



# EMERGENCY CONNECTIVITY FUND STUDENT DEVICE HANDBOOK

Revised 5.5.2023



# CHEROKEE COUNTY BOARD OF EDUCATION



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# VISION AND PROGRAM INTENT



**The Vision of the CCSD Division of Technology is to "deliver strategic and purposeful access to 21st century tools so students and staff can become invested in utilizing technology to collaborate, gather and use information to enhance teaching and learning."**

## **Program Intent**

In an effort to better support remote learning and bridge the homework gap, the Federal Communications Commission (FCC) opened an opportunity for schools and libraries throughout the country to apply for grant funding, totaling \$7.1 Billion nationally, under the Emergency Connectivity Fund (ECF) program.

This initiative is designed to support students who would otherwise not be sufficiently enabled to engage in off-campus studies due to lack of technology resources. The Cherokee County School District applied for and was awarded Federal funding to help address efforts in remediating any negative effects caused by the lack of devices and broadband connectivity in many home learning environments.



Division of  
Technology and Information Services

[www.cherokeek12.net](http://www.cherokeek12.net)





# DEVICE CARE

## General Care

1. When using the device, keep it on a flat, solid surface so that air can circulate. Using a device directly on a bed or carpet can block ventilation and cause damage due to overheating.
2. Do not set books or stack items on top of the device.
3. Do not write, draw, paint or place stickers or labels on the device.
4. Do not place food or drink near the device. Liquids, food and other debris can damage the device. Avoid eating or drinking while using the device.
5. Keep the device away from magnetic fields, which can erase or corrupt the data. This includes large speakers, amplifiers, transformers and old-style television sets, etc.
6. Never attempt to repair or reconfigure the device, doing so may void the warranty and result in a charge for parts and labor. Do not attempt to open or tamper with the internal components of the mobile computing device; do not remove any screws.
7. Carefully insert cords, cables and other removable storage devices to avoid damage to the mobile computing device ports. Be sure the cords do not cause a tripping hazard.
8. Do not bump the device against lockers, walls, car doors, floors, etc.
9. Immediately report any damage, loss or problems with the device to your teacher or local school technology specialist.

## Power Management

1. If used at school, it is the student's responsibility to recharge the device battery, so it is fully charged at the beginning of each school day. Power outlets/chargers may not be accessible in classrooms for recharging.
2. Be careful not to cause a tripping hazard when plugging in the device.
3. For prolonged periods of inactivity, shut down the device to conserve the battery.

## Cleaning

1. Wipe surfaces with a clean, dry, soft cloth.
2. Never use liquids to clean the device.
3. Be sure your hands are clean when using the device to avoid buildup on the touch pad, screens (if applicable) and keyboard. Grease and dirt buildup can cause problems with the device.
4. Do not use the device in dusty, dirty or sandy environments.

## Screen Care

1. Take extreme caution with the screen. It may break if dropped.
2. Do not pick up the mobile computing device by the screen.
3. Avoid touching the screen with objects not designed for the device such as pens, pencils or sharp instruments.
4. Do not lean on the top of the device or place excessive pressure or weight on the device's screen.
5. Be careful not to leave pencils, pens or papers on the keyboard when closing the screen.
6. Never clean the screen with glass cleaner; clean the screen with a soft, dry cloth or anti-static cloth.

## Carrying Your Device

1. To reduce the chance of damage and fees it is strongly encouraged to place device and components in a protective case.
2. The device must always be shut down or placed in standby mode before being placed in the carrying case. Always close the lid before moving or carrying the device.
3. Do not leave the device in visible sight in a vehicle.
4. Unplug all cords, accessories and peripherals before moving the device or placing it into the case. Do not store the accessories, peripherals, cords in the same compartment of the case as the device. It may cause damage to the device.
5. Textbooks, notebooks, binders, pens, pencils, etc., are not to be placed adjacent to the device in the carrying case.

# TERMS OF DEVICE LOAN

## Issuance of Devices

Designated students enrolled in CCSD will be issued a mobile computing device at no cost after the following conditions of the loan are met:

1. Parent/guardian must sign Student/Parent Connect2CCSD Device Agreement (mandatory)
2. Parent/guardian and student must sign Internet Safety/Acceptable Use Policy (included in the Student/Parent Handbook)
3. Parent/guardian and student must review and acknowledge the fee schedule

## Length of Loan

1. The right to use and possess the mobile computing device, power brick and cord terminates upon withdrawal from the school through high school graduation, dropping-out, suspension, expulsion or transfer.
2. The student can check the mobile computing device in at any CCSD school.
3. If the student enrolls in another school within the District the device will remain with the student.
4. The school Principal or his/her designee will be responsible for contacting parents to ensure this equipment is returned in a timely manner.
5. Failure to return the device may result in criminal charges being sought against the student, parent, and/or the person who has the device.
6. **The device remains the property of the CCSD and cannot be loaned, sold, bartered, traded, leased, rented or given to any other person(s).**

## Procedures and Expectations

1. The device will be assigned in the same manner as a textbook.
2. The serial number of the device will be recorded in the District's asset management system.
3. The device is issued to a student and the loan is recorded in a database maintained for the loan of all school technology and textbook materials.
4. The devices must not be left unsupervised at any location.

## District Liability

CCSD assumes no additional liability for any material accessed on the device. The Cherokee County School District complies with all State and Federal laws regarding Internet usage and filters. For purposes of those laws, a student is only considered "at school" when the student is physically present and properly logged into the CCSD network.

## Modification to Program

CCSD reserves the right to revoke or modify the Connect2CCSD Device Guidelines, policies or procedures at any time. Please review the CCSD District website periodically for changes on the Connect2CCSD Device Guidelines.

## Mobile Computing Device Privileges

**CCSD retains full ownership to the mobile computing device and all accessories.**

**Right of possession and use is limited to and conditioned upon full and complete compliance with:**

- All Board Policies (Viewable at <https://www.cherokeek12.net/board-of-education/online-policy-manual>)
  - **IFBG - Internet Acceptable Use Policy**
  - **IFABB -Internet Safety Policy**
  - **IFBGA Technology Use**

CCSD reserves the right at any time to demand return of the device. Students may be subject to loss of privilege, disciplinary action and/or legal action in the event of damage or violation of Board policies and guidelines as outlined in the Mobile Computing Device Guidelines.

All users of the CCSD network are ultimately responsible for the backup of their critical/important data. CCSD, nor any of its agents or employees will be responsible for lost or missing data.

# DAMAGES AND THEFT

## Damage

1. Lost or damaged power cords/adapters are not covered under the warranty. The student must purchase replacement of lost or damaged power cords from CCSD at the market cost (estimated \$35-49). Failure to purchase a replacement adapter will require the student to return the device.
2. Repair fees are detailed in these guidelines.

## Damage Fees

It is common industry practice to allow only one-warrantied accidental damage repair a year. If a device is damaged and is not covered under warranty, fees must be paid before the device will be returned to the student. If the fees cannot be paid, the device must be returned to the District for proper disposal. No replacement device will be issued if the original unit cannot be repaired.

**Damage not covered under warranty includes:** cracked screens, keyboards, impact/pressure damage, water damage and damage due to negligence, as determined by the District. Damage and negligence includes but is not limited to:

1. Intentional damage
2. Leaving a device unattended
3. Leaving a device unsecured
4. Exposing a device to unacceptable conditions such as exposure to any liquid or moisture of any kind, extreme heat or cold

The District may establish payment plans to clear late fees if financial hardship can be proven. All fees must be paid prior to the beginning of the subsequent school year.

Incident description	Fee
Device usage/loan fee	\$0
Any incident not covered under warranty or due to negligence	Actual cost of repair or replacement cost of the mobile computing device
Intentional damage	Actual cost of repair or replacement cost of the mobile computing device and possible loss of use privilege
Loss or damage to protective shell if one is provided by CCSD	Actual cost of replacement item
Intentional damage to identifying information label on the mobile computing device	\$10
Mobile computing device re-image fee due to intentional alteration/addition of applications or detrimental files	\$10
Loss or theft of mobile computing device	Police report MUST be immediately filed AND restitution to the District for the full replacement cost of the device.
Replacement cost of power cord and/or power brick	Market cost (estimated \$35-49)

## Loss or Theft

Upon awareness that the device has been lost or stolen, **users MUST immediately file an official police report with either CCSD Police or the Police Department within the jurisdiction of where the theft took place.** Incidents of loss or theft occurring off campus must be reported to the police the day of the loss or theft occurs, or when the loss or theft is discovered; copies of the police report must be given to the Principal or teacher the next day that school is in session. Police reports received by administrators must then be sent to CCSD's Division of Technology and Information Services: Asset Management.

Any loss or theft occurring on school grounds must be immediately reported to an administrator and school resource officer.

Students may be responsible for the reimbursement of lost or stolen devices at full replacement cost. Consider reviewing homeowners/automobile insurance policies to ensure coverage of District assigned assets.



# USING YOUR DEVICE RESPONSIBLY

## Student Responsibilities

**Users are responsible for their actions and activities involving school owned computers. The mobile computing device is school property and device contents and activities are not private.**

**The right to use a CCSD mobile computing device at home is a privilege.**

1. If students do not adhere to CCSD's Acceptable Use Policy, all Board policies and the guidelines in the Connect2CCSD Device Guidelines, the privilege to use the device at home may be restricted or eliminated.
2. The school's Principal will have final authority to decide appropriate disciplinary action if students are found to be responsible for any unacceptable activity.

## Internet Safety

1. Notify an adult immediately if you accidentally access an inappropriate site.
2. Never use or transmit anything with racist, abusive, threatening, demeaning, slanderous, objectionable, sexually explicit or inflammatory content.
3. Never arrange to meet an Internet contact in person.
4. Obey all copyright laws.
5. Protect personal information. Never give addresses, phone numbers, passwords and Social Security numbers for yourself and others.

## Privacy

1. There should be no expectation of privacy regarding the contents of computer files or communication using any school owned computer or network.
2. The devices will be subject to routine monitoring by teachers, administrators and members of the CCSD Division of Technology and Information Services.
3. Students will provide access to the device assigned to them upon request by the school or District personnel.
4. A search of the device and student files may be conducted if there is suspicion that any laws, policies, procedures or guidelines have been violated.
5. CCSD reserves the right to investigate, review, monitor and restrict information stored on or transmitted via its equipment.
6. Parents, guardians and students do not have the right or expectation of privacy for any use of District owned mobile computing devices.
7. School personnel may conduct an individual search of the device, files, music, videos, emails or other related items.
8. CCSD will cooperate fully with local, state or federal officials in investigations of suspected illegal activities conducted through District owned devices.

## Loaning Equipment to Others

Students may not loan their devices or power cord to others for any reason. Each student is responsible for any loss or damages incurred. Student with missing devices or components, must report this to their teacher.

## Email Use

1. Students are provided a filtered/monitored email account by CCSD.
2. When emails are sent, the name and user identification are included in the email message.
3. Students are responsible for all email originating from their user account.
4. Emails will be made available to District, local, state and federal officials in association with any investigation.
5. Emails, stored data, transmitted data or any other use of online services are not confidential and may be monitored at any time by designated staff to ensure appropriate use.
6. Although emails and other data sent/received/stored on the computer deemed to be "Educational Records" as defined by the Family Rights and Privacy Act ("FERPA") (20 U.S.C.A. §1232(g)) are considered confidential and will not be released to third parties without judicial action, any emails or data sent/received/stored on the computer which are deemed to be non-educational in nature may be subject to disclosure to third parties pursuant to the Georgia Open Records Act (O.C.G.A. §50-18-70 et. seq).



# USING YOUR DEVICE RESPONSIBLY

## Internet Use

As required by the Children's Internet Protection Act (CIPA), the District must filter Internet content while the students are using CCSD-provided Internet services at school.

1. Filtering not only restricts access to unacceptable sites, but also restricts access to chat rooms, some online games and web mail.
2. **CCSD cannot guarantee that access to all inappropriate sites will be blocked. No filter is as reliable as adult supervision. Parents/Guardians are encouraged to diligently monitor their student(s) Internet access on the District supplied computer as well as any other computer their child(ren)/student(s) accesses.**
3. Log files are maintained for each device with a detailed history of all sites accessed.
4. It is the responsibility of the user to appropriately use the device, network and the Internet.
5. Students must immediately notify a teacher or administrator if they access information or messages that are inappropriate, dangerous, threatening or make them feel uncomfortable

## Passwords

1. Students will login using only their assigned username and password.
2. Students will not share their passwords with other students.
3. Sharing login information with other students can result in disciplinary action.

## Unacceptable Behavior

**Unacceptable conduct includes, but is not limited to the following:**

1. Using the network for illegal activities, including copyright violations
2. Downloading inappropriate materials, viruses, extensions or apps
3. Using or possessing hacking or file sharing software
4. Gaining unauthorized access anywhere on the network; including attempting to log onto the Internet, network, servers, routers, switches, printers or firewall as a system administrator
5. Vandalizing or tampering with equipment, files, software, system performance or other network equipment
6. Misuse of available networks to bypass classroom management monitoring software during all instructional times. If using on campus students must be online via the provided CCSD wireless network
7. Opening the computer to access internal parts
8. Intentionally causing network congestion or interfering with the work of others
9. Installing, activating or creating programs that interfere with the performance of the network, Internet or computer hardware; Revealing, sharing or posting personal information including full names, addresses, phone numbers, Social Security numbers, driver's license numbers or passwords for yourself or others
10. Using another person's username or password, or allowing another to access your account using your username or password
11. Engaging in harassment or transmitting obscene messages, pictures, websites or other files including racist, terroristic, abusive, sexually explicit, vulgar, threatening, stalking, demeaning, slanderous or any other inflammatory content
12. Any act of plagiarism; utilizing sites selling written papers, book reports and other student work;
13. Attempting to disable or circumvent CCSD's Internet content filter and firewall, including using or attempting to use proxies to access sites that would otherwise be restricted
14. Knowingly placing a computer virus on a computer or network
15. Writing, drawing, painting, defacing or placing stickers or labels on a school owned mobile computing device or mobile computing device accessories or causing other intentional damage. The defacement of CCSD property can result in a damage fee
16. Presence of pornographic materials, inappropriate language, alcohol, drugs or gang related symbols will result in disciplinary action
17. Cyber-bullying in any form is unacceptable. This includes harassment, threats or any disruption of school

# TECHNICAL SUPPORT AND REPAIRS

1. In the event the device needs repair, it must be reported using the school's technology problem reporting system. The student will make a teacher aware of the issue, and the teacher will enter the request into the helpdesk system.
2. All repairs will be performed by CCSD's Division of Technology and Information Services or an approved/authorized representative of the manufacturer.
3. Parents, guardians, students or teachers are not allowed to attempt repairs themselves or contract with any other individual or business to repair any District- owned computer equipment.
4. CCSD's Division of Technology and Information Services will coordinate the repair work for mobile computing devices.
5. Funding for loaner devices was not provided in this grant. Therefore, there are no loaner devices available.
6. There is no inventory available to swap devices. If a device cannot be repaired, no replacement will be issued.

## **Technical Support is only available during school hours.**

If a student has a technical problem at home, document the problem as completely as possible recording any error messages, exactly what the student was doing at the time, and the software being used when the problem occurred. Students must follow the school guidelines for submitting a request for technical support. Information on the problem must be given to the teacher the next school day. The teacher can escalate the problem to the school's Technology Specialist.

It is very important to have complete and specific information about the problem occurring. This will help the technician to troubleshoot problems. The more complete the information, the faster the device may be repaired.



# INTERNET ACCESS OPTIONS

CCSD has a limited supply of Broadband “Hot Spots” that are available for students to use to gain access to the Internet. These devices provide content filtered access to web-based resources. As with computing devices, the same Acceptable Use rules will apply regardless of where the device is used. The ECF grant will only provide one year of access with these devices, but there are other options.

Please note that sites visited via the Hot Spots are recorded in the data logs, so it is prudent to advise users to limit the use of the device for appropriate uses.

CCSD provides a secured, content-filtered, firewalled network for student use while at school. If your student is provided with a broadband device for home use, it will not be allowed for use at school if they choose to bring their Chromebook to school.

The [Affordable Connectivity Program](#) (ACP) is a U.S. government program run by the Federal Communications Commission (FCC) to help low-income households pay for Internet service and connected devices like a laptop or tablet.

[Home - ACP - Universal Service Administrative Company \(affordableconnectivity.gov\)](#)

You are likely eligible if your household’s income is below 200% of the Federal Poverty Line, or if you or someone you live with currently receives a government benefit like SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price Lunch.

If your household is eligible, you could receive:

1. Up to a \$30/month discount on your Internet service
2. Up to a \$75/month discount if your household is on qualifying Tribal lands
3. A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)
4. A low cost service plan that may be fully covered through the ACP\*

\* Through a separate non-FCC initiative, additional, no cost plans may be available to Affordable Connectivity Program enrollees. To learn more please visit [GetInternet.gov](#).

Only one monthly service discount and one device discount is allowed per household. To receive the connected device discount, consumers need to enroll in the ACP with a participating provider that offers connected devices (Note: not all Internet companies offer device discounts). The Internet company will provide the discount to the consumer.



# FOR PARENTS

## Parent Expectations

1. Share in your student's excitement about this opportunity and learn along with them as they use this instructional tool to enhance their learning.
2. Parents are ultimately responsible for monitoring student use of the device and Internet at home.
3. Parents should ensure that their child adheres to Board Policies referenced in the Mobile Computing Device Guidelines.
4. Sign and follow the Connect2CCSD Device Agreement.
5. Reimburse CCSD for any fines caused by damage, misuse, neglect or loss (including theft), as outlined in the Connect2CCSD Device Guidelines.
6. Parents are responsible for reviewing CCSD's Internet Safety/Acceptable Use Policy and the Guidelines for the Use of Personal Learning Devices with their child.
7. Parents are responsible for ensuring the return of the device and all accessories at the end of the current school year or before the student withdraws from school.
8. Parents are strongly encouraged to provide their student a laptop case/bag.

*Note: Students who are 18 years or older or who are legally deemed an emancipated minor are considered an adult student. All legal, ethical and financial obligations are the responsibility of an adult student.*

## Resources for Parents

**Parents are encouraged to visit CCSD's website for resources focused on Online Safety.**

- <http://cherokeek12.net/online-safety/>

**CCSD Tech Support Page**

- <https://www.cherokeek12.net/support>

**Digital Citizenship**

- <https://www.edutopia.org/blog/digital-citizenship-need-to-know-vicki-davis>
- <https://www.momschoiceawards.com/blog/6-rules-of-digital-citizenship-for-kids/>

**Common Sense Media**

- <https://www.commonsensemedia.org/>



# PARENT AND STUDENT AGREEMENT

## CCSD Administrative Guidelines Regarding Technology Use

*Pursuant to the School Board's Technology Use Policy (IFBGA), these administrative guidelines are to be utilized by CCSD staff in policy application:*

Cherokee County School District (CCSD)

## Connect2CCSD Device Agreement

We are excited to be able to provide your student with a mobile computing device while they are enrolled at a Cherokee County public school. Please note the following conditions of the program:

- For participating families, parents and/or adult students must sign the Connect2CCSD agreement.
- In the event of loss or damage to the device, a fee may be required to be paid in accordance with the established Fee Schedule as set forth in the Connect2CCSD Device Agreement, which can include:
  - Actual cost of repair or replacement cost of the mobile computing device for incidents of damage.
  - Incidental fees for removal of identifying labels and asset tags.
- Parents or adult students will file a police report in cases of loss, theft or vandalism that occur on or away from the school campus. The police report must be turned in to the principal or their designee within 48 hours.
- Mobile computing devices that are not returned to CCSD when a student leaves, transfers, withdraws or graduates from school will be considered stolen. The procedures outlined in the Connect2CCSD Device Agreement will be followed and theft charges will be filed.
- Students must secure the mobile computing device when not on their person.
- The mobile computing device is property of the CCSD.

### Students will:

- Use the device responsibly and appropriately.
- Care for the device assigned to them and not leave it unsupervised in unsecured locations.
- Be responsible for all damage or loss caused by neglect or abuse and follow reporting procedures.
- Not loan the device to another individual.
- Not use the device near food or drinks.
- Not disassemble any part of the device or attempt any repairs.
- Carry the device in a protective carrying case.
- Not place stickers, drawings, markings, etc., on the device and will not deface the serial number or asset sticker on the device.
- Understand that the device and its contents may be inspected at any time because it is CCSD property.
- Agree to return the device, power cord and all accessories in working condition, upon request by CCSD Technology staff.
- Follow the policies, procedures, and guidelines outlined in the Connect2CCSD Device Agreement and the Acceptable Use Policy at all times.

Yes, I have received a copy of the Connect2CCSD Device Agreement and understand the conditions of the program. I also acknowledge and accept the terms of the Fee Schedule contained within these guidelines.

Student Printed Name

Grade

Student ID Number

Student Signature

Date

Student Driver's License Number (if applicable)

State Issued

Issue Date

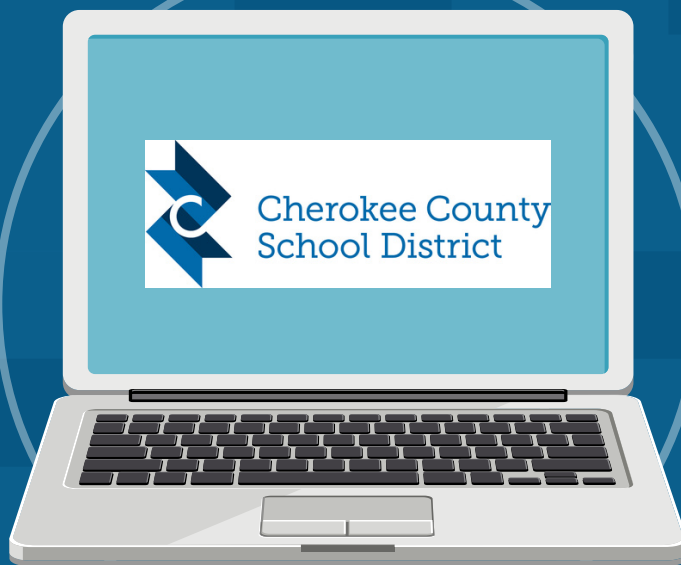
Expiration Date

Parent/Guardian Printed Name

Parent/Guardian Signature

Date

Revised 3.31.23



**2022-23**