

Lake Dallas ISD



Mobile Device Guide

The policies, procedures, and information within this document apply to all mobile devices issued at Lake Dallas ISD.

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Program Goal

The goal of assigning mobile devices to LDISD students and staff is to facilitate both classroom and virtual instruction. Students will be able to submit classroom assignments from anywhere they have internet connectivity (at or away from school). Teachers will be able to manage student assignments, as well as conduct virtual classroom sessions with students, as needed.

As of this writing, students will be assigned a Chromebook. Staff members will be assigned either a Windows laptop, or a Chromebook, as campus, instructional, and financial needs dictate.

The contents of this guide are referenced by the employee and student handbooks. Acknowledging the receipt, review and acceptance of the student or employee handbooks also assumes review and acceptance of the contents of this Mobile Device Guide.

What is a Chromebook?

A Chromebook is a netbook or small laptop, which runs Google Chrome OS as its operating system. Chromebooks are designed to be used while connected to the internet and support applications like Google Docs that reside on the Web, rather than traditional PC applications like Microsoft Office and Photoshop that reside on the machine itself. They are lightweight, usually operate on a wifi network, and typically come with integrated web cams and microphones, making them well-suited to use in virtual meetings or classroom sessions, in any location that has internet access.

Chromebook Models

Student and staff Chromebooks will be issued by / sourced from the student's / staff member's assigned campus, and will typically be one of the following models:

- Lenovo 300e
- Dell 3100
- Acer R13
- HP X360

While these models will be the primary Chromebook models assigned for the 2022-2023 school year, it is possible that other Chromebook models could be distributed. Fiscal resources, available district inventory and current industry supply will all contribute to the models of devices deployed for use by students.

Staff Laptop Models

The district employs the use of HP brand laptops, all of which fall under the Elitebook and Probook product lines.

Receiving your Mobile Device

For students and staff, device distribution will typically occur at each campus, at a time and date to be coordinated with the recipient.

Device distribution will involve accounting for which device is assigned to a student or staff member. Every effort will be made to ensure the student or staff member maintains the use of their assigned device, unless repairs or replacement of their assigned device is required.

Note to students: If the Chromebook issued to you is damaged in some way, you must notify the issuing campus library, or the Technology department of the issue within 24 hours of receipt of the device. Otherwise, you can be held financially responsible for the damage.

Device Return

While enrolled or employed at Lake Dallas ISD, the district maintains the ownership of the device. When the student withdraws or graduates from the district, or an employee leaves employment with the district, the device, with all issued power cords and/or accessories, must be returned to the appropriate campus where the device was originally issued, in working order. If the device is not in working order, or requires repair, the terms in the 'Repairing or Replacing Your Device' section of this guide apply.

The device will be returned to the school upon request, if the student withdraws from school prior to the end of the school year, or if the staff member resigns his/her position.

If requested by district administration, campus or department administration, or the Technology Department, students and staff may be required to turn in their mobile device(s) for maintenance or inspection.

Failure to return the equipment by students or staff will be considered unlawful appropriation of District property.

Using your Mobile Device

Elementary Campuses - At School

Elementary students who attend school for in-person instruction will be assigned a device, but the device will remain in their classroom at school (i.e., students will not take the device home), and charge overnight in their classroom charging carts. Device use will occur at the teacher's direction.

Elementary Campuses - At Home

Elementary students who receive virtual instruction away from school for authorized/approved reasons will be assigned a Chromebook to be used at home and other locations outside of school. A wi-Fi internet connection will be required for instructional Chromebook use. Students are bound by the Lake Dallas ISD Acceptable Use Policy, and this Chromebook Agreement, regardless of where they use their Chromebooks and regardless of the source of the internet connection.

Secondary Campuses - At School

Secondary students will be assigned a Chromebook device, regardless of in-person or virtual learning status. The Chromebook is intended for use at school each day the student is in attendance. Students are responsible for bringing their Chromebooks and/or chargers to all classes, unless specifically advised not to do so by their teacher. While in class, students are expected to comply with all school rules, policies, and teacher directives when using their Chromebooks.

If a student leaves the Chromebook and/or charger at home, he/she is responsible for getting the coursework completed as if the Chromebook were present. A loaner Chromebook, if

available, can be assigned at the campus' discretion, provided such devices are available. Other district computers may or may not be available for student use.

Loaner devices may be issued to students or staff when their devices are being repaired. This will only be possible if loaner units are available. Availability of a loaner device cannot be guaranteed.

Secondary Campuses - At Home

Students can use their Chromebooks at home and other locations outside of school. A wi-Fi internet connection will be required for instructional Chromebook use. Students are bound by the Lake Dallas ISD Acceptable Use Policy, and this Mobile Device Guide, regardless of where they use their Chromebooks and regardless of the source of the internet connection.

Faculty/Staff Mobile Device Use

Faculty and Staff can use their assigned mobile device at home and other locations outside of school. A wi-Fi internet connection will be required for instructional mobile device use. Faculty and Staff are bound by the Lake Dallas ISD Acceptable Use Policy, and this Mobile Device Guide, regardless of where they use their device and regardless of the source of the internet connection.

In addition, Faculty and Staff should not use their assigned LDISD device for personal matters, such as banking transactions, filing tax returns, operating side businesses, etc. While this is partly to safeguard the LDISD network, it is also for the user's protection in the event the device is lost or stolen. In short, keep school and personal business separate when using LDISD devices.

File Management

Students and staff are encouraged to save files to their Google Drive account. Saving to Google Drive will make the file accessible for the student or staff member from any computer with internet access. Some files may be stored locally, but this practice is highly discouraged. Local storage capacity on Chromebooks is extremely limited, and should the device have to be repaired/replaced, any files stored locally will likely be lost. Likewise, laptops have more local storage capacity than Chromebooks, and even more data is potentially exposed and unretrievable if the device is lost or stolen.

- Remember to save to Google Drive frequently when working on digital media.
- Ultimately, the district will not be responsible for the loss of any student /staff work.
- Students and staff are encouraged to maintain backups of important work.

Taking Care of Your Mobile Device

Students and staff are responsible for the general care of the device they have been issued. Devices that are broken or fail to work properly **must be immediately taken to the designated staff member/location at each campus and logged for repair.** Do not attempt to repair a damaged device by yourself, a family member, or a 3rd party repair shop. Please return the device to the campus from which it was issued.

If a loaner device is needed, one may be issued until their device can be repaired or replaced (subject to loaner availability).

General Precautions

- No food or drink should be placed next to, or on, the device.
- Cords, cables, and removable storage devices must be inserted carefully into the device.
- Objects (light or heavy) should never be placed on top of a Chromebook or laptop.
- Chromebooks and laptops should never be exposed to extreme temperatures or direct sunlight for extended periods of time.
- Chromebooks and laptops should never be carried with the screen open, or carried by the screen.
- Students, staff, or family members should never disassemble Chromebooks or laptops, and attempt their own repairs. Attempting such repairs creates a safety hazard, and will void any warranty or insurance coverage that may exist for the device.
- Do not attempt to remove asset tags, or other forms of identification placed on the device.
- The Chromebook or laptop should be kept clean and free of marks at all times. Placing stickers, writing or drawing on, marking, engraving or otherwise defacing the device or case, if one is given, is prohibited and can result in loss of privileges and disciplinary consequences.

Cases

- While not all district mobile devices are currently equipped with protective cases, they will be as time and resources allow.
- If a district Chromebook or laptop is equipped with a case, the device should be used with the case applied at all times. **Removal of the protective case for any reason other than administration, repair, or service of the device by authorized personnel is prohibited.**
- Although the cases are designed to help protect the Chromebooks / laptops, they are not guaranteed to prevent damage. It remains the responsibility of the student/staff member to care for and protect his/her device.
- Regardless of whether a device is used with a protective case/carrier, students and staff members are still responsible for taking good care of their assigned device and adhering to the terms of this document.

Charging

- It is the responsibility of mobile device users to ensure that his/her device is fully charged daily for school use.
- Devices may be charged at school, provided time and resources are available. (e.g., sufficient charging carts, cords or outlets in a given classroom). Secondary students in particular, should not assume they will have ample time or resources to charge their device at school.
- It is **not** the teacher's responsibility to accommodate students who do not properly manage their device charge.

Screen Care

Chromebook and laptop screens can be damaged if subjected to heavy objects, rough treatment, certain 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 or laptop when it is closed.
- Do not carry the device by the screen when it is open.

- Heavy objects should never be placed or stacked on top of your Chromebook / laptop. This includes, but is not limited to, books, musical instruments, and sports equipment.
- Do not store the Chromebook / laptop with the screen open.
- If equipped with a protective case, 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.
- Do not use the Chromebook or laptop as a file folder. Staples and paperclips can crack the screen.
- Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

Asset Tags and Identification Labels

- All Chromebooks and laptops will be labeled with a district asset tag, and possibly campus room, or cart number tags.
- Most district mobile devices will be etched with an LD logo. (note, some devices which have undergone case repair, may no longer have the LD logo etching.)
- Asset tags, and any form of identification label must not be removed, modified, or tampered with in any way.

Storing Your Mobile Device

- When not in use, Chromebooks and laptops should be securely stored. Nothing should be placed on top of the Chromebook or laptop when in storage.
- Under no circumstances should a Chromebook or laptop be left unsecured, in unsupervised areas. An unsupervised area is considered any area that is not locked and secured or in which there is no supervision.
- Unsupervised Chromebooks and laptops, if found, can be confiscated by staff and taken to the campus Principal or the LDISD Technology Department.
- In addition, Chromebooks and laptops should **never be left unattended, with a user account logged into the device, and/or applications open**. This is a serious security issue, as it avails unauthorized individuals the opportunity to access data for which they are not entitled or authorized to view. **Do not make it easy for anyone to easily access your sensitive and important data!**
- LDISD is not responsible for the safekeeping and protection of Chromebooks and laptops that are not secured in the assigned carts, or in appropriate areas.

Software and Filtering

Every effort will be made to ensure Chromebooks and laptops are running the latest build of Google Chrome Operating System (Chrome OS), or the latest build of Windows, as applicable. However, it is possible the device issued may not be current with the latest Chrome OS or Windows release. The Chrome OS will automatically install updates as they are released by Google. Likewise, Windows updates will be scheduled, typically on a weekly basis. Chrome and Windows updates often require a restart to take effect.

The district employs a centralized management system that is utilized to change security settings, update software, and add or remove Chromebook or Windows applications. Students and staff are prohibited from disabling, modifying, circumventing or altering management settings or content filters.

Content Filter

LDISD utilizes an internet content filter for two primary purposes:

1. For compliance with the federally mandated Children's Internet Protection Act (CIPA).
2. To protect LDISD devices from malicious content that poses a risk to the operation of LDISD devices, and the LDISD network.

All LDISD Chromebooks and laptops, regardless of physical location (in or out of school) and internet connection, will have internet activity filtered and monitored.

Despite use of an internet content filter, LDISD cannot guarantee that all controversial or inappropriate materials will be blocked.

No Gmail For PK-2 Students

Students in grades PK-2 will have a Google account for purposes of using a district-provided device; however, they will not be assigned functional Gmail addresses under the ldisd.net domain.

Personalizing your Chromebook

Students and staff may personalize their devices through device settings, to the extent device management permissions allow, and provided the modifications are appropriate, and inoffensive. Misuse of these settings can result in revocation of device privileges.

Currently, students are not permitted to download and install apps/extensions to district Chromebooks. Any apps/extensions desired for instructional purposes must be requested through classroom teachers, or campus instructional staff (e.g., Instructional Coaches, Library Media Specialist). Approved apps/extensions are then coordinated with the Technology department for deployment to Chromebooks in use by staff and students.

Similarly, staff will need to request applications for their laptop through their instructional department, to be vetted. Once approved, the Technology department will make the application available for download to the district laptop.

Note: Parents and students cannot use personal email accounts on district devices assigned to students. District devices will only permit the use of ldisd.net accounts.

No Expectation of Privacy

Students and staff have no expectation of confidentiality or privacy with respect to the usage or content of a district-issued Chromebook or laptop, other than as specifically provided by law. LDISD may, without prior notice or consent, log, supervise, access, view, monitor, and record use of district devices at school, or away from school. LDISD-issued mobile devices are subject to confiscation at any time and without prior notice. By using a LDISD device, students and staff agree to such access, monitoring, and recording of their use.

Responsibility For Content Stored On Assigned Device

Students and staff are responsible for the content stored on their assigned devices. Stored content is expected to be related to academic pursuits. Content which is offensive, prohibited by the LDISD Acceptable Use Policy, or which violates federal, state, or local laws can result in confiscation of the device, loss of network privileges, and possible legal action.

Devices will be assigned to a specific user (staff member or student). End users are ultimately accountable for all content logged under their account credentials. **Do not permit your assigned device to be used by someone else under your credentials!**

Repairing or Replacing Your Device

Device Warranty

- Chromebooks include a 1-year hardware warranty from the manufacturer.
- Laptops include a 3-year hardware warranty from the manufacturer.
- The manufacturer warrants the Chromebooks and laptops from defects in materials and workmanship.
- **Manufacturer warranties, for both Chromebooks and laptops, do not cover repairs required due to accidental or intentional damage.**

Protection / Insurance Plans

Protection plans, accidental damage insurance, or similar insurance plans, are currently not offered or required by Lake Dallas ISD.

Lake Dallas ISD **does not** cover for loss of the Chromebook and/or its accessories, cosmetic damage, or damages caused by **intentional misuse and/or abuse**. (see below for accidental damage)

Repair Procedures

Lake Dallas ISD does not charge a usage fee for district Chromebooks or laptops.

If the student/staff Chromebook / laptop is properly cared for, the student/staff member will not have to pay any money out of pocket for the use of the device.

In the event of **damage to** or **hardware malfunction of** the device, the following procedure will apply:

- Students or staff who need to have their Chromebook or laptop repaired should leave the device with the designated school employee at each issuing campus to be logged for repair.

- Secondary campuses – return the device to the library. The receiving party (librarian or library aide) should immediately update Follett Resource Manager to reflect the device assignment change for the student, and also create a School Dude ticket upon receipt of the broken device, listing the device model, asset tag# or serial #.
- Elementary campuses – teachers and staff members should submit a School Dude work order, listing the device model, asset tag# or serial #, and reason for the repair.
- Once a ticket has been submitted into School Dude, the technology department will collect the device for repair.
- If one is available, a loaner device will be issued to the student/staff member. If repair or replacement is needed due to malicious damage, the school may refuse to provide a loaner or reissue a device.
- Students and staff will be notified via their school Gmail account, or through a repair ticket as applicable, when their device has been repaired. Repaired devices should be picked up at the designated area at each campus. The loaned device should be exchanged for the repaired device, including any power cords / chargers.
- A repaired device may need to be restored to its original settings. In these instances, locally stored files may not be recoverable.

Repair Costs

Device repair costs will be assessed as follows:

- Warranty repairs or hardware failures not due to accidental damage or misuse will be repaired at no cost to the student or staff member.
- Out-of-warranty repairs or hardware failures not due to accidental damage or misuse will be repaired at no cost to the student or staff member.
- The cost for device repair due to **accidental** damage, for each of the first and second occurrences, will be a \$75 flat fee. Examples of accidental damage include, but not limited to:
 - Cracked screens
 - Cracked device housing
 - Broken keyboards
 - Headphone plugs broken off inside jack
- The cost for device repair due to **accidental** damage, for the **third occurrence** will be the **full replacement cost** of the device/component (see below).

- The cost for device repair or replacement due to **misuse, neglect, or loss** will be the **full replacement cost** of the device / component, regardless of whether this is the first or subsequent occurrence.
 - Chromebook replacement - \$350
 - Laptop replacement – Laptop costs will apply to staff members only, not students, and will be determined by campus and district administration, on a case-by-case basis. Laptop replacement cost - \$1195.
- Component /accessories charges are as follows:
 - Charger replacement - \$35
 - Protective case replacement - \$25

Frequent ‘accidental’ damage by students or staff can be interpreted as neglect and misuse. Under such circumstances, repair / replacement costs can be assessed as **misuse, neglect, or loss**. ‘Frequent’ can be considered to be 3 or more repair incidents, under any time duration, by the same student or staff member.

Final determination of whether or not the frequency of damage will be considered misuse or neglect will be at the determination of campus or district administration. Furthermore, device use under these circumstances can be revoked, if deemed necessary, by campus or district administration.

In the event of **theft** of the device, a police report is required to be filed as soon as possible after determining the theft. Replacement for **theft** of the device will be assessed on a case-by-case basis, and will be at the discretion of the campus principal, and/or district administration.

Use of Personal Devices

While Lake Dallas ISD does support the use of personal devices, as defined in the Lake Dallas ISD BYOD Program Guide, students who must use a personal device under the terms of this guide will not be issued a district-owned Chromebook.

Related Documents

LDISD Acceptable Use Policy (Student, <https://www.ldisd.net/Domain/1530> and Employee Handbooks, <https://www.ldisd.net/Page/1660>)

LDISD BYOD Guide - <https://www.ldisd.net/Page/4546>

LDISD Mobile Device Guide - <https://www.ldisd.net/Page/7597>

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