

# 2019-2020

# Student/Parent Handbook



*Learning Anytime Anywhere*

## Mission

*Concord Community Schools develops students who are highly literate, able to demonstrate mastery of state and national standards, and who are college- and career-ready.*

## Vision

*Concord Community Schools will achieve 90+% results in reading and writing, mastery of state and national standards, and college- and career-readiness.*

## Objective

*Concord Community Schools students will experience digital learning by creating dynamic learning communities that optimize student creativity, critical thinking and communicative skills.*

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The Chromebook Policy Handbook outlines the procedures and policies for families to protect the Chromebook investment for the Concord Community School District.

## 1. RECEIVING/RETURNING YOUR CHROMEBOOK

### 1a. Chromebooks Issued by the Concord Community School District

- Chromebooks are a necessary requirement for access and completion of many learning activities. Their function as a digital textbook and information access tool is necessary for student success.
- By signing for the Chromebook, parents and students agree to comply with the CCS Responsible Use Policy as well as this handbook.
- Chromebooks will be distributed before the beginning of the school year. Students will be provided a Chromebook orientation when he or she receives a device.
- The following items and accessories will be distributed and recorded in the district inventory system:
  - Chromebook, with name and barcode affixed to device, managed by a CCS district management console
  - Charging cord with AC adapter and power cord
  - Stylus
  - Protective Case

### 1b. Returning Your Chromebook

- Students leaving the district must return district owned Chromebooks and accessories to the school office or Media Center prior to withdrawal from the Concord Community School District.
- If a Chromebook and/or accessory is lost, stolen, or not returned, the student/guardian will be charged the full replacement cost and law enforcement agencies may be notified. If the device is returned after the return date, a \$75 fine will remain on the student account as a processing fee for the Chromebook collection attempts.

### 1c. Cleaning Your Chromebook

- Chromebooks are to be maintained per the manufacturer recommended cleaning procedures. DO NOT use cleaner/solvent with acidic content, alkaline & wax.
- Never spray or pour any liquid directly on the LCD panel. Do not clean the screen while the computer is on.
- It is recommended to clean the screen and keyboards, to only use CLEAN water and a soft cloth.

## 2. TAKING CARE OF YOUR CHROMEBOOK

### 2a. General Care

- Students are responsible for the general care of the Chromebook they have been issued by the CCS.
- Students are responsible for bringing a fully charged Chromebook to school each day.
  - It is important to use officially licensed chargers when one is lost to avoid permanent damage to the device. Additional chargers can be purchased at each building.
  - Charger should remain at home and not travel back and forth with student.
- Students are encouraged to take their Chromebook home every night, regardless of whether it is needed or not so that it may be charged properly.
- All district labels and barcodes must remain on the equipment.
- Chromebooks must remain free of any personalization, such as: writing, drawing, stickers, etc.
- Personalization can ONLY be done on the exterior case. These cases, if damaged or you would like a “clean” one, are available for purchase at school.
- Be mindful of food, drink, etc. that may come in contact with the Chromebook when it is stored or in use.
- Chromebooks should not be left unsupervised; they are ALWAYS in danger of being stolen.
  - If an unsupervised Chromebook is found, students will notify a staff member immediately.
  - Students who leave their Chromebooks unsupervised may face disciplinary action.
  - Upon discovery that a Chromebook has been stolen, report the information to building administration who will involve CCSPD as necessary.
- Chromebooks should not be stored in a vehicle (at home, school, or otherwise) for security and temperature control reasons.

### 2b. Carrying Chromebooks

- Transport Chromebooks with care.
  - It is suggested to carry them in a “soft-sided” backpack or bag.
  - No additional accessories should be plugged in (power cord, USB drives, etc) when transporting.
- Chromebook lids should always be closed when moving.

### 2c. Screen Care

- The Chromebook screens can easily be damaged. The screens are particularly sensitive to damage from excessive pressure.
- Only use the provided Lenovo stylus to write/draw on the screen.
- Do not lean or put pressure on the top of the Chromebook when it is closed.
- Do not place anything in the protective case that will apply additional pressure against the cover.
- Do not poke the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard before closing the lid (pens, pencils, papers, etc).
- Clean the screen with a soft, dry microfiber cloth or anti-static cloth.
  - Do not use window cleaner, household cleaners, or other sprays as they may damage the Chromebook.

## 2d. Technical Support

- Chromebooks that are broken, or fail to work properly, must be taken to the Media Center as soon as possible so that the issue can be properly resolved.
- Each school will have a Help Desk in their Media Center that will provide multiple services to support Chromebook usage and repair. Services that will be provided, depending upon facilities and staffing, may include:
  - Troubleshooting, repairs, and loaner devices
  - Loan devices to students who have sent devices out for repair
  - Emergency charging of Chromebooks (if available)
  - Student assistance with questions about devices or online tools
  - Submission of warranty claims
- ***Do not take district-owned Chromebooks to an outside computer service for any type of repairs or maintenance.***

## 3. USING YOUR CHROMEBOOK AT SCHOOL

### 3a. Chromebooks Left at Home

- Students are expected to have their Chromebook present and charged on a daily basis.
- Violations may result in disciplinary action.

### 3b. Chromebooks Under Repair

- Loaner Chromebooks may be issued to students when they leave their Chromebook for repair at the Media Center.
- Students using loaner Chromebooks will be responsible for any damages incurred to the loaner while in the possession of the student.

### 3c. Charging Your Chromebook

- Chromebooks must be brought to school each day fully charged.
- It is strongly suggested that the A/C Adapter and Power Cord be kept at home. If a Chromebook needs to be charged during the day each school will have an emergency charging policy/procedure.
- Students may not have the opportunity to charge their Chromebook in the classroom.

### 3d. Account Security

- Students may be required to change their password at the beginning of each academic year.
- Students are required to use their own CCS Google Apps username and password, and keep this password confidential.
- Students are able to reset their password by visiting the help desk in the Media Center.

### 3e. Backgrounds

- Inappropriate media may not be used as a screensaver or background.
- Presence of guns, weapons, sexualized material, inappropriate language, alcohol, drug, gang related symbols or pictures will result in disciplinary actions.

### 3f. Sound

- Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.
- Headphones may be used at the discretion of the teacher.

## 4. SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

### 4a. Saving to your Google Apps Account

- With a wireless Internet connection, Google documents and files can be accessed from any device, anywhere, at any time.
- All items will be stored online.
- Prior to leaving the district or graduating, students are encouraged to [transfer any documents](#) to a personal account.

### 4b. Saving to Removable Storage Devices

- Chromebooks are equipped with a USB port, so portable hard drives and USB drives can be used to transfer and/or save files.
- It is not recommended to save files to removable media as they can be lost or damaged; these drives should be used to transfer information from camera's and other video devices for transfer to your Google Drive.

### 4c. Saving to your Chromebook

- It is not recommended to save documents/files to your Chromebook.
  - In the event that repairs need to be done, files saved to the Chromebook could be deleted.
  - Save all files to Google Drive unlimited storage to ensure you will have continued access.

## 5. OPERATING SYSTEM ON YOUR CHROMEBOOK

### 5a. Updating your Chromebook

- Chromebooks automatically update to the most recent version of the Chrome operating system, thus eliminating time-consuming installs, updates, or re-imaging.
- Students must power down the Chromebook weekly for the update to take effect.

### 5b. Procedure for Restoring the Chromebook

- Technical support for the operating system is handled in the Media Center.

## 6. ACCEPTABLE USE GUIDELINES CHROMEBOOK

### 6a. General Guidelines

- [Student Technology Responsible Use Policy](#) must be signed by a Parent/Guardian before a chromebook will be issued to a student for academic use.
- Students are responsible for ethical and educational use of technology.
- Access to CCS technology is a privilege, not a right. Students are required to follow CCS policies and rules at all times when using CCS devices or networks.

## 6b. Privacy, Safety, and Digital Citizenship

- Teaching our students how to be productive, ethical, and successful digital citizens is a top priority. Digital Citizenship curriculum is provided to all students through the resources listed below.
  - [Google Be Internet Awesome](#)
  - [Common Sense Media: Education](#)
- As required by the Children’s Internet Protection Act (CIPA), Internet access is filtered in our school district. We have also purchased a filtering system that will filter the internet content when the devices are taken outside of the district and used on the public internet.
- Filtering restricts access to inappropriate content, but CCS cannot guarantee that all inappropriate content will be blocked. No filter is as reliable as adult supervision. It is the responsibility of parents or guardians to help monitor a student’s technology usage at home.
- [G Suite for Education District Agreement](#) provide parents with useful information on what data is collected and why, how data is used to support student success, and how data and student privacy is protected.
- Students must abide by the Concord Honor Code covering academic dishonesty.

## 6c. Legal Property

- Chromebooks issued are Concord Community School District property. All CCS Board Policies apply.
- 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 Indiana Penal Code or Computer Crimes, will result in criminal prosecution or disciplinary action by the District.

## 6d. All Electronic Communication

- All electronic communication, including email and chat messages sent/received, should be related to educational needs.
- All electronic communications are not private and subject to inspection by the district at any time.

## 6e. Consequences

- The student in whose name a system account and/or hardware is issued will be responsible at all times for its appropriate use.
- The district cooperates fully with CCSPD, local, state, or federal officials in any investigation concerning or relating to violations of computer crime laws.
- Contents of email and network communications are governed by the [Indiana Open Records Act](#); proper authorities will be given access to their content.
- Students who violate board policy or this handbook face disciplinary action and/or financial responsibility.

## 7. WARRANTY AND REPLACING YOUR CHROMEBOOK

### 7a. Chromebook Warranty

- Student Chromebooks have a limited warranty against manufacturer defect provided by the Concord Community School District.
- Student Chromebooks are also covered by the Concord Community School District against accidental damage claims as specified in section 7b.

### 7b. Accidental Damage Claims

- First Claim: Covered by CCS warranty
- Second Claim: \$50.00 internal repair fee
- Third Claim: Full Cost of repair/replacement and/or Disciplinary Action Taken
- Manufacturer defects covered under warranty will not be subject to the above criteria.
- Vandalism or any purposeful damage by students are not covered under accidental damage claims.

### 7c. Lost or Stolen Claims

- The district reserves the right to charge for the entire replacement cost if negligence is determined. Examples of negligence include but are not limited to losing or destroying your Chromebook.
- Claims of theft will be handled by the Concord Police Department only after a report has been filed by the student. Based upon the determination of the Concord Police Department a replacement may be provided or the student will be charged the entire replacement cost of your chromebook.

## 8. CHROMEBOOK FAQs

### What is a Chromebook?

Chromebooks are mobile computing devices that run Google's Chrome operating system. Chromebooks have a fully functioning internet browser so students will be able to utilize email, access the internet, and complete work online.

### Do you need Internet access to use a Chromebook?

Chromebooks work best when connected to the internet. District survey results have indicated that the vast majority of students have internet access at home. If a student does not have internet access at home several local businesses provide free wifi such as the public library, etc. See [map](#) for locations.

Some Chromebook functions are able to be performed offline (e.g. Gmail, Google Drive, apps). It is important to understand that after completing work offline, a Chromebook needs to be connected to wifi to sync the work to the cloud and your Google Drive.

### Does a Chromebook need virus protection?

Chromebooks are designed so that they do not require virus protection.



### **What if students want to bring their own devices?**

Concord Community Schools has provided a Chromebook for all academic requirements for students. Students may have limited, filtered access to the WIFI network during school hours.

### **Can I opt my student out of receiving a Chromebook?**

The Chromebook is a necessary tool to be used in the instruction process. Students cannot opt out of a district-issued Chromebook and are required to use it during the school day.

### **What about damage?**

The Chromebook is covered by the Concord Community School District. Refer to the damage claims section above for more information (section 7).

### **Who else can use my child's device?**

Your child will be held responsible for Chromebook usage. We do not authorize others to use a student's Chromebook.

### **What kind of technology support will we have outside of school hours?**

Support will be provided during the summer months via the Concord Technology Support Desk. Informational resources can be found at the [Digital Learning Specialist Website](#).

### **Is there an option to buy the Chromebook?**

No, Chromebooks issued by CCS are not available for purchase at this time.

### **Can students purchase apps and extensions for the Chromebook?**

Apps are controlled by the curriculum department and their deployment is solely based upon the educational value of each. After an app or extension is approved, it will be available for download/installation from the CCS Chrome Web Store. A complete list of these applications and extensions can be viewed by grade level on our [district's website](#).

### **What if I don't want my child to bring his or her Chromebook home?**

Students are required to bring Chromebooks home each night; it must be charged at home, nightly. Students may be asked to complete course work at home as well as have the opportunity to explore an extended digital library of materials.

### **Will the Chromebook replace all my child's textbooks?**

While a shift to digital textbooks is in our long-range plan, it will not happen immediately for all course subjects and grade levels. The district continues to work with content publishers, and gives preference to those that provide content digitally on the Chromebook.

### **Will students be able to keep their Chromebooks over the summer?**

Due to the many activities both academic and extracurricular that occur over the summer, CCS is exploring the option of allowing students to keep their devices.

## 9. GOOGLE FOR EDUCATION FAQs

### 9a. Questions?

Answers to many top questions about privacy and security appear on our [Google for Education Trust page](#)

### 9b. G Suite for Education privacy notice

This Privacy Notice is meant to help G Suite for Education users and parents understand what data we collect, why we collect it, and what we do with it. This Notice includes information about our privacy practices that are specific to G Suite for Education and summarizes the most relevant portions of the [Google Privacy Policy](#), which provides additional examples and explanations that may be useful. We hope you will take the time to read this Notice and the Google Privacy Policy, which both apply to G Suite for Education accounts.

### 9c. G Suite legal commitments for student data

Information about the legal commitments Google makes for G Suite for Education Core and Additional Services is available in our [Help Center](#).