



# Skyline Education Schools Technology Handbook



## Table of Contents

<b>Introduction</b>	<b>3</b>
<b>Parent/Guardian Responsibilities</b>	<b>3</b>
<b>Student Responsibilities</b>	<b>3</b>
<b>Acceptable Use</b>	<b>3</b>
<b>Using the Device Securely</b>	<b>3</b>
<b>Repair Procedures</b>	<b>3</b>
<b>Receiving and Returning Your Device</b>	<b>4</b>
<b>Caring For Your Device</b>	<b>4</b>
<b>Repair/Replacement Costs</b>	<b>5</b>
<b>Frequently Asked Questions (FAQs)</b>	<b>6</b>
Chromebooks	
Costs	
Usage	
End of Year Procedures	
Setting Filtering Options on Home Router	

## **Introduction**

It is the goal of Skyline Education and our affiliated schools to ensure that all students have access to the individualized digital curriculum and utilization of Chromebook devices. All students will have a Chromebook device available at school and depending on grade level, some students will have the opportunity to take the Chromebook device home to support their education. This initiative will provide exciting learning opportunities for our students. Under the careful guidance of their parents/guardians and teachers, students will use the devices to support their education in a variety of ways. This handbook outlines the basic information needed to successfully participate in the program.

## **Parent/Guardian Responsibilities**

A strong partnership between school and home will help students be successful in this Digital Learning Program. Parent/Guardian responsibilities are to:

- Review the information in this handbook.
- Monitor student use while students are at home.
- Ensure the device is properly cared for outside of school.

## **Student Responsibilities**

Skyline Education and our affiliated schools are committed to using technology to provide an exceptional learning experience for all students.

- *Students are assigned a school email that provides access to the device and other school platforms.*
- *Although students can access google for searching, all devices are monitored by a content filter that provides full visibility into student searches. This device is for school purposes only and misuse will result in punitive action.*

## **Acceptable Use**

Students must use their device in compliance with the technology and internet usage agreement that is part of the student policies and procedures and outlines appropriate technology use.

Students and parents must acknowledge they have read this policy, including its regulation, and understand that violation of this policy will result in a loss of privileges and further disciplinary action taken by the school's administration.

## **Using the Device Securely**

Students are required to enter their school-assigned user ID and password to operate the device. The device has security features and filtering intended to protect and prohibit your student from accessing inappropriate materials on the Internet, unless the student has taken specific action to bypass these features. Security features and filtering are in effect for their device at school, and at home or on other wi-fi enabled networks, including public libraries, restaurants, etc.

## **Repair Procedures**

When a student device is defective, damaged or needs repair, a similar device will be issued to the student while the device is evaluated. Receiving a second "loaner" device does not absolve the student from liability for the original damaged device and they are responsible for any damage to the loaner. A school staff member will instruct the student on the procedure to follow

to get the device repaired or replaced.

### **Receiving and Returning Your Device**

Each school site will distribute student devices according to their designed plan.

If the Chromebook device was taken home, the device must be returned to the school:

- At the end of the school year.
- Upon withdrawal or transfer to another district school or
- At the request of the school.
- Summer School Chromebook procedures will be determined each year.

It must be returned in working order with all parts and accessories included or the appropriate fees will be assessed. Parts can be found on Page 5 of this handbook.

### **Caring for Your Device**

Proper use and care of your student device is essential. This includes caring for the power cord. Whether at school or at home, please follow these guidelines:

- Protect your device from damage due to food, liquids or extreme heat or cold.
- Do not place items on top or inside of your device.
- Do not leave your device unattended.
- Secure your device properly in your bag or backpack when not in use.
- Keep your power cord at home.
- Charge your device every night.
- Store your power cord in a safe place with your device.
- Do not leave your device unattended where it could be accidentally damaged by food, liquids, pets, or small children.
- Do not leave your device in a vehicle.
- Secure your device properly in your bag or backpack while traveling.
- Use a soft, dry microfiber or lint-free cloth to clean your device screen.
- Report any issues with your device promptly to a parent, teacher, or administrator.
- Do not remove the district barcode or school identification sticker from your device.
- Do not deface the device exterior.
- Do not attach unauthorized stickers.

### Repair/Replacement Costs

Parents and students are responsible for the device if the repair or replacement cost is not due to a manufacturer issue.

The following prices are estimates, as exact costs for each repair will be made upon further inspection of the damaged device. Should the student's device become damaged, the student will be provided a loaner device, while their assigned device is being repaired. Once the assigned device is repaired, the loaner will be collected. **All repairs must be made by a School technician.**

	<b>Cost</b>
<b>Device Replacement (lost)</b>	<b>\$200</b>
<b>Device Replacement (stolen)</b>	<b>\$200</b>
<b>AC Adapter</b>	<b>\$25</b>
<b>Battery</b>	<b>\$31</b>
<b>Base enclosure</b>	<b>\$26</b>
<b>Touchpad board</b>	<b>\$16</b>
<b>Power connector cable</b>	<b>\$14</b>
<b>Display panel (screen)</b>	<b>\$30</b>
<b>Display bezel (front cover)</b>	<b>\$14</b>
<b>Display back cover</b>	<b>\$30</b>
<b>Display Hinges</b>	<b>\$16</b>
<b>Display video cable</b>	<b>\$12</b>
<b>Keyboard / top cover</b>	<b>\$36</b>
<b>Wifi card</b>	<b>\$43</b>
<b>Speaker kit</b>	<b>\$15</b>
<b>Webcam</b>	<b>\$29</b>
<b>Antenna Cable</b>	<b>\$17</b>
<b>System Board</b>	<b>\$85</b>

## Frequently Asked Questions (FAQs)

### Chromebooks

#### **What are Chromebooks?**

A Chromebook is a device intended for accessing and working with Internet based resources. It can work off-line on a variety of tasks. It is fast and light making it easy to use and carry around. The device is relatively inexpensive compared to other technologies on the market, yet it is easy to support while providing 8+ hours of battery life. It connects with Google's suite of applications, which can be used by every student and staff member.

#### **What is required for a student to receive a device?**

Chromebook devices will be distributed to all, some students depending upon grade will have the opportunity to take the device home. In order to receive a Chromebook, a student's parent/guardian must review this handbook and agree to abide by its contents. Once schools have received signed Chromebook check-out documentation, Chromebooks will be distributed to student families by appointment ONLY. A Chromebook cannot be checked out unless this agreement is signed.

#### **Are these devices considered school property?**

Yes, devices are checked out to students much like textbooks and students will be required to return the devices in good working condition. Care and use expectations can be found on Page 4 in the ***Caring for your Device*** section of this handbook.

#### **In addition to the device, what other items will be issued to the student?**

Each device comes with a power cord. This is also considered property of the School and must be returned at the end of the school year.

#### **Will my student turn in his or her device at the end of the school year?**

Yes, the school-provided devices will be distributed and collected, much like textbooks are distributed at the beginning and collected at the end of the school year. Devices will be checked for damage and/or misuse when turned in. Summer School Chromebook procedures will be determined each year.

### **Costs**

#### **Are student rental/use fees associated with this Chromebook program?**

There are no costs for students/parents to participate in this program. However, students/parents will be held responsible for any damages to the device. See Page 5 of this handbook for details on repair and replacement costs.

#### **Will my family homeowner's insurance cover damage to my student's device?**

Please contact your personal insurance provider to inquire about policy coverage.

**Who is responsible for loss, theft or damage to the device while at home?**

Unless the device is located at the school and damage is not related to the student, students are 100 percent responsible for the assigned device. This includes the costs to repair and/or replace the device.

**What should students do if their device needs to be repaired?**

If the device is not located on campus, parents will be notified of damage issue and whether this is a student issue. If the device is in the possession of the student or family, students or parents/guardians should contact [studenttechsupport@skylineschools.com](mailto:studenttechsupport@skylineschools.com) (as well as notify the student's teacher and registrar) to schedule a time when the Chromebook can be brought to the school campus to be exchanged for a loaner Chromebook. The original Chromebook will be assessed, and the applicable costs and estimated repair completion date will be sent to the parent/guardian.

**What if the student moves or transfers to another school or district?**

Students are required to return the device to the school if they transfer to another school or withdraw from the school. The device must be in good working order and be returned with all components including the power cord.

**Will the student be able to complete the coursework without a device, while it is being repaired?**

Yes. Students may be given a loaner device to use while their device is being repaired.

**Usage****Will students have unlimited access to the Internet?**

No. This technology requires the students to enter their district-assigned user ID and password to operate the device. When students use their district-assigned user ID, the student device has security features and filtering intended to protect and prohibit students from accessing inappropriate materials on the Internet, unless specific action has been taken by the student to bypass these security features. The security features and filtering are in effect on their student device at school, and at home or on other wi-fi enabled networks, including public libraries, restaurants, etc.

**Will the Chromebooks be filtered from inappropriate material?**

Yes. The school has a web-filtering program that is used while the device is at school and when off campus. The Chromebooks are managed both at the device level as well as the user account level.

**What if we have trouble connecting my Chromebook to Wi-Fi at home?**

If you are having trouble connecting from home, please review the Chromebook tips document included with the Chromebook. If you still are having trouble, contact your teacher to schedule a time for a technician to reach out to you.

**Can my child use headphones and a mouse with the Chromebook?**

Yes. Students can use headphones, combination headphones with microphone, and a wired or wireless mouse. Most students will not need a mouse, as the track pad that is included is easy to use and highly functional.

**Is the device heat-sensitive?**

Yes. Students should use care when storing their devices and should not leave them where they could get damaged by the weather or other elements. Students should also place the device on a hard surface and not on place them on pillow or bedding of any kind.

**End of Year Procedures****Will personal student data be removed from the device after it is checked back into the school?**

Devices will be collected at the end of the school year or when the student withdraws from the school. If a student withdraws from the school, district technology staff will reprovision the device and reset the device to original settings. Student files and information related to the students Skyline Education profile will be saved in their myskylinemail account (and is hosted by Google), which can be accessed if the student continues to attend a Skyline school.




## Setting Filter Options on Home Router

Just about every router today has the option to block or filter websites *built into the router*. You can block on a schedule or block all the time. Parents can set it up so that the sites are only blocked at night or during the hours you choose.

To access these settings, it is necessary to log into the web interface **of your router**.

Instructions for the most popular routers are available:

Model	Website
Netgear	<a href="http://www.netgear.com/lpc">http://www.netgear.com/lpc</a>
Linksys	<a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>
Dlink	<a href="http://support.dlink.com/Emulators/dir657/100/index.html">http://support.dlink.com/Emulators/dir657/100/index.html</a>
Trendnet	<a href="http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm">http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm</a>
Asus:	<a href="http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html">http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html</a>
TP-Link:	<a href="http://www.tp-link.us/faq-350.html">http://www.tp-link.us/faq-350.html</a>
Buffalo	<a href="http://www.buffalotech.com/search?keywords=parental%20controls">http://www.buffalotech.com/search?keywords=parental%20controls</a>
Belkin	<a href="http://www.belkin.com/us/support">http://www.belkin.com/us/support</a>
Cisco valet	<a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>
ZyXEL	<a href="http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf">http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf</a>
Trendnet:	<a href="http://www.trendnet.com/support/">http://www.trendnet.com/support/</a>
Apple airport	<a href="https://www.apple.com/support/airport/">https://www.apple.com/support/airport/</a>
	<p>OpenDNS</p> <p>Block Websites using a DNS service provider other than your ISP.</p> <ul style="list-style-type: none"><li>● OpenDNS <b>Family</b> gives you free content filtering for home use.</li><li>● OpenDNS <b>Home</b> allows you to customize access for different users.</li><li>● Both options are free.</li></ul> <p><a href="https://www.opendns.com/home-internet-security/">https://www.opendns.com/home-internet-security/</a></p>