

# LTISD Chromebook Handbook

## General Information for Families

In order to support and maintain the long-term stability of technology resources for our learners, we implement a 1:1 device standard for Secondary students (grades 6-12). Chromebooks are available to equip every Secondary student with an individually-assigned Chromebook in a 1:1 distribution for classroom and off-site instructional use.

Primary grade levels (K-5) also have a 1:1 device standard, but in the format of “Classroom sets” of Chromebooks that remain in the classroom. Just like with textbooks in the past, Chromebooks are placed in core classrooms at the primary level to be available at any time technology can support learning. Primary grade-level teachers are responsible for the Chromebooks in their classrooms as part of their overall classroom management.

## Device Information

Students in grades 6-12 are issued a District-owned Chromebook. These devices are assigned to the student and permitted to travel with the student to and from school as well as during the summer months.

***All Secondary students will be issued a District Chromebook. To ensure a consistent and equitable teaching and learning experience, the use of the District-issued Chromebook by all students is required for on-campus instructional purposes. Students will also be required to use District-issued Chromebooks for state testing purposes and when directed by District personnel.***

# Device Distribution

## **High School:**

Freshmen and/or new high school students who have not received a device will receive their Chromebook during the 1st or 2nd week of school during a class period determined by the campus administration. Students will receive their Chromebook and AC adapter.

**Middle Schools:** 6th graders and/or new middle school students who have not received a device will receive their Chromebook during the 1st or 2nd week of school during a class period determined by the campus administration.

Each Chromebook and the student to whom it is assigned will be recorded in the District's inventory system.

**New Students:** Middle school or high school students who enroll after orientation (Round-up) will need to visit their campus "Tech Depot" to check out a device. Students will need their student ID to receive their device.

**Students Not Returning to the District:** Students who are not returning to the District must return their assigned device during the withdrawal process with their school registrar or campus Tech Depot.

## Parent/Guardian Chromebook Agreement

As part of the annual back-to-school updates, "Returning Student Verification" is completed by families online. A Chromebook agreement page is included in the Beginning of School Packet and new student enrollment process. This page will contain the District's Acceptable Use Policy as well as information on the families' responsibility for Chromebook care and repair costs. Once completed, these forms can be reviewed in [Skyward Family Access](#).

By failing to complete the necessary forms, the parent or guardian hereby acknowledges and agrees to assume full financial responsibility for any technology device assigned to their student(s) as a result of their enrollment in or attendance at LTISD schools. Accordingly, they shall be liable for all costs associated with the repair or replacement of the device.

## Repair Fees and Optional LTShield Chromebook Protection Plan

At the beginning of the school year, students will be provided with a Chromebook and a charging cable. Each student must report any damage and request repair by visiting the campus Tech Depot. Repairs are usually conducted on-site with minimal disruption to the student. If the Chromebook needs to be replaced due to first-time accidental damage or a manufacturing defect, there will be no charge to the student. The student will be responsible for the replacement cost for any intentional or repeated damage.

Students are responsible for taking care of their District-issued Chromebooks. If the Chromebook or AC adapter (charging cable) is damaged or lost, fees will be assessed using the fee schedule below when a repair claim is created. All fees will be available for payment online via RevTrak at <https://ltisd.revtrak.net/>.

*The following are the steps to find the payment section.*

- Click on the "Lake Travis ISD Technology Department"
- Click on the "Chromebook Replacement"

Chromebook Repair/Replace Fee Schedule	
Damaged Item	Repair/Replace Cost
Chromebook replacement (lost or damaged)	\$440 per incident
AC adapter (charging cable)	\$40 per incident (replacement)

The District is providing an "OPTIONAL" LTShield Chromebook Protection Plan. For **\$40 per Chromebook and per incident**, a student's Chromebook is covered for the following issues:

- Broken glass screen
- Charger port failure
- Theft (with a police report)
- Broken LED/LCD displays
- Accidental damage
- Power surge, fire and flood
- Water damage
- Loss (with a police report)
- Vandalism
- Screen or Touchscreen failure
- Electrical failures



Although not required, **the District strongly encourages families to purchase the LTShield Protection Plan for each student's Chromebook each school year.** The \$40 is less expensive than a Chromebook repair for an unprotected device. For example, in the event a Chromebook is lost, the cost without a protection plan in place and no police report is \$440. Instead, with a protection plan, lost Chromebooks with a police report are fully covered by paying for the \$40 LTShield Chromebook Protection Plan.

The LTShield Chromebook Protection Plan can be purchased Aug.1st - Oct.1st during the school year and only covers completed repair claims made AFTER payment has been received (i.e. coverage is not retroactive and does not cover repairs made/assessed before the payment of the LTShield Protection Plan). As a result, **families are highly encouraged to purchase the LTShield Protection Plan as soon as it is available via RevTrak Webstore at <https://ltisd.revtrak.net/> Lake Travis ISD Technology Department > Select Chromebook Protection Plan-LTShield.**

Beginning in August, for each family with student(s) in grades 6-12, upon payment for the LTShield Protection Plan, the device issued to the student for whom payment was made will be covered for one (1) academic school year **or** per incident. If the device is replaced using the LTShield Protection Plan, you will need to purchase a new protection plan to cover the new device.

The LTShield Protection Plan is an annual program that must be renewed each school year. Also, the plan is applied **per Chromebook** and not per family. For example, to be fully covered, a family with two students in grades 6-12 would need to purchase two (2) Chromebook Protection Plans, one for each Chromebook.

## LTShield Chromebook Protection Plan Limits

**AC adapters (charging cables) are NOT covered by the plan. If this accessory is damaged, lost, or stolen, the student will be charged according to the fee schedule, regardless of whether or not a protection plan was purchased.** These fees will be made available for payment online via **RevTrak Webstore** at <https://ltisd.revtrak.net/>.

Damage to a Chromebook that is determined by building administration or Technology Staff to be intentional is excluded from LTShield Protection Plan coverage. For any deliberate or repeated subsequent accidental damage, the student will be responsible for the cost of a replacement device.



## **What is considered an “acceptable condition?”**

Each student and his/her parent is responsible for maintaining and/or returning all District-provided electronic devices in acceptable condition. Per Board Policy [CMD\(LEGAL\)](#), electronic materials are considered to be in acceptable condition if all components or applications that are a part of the electronic instructional materials are returned; the electronic materials perform as they did when they were new; the electronic instructional materials do not contain a bug, virus, worm or malware; and the electronic instructional materials have not been installed with plug-ins, snap-ins, or add-ins without the prior approval of the District. Failure to return the devices in an acceptable condition will result in a charge or fee for repairing or replacing the device. Waiver of any fees imposed will be processed in accordance with Board policies [FP\(LEGAL\)](#) and [FP\(LOCAL\)](#).

## **Reporting a Chromebook Issue**

Students will be responsible for reporting when their Chromebook is damaged, lost, stolen, or not functioning properly. The process to report a Chromebook issue varies by school building:

### **High School**

Students will then take their assigned Chromebook that is experiencing issues to the Tech Depot (service desk), room K100, between 8:30 and 2:30 pm daily, or during 7th period to K101 Dell Tech Crew classroom, when available, for troubleshooting. Students must present their student ID when requesting assistance. If the issue(s) cannot be resolved, the student's device will be checked in for repair, and a replacement will be issued.

### **Middle Schools**

Students will take their assigned Chromebook that is experiencing issues to their campus Tech Depot (service desk), BCMS RM503, LTMS RM503, HBMS RM762, between 8:30 - 9:00 am or during “Go Time” between 1:51 - 2:24 pm for troubleshooting. Students must present their student ID when requesting assistance. If the issue(s) cannot be resolved, the student's device will be checked in for repair, and a replacement will be issued.

# Student Responsibilities

- Students in grades 6-12 are required to bring their Chromebooks to school each day, **fully charged**. A forgotten Chromebook may result in a lack of participation in learning activities and additional work for students to complete outside of class. **NO** Loaner devices will be handed out.
- Building administration will address repeated events as a disciplinary matter. Students must bring their Chromebooks to school every day and keep them **fully charged**.
- District buildings and classroom spaces cannot accommodate charging for multiple student devices. Therefore, it is the student's responsibility to take their Chromebook home each night and fully charge the device using the provided AC adapter.
- A small number of unsecured charging locations will be provided in each building or classroom to assist students with 'emergency' charging needs. These will be on a first-come, first-served basis and should not be relied upon for regular charging needs. Students are responsible for their devices while they are charging and should never leave them unattended.
- Repeatedly bringing a device that is not fully charged may be addressed by the building administration as a disciplinary matter.
- ***If a student violates any of LTISD policies or guidelines related to the use of technology, the student may lose access to the LTISD-provided device.***
- Students should understand that their use of the Chromebook is subject to all applicable District Policies and regulations, the Student Code of Conduct, Acceptable Use Policy, and any campus or classroom procedures.

## Device Repair

- Students must immediately report a damaged Chromebook following the steps described in this document's "Reporting a Chromebook Issue" section.
- Chromebooks are the property of the Lake Travis Independent School District and should only be repaired by designated Lake Travis staff. Students should not attempt to repair their Chromebooks.
- The process for having a Chromebook repaired varies by school. Please refer to this document's "Reporting a Chromebook Issue" section for details.
- If the student has multiple damaged devices in a school year, the incidents will be investigated as possible intentional damage and charges may apply.

## Lost or Stolen

- If an LTShield Chromebook Protection Plan has been purchased for a lost device, it will be replaced under the plan's terms. Otherwise, the full replacement cost will be charged before a replacement device is assigned. If a student reports multiple Lost devices in the same school year, the district will look at that on a case-by-case basis and could determine the student is responsible for the full replacement cost.
- Students must immediately report a lost or stolen Chromebook following the steps described for their school in the "Reporting a Chromebook Issue" section of this document.
- Upon receipt of a police report acknowledging a device has been stolen, a replacement will be provided at no additional cost to the student if they have the LTShield Protection Plan. Without the LTShield Protection plan, regardless of whether a police report is provided, the student will be responsible for paying the full cost to replace the device.
- Lost or stolen Chromebooks will be disabled by the District's Technology Department.
- It is the student's responsibility to do everything they can to help find the lost device. If the student reports the lost device to the campus Tech Depot, the technicians can help pinpoint the last location the device was used on the campus. It is the student's responsibility to go to that location and retrieve the device.

## Intentional Damage

- Students must immediately report a damaged Chromebook following the steps described for their school in this document's "Reporting a Chromebook Issue" section.
- ***If the building administration or technology staff deems damage to a Chromebook intentional, the student/parent/guardian will be charged the full replacement cost.***
- ***Intentional damage is NOT covered by the LTShield Chromebook Protection Plan.***

## Chromebook Care

Students are responsible for the general care of the Chromebook issued to them by the school. If their device is damaged or not functioning properly, students should follow their school's Chromebook repair process (see the Reporting a Chromebook Issue section).

# Chromebook Return - Seniors & withdrawing students

Seniors must return their assigned device in “acceptable condition” as defined above or pay the device replacement fee **prior to graduation** in order to participate in the graduation ceremony and/or any other graduation festivities.

Students who are not returning and/or leaving the district during the school year must return their assigned device in “acceptable condition” as defined above or pay the device replacement fee prior to withdrawing from the district.

## Guidelines

Like any school property issued to students for individual use, students will be held responsible for maintaining their Chromebooks and keeping them in good working order. Therefore, general care is expected at all times. Students are responsible for any and all damage. Use the following guidelines to ensure proper care of your Chromebook:

- Use a clean, soft cloth to clean the screen; do not use cleansers or liquids of any type to clean the Chromebook.
- Heavy objects, rough treatment, some cleaning solvents, and other liquids can damage the Chromebook screen. It is particularly sensitive to damage from excessive pressure.
- Insert cords and cables in the appropriate locations; do not force any cords when plugging into the Chromebook or electrical outlets.
- Do not eat or drink over your Chromebook. Keep liquids out of your backpack or bag when your Chromebook is in it.
- Open the Chromebook only when it is resting on a flat surface such as a table or desk.
- Close the screen only when the Chromebook is resting on a flat surface such as a table or desk.
- Do not bump the Chromebook against lockers, walls, car doors, floors, etc.
- Do not disassemble or attempt to repair the device or take it to a third party for repair. The LTISD Technology Department must make all repairs.
- Store the Chromebook in a secure location. For instance, electronic devices should never be left in an unlocked locker, car, or any unsupervised area. Unsupervised areas include the school grounds, such as gyms, locker rooms, library media centers, unlocked classrooms, hallways, and school buses. Any Chromebook left in these areas is in danger of being stolen. If a Chromebook is found in an unsupervised area, it will be taken to the Library Media Center or the school office. Repeat offenders may be addressed as a disciplinary matter.
- No stickers or other items are to be placed on Chromebooks.





- Students should hold the Chromebook (cover closed) with two hands anytime it is carried.
- Never lift the Chromebook by the screen.
- Never carry a Chromebook with the screen in the open position.
- To open the Chromebook, hold the keyboard against the table with one hand. Then, use the other hand to open the screen by grasping the edge (in the middle) and gently moving the screen to the open position.
- All students will need to shut down their Chromebook before closing the lid. This needs to become a habit.
- Before closing the screen, make sure nothing on the keyboard prevents the full closure of the device. Obstacles on the keyboard could cause broken screens or damaged hinges.
- Close the Chromebook using two hands—one at either corner of the screen.

## Protecting Your Chromebook

Electronic Device Identification: Each student's electronic device will be labeled in the manner specified by the Technology department and can be identified in the following ways:

- Serial number
- Lake Travis Independent School District label

Asset tags, labels, and identification stickers 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 a District asset tag or turning in a Chromebook without a District asset tag.

## Storing Your Chromebook

Chromebooks should be stored in a safe location when students are not using them. If a student is storing the Chromebook, nothing should be placed on top of it. Chromebooks should not be stored in a vehicle at any time due to temperature extremes that can damage the device.

## Using your Chromebook

### Saving Work with Your Chromebook

Students will save work in their Google Drive, which will be accessible online or offline. Each Chromebook has space for saving documents while offline, and students can create or edit documents offline. The student is responsible for ensuring that work is not lost due to mechanical failure or accidental deletion. Chromebook malfunctions are not an acceptable



excuse for not submitting work. Teachers will instruct students on methods of managing work.

## Network Connectivity

Lake Travis ISD makes no guarantee that the network will be up and running 100% of the time. In the rare case that the network is down, the District will not be responsible for lost or missing data. If you are creating documents online with Google Docs, all your work is automatically saved as you work.

## Installed Applications, Extensions, and Add-ons

The applications originally installed by the Lake Travis school district must remain on the Chromebook. Lake Travis ISD will manage, install, and/or remove all apps, extensions, and add-ons. From time to time, the District may add applications, extensions, or add-ons. Periodic checks of the Chromebooks will be made to ensure that students have not removed the required software/applications.

## Inspection

Students may be selected at random to provide their Chromebook for inspection. Chromebooks are the property of the Lake Travis Independent School District. Any staff member may confiscate any Chromebook at any time for safety and security purposes.

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 the 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. Teachers, school administrators, and the Technology Department staff may use monitoring software that allows them to view the screens and activity, including all documents or files on student Chromebooks no matter where or when the documents were created.

The LTISD Learner Centric Model (LCM) focuses on achieving deeper learning outcomes via various teaching strategies to ensure learners are actively engaged in diverse educational learning experiences.

Technology supports the Learner-Centric Model by

- Providing access to LT1 by Classlink (<http://LT1.ltidschools.org>), your one-stop shop for all your district resources. Available anytime, anywhere, from any device.
- Providing access to Schoology, digital textbooks, and other education resources
- Supporting creativity and innovation



- Enabling Critical thinking and problem solving
- Enabling communication and collaboration
- Improving technology literacy skills
- College and career readiness

## Digital Citizenship

Digital Citizenship is essential to helping students achieve and understand digital literacy and to ensuring cyberbullying prevention, online safety, digital responsibility, and digital health and wellness.

Each grade level has Texas Essential Knowledge and Skills (TEKS) standards and guidelines that reference digital citizenship and digital literacy. Digital citizenship education is also a federal mandate. LTISD is committed to building digital citizenship skills for all students through a multifaceted approach, including a stand-alone curriculum and lessons integrated into the content area curriculum.

Examples of additional resources to explore:

- <https://www.commonsense.org/education/digital-citizenship>
- [https://beinternetawesome.withgoogle.com/en\\_us/resources](https://beinternetawesome.withgoogle.com/en_us/resources)

## Security

Lake Travis ISD leverages a multitiered approach to network security and content filtering. We utilize a web security service as well as onsite services that offer the best-in-class filters, viruses, malware, and scanning utilities. These utilities are used to minimize exposure and maximize protection for our student population, faculty, and staff. We use a suite of products for content filtering, granular application control, and malware protection to gain insight into and control over threats and vulnerabilities to minimize time to detection and remediation. Our solution also leverages the internet's infrastructure to block malicious destinations before a connection is ever established. For Chrome devices, students are also protected with an additional Chrome-specific filtering solution.

## Content Filtering

All Lake Travis ISD-provided internet access is filtered according to the Children's Internet Protection and Privacy Act (CIPPA). This act requires the District to block or filter internet



access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors (for computers that are accessed by minors). We block or filter harmful content by leveraging policies that include "categories of content" deployed via the multitiered approach mentioned above. The following are categories included in our policies, but not limited to: Adware, Alcohol, Dating, Drugs, Gambling, Hate/Discrimination, Nudity, Lingerie/Bikini, Pornography, Proxy/Anonymizer, Sexuality, Tasteless, Terrorism, Weapons, etc.

As a result, our filters may also block relevant and practical web resources for teacher and student use. If teachers come across a site that may be blocked by our filter but feel this is in error, please submit a work order request for URL review. Conversely, if a teacher comes across a site with inappropriate content, please notify the LTISD Helpdesk immediately at extension 6565.

The District also enforces our internet/technology guidelines as outlined in our Acceptable Use Policy (AUP), which can be found in the Elementary Student-Parent Handbook, Middle School Student-Parent Handbook, High School Student-Parent Handbook, and Employee Handbook.

## District Resources

LT1 by Classlink is your one-stop shop for accessing District resources. This portal to all District resources is available from any device with a browser, in-district or out-of-district.

Most applications will be delivered via LT1. If a specific application is not available or a specific Chromebook app or extension is desired, please submit a request for an app or extension review via a Technology work order request.

Please visit (<http://lt1.ltisdschools.org>) and use your standard District login credentials. (This is the same information you log into the PC and Gmail).

