



Spackenkill

Union Free School District

Chromebook Handbook and Procedures 2016-2017

Mission

The mission of the 1-to-1 program (one device per student) in the Spackenkill School district is to create a collaborative learning environment that is equal for all learners. This environment will enable our students and teachers to implement transformative uses of technology while enhancing student engagement with content and promoting the development of self-directed, responsible lifelong learners. Technology immersion does not diminish the vital role of the teacher. To the contrary, it transforms the teacher from a director of learning to a facilitator of learning. The Board of Education, district staff and community members will all play a key role in the development of effective and high quality educational experiences.

Device Purpose

The Spackenkill School District is supplying the students of Orville A. Todd Middle School with a Chromebook device for the 2016-17 school year. This device is the property of the Spackenkill School District. The device will provide each student access to educational materials that will help them be successful. The Chromebook allows students access to Google Apps for Education, educational web-based tools, as well as many other useful sites. The device is an educational tool not intended for gaming, social networking or high end computing.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

1. RECEIVING YOUR CHROMEBOOK

1a: District Owned/Issued Chromebooks

- Parents/Guardians and students must sign and return the Chromebook Agreement document before we can issue the Chromebook to a student. This Chromebook Handbook outlines the procedures and policies for families to protect the Chromebook investment for the Spackenkill School District.
- Chromebooks will be collected at the end of each school year.
- Students will be assigned the same Chromebook each year while enrolled at Todd Middle School.

2. USING YOUR CHROMEBOOK AT SCHOOL

2a: General guidelines

- Chromebooks are intended for use at school each day.
- In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, schedules and homework may be accessed using the Chromebook.
- Students are responsible for bringing their Chromebook to class, unless specifically advised not to do so by their teacher.

2b: Account Access

- Students are required to use their sufsdny.org user ID with the Chromebooks and are expected to keep that password confidential.
- Students should not use guest mode or they will not be able access their Chrome extensions.

2c: Chromebooks left at home

- If students leave their Chromebook at home, they will have the option to phone their parent/guardian to bring it to school.
- Consequences of repeat violations of not bringing their device to school is at the discretion of the teacher or administrator.

2d: Charging your Chromebook

- Students should fully charge their Chromebooks each evening. Only the charging equipment given with the chromebook should be used to charge the device.

2e: Printing

- Digital sharing of documents is encouraged over printing.
- Printing is discouraged in general. However, students may use network printers with teacher's permission during class or breaks.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

3. USING YOUR CHROMEBOOK AT HOME

- The use of Chromebooks at home is encouraged.
- Chromebook care at home is as important as in school, always transport your chromebook in its case.
- To help protect our students from inappropriate material the district is providing web filtering on the Chromebooks.
- School district web filtering will still apply during the use of district devices outside of the school district's network.

4. MANAGING & SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

- Google Apps for Education is a suite of products which includes mail, calendar, sites, word processing, presentations, drawings, spreadsheets, forms, etc. that lets students create different kinds of online documents, collaborate in real time with other people, and store documents and other files in Google Drive.
- With a wireless internet connection, you can access your documents and files from just about any device at any time, no matter where you are.
- All items will be stored online in the Google Cloud environment.
- Do not store highly sensitive personal information like social security numbers.
- Prior to leaving the district, or graduating, students who would like to save any work need to use [Google Takeout](#) to transfer any work to a personal Gmail account.
- If your device needs repairs, it may require a reload of the operating system which will delete all locally stored files on your Chromebook. Be sure to save all downloaded files in Google Drive.

5. OPERATING SYSTEM ON YOUR CHROMEBOOK

5a: Updating your Chromebook

- When a Chromebook starts up, it updates itself automatically, so it has the most recent version of the Chrome operating system without you having to do a thing. No need for time-consuming installs, updates, or re-imaging.

5b: Virus Protections, Safeguards, and File Recovery

- With defense-in-depth technology, the Chromebook is built with layers of protection against malware and security attacks.
- All files should be stored in Google Drive so there's no need to worry about lost homework.
- All deleted files in Google Drive are recoverable for up to 30 days.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

5c: Procedures for Reporting problems

- The district will handle all repair work. There is no need to take district owned Chromebooks to an outside computer service for any type of repairs or maintenance.
- If the student Chromebook needs technical support, please see Student Helpdesk during the mornings or the main office anytime during the school day.

6. GUIDELINES FOR CHROMEBOOK USE

6a: General Guidelines

- Each employee, student and/or parent will be required to follow the Acceptable Use Policy when using the Chromebooks.

6b. : Backgrounds and Password

- Inappropriate media may not be used. This includes as a screensaver or background.
- Take care to protect your password. Do not share your password.

6c: Privacy and Safety

- Students should not open, use, or change files that do not belong to them or were not shared with them.
- Students should not reveal their full name, personal information, phone number, home address, social security number, credit card numbers or passwords.
- Only share school login information with Google trusted sites.
- Remember Chromebook equipment is the property of the Spackenkill School District and therefore may be accessed and monitored by district staff. There should be no expectation of privacy or confidentiality regarding your data.
- If you inadvertently access a website that contains obscene, pornographic or otherwise offensive material, exit the site immediately and report the site to a teacher so appropriate steps can be taken to block the site.

6d: Legal Property

- Plagiarism is a violation of the student policy. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, movies, music, and text.
- Use or possession of hacking software is strictly prohibited and violators will be subject to discipline. Violation of applicable state or federal law, including the New York Penal Code for Computer Crimes, may result in criminal prosecution or disciplinary action by the District.
- The district cooperates fully with local, state or federal officials in any investigation concerning or relating to violations of computer crime laws.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

6e: Email Communication

- Always use appropriate and proper language in your communication.
- Do not transmit language/material that may be considered profane, obscene, or abusive to others.
- Do not send mass emails, chain letters or spam.
- Email & other communications sent/received should be related to educational needs.

6f: Consequences

- The student in whose name a system account and/or Chromebook hardware is issued will be responsible for its appropriate use.
- Non-compliance with the policies of this document or the Acceptable Use Policy will result in disciplinary action.
- Email, network usage, and all stored files should not be considered confidential and may be monitored/accessed at any time by designated district staff to ensure appropriate use.

7. TAKING CARE OF YOUR CHROMEBOOK:

Students are responsible for the general care of the Chromebook they have been issued by the school. Chromebooks that are broken, or fail to work properly, must be taken to the Helpdesk as soon as possible so that they can be taken care of properly.

7a: General Precautions

- No food or drinks are allowed next to your Chromebook.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook's ports.
- Never transport your Chromebook with the power cord plugged in.
- Students should never carry their Chromebooks while the screen is open.
- Vents should not be covered. Vents allow for cooling of the device to prevent overheating. The Chromebook cases allow for airflow under the Chromebook itself and will not overheat. They should be left in their cases at all times. The charging port is accessible when the case is unzipped. They can be charged while in the case.
- Chromebooks must have a Spackenkill School District inventory tag on them at all times and this tag must not be removed or altered in any way. If the tag is removed disciplinary action will result.
- Try not to subject the Chromebooks to temperature extremes, such as when left in a car.
- Attempt not to leave your Chromebook unattended.
- If a Chromebook is in need of repair, please bring it to the student help desk or

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

the main office as soon as possible.

7b: Carrying Chromebooks

- Transport Chromebooks with care.
- Chromebook lids should always be closed and tightly secured when moving.
- Never move a Chromebook by lifting from the screen. Always support a Chromebook from its bottom with lid closed.
- The district is providing a case. Use of the case is required at all times. Cases should not be customized, tagged, and/or labeled. They include a label window that will allow them to be identified. Do not remove the identification label.

7c: Storing Your Chromebook

- When students are not using their Chromebook at school, they should store them in their locked locker when possible.
- Nothing should be placed on top of the Chromebook when stored in the locker.

7d: Screen Care

The Chromebook **screens can be easily damaged**. While they have been improved, the screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean or put pressure on the top of the Chromebook when it is closed.
- Do not store the Chromebook with the screen in the open position.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in a carrying case or backpack that will press against the cover.
- The screens are not touch screens. Do not poke the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard while the lid is open (i.e. pens, pencils).
- Clean the screen with a soft, dry microfiber cloth or anti-static cloth.

8. PROTECTING YOUR CHROMEBOOK

8a: Chromebook Identification

- The ID label should be visible through the label window on the front of the case.
- The device is for their use during the duration of their time at Orville A. Todd Middle School. Take good care of it.

8b: Account Security

- Students are required to use their **sufsdny.org** domain user ID and password to protect their accounts and are required to keep that **password confidential**.

8c: Chromebooks left in Unsupervised Areas

- Any Chromebook left in an unsupervised area is in danger of being stolen.
- If an unsupervised Chromebook is found, notify a staff member immediately.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

- Unsupervised Chromebooks will be confiscated by staff. Disciplinary action may be taken and is at the discretion of the teacher or administrator.

9. REPAIRING/REPLACING YOUR CHROMEBOOK

Do not take district owned Chromebooks to an outside computer service for any type of repairs or maintenance.

9a: Vendor Warranty:

- The equipment vendor has a hardware warranty on new Chromebooks.
- The vendor warrants the Chromebooks from defects in materials and workmanship.
- This limited warranty covers *normal use*, mechanical breakdown or faulty construction and provides normal replacement parts necessary to repair the Chromebook or device replacement.
- The vendor warranty does cover damage caused by misuse, abuse, theft, or accidents.
- Please report all Chromebook problems to the Main Office or the Student Helpdesk. Temporary loaner devices will be available for non working Chromebooks only if needed.

9b. Chromebooks under repair

- Loaner Chromebooks may only be issued to students when they leave their Chromebook for repairs in the main office.
- Students using loaner Chromebooks will have access to all the same apps and files as they would on their own device.
- Loaner Chromebooks will need to be signed out by the student with the main office in the morning and then returned to the main office and signed back in at the end of the day.

9c: Chromebook Repair/Replacement Costs

- The district reserves the right to charge for the entire replacement cost if intentional vandalism or gross negligence is determined in the handling of the device.
- When deliberate abuse of the Chromebook is suspected, the district may decide that the student will be put on the Reduced Privileges List for the rest of the school year.
- If the device is stolen while on school grounds or at school functions please notify a staff member as soon as possible. The district will obtain a police report.
- If the device is stolen while off school grounds, parents or guardians will need to obtain a police report.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

9d: Reduced Student Privileges

To protect the assets of the Spackenkill School District, identified students will be required to turn in their Chromebooks to the main office at the end of each day for a period of two weeks unless otherwise specified. The main office will secure the equipment during the evening and the student will be allowed to check it back out in the morning. Students may be included on the Reduced Student Privileges list if:

- They are new to the district and have not returned a signed AUP and Chromebook User Agreement.
- They have violated the Acceptable Use Policy or Chromebook User Agreement.

10. CHROMEBOOK TECHNICAL SUPPORT

Technical support for students will be available at the Student Helpdesk and the main office. It will be staffed by knowledgeable Todd staff and students each morning. After the morning, students can bring their Chromebooks to the main office if they are having any problems.

Services provided at the Student Helpdesk in the morning include the following:

- General User support
- Google Apps for Education (i.e., Docs, Sheets, Slides, Classroom)
- Simple troubleshooting
- Referral to the Main Office to obtain a loaner device due to hardware issues

Services not available at the Student Helpdesk (See main office):

- Password related issues
- Hardware repair. ALL REPAIRS must be completed by TECH DEPT STAFF

11. RETURNING YOUR CHROMEBOOK:

All district owned Chromebooks must be returned following these guidelines.

- Students leaving the district must return district owned Chromebooks, case, and power supply to the main office.

Students must return their Chromebooks, cases, and power supplies before summer break on the date specified by the building so they can be checked for any service needs and prepared for use the following year. Each fall, returning students will be reissued the same Chromebook they had the previous year while they are at Todd MS.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

Frequently asked Questions about Chromebooks

Q. What is a Chromebook?

A. Chromebooks are mobile devices designed with a comfortable, full-sized keyboard, clickable trackpad, all-day battery life, lightweight and built-in ability to connect to Wi-Fi. The Chromebook is ideal for anytime, anywhere access to the web. They provide a faster, safer, more secure online experience, without all the time-consuming, often confusing, high level of maintenance required by typical computers.

Q. What kind of software does a Chromebook run?

A. Chromebooks run millions of web-based applications, or web apps, that open right in the browser. You can access web apps by typing their URL into the address bar or when the district installs them from the Chrome Web Store.

Q. How are these web-based applications managed?

A. Each Chromebook we provide to students is a managed device. Members of the Spackenkill School District's Technology Dept. will maintain devices through our Google Apps for Education account. As such, the school can pre-install web-applications as well as block specific web-applications from a centralized management console.

Q. Can the Chromebook be used anywhere at anytime?

A. Yes, as long as you have a WiFi signal to access the web. Chrome also offers the ability to work in an "offline" mode in certain core google apps when WiFi is not available.

Q. Will the Chromebook have 3G?

A. No. The district Chromebooks will not have 3G broadband.

Q. Will the Chromebook have a web filter?

A. Yes. The Chromebooks will be subject to the same web filtering at home as they are while in school.

Q. Is there antivirus built into it?

A. It is not necessary to have antivirus software on Chromebooks because there are not running programs for viruses to infect.

Q. Battery life?

A. Chromebooks have a rated battery life of approximately 8-10 hours. However, we do expect that students charge them each evening to ensure maximum performance during the school day. For maximum battery life, they should not be left with a completely dead battery. Conversely, it's best that they are not left plugged in at full charge for days either (like holiday breaks). Once fully charged and turned off, they can be unplugged. They will maintain their

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

charge for weeks in that state.

FREQUENTLY ASKED QUESTIONS FOR PARENTS

Q. As a parent/guardian, how do I monitor my child's use of the internet?

A. Please see the included "Parents' Guide to Safe and Responsible Student Internet Use" for suggestions on monitoring your child's use of the internet.

Q. What if we don't have Wi-Fi at home?

A. Chromebook's use is maximized with Wi-Fi, but it can be used in an offline mode should Wi-Fi not be available. It will automatically connect to Wi-Fi and upload work upon entering one of the district buildings. Also, students can stay with a teacher or in the Todd library from 2:30p - 3:00p for internet access. Our local public libraries also have internet access. In addition, Optimum WiFi is available in some locations throughout our district.

There are low cost internet options available by calling 1-855-EVERY1ON or visiting everyoneon.org. In our area they offer T-Mobile hotspots for \$10/mo plus the cost of the hotspot.

Spackenkill Union Free School District

Chromebook Handbook 2016-2017

Parents' Guide to Safe and Responsible Student Internet Use

The Spackenkill Union Free School District recognizes that with new technologies come new challenges to both teachers and parents. While the district will enforce the same internet filtering on the Chromebooks at home that we do in school, below is a series of suggestions drawn from a wide variety of professional sources that may aid you, the parent, in effectively guiding your child's use of the Chromebook.

- **Take extra steps to protect your child.** Encourage your child to use and store the Chromebook in an open area of your home, such as the kitchen or family room, so you can monitor what your child is doing online. Use the Internet with your child to help develop safe surfing habits. Children often model adult behavior.
- **Go where your child goes online.** Monitor the places that your child visits. Let your child know that you're there, and help teach he/she how to act as he/she works and socializes online. You can also use the free service like OpenDNS to filter and monitor web traffic for your whole house. Visit OpenDNS.com for more information.
- **Review your child's friends list.** You may want to limit your child's online "friends" to people your child actually knows and is working with in real life.
- **Understand sites' privacy policies.** Internet sites should spell out your rights to review and delete your child's information.
- **Limit the time your student is on the Chromebook.** While the Chromebook is a very engaging device, it is a school work device.
- **Report unwelcome or malicious online threats.** Report immediately to the school administrator any online interactions that can be considered threatening.
- **Help your child develop a routine.** Many parents have found success by helping create a routine for their child's computer use. Define a routine as to how the Chromebook is cared for and when and where its use is appropriate.
- **Take a look at the apps or programs.** It is to the advantage of the students, parents, guardians and school that the parents/guardians have a working understanding of the programs and student work found on the Chromebook.
- **Read and share with your child the Chromebook User Agreement.** By reading and discussing the Chromebook Handbook, you can create a clear set of expectations and limitations for your child.

General Tips for Parents for Internet Safety:

- Talk with your child about online behavior, safety, and security. Set rules for the internet just as you do on the use of all media sources such as television, phones, movies, and music.
- Monitor your child's computer use. Know his/her passwords, profiles, and blogs.
- When the Chromebook is taken home by your child, it is strongly recommended that it will always be used in a common family location.
- Let children show you what they can do online and visit their favorite sites.
- Set limits and clear expectations for computer use.