



South Hadley Public Schools

**Chromebook Care and Use Procedures and Guidelines
A Resource for Students and Parents/Guardians**

**1:1 Chromebook Program
South Hadley Public Schools**

1. Receiving Your Chromebook

- Distribution of Chromebooks

All students will receive their Chromebook, charger and case at the start of the school year. Families will need to complete all required forms in order to take Chromebooks home.

- Transfer/New Student Distribution

All transfers/new students who miss the Fall distribution should schedule a time with the IT Department for distribution.

2. Returning Your Chromebook

- End of 12th Grade

Seniors will keep their Chromebooks, case, power supplies, and any other equipment issued with the Chromebook until final exams are complete. Seniors will be expected to return their Chromebooks to the school during the specified return time designated by the High School Principal. Failure to turn in a Chromebook at the end of the 12th grade will result in the student being charged the full replacement cost, regardless of insurance. There will also be a charge for any missing peripheral equipment such as the case or power supply. The District may also file a report of stolen property with South Hadley Police Department for equipment not returned. **The district reserves the right to prohibit attendance at the graduation ceremony should the Chromebook and peripherals not be returned.**

- Transferring/Withdrawing Students

Students who transfer out of, or withdraw from, South Hadley Public Schools must turn in their Chromebooks, cases, power supplies, and any other equipment issued with the Chromebook to the IT Department on, or before, their last day of attendance. Failure to turn in the Chromebook will result in the student being charged the full replacement cost, regardless of insurance. There will also be a charge for any missing peripheral equipment such as the case or power supply. The District may also file a report of stolen property with the South Hadley Police Department for equipment not returned.

3. Taking Care of Your Chromebook

Students are responsible for the general care of the Chromebook they have been issued by the District. Chromebooks that are broken or fail to work properly must be taken to the IT Department as soon as the problem is noticed. The IT Department can be reached by using the following link helpdesk.shschools.com. A loaner device will be issued while their device is examined. District-owned Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance. Students should not

leave their Chromebook unattended except locked in their hallway locker.

a. General Precautions to Ensure Care of Devices

- The case issued with the Chromebook is a 'Stay-in' case, and should not (and does not need to) be removed from the case while using it, charging it, or transporting it.
- No food or drink should be next to Chromebooks.
- Cords, cables, and removable storage devices must be inserted carefully into Chromebooks.
- Chromebooks should not be used or stored near pets.
- Chromebooks should not be exposed to extreme temperatures, such as leaving it in a car for extended periods of time during the winter or summer.
- Chromebooks must remain free of any writing, drawing, or non-removable stickers. Static-cling decals that peel off easily are not only permitted, but also encouraged so that students can easily identify their Chromebook visually in the event it is removed from the case.
- Heavy objects should never be placed on top of Chromebooks.

b. Cases

- The cover of the Stay-In case includes a small windowed slot, students can, and should, place a card/paper inside with your name and any *appropriate* writing/drawing/colors to easily identify your unit.
- Although the cases are reinforced to help protect the Chromebooks, they are not guaranteed to prevent damage. It remains the student's responsibility to care for and protect his/her device.

c. Carrying Chromebooks

- Always transport Chromebooks with care and in the protective cases issued by the district.
- Never lift or carry Chromebooks by the screen.
- Chromebooks should be closed when being carried.

d. Screen Care

The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.

- Do not put pressure on the top of a Chromebook when it is closed.
- Do not store a Chromebook with the screen open.
- Do not place anything in the protective case that will press against the cover.
- Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

e. Asset Tags

- All Chromebooks will be labeled with a South Hadley asset tag. The asset tag indicates the Chromebook is the property of the Town of South Hadley and provides information that allows us to match the information with the inventory record.
- Asset tags may not be modified or tampered with in any way.
- Students may be charged up to the full replacement cost of a Chromebook for tampering with an asset tag or turning in a Chromebook without an asset tag.

4. Using Your Chromebook At School

Students are expected to bring their **fully charged** Chromebook to school every day, this eliminates the need to transport the AC adapter (power cord) to/from school. Students should bring their Chromebook to all classes, although the use of the Chromebook during class is strictly at the teacher's discretion.

a. If a student does not bring his/her Chromebook to school

- A student may check out a loaner for the day from the Chromebook cart, if available, which may not be taken home.
- A student borrowing a Chromebook will be responsible for any damage to, or loss of, the issued device.
- Students will be responsible for returning the borrowed device to the library before dismissal.
- If there are multiple occurrences of coming to school without one's Chromebook, the administration and student's parents/guardians will meet to develop a plan to ensure the Chromebook is present in school.

b. Chromebooks being repaired

- Loaner Chromebooks may be issued to students when they leave their school-issued Chromebook for repair with the IT Department.
- A student borrowing a Chromebook will be responsible for any damage to, or loss of, the loaned device.
- Chromebooks on loan to students having their devices repaired may be taken home.

c. Charging Chromebooks

- Chromebooks must be brought to school each day with a full charge.
 - Doing so eliminates the need to transport the AC adapter (power cord) to and from school
- There will be a limited number of charging stations located in the school, available to students on a first-come-first-served basis.
- For optimal long-term performance, fully charge your Chromebook, then unplug until the battery warning indicator message appears.
- Use surge-protected power strips whenever possible.

d. Backgrounds and Themes

- Inappropriate media may not be used as Chromebook backgrounds or themes. The presence of such media may result in disciplinary action.

e. Sound

- Sound must be muted at all times unless permission is obtained from a teacher.
- Headphones may be used at the discretion of the teachers.
- Headphones are not provided.
- Students should have their own personal set of headphones for sanitary reasons.

f. Printing

- Students are encouraged to digitally share their work with their teachers and peers when appropriate.
- A limited number of printers will be available in the school to print work requested by a teacher.
- Students may set up their home printers that are compatible with the Google Cloud Print solution to print from their Chromebooks at home. Information about Google Cloud Print can be obtained here:
<http://www.google.com/cloudprint/learn/>.

g. Logging into a Chromebook

- Students will log into their Chromebooks using only their school-issued G-Suite (Google Apps for Education) account.
- Students should never share their account passwords with others, nor allow anyone else to use their Chromebook.

h. Managing and Saving Your Digital Work With a Chromebook

- The majority of student work will be stored in Internet/cloud based applications and can be accessed from any computer with an Internet connection and most mobile Internet devices.
- Some files may be stored on the Chromebook's hard drive.
- Students should always remember to save frequently when working on digital media.
- The district will not be responsible for the loss of any student work.

5. Using Your Chromebook Outside of School

Students are encouraged to use their Chromebook at home and other locations outside of school for school-related work. A WiFi Internet connection will be required for the majority of Chromebook use, however, some applications can be used while not connected to the Internet. Students are bound by the **South Hadley Public Schools' Acceptable Use Policy** and **SHPS Code of Conduct** and all other guidelines in this document wherever they use their

Chromebook.

6. Operating System and Security

Students may not use or install any operating system on their Chromebook other than the current version of Chrome OS that is supported and managed by the district. Doing such may result in disciplinary action.

a. Updates

The Chromebook operating system, Chrome OS, updates itself automatically. Students do not need to manually update their Chromebooks. The IT Department controls which updates are installed. It is a good practice to properly Shut Down the device daily to ensure all updates are pushed down.

b. Virus Protection

- Chromebooks use the principle of “defense in depth” to provide multiple layers of protection against viruses and malware, including data encryption and verified boot.
- There is no need for additional virus protection.
- Always be on the alert for suspicious emails that contain links, (even if the sender appears to be someone you know), and websites that ask for personal information such as name, date of birth or passwords.

7. Content Filter

The district utilizes an Internet content filter that is in compliance with the federally mandated Children’s Internet Protection Act (CIPA). All Chromebooks have their Internet connections filtered when on site in South Hadley Public Schools and off-site as well. No filtering technology is perfect, however, and both teacher and parental engagement is always an important part of student Internet use.

8. Software

a. G-Suite (Google Apps for Education)

- Chromebooks seamlessly integrate with the G-suite of productivity and collaboration tools.
- All South Hadley students are assigned G-suite accounts that will work with Chrome OS devices.
- Chromebooks are web-based devices, and as such, software cannot be loaded.

b. Chrome Web Apps and Extensions

- Teachers may select apps from the Chrome Web Store that they would find beneficial for students. The district's management tools can then make these apps available to students.
- Some web apps will be available to use when the Chromebook is not connected to the Internet.

9. Repairing Your Chromebook

- Contact the helpdesk.shschools.com to let them know that you need a repair/replacement Chromebook
- You will receive a reply within 48 hours that a replacement chromebook or loaner chromebook is ready for pick-up at your school.
- In order to pick up your replacement/loaner chromebook you will need the following:
 - If you have purchased the optional insurance you will need to have completed the SHPS Chromebook Damage Form and have the damaged device with you at pick-up.
 - If you haven't purchased the optional insurance you will need to have completed the SHPS Chromebook Damage Form, have the damaged device with you and bring a check or cash to cover the replacement/repair cost. The Business Office will contact you to let you know what the replacement/repair cost will be.

a. Manufacturer Warranty

- Chromebooks include a one year limited hardware warranty from the manufacturer from date of purchase.
- The limited manufacturer warranty covers the Chromebook from defects in materials and workmanship.
- The limited warranty covers normal use, mechanical breakdown, and faulty construction.
- The manufacturer will provide normal replacement parts necessary to repair the Chromebook or, if required, a Chromebook replacement.
- All vendor warranty work will be processed and handled by the IT Department

b. Optional Accidental coverage

- Optional accidental insurance coverage for the Chromebook is available through the South Hadley Public Schools.
- This coverage includes accidental damage (drops, spills, etc.) as well as protection against theft, fire, power surge (by lightning), and natural disasters.
- Theft must be reported to the South Hadley Police Department, a copy of that report must be submitted with any theft claim.
- This coverage does not include malicious or intentional damage, or misplaced units
- The cost of this coverage is laid out in the SHPS Optional Insurance Program

- document.
- If optional accidental coverage is not purchased and the Chromebook is broken, stolen or damaged, the student/parent/guardian will be responsible for the full cost of repair or replacement.
 - All repairs or replacements must be completed or purchased by the South Hadley IT Department staff.

10. Home Technical Support

Due to the wide variety of home networking and printer setups, the South Hadley IT Department is not able to offer home support for the functionality of the Chromebook. The network settings on the Chromebook have not been substantially changed from what a consumer would receive when purchasing this device, so using it at home should be similar to other laptops.

11. No Expectation of Privacy

Students have no expectation of confidentiality or privacy with respect to any usage of a Chromebook, regardless of whether that use is for district-related or personal purposes, other than as specifically provided by law. The District may, without prior notice or consent, log, supervise, access, view, monitor, and record use of student Chromebooks at any time for any reason related to the operation of the District. By using a Chromebook, students agree to such access, monitoring, and recording of their use.

12. Appropriate Uses and Digital Citizenship

School-issued Chromebooks should be used for educational purposes and students are to adhere to the **South Hadley Public Schools Acceptable Use Policy** and **SHPS Code of Conduct** at all times.

13. Children's Online Privacy and Protection Act (COPPA)

The District makes every effort to comply with state and federal laws regarding student online activity and privacy. COPPA applies to commercial companies and limits their ability to collect personal information from children under 13. COPPA does not preclude schools from acting as intermediaries between operators and parents in the notice and consent process, or from serving as the parent's agent in the process of collecting personal information online from students in the school context. The school's use and sharing of student information is solely for education purposes.

For more information, please visit <http://www.ftc.gov/privacy/coppafaqs.shtm>.