

2024-2025

WLCSD Chromebook Policy Handbook

For the 2023-2024 school year, students in grades 6-12 who are enrolled in Walled Lake Consolidated Schools are being offered the opportunity of being issued a School District-owned Chromebook, case, and charger for use at school and at home as part of their educational programs.

Students and their parents/guardians must sign the Technology Device Agreement and return the completed form in order to receive a Chromebook and associated equipment. A Chromebook will not be issued without a fully completed and signed agreement.

Student's/families interested in this opportunity are required to pay a **\$50 deposit per Chromebook**. Students in grades 6-12 are not required to take advantage of being issued a School District-owned Chromebook, but are required to either use a School District-issued device or provide a personal device to be used in school throughout the school year. A minimal quantity of School District-owned devices will be available to borrow during the school day for emergency purposes and for district devices that are out for repair/service. Additional devices will not be available for consistent daily use by students. When School District-issued devices are taken home, all care, handling and appropriate use that is in effect during the school day shall extend to the use of their Chromebooks at home and all such use of Chromebooks must be in accordance with the School District's Student Code of Conduct and Acceptable Use Policy. Parents have the responsibility to monitor screen time and appropriate usage when the Chromebook is not in school. Students and parents/guardians are also responsible for all repairs (other than those covered by warranty) and damage caused to the School District-owned Chromebook that is issued to the student.

Technology Protection Plan

Walled Lake Consolidated Schools has arranged for an optional Technology Protection Plan to be available for purchase by students and/or parents/guardians. The Technology Protection Plan will cover accidental damage to the School District-issued device. Parents must complete a Protection Plan coverage or an Opt-Out Form prior to device pick up. There will be no refunds issued for Technology Protection Plan Purchase.

This Technology Protection Plan **does not** cover:

- Loss or theft of the device and/or its accessories, including AC adapter or carrying case,
- Battery replacement
- Intentional damage
- Cosmetic damage
- Damage caused by misuses and/or abuse
- Damage caused by fire, flood or natural disasters.

The Technology Protection Plan offers basic protection for **\$20/year**. There is no deductible for the first repair cost. For subsequent repairs, the deductibles include:

<u>Deductibles</u>	
1st repair	Free
2nd repair	\$20
3rd repair	\$40

After the third repair, a meeting between the parents and the principal will take place to discuss the issues and all procedures that will be put in place for subsequent repairs, which may include additional and increasing deductibles.

Annual Cost and Technology Protection Plan Details:

The annual cost for the Technology Protection Plan is \$20/year per device (\$80/year family max). This cost covers protection from August-June of the current school year. To enroll in the Technology Protection Plan for 2023-24, you can submit payment through e-Funds, our online payment system available at our e-Funds link. Choose Optional Fees and select Chromebook Protection. Alternatively, checks should be made to WLCSD. The Technology Protection Plan must be purchased prior to device pick up or electing the opt-out option.

If this plan is seen as a financial burden to your family, please contact your building principal for alternative options. Parents who choose not to purchase the Technology Protection Plan will be fully responsible for any loss, theft, or damage.

Return

Student Chromebooks and accessories (charger and case) will be collected at the end of each school year for maintenance over the summer. Chromebooks not returned by the last day of school will be charged a late/lost/stolen charge. Students will retain their original Chromebook each year while enrolled in WLCSD.

Any student who transfers out of WLCSD will be required to return their Chromebook and accessories. If Chromebook and accessories are not returned, the parent/guardian will be held responsible for payment in full. If payment is not received, the parent/guardian will be referred to a collection agency.

Taking care of your Chromebook

Students are responsible for the general care of their School District-issued Chromebook. If a student's district-issued Chromebook breaks or fails to work properly, the student will fill out an online tech support request and wait for a response email with procedures to follow. There will be a designated area in each school where Chromebooks needing repair will be dropped off by the student. If a loaner Chromebook is needed, one will be issued to the student until their Chromebook can be repaired or replaced.

General Precautions:

- No food or drink is allowed next to your Chromebook while it is in use.
- Cords, cables and removable storage devices must be inserted carefully into the Chromebook.
- Never carry the Chromebook while the screen is open.
- Chromebook should be shut down when not in use to conserve battery life.
- Never shove Chromebooks into a locker or wedge in a backpack or book bag, this may break the screen.
- Do not expose your Chromebook to extreme temperature or direct sunlight for extended periods of time. Extreme heat or cold may cause damage to the device.
- Always bring your Chromebook to room temperature prior to turning it on or plugging it in.

Carrying your Chromebook

The padded carrying shell of the Chromebook only provides basic protection from everyday use. It is not designed to prevent damage from drops or abusive handling. Carrying the Chromebook in a padded backpack or padded book bag is acceptable provided the backpack or book bag is handled with care. For example, you shouldn't toss the backpack or drop the backpack if your Chromebook is inside. A protective padded case is provided- make sure you use it and do not remove the protective case from your loaned device.

Screen Care

The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on top of the Chromebook.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the carrying case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid, e.g., pens, pencils, notebooks.

Clean the screen with a soft, dry, anti-static or microfiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook. You can also purchase individually packaged pre-moistened eyeglass lens cleaning tissues to clean the screen at any local grocery or drug store as well as Sam's Club and Costco. They are very convenient and relatively inexpensive.

Using Your Chromebook

At School:

The Chromebook is intended to be used at school each and every day. In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, academic handbooks, student handbooks, and schedules can be accessed using the Chromebook. Students are responsible for bringing their Chromebook to all classes unless specifically advised not to do so by their teacher.

At Home:

All students are required to take their Chromebook home each night through the school year for charging. Chromebooks must be brought to school each day in a fully charged condition. Students must charge their Chromebook each evening. Repeat violations of this policy will result in referral to administration and possible disciplinary action.

All use at school and at home must also comply with the School District's Student Code of Conduct and the Acceptable Use Policy. It is recommended that students not carry the AC adapter power cord (charger) to school. If fully charged at home, the battery will last throughout the day.

Sound:

Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.

Printing:

School printing functionality is not available at school. Teaching strategies will facilitate digital copies of homework/classwork.

At home: The Chromebook will not support a physical printer connection. The WLCSD Technology Department is unable to support home printer setup/configuration. Students needing printing capabilities should seek an alternative device that has printing capabilities.

Managing Your Files and Saving Your Work:

Students may save documents to their Google Drive, or they may save to an external memory device such as a USB flash drive. Saving to Google Drive will make the file accessible from any computer with internet access. Students using Google Drive to work on their documents will not need to save their work as the Google Drive will save each keystroke as the work is being completed. It will be the responsibility of the student to maintain the integrity of their files and keep proper backups.

Personalizing the Chromebook:

Students are able to personalize their Chromebook as long as it does not cause physical damage to the unit. Stickers are not permitted on the Chromebook. Appropriate music, photos, and videos may be added to the Chromebook. Personalized media is subject to inspection and must follow WLCSD Code of Conduct and the Acceptable Use Policy.

Software on Chromebooks:**Originally Installed Software:**

Chromebook software is delivered via the Chrome Web Store. These are web-based applications that do not require installation space on a hard drive. Some applications, such as Google Drive, are available for offline use. The software originally installed on the Chromebook must remain on the Chromebook in usable condition and easily accessible at all times.

All Chromebooks are supplied with the latest update of Google Chrome Operating System (OS) and many other applications useful in an educational environment. The Chrome OS will automatically install updates when the device is shut down and restarted.

From time to time, the school may add software applications for use in a particular course. To the best of our ability this process will be automatic.

Virus Protection:

Virus protection is unnecessary on the Chromebook due to the unique nature of its design.

Additional Software:

Students are unable to install software on their Chromebook other than that which is approved by WLCSD.

Inspection:

Students may be selected at random to provide their Chromebook for inspection. The purpose for inspection will be to check for proper care and maintenance as well as inappropriate materials being carried into the school.

Procedure for Restoring the Chrome OS:

If technical difficulties occur, technical support staff will use the “5-minute” rule. If the problem cannot be fixed in 5 minutes, the Chromebook will be restored to factory defaults. In a One-to-One environment it is impossible for support staff to maintain a working environment for all if too much time is spent fixing every glitch that may arise. Restoring the Chrome OS will restore the device to the state in which the user originally received it. All student-created files stored on a USB flash drive or Google drive will be intact after the operating system is restored. All files saved on the Chromebook that have been synced to Google Drive will be intact. All other data (music, photos, documents) stored on internal memory that has NOT been synced will not be restored unless a student requests an attempt be made to salvage it.

Chromebook Identification

Chromebooks will be labeled in a manner specified by the district. Chromebooks can be identified in following ways:

- Record of serial number and asset tag
- Individual’s Google Account username
- Under no circumstance are students to modify, remove, or destroy identification labels. Destroying the labels will void the Technology Protection Plan because that is how the devices are identified.

Storing Your Chromebook

When students are not using their Chromebook, it should be stored in their locker with the lock securely fastened. Nothing should be placed on top of the Chromebook when stored in the locker. Students need to take their Chromebook home with them every night. The Chromebook is not to be stored in their locker or anywhere else in school outside of school hours. The Chromebook should be charged fully each night at the student’s home. The Chromebook should never be stored in a vehicle.

Storing Chromebooks at Extracurricular Activities/Events:

Students are responsible for securely storing their Chromebook during extracurricular activities.

Chromebook left in unsupervised/insecure areas:

Under no circumstance should a Chromebook be stored in unsupervised areas. Unsupervised areas are inside the school grounds and campus, gymnasium, the cafeteria, unlocked classrooms, media center, dressing rooms, hallways, bathrooms, extra-curricular bus, in a car, or any other entity that is not securely locked in which there is no supervision.

Repairing or Replacing Your Chromebook

Chromebook undergoing repair:

- If a Chromebook is in need of repair, it should be dropped off in the school's designated area after filling out an online tech request form.
- If the repair takes more than two days, a loaner Chromebook will be issued to the student until the unit is repaired.
- If repair is needed due to malicious damage, the school may refuse to provide a loaner Chromebook.
- Repaired Chromebook will end up with the original factory image as first received. It is important that students keep their school data synced to cloud drives so documents and class projects will not be lost. Personal information that cannot be replaced should be kept at home on an external storage device.
- If the Technology Protection Plan is not paid for on the device, the student/parent/guardian will be responsible for the cost of the repair. If the repair is a hardware failure, the district will repair the device at no cost to the student.

Costs for Repairing Your Chromebook

In the event of damage to the Chromebook or peripherals, repair or replacement charges will be the responsibility of the student and parent/guardian, and shall be paid to the Walled Lake Consolidated Schools at the time the repair is made. If a Parent/Guardian/Student opts out of the Technology Protection Plan, the Parent/Guardian/Student is responsible for damage to the Device, even in the event a student or parent/guardian fails to return or fill out any documents or other forms related to the use of the device. The current repair costs are as follows:

Chromebook keyboard: \$50
Chromebook screen: \$35
Chromebook casing: \$25 top casing/\$25 bottom casing/\$50 both
Chromebook carrying case: \$60
Chromebook charger: \$30
Chromebook system board: \$120
Chromebook touchpad: \$25
Chromebook bezel: \$20
Chromebook hinge cover: \$20
Chromebook hinge set: \$10
Chromebook camera: \$20

Chromebook Technical Support

The Chromebook Repair Center is located in the Media Center and is the first point of contact for any issues with the device. Services provided by the Repair Center include:

- Password Identification
- User Account Support
- Coordination of warranty repair
- Hardware maintenance and repair
- Operating System or software configuration support
- Restoring Chromebook to factory default
- System software updates

Lost/Stolen or Non-Returned Chromebook

In the event the Chromebook is lost, stolen or is not returned to the School District at the end of the school year, it is the responsibility of the student and parent/guardian to pay for the cost of replacement of the Chromebook. The current replacement cost is \$230.

Failure to Pay for Repairs or Lost Chromebook

If a student/parent/guardian fails to pay for repairs when due, or fails to pay for a lost/stolen Chromebook, the student may, at the discretion of the school district, be ineligible for participation in all extra-curricular and athletic activities until the student's account is brought current.

Walled Lake Consolidated Schools
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Parent/Guardian Acknowledgment

- By accepting this School District-issued device or service, I confirm that I would otherwise be unable to adequately engage in my education.
- I will take good care of my Chromebook and know that I will be issued the same Chromebook each year unless not deemed possible
- I will never leave my Chromebook unattended in an unsecure or unsupervised location.
- I will never loan my Chromebook to other individuals
- I will know where my Chromebook is at all times
- I will charge by Chromebook battery to full capacity each night
- I will keep food and beverages away from my Chromebook since they may cause damage to the device.
- I will not disassemble any part of my Chromebook or attempt any repairs
- I will protect my Chromebook by always carrying it in a secure manner to avoid damage.
- I will use my Chromebook in ways that are appropriate for education
- I understand that the Chromebook I am issued is subject to inspection at any time without notice and remains the property of Walled Lake Consolidated Schools.
- I will follow the policies outlined in the Chromebook Policy Handbook and the District Acceptable Use Policy.
- I will be responsible for all damage or loss caused by neglect or abuse.
- I agree to pay the full replacement cost of my Chromebook and/or power cord/charger in the event that any of these items are lost or intentionally damaged.
- I agree to return the Chromebook and power cord/charger in good working condition at the end of each school year.

Parent Signature

Date

Student Signature

Date

Student Printed Name

School

Student #