, Hofius Intermediate, Krimmel Intermediate, Schindewolf Intermediate, Strack Intermediate, Ulrich Intermediate, Wunderlich Intermediate

Receipt and Return of Students Device and Peripheral Items: Each student receives the device designated for their campus of enrollment along with peripheral items that may include a charger (power adapter), protective carrying case, and stylus with most models. At campuses where the designated student device includes a stylus, that item will also be provided when a student is initially issued a device.

Klein Networks: Klein ISD configures district-owned devices for connection to the Klein ISD network. There is limited guest network access.

- Klein ISD student devices are configured to connect to the district’s Athena or Mercury A networks.
- Klein ISD student devices may only connect to the Athena or Mercury A networks, not the Klein Visitor network.
- Student devices can connect to non-Klein ISD networks when not in Klein ISD facilities.
- Students may not bring in mobile internet hotspots or set up their own network while in Klein ISD facilities.

Internet Access at Home: Klein ISD is not responsible for providing Internet access outside of designated Klein ISD facilities.

Device Ownership and Functional Configuration: Student devices are the property of Klein ISD and are provided to students for use with learning. School officials may take possession of and inspect a device at any time, enlisting the assistance of technical staff on campus or within the district Information Technology department as needed. Should inappropriate materials or content be discovered on the device or through digital connections made on the device, the device may be retained by school or district staff and other appropriate action may be taken.

- District-installed settings shall not be deleted or altered, including resetting the student device to factory default or placing the student device in developer mode.
- Files may not be deleted by anyone other than the original creator/owner of the file.
- All student device files are subject to review by the district. Disciplinary and other action may be taken for violations of district policies, and the district may report violations of law to appropriate law enforcement authorities.
- Log files are maintained on all Klein ISD devices, as well as certain district-issued accounts, such as Google for Education, with a detailed history of all activities and Internet sites accessed. Log files on any district technology resource are subject to review by the district, regardless of whether the sites are accessed by the authorized student user or another person.
- Klein ISD is required to utilize certain technology protection measures to promote Internet safety, including monitoring and filtering of online activities using district technology resources. Various security measures are used on Klein ISD student devices and other district technology resources, such as the district's networks. Security measures should never be changed, deleted, uninstalled, compromised, or manipulated.
- Students may have no expectation of privacy in any information stored on, accessed from, or used within district technology resources. Appropriate district and school officials may monitor district technology resources, including by remote activation, and access its contents in accordance with district policies and procedures and applicable law.

Filtering: Internet filtering software automatically filters all access to the Internet through district technology resources. While at home, Internet content will continue to be filtered while students are logged in to their Klein student devices and/or accounts. Since no filtering software can filter 100% of improper content, parents/guardians are responsible for monitoring their child's access to the Internet when the student is at home.

Monitoring Students' Klein Accounts on Personal Devices: Parents/guardians and students should be aware that certain activities are monitored and filtered when students are logged in to the Chrome browser through a Klein ISD Google account, regardless of the device used to log in. ***If a student logs in to his or her Klein ISD Google account on a personal device (e.g., a personal computer at home, cell phone, etc.), he or she must log out of the Klein ISD Google account when it is no longer in use. Failure to do so could result in unintentional monitoring and filtering of activities on the personal device for non-school purposes by the student or other individuals.***

Distributing and Collecting Devices

Since the return to 100% on-campus learning in the 2021-22 school year, the district has reinstated required device agreement forms, security deposits or Accidental Damage/Loss Protection plans, and device Receipt of Acceptance forms indicating device condition when issuing students devices for learning. Students and parents are responsible for the care and use of technology equipment issued, including, but not limited to, paying the full replacement cost of technology devices and peripheral items issued as per the Student Handbook and Acceptable Use Policy.

Students Returning to a Klein ISD Campus: Students will be issued devices for the 2022-23 school year, but must renew their annual agreements and device documentation. In August, students and parents/guardians must:

- Sign a new Student Device Agreement Form specific to their campus device, and
- Select the financial responsibility option that best fits the family household from the following:
 - Provide an annual Student Device Security Deposit that is fully refundable at the end of the school year upon return of the device and all peripheral items in acceptable condition, or
 - Purchase an optional annual Accidental Damage/Loss Protection (ADP) coverage that is non-refundable.
 - In some situations, families can request a reduction or waiver of the security deposit or ADP cost from campus administration. Financial need must be demonstrated for the request to be considered by campus leadership.
- In addition, students will renew the Receipt of Acceptance form indicating the current condition of the Klein ISD device they are using and identify all known defects and blemishes. All damages and cosmetic blemishes must be documented on the 2022-23 Receipt of Acceptance form.

Students New to a Klein Campus: Students will receive devices at their campus of enrollment after they and their parents/guardians have completed the following:

- Review this Student Device Handbook,
- Sign the Student Device Agreement Form specific to their campus device, and
- Select the financial responsibility option that best fits the family household from the following:
 - Provide an annual Student Device Security Deposit that is fully refundable at the end of the school year upon return of the device and all peripheral items in acceptable condition, or
 - Purchase an optional annual Accidental Damage/Loss Protection (ADP) coverage that is non-refundable.
 - In some situations, families can request a reduction or waiver of the security deposit or ADP cost from campus administration. Financial need must be demonstrated for the request to be considered by campus leadership.

Devices will be provided after the agreement has been signed, payment has been posted to the student's School Cash account, and campus repair center staff can verify the student's network access and digital accounts are functional. When students receive devices, they must inspect the device and peripherals provided and note all damages and cosmetic blemishes on the 2022-23 Device Receipt of Acceptance form.

Device Checks: All students will participate in device inspections during campus-designated device checks throughout the school year. Device checks allow IT staff to identify common issues and ensure that damages are repaired in a timely manner to minimize instructional interruption. During a device check, students physically show a teacher or campus staff member their device and peripherals for review of physical condition of all items and to verify all items are working as expected. Random device checks will be performed throughout the school year.

Returning Devices and Peripheral Items: The student device and all peripheral items are required to be returned during designated device collection or when a student withdraws from a Klein ISD campus.

- Devices are identified specifically through inventory processes. Students must return the device issued to them as recorded in campus inventory records. Devices not turned in during the designated campus collection or upon withdrawal from the campus will be considered outstanding/missing, and the replacement cost will be charged to the student's School Cash

account after 5 days.

- Peripheral items (chargers, cases, and stylus at applicable campuses) must also be returned when devices are collected or upon withdrawal from the campus. Items which are not turned in at the time devices are collected or upon withdrawal from the campus will be considered outstanding/missing, and the replacement cost will be charged to the student's School Cash account after 5 days.
- Fees for missing devices and peripheral items will be cleared when students turn in the outstanding device and/or peripheral item or pay the full replacement cost posted to their School Cash account.
- The district reserves the right to withhold replacement devices and peripheral items, as well as student records, until all outstanding items are returned in acceptable condition or repair/replacement costs are paid in full.

Student Responsibilities for Use and Care of Klein ISD Devices and Access

Students have specific responsibilities when using their Klein ISD-issued student device including the following:

- At all times, students are responsible for their assigned Klein ISD student device and peripheral items, whether at school or at home.
- If technical issues arise, students must submit a Student Work Order Request and take the device to the campus repair center as soon as possible. Never attempt to repair or reconfigure the device or any peripheral items.
- Students are responsible for bringing their Klein ISD device fully charged to school every day.
 - Do not charge the device while it is inside a device case.
 - Do not leave a power cord plugged into the device while in a backpack, purse, or other similar bag. This can cause damage to the device and charger and poses a safety hazard.
 - Do not obstruct the device vents.
 - Do not place the device on paper or surfaces covered in carpet, fabrics, or flammable materials while it is turned on or charging.
- **For Klein Oak Students** - devices should always be carried in Klein ISD provided cases to protect the device and prevent damage, including when walking from class to class.
 - Damages occurring when a student device is transported outside the Klein ISD case will be considered an act of gross negligence and will not be covered by Accidental Loss/Damage Protection.
 - Do not use the device on a Klein ISD bus or in any moving vehicle.
- Student devices should not be left unattended or in an unsupervised area. If a device must be left unattended, it should be left in a secure location, such as a locked classroom or locker.
 - Any student device or peripheral item found unsupervised will be collected by staff and taken to the campus repair center. Disciplinary and other action may be taken for leaving a student device or peripheral item in unsupervised areas.
 - Do not leave the device or peripheral items in any vehicle when not in the vehicle.
- Students should not download unauthorized files, applications, extensions, or software.
 - Any student who adds unauthorized items to their Klein ISD device will be required to return the device. The district may place certain restrictions on the student's use of or access to district technology resources.
 - Keep the device and other electronic storage media away from electromagnetic fields that can erase or corrupt data.
- Students should not loan their Klein ISD device or peripheral items to anyone, including other students or family members, for any reason.
- Students are responsible for using only their assigned Klein ISD digital accounts on Klein devices.

- Do not share your Klein ISD password with other individuals.
- Students should not log into personal Google, Microsoft, or other similar digital accounts on Klein ISD devices.
- Do not add a credit card or set up any financial transaction app (i.e., Google Wallet, Venmo, etc.) to make purchases of any kind, including music, videos, games, or unapproved apps/extensions.
- Students should use devices and peripheral items and maintain their physical condition and cosmetic appearance in the same condition in which they were provided.
 - Do not write, draw, stick, or adhere anything to the device or peripheral items.
 - Do not decorate the device or peripheral items using markers, personalized stickers, etc.
 - Do not expose the device or any peripheral item to direct sunlight, extreme temperatures, or ultraviolet light for extended periods of time.
- The camera on a Klein ISD device should only be used for educational purposes as instructed by a teacher or administrator. Students shall not use the camera for inappropriate or unsafe activities including but not limited to:
 - Taking photos or recording videos on campus (unless directed by a teacher or administrator for instructional purposes);
 - Taking photos or recording videos of inappropriate, obscene, or other illegal material or content;
 - Posting photos or videos online or sending photos or videos via email, etc., especially to a stranger (unless directed by a teacher or administrator for instructional purposes);
 - Taking and/or manipulating photos or videos for non-educational purposes or to harass or embarrass others; or
 - Video chatting (unless directed by a teacher or administrator for instructional purposes).

Parent/Guardian Responsibilities for Students' Use of Klein ISD Devices

Parents/guardians are responsible for monitoring their students' use of the Klein ISD student device, peripheral items, and digital accounts any time students are at home or away from campus.

- By agreeing to students' use of Klein ISD devices and accounts, parents/guardians agree to the expectations for their students' use and care of, and behavior on, Klein ISD devices, Klein ISD provided digital accounts, and the Klein ISD network.
- Parents/guardians should review this Student Device Handbook and the Student Guidelines for Acceptable Use of Technology with their students.
- Parents/guardians are responsible for monitoring their student's activities on the Internet when the student is not at school.
- Parents/guardians should regularly inspect their student's device and peripheral items and encourage them to report items that need to be fixed.
- Parents/guardians should ensure that their student returns the Klein ISD device and all peripheral items during a designated collection period or when their student withdraws from a Klein ISD campus.

Device Repair and Replacement and Families' Financial Responsibility

Klein ISD devices are fully functional when issued to students for learning. However, devices sometimes malfunction and must be inspected and repaired by campus repair center staff. Any time a device is not functioning as expected, students should submit an online Student Work Order Request and visit the campus repair center for assistance. Only Klein ISD Technology staff are allowed to provide service to a Klein ISD device or peripheral item. No outside computer services may be used for any type of repairs or maintenance.

Damaged Devices or Peripheral Items: All student devices and peripheral items are issued in good working order. Students are required to keep the Klein ISD device and all peripheral items in acceptable condition. The term “acceptable condition” is defined by law and means:

- For technological equipment:
 - (1) the equipment is returned with the software and hardware in their original condition unless the school district or open-enrollment charter school authorized changes; and
 - (2) the physical condition of the equipment is fully usable as it was originally intended to be used.
- For electronic instructional materials:
 - (1) all components or applications that are a part of the electronic instructional materials are returned;
 - (2) the electronic instructional materials perform as they did when they were new;
 - (3) the electronic instructional materials do not contain computer code (e.g., bug, virus, worm, or similar malicious software) that has been designed to self-replicate, damage, change, or otherwise hinder the performance of any computer's memory, file system, or software; and
 - (4) the electronic instructional materials have not been installed with plug-ins, snap-ins, or add-ins without the prior approval of the school district or open-enrollment charter school.

A student’s failure to maintain the Klein ISD device and all peripheral items in acceptable condition may result in out-of-pocket costs, withholding of student records, disciplinary action, and/or suspension or termination of access to the Klein ISD device and other district technology resources. Klein ISD reserves the right to monitor incidents of loss/damage to the student device and peripheral items during the school year and take appropriate action in response to excessive or repeated incidents of loss or damage.

Security deposits or Accidental Damage/Loss Protection, along with any cost assessed for lost or damaged items can be paid through School Cash, the district’s online student payment system, or in cash at the campus. Failure to pay for the repair or replacement of student devices and/or peripheral items not returned in acceptable condition may result in forfeiture of the right to free instructional materials and technological equipment, and the student's records may be withheld.

Student Device Security Deposit (Refundable): An annual Student Device Security Deposit is required for all students whose parent or guardian chooses not to purchase the Accidental Loss/Damage Protection. The amount of the Student Device Security Deposit is \$200.

The Student Device Security Deposit is **fully refundable after the Klein ISD device and all peripheral items are returned to Klein ISD in acceptable condition**. It may take up to 15 district business days for the refund to be processed. If the student device and all peripheral items are not returned to Klein ISD in acceptable condition, the Student Device Security Deposit will be applied to all outstanding charges for repair or replacement of the device and/or peripheral items. Any remaining portion of the Student Device Security Deposit will be refunded. In the event charges exceed the security deposit, the parent/guardian will be responsible for the entire repair or replacement cost in excess of the security deposit. The full amount of the Student Device Security Deposit is due before a student will be issued a Klein ISD device and peripheral items.

The Student Device Security Deposit is not needed if a parent/guardian opts to purchase the non-refundable Accidental Damage/Loss Protection.

Accidental Damage/Loss Protection (*Recommended, but not required; Non-refundable*):

Annual Accidental Damage/Loss Protection coverage, commonly referred to as ADP, may be purchased through the school by the parent/guardian. ADP covers up to three (3) incidents of accidental loss and/or damage to the student device per school year. ***The cost of ADP for each student at all Klein ISD campuses is \$30 and must be purchased each school year.***

The attached Appendix C includes estimated costs for each occurrence of loss and certain types of damage to Chromebooks and Tablet PCs used as student devices. Appendix C is not all-inclusive, and repair and replacement costs are subject to change at any time as costs change with district vendors.

The following are not covered by Accidental Damage/Loss Protection and will result in repair or replacement costs being charged to the student's School Cash account:

- Student device loss or damage that is either intentional or the result of gross negligence, including loss or damage resulting from a failure to comply with this Student Device Handbook, Klein ISD Student Code of Conduct, Klein ISD Student Handbook, Acceptable Use Policy, and all related Klein ISD Board Policies (for example, transporting the device outside the Klein ISD provided case);
- Loss or damage to the device that occurs after three (3) incidents of accidental loss or damage per school year; and
- Any loss or damage to peripheral items including power adapter, case, internal batteries, stylus, and other components or accessories used with a Klein ISD device.
 - Damage to peripheral items includes excessively dirty or worn cases, chargers with broken tips or exposed wires, a stylus with no tip, and incomplete sets of bumpers. Bumpers cover all base corners on student devices used at Klein Oak.
 -

See Appendix C for estimated costs to replace items not covered by Accidental Damage/Loss Protection.

Reporting Damage, Loss, Theft: Timely reporting of damage, loss, or theft of any Klein ISD device or peripheral item is required so that appropriate follow-up action can begin related to any applicable ADP coverage of devices and any investigation necessary.

Students have 5 school days after an incident, or discovery of an incident, to submit an online Student Work Order Request. After submitting the work order, the student should take the device or peripheral item to the campus repair center. Upon receipt of the work order and damaged/destroyed item, technicians will inspect the item.

Devices

- If the device was damaged/destroyed in an incident off campus, the student must provide a case number from any investigating authorities (fire department, police department, etc.)
- If the student thinks the device is lost or stolen on campus, the student needs to visit the campus repair center and complete a Missing Device Report within 5 school days after loss.
- In the case of theft or loss away from a Klein ISD campus, the student and parent/guardian should immediately report the incident to the appropriate authorities. After filing the report, the student or parent/guardian must visit the campus repair center to complete a Missing Device Report and include the case number provided from the investigating agency within 5 school days after loss.
- Reports of loss or damage not filed within 5 school days of occurrence will not be covered under ADP.
- Klein ISD will determine if students will be responsible for paying the cost to repair or replace the device at the current market cost set by the manufacturer.

Peripheral Items

- There is no coverage for peripheral items under ADP, even if damage, loss, or theft is reported within 5 school days. ADP only covers the student device, not peripheral items.
- Students are fully responsible for the repair or replacement costs of peripheral items at the current market cost set by the manufacturer, which are estimated in Appendix C: Estimated Student Device and Peripheral Costs for 2022-23.

Failure to timely and properly report damage, loss, or theft (including, when applicable, filing a report with the appropriate authorities and providing a case number to Klein ISD) impairs Klein ISD's ability to take responsive action and seek available remedies for lost, stolen, or damaged/destroyed devices. Such failure may be considered gross negligence, which will void any applicable ADP coverage for the KISD device for that incident.

Contesting Charges: Damaged items are available for a parent to review for seven days after return to the district. After that review period has ended, the damaged items will be repaired, destroyed, or disposed of as Klein ISD deems appropriate, and there will not be an avenue for the parent to contest the damage(s). All damaged student devices and other peripheral items will remain the property of Klein ISD.

Digital and Online Resources

Students will be expected to use digital and online resources as part of their course curriculum. Digital and online resources are digitally formatted items used in the context of a course that supports students' achievement of defined learning goals and enhances teacher instruction including but not limited to online textbooks, supplemental resources, assessments, applications, software, iOS apps, Google for Edu accounts and associated apps including Gmail, and Chrome apps/extensions.

Students use these tools to meet the communication, collaboration, creation, research, and information fluency skills required by the Texas Essential Knowledge and Skills (TEKS). Often, these tools are web-based, making some student work and information relating to students visible to parents/guardians, relatives, and in some circumstances, other Internet users.

Individual or identifiable profiles may be used that are open to the public. Public viewing or commenting might occur on district-approved sites. Classroom lessons or projects may require certain student information to be made available on the Internet.

Students are provided a Klein network login as well as a Klein Google account. These accounts are used to access Klein ISD devices and district approved digital and online resources.

Google for Education: Students will receive access to Google for Education through individual, district-provided Google accounts. Google for Education is a suite of products and apps (word processing, spreadsheets, presentations, etc.) that enables collaboration with other students in real time and provides a place to store documents in a cloud environment. These documents and files are available from any device that has access to the Internet. Use of Google for Education accounts may require the collection of students' personal information for the purpose of providing Google for Education services to Klein ISD and its students. Google's information practices regarding Google for Education may be found at: <https://www.google.com/edu/trust>.

Resources for Questions and Concerns

Students and parents have multiple resources when questions or concerns arise related to the Klein ISD student device, digital accounts provided by Klein ISD, and policies regarding the district's 1:1 Program and use of technology for learning. Resources include:

- Campus Repair Center
- Digital Resources within School Groups/Courses in Schoology
- Campus Teachers, Support Staff, and Administrators
- District Information Technology Department Staff
- 1:1 webpage on the district website

General Disclaimer: PLEASE NOTE THAT DISTRICT TECHNOLOGY RESOURCES ARE PROVIDED AS-IS, AND KLEIN ISD DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY REPRESENTATIONS, WARRANTIES, OR GUARANTEES OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE USE, CONDITION, OPERATION, OR FITNESS OF ANY DISTRICT TECHNOLOGY RESOURCES. WITHOUT LIMITING THE FOREGOING, KLEIN ISD DOES NOT WARRANT THAT ANY DISTRICT TECHNOLOGY RESOURCES (OR USE OF SUCH RESOURCES) WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF LATENCY OR DELAY, OR THAT ANY DISTRICT TECHNOLOGY RESOURCES WILL MEET ANY STUDENT'S, PARENT'S, OR OTHER INDIVIDUAL'S NEEDS, EXPECTATIONS, OR REQUIREMENTS, OR THAT ANY DISTRICT TECHNOLOGY RESOURCES WILL BE PRIVATE OR SECURE OR PREVENT UNAUTHORIZED ACCESS BY THIRD PARTIES OR ACCESS TO INAPPROPRIATE CONTENT OR MATERIALS.

Appendix A: Student Device Agreement Form

Appendix B: Student Device Receipt of Acceptance Form

Appendix C: Estimated Klein ISD Student Device and Peripheral Item Costs for 2022-23