Chromebook Handbook & Policy Guide

Anytime, Anywhere 1:1 Learning Initiative

General Overview of Chromebook Use

Chromebooks are intended for use each school day and are a necessary and required educational tool. Therefore, students must bring their Chromebooks to all of their classes every day. Chromebooks can access sites on the Internet and the District's Learning Management Systems (LMS) to connect to all the resources and information available for student learning online, anywhere, at any time. In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, and schedules may be accessed using the Chromebook. For additional information beyond the handbook, go to www.casdonline.org/1to1.

Chromebook Computers

The following will be issued to each student:

1. Chromebook
2. AC Adapter and Power Cord
3. Carrying Case/Sleeve
4. Earbuds

Note that for sanitary reasons, the earbuds do not need to be returned and are the student's to keep. If a student wants to use a substitute headset, this is at the student's discretion but we ask that they are labeled with the students name and know that these are brought into the school at the student's discretion. The District is not responsible for lost, stolen or fixing any personal earbuds or headsets.
Web-filtering software will be installed on Chromebooks; this software will be active on and off school property.

Students at CMS and students who qualify for assistive technology devices as documented in the student’s IEP may be issued an alternative device based on their IEP.

Originally Installed Software - G Suite

- All Chromebooks are supplied with the Google Chrome Operating System (OS) and many other web-based applications useful in an educational environment. The Chrome OS will automatically install updates when the computer is shut down and restarted. There is currently no need for virus protection with the Chrome OS. Chrome provides multiple layers of protection against viruses and malware, including data encryption and verified boot.
- Chromebooks seamlessly integrate with the G Suite for Education. This suite includes Google Docs (word processing), Sheets (spreadsheets), Slides (presentations), Drawings, Sites and Forms. The District will provide G Suite accounts for all teachers, students, and support staff.
- Students will create and save their school-related files to Google Drive, which is stored in the cloud.
- Students can access their Google Drive from their Chromebook and any computer that has Internet access. Students will understand that the Google Drive can be monitored by the district administration.

Home Use

- Students are allowed to set up access to their home wireless networks on their Chromebooks. This will assist students with the ability to successfully complete, retrieve, access, etc., educational content used in classes with the Chromebook. The school district is not responsible for providing technical support to connect the Chromebook to a home network. Students are bound by the policies and procedures in this Handbook, the District Acceptable Use of Networks/Computers Policy (AUP), and all other applicable policies wherever they use their Chromebooks.
- The District provides content filtering both on and off campus.

Parents are encouraged to provide a safe environment for students to use their Chromebooks at home for school assignments. A WiFi Internet connection will be required for the majority of Chromebook use; however, some applications, such as Google Docs, can be used while not connected to the Internet.

Parents/Guardians are also encouraged to:

- set rules for student use at home.
- allow use in common areas of the home where student use can easily be monitored.
- demonstrate a genuine interest in student’s use of the device.
● reinforce the idea that the device is a productivity tool to support learning, rather than used as a form of entertainment.
● become familiar with Internet safety resources such as
  ○ http://www.commonsensemedia.org/blog/digital-citizenship
  ○ http://www.netsmartz.org/Parents
  ○ http://www.connectsafely.org
  ○ http://www.isafe.org/
  ○ http://wiredsafety.org

Receiving Your Chromebook

Each Chromebook will be assigned to an individual student; the serial number of the laptop will be recorded. The Chromebook and all accompanying accessories remain the property of Chambersburg Area School District. Parents/Guardians and every student receiving a district-owned Chromebook agree to the Chromebook Policies and Procedures by accepting the device.

The procedures for distribution and collection of Chromebooks will be established at each school.

Chromebook Basics

Taking Care of Your Chromebook

Students are responsible for the general care of the Chromebook which they have been issued by the school. Chromebooks that are broken or fail to work properly must be reported by submitting a service call. Service calls can be submitted by either parents or students using Incident IQ Remote Ticketing.

Go to https://casdonline.incidentiq.com/guest/3US6ES9Z/remote-support to submit your service call ticket. The link can also be found on the 1:1 site under Remote Support along with detailed directions. The 1:1 site is located at www.casdonline.org/1to1.

General Precautions

Students are responsible for the general care of the district-owned Chromebook. Chromebooks that are broken, or fail to work properly, must be reported in accordance with school procedures, as soon as possible. If a loaner Chromebook is needed, one may be issued to the student until their Chromebook can be repaired (subject to availability).

● No food or drink should be next to your Chromebook while it is in use.
● Cords, cables, and removable storage devices must be inserted carefully into the Chromebook.
● Students should never carry their Chromebook while the screen is open unless directed to do so by a teacher.
● Chromebooks should not be used with the power cord plugged in when the cord may be a tripping hazard.
● Chromebooks must remain free of any writing, drawing, stickers, or labels.
● Chromebooks should be shut down when not in use to conserve battery life.
● Chromebooks should stay in the supplied case and should never be shoved into a locker or wedged into a book bag as this may break the screen. Chromebooks should not be left unattended; it should not be left in an unlocked locker or vehicle where it could be damaged or stolen.
● Heavy objects should never be placed on top of Chromebooks.
● 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 Chromebook.
● Always bring your Chromebook to room temperature prior to turning it on.
● Do not expose your Chromebook to extreme temperatures (below 35 degrees or above 90 degrees Fahrenheit).
● Never attempt to repair or reconfigure the Chromebook. Under no circumstances are you to tamper with the internal components or remove any screws.
● You are not permitted to install a second operating system on the Chromebook, upgrade or repair the Chromebook, or have a third party upgrade or repair the Chromebook.
● The District-issued Chromebook and power cord must remain free of any permanent markings. Remember - the Chromebook and charging cord are the property of CASD.
● Except for travel between classes, do not leave your Chromebook turned on while inside the Chromebook bag.
● A label and an asset tag has been applied to your Chromebook for identification purposes. Do not remove or alter the label or tag.

DO NOT TAKE DISTRICT-OWNED CHROMEBOOKS TO AN OUTSIDE COMPUTER SERVICE FOR ANY TYPE OF REPAIRS. Students may be asked by teachers or administrators to provide their Chromebook for inspection for damages or misuse.

Carrying Chromebooks

● Disconnect the Chromebook from electrical outlets before cleaning.
● Completely shut down your Chromebook.
● Never lift Chromebooks by the screen.
● Never carry Chromebooks with the screen open.
● Do not transport Chromebook with the power cord inserted.
● Purchasing a protective cover and/or a secured carrying case for extra protection, i.e., padded sleeve section of your backpack is highly recommended.
Screen Care

- The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.
- Do not put pressure on the top of a Chromebook when it is closed.
- Do not store a Chromebook with the screen open.
- Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

Storing Your Chromebook

- Chromebooks should never be left in vehicles or in a location that is not temperature controlled.
- Chromebooks should be stored safely at all times, especially during extra-curricular events.

Asset Tags and Serial Numbers

- Chromebooks must have the Chambersburg Area School District asset tag on them at all times.
- Asset tags and the Chromebook serial number 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 school asset tag or turning in a Chromebook without a school asset tag.

Battery Life and Care

- It is your responsibility to bring your assigned Chromebook to school fully charged every day. Electrical outlets may not be available in classrooms for recharging.
- Keep your Chromebook set to the battery plan that was set by the District.
- Use a surge protector while charging whenever possible.
- During prolonged periods of inactivity, shut your computer down completely.
- Use standby or hibernate mode during short periods of inactivity (close the lid).
- Dimming the brightness of the screen will extend battery run time.

Using Your Chromebook:

Logging into a Chromebook

- K-2 Students will use a program called Clever to log on to their Chromebook with a QR Code. Information and instructions will be provided by the teacher and directions that will come with your Chromebook. Alternatively, you click on the Logging in for Elementary K-2 tab under the Resources for Parents link on the 1:1 site located at www.casdonline.org/1:1. Students will
need to log into the LMS (Odysseyware) using their District credentials. Directions will come from the student’s teacher and can be found on the sheet that came with your Chromebook.

- Grades 3 - 12 students will log into their Chromebooks using their school-issued Google Apps for Education account. This is the same login they use for District computers. They will use the same District credentials to log into Odysseyware and Engenuity, which are the District’s Learning Management Systems.
- Students should never share their account passwords with others. In the event of a compromised Account, we reserve the right to disable your account.

Sound

- Sound must be muted at all times unless permission is obtained from a teacher.
- Earbuds may be used at the discretion of the teachers. Due to sanitary reasons, students must use their own earbuds and not share or ask to borrow from other students.

Student Responsibilities and Legal Propriety

- Bring fully charged Chromebooks to school every day.
- Bring your Chromebook to all of your classes, unless specifically instructed not to do so by your teacher.
- Follow each teacher’s rules and expectations regarding Chromebook use in the classroom.
- Do not loan your Chromebook to anyone or leave it unattended.
- Do not change District settings or remove District identification tags or barcodes from District-issued devices.
- Follow Internet safety guidelines in accordance with the District Acceptable Use Policy (AUP) and all other applicable policies.
- Keep personal information and identity secure and private. Never reveal your full name, phone number, home address, Social Security number, credit card numbers, passwords, or those of other people.
- Obey general school rules concerning behavior and communication that apply to technology use.
- Do not send harmful, anonymous or misleading communications for any purpose.
- Comply with trademark and copyright laws and all license agreements. Ignorance of the law is not immunity. If you are unsure, ask a teacher or parent.
- 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, and text.
- Use network, services, devices or equipment in a manner that is not disruptive to others, such as disseminating inappropriate content, spam/viruses, transferring large amounts of data across the network, or attempting to hack into network/online systems. Do not attempt to bypass the web filter, attempt to gain access, or use/change other students’ accounts, files, or data. Follow all prohibitions listed in the District’s Acceptable Use Policy (815).
Use or possession of hacking software is strictly prohibited and violators will be subject to discipline.

Violation of applicable state or federal law will result in criminal prosecution or disciplinary action by the district.

Students must not use the school's Internet/email accounts for financial or commercial gain, attempting to access pornography or for any illegal activity including, bullying, harassing, credit card fraud, electronic forgery or other forms of illegal behavior.

**Managing Your Files and Saving Your Work**

- Students will be logging into Chambersburg Area School District’s G Suite domain and saving documents to Google Drive via the Chromebook or any device that has Internet access.
- Chromebooks will NOT be backed up by the district in cases of resetting or re-imaging. It is the student's responsibility to ensure that their work is backed up and therefore not lost due to mechanical failure or accidental deletion.

**Chromebooks Left at Home**

- If students leave their Chromebook at home, they will be considered unprepared for class. They are responsible for completing their coursework as if they had their Chromebook present. A loaner Chromebook is not guaranteed due to limited resources and restrictions on sharing due to Covid-19.
- If a student does not bring his/her Chromebook to school, a student may visit the Building Helpdesk at the secondary level or the Office at the elementary level and check out a loaner for the school day. A student borrowing a device will be responsible for any damage to or loss of the device. The use of loaner devices by students is intended to be for the occasional situation where a chromebook is forgotten. The frequency of student use of loaner devices will be monitored. Students who obtain a loaner will be responsible for returning the borrowed device to the Building Helpdesk or Office by the end of the day the loaner was checked out. Students who do not abide by this policy will be referred to administration and may lose loaner privileges. Note that loaners will depend on availability. There are limited extra resources with priority given to repaired devices. All returned and issued devices will be sanitized.

**Photos, Screensavers, Background Photos and Personalization of the Chromebook**

- Inappropriate media may not be used for an avatar or background.
- Images of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols or pictures will be dealt with as per the school code of conduct and per the language in the Acceptable Use Policy (815).
- Photos/videos require a large amount of storage space on the device. Only photos that are for an educational purpose should be saved to the device. All other photos/videos should not be taken or stored.
Chromebooks must remain free of any decorative writing, drawing, stickers, paint, tape, or labels. Spot checks for compliance will be done. Students may buy and use their own unique Chromebook cover that fits in the District provided sleeve. They can label their own cover as they see fit. However, note, a cover may be removed to access the District asset tag which should never be removed.

Sound, Music, Games, or Programs

- Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.
- Students will be issued their own set of earbuds, which may be used in the classroom at the discretion of teachers. It is permissible for students to use their own compatible headphones; however, they are using at their own discretion and the Technology Department will not troubleshoot any issues with equipment not issued by the District. Additionally, the District is not responsible for any loss, damage or stolen personal headsets.
- Chromebooks are limited to educational use only. Any instance of downloading apps that have not been approved by the district is carefully monitored. Students may be directed by school personnel to remove apps, music, and videos.

Printing

- Students will be encouraged to digitally publish and share their work with their teachers and peers when appropriate.
- Chromebooks WILL NOT be set up for printing at school.
- At Home: The Chromebook does not support a physical printer connection. Instead, students may print to their home printers from their Chromebooks using the Google Cloud Print service. A wireless home network is required for this http://google.com/cloudprint. Alternatively, G Suite documents can be printed from any other computer, in or out of school, that has a printer connection.

Off Campus Internet Use

Students are allowed to connect their Chromebook to a home or public wireless network outside of school. Instructions for connecting your Chromebook can be found on the district website. CASD will not serve as a home Internet service provider. However, the District will provide Internet filtering for the Chromebooks while connecting to the Internet away from school. The filtering system may not be removed, disabled, altered, or circumvented. It is the responsibility of the parent or guardian to monitor student Chromebook use, especially Internet access, when the student is not at school.

For Internet resources, please refer to the District's Internet page on the 1:1 website at www.casdonline.org/1to1.
Monitoring and Supervision

CASD takes technical measures to filter Internet access to protect students from inappropriate content. School District personnel supervise student use of resources, including Internet browsing. These measures are in place to protect students and help them become informed consumers of Internet content, however, no technical measure or human supervision is failsafe. Though the District is committed to protecting our students, we acknowledge students may access inappropriate content. **Ultimately, it is the responsibility of the student to practice safe Internet use and to access only appropriate educational resources. CASD recommends students use laptops in plain view of parents, guardians, or other family members when not at school.**

Security:

Chromebook Security & Inspection

The district uses a centralized Chromebook management system, which is utilized to change security settings, update software, add or remove applications, and monitor usage.

- Periodic checks of Chromebooks may be made to ensure that students have not added/removed apps/extensions.
- Any attempt to change the configuration settings of the Chromebook will result in an immediate disciplinary action.
- All activity on the Chromebook and district-issued email account, whether conducted at school or off site, is subject to search as District property.
- Chromebooks may be inspected at any time.

Network Security

The Chambersburg Area School District will be responsible for providing network access and content filtering at school.

- Chambersburg Area School District makes no guarantee that their network will be up and running 100% of the time. In the rare instances that the network is down, the District will not be responsible for lost or missing data.
- The school utilizes an Internet content filter that is in compliance with the federally mandated Children’s Internet Protection Act (CIPA). All Chromebooks will have all Internet activity protected and monitored by the District.
- While the District provides Internet content filtering both on and off campus, parents/guardians are responsible for monitoring student Internet use when off campus and at home.
- Attempting to disable or bypass district Internet content filters, including using or attempting to use proxies/vane to access sites that would otherwise be restricted, is not permitted and will result in disciplinary action. Student use of the Internet is monitored on school-issued devices.
Restrictions on the network and computers will block certain functions. Any attempt to bypass these restrictions.

Privacy

- All students should protect their personal and private information. While on the Internet, students shall not reveal personal information, including a home address or phone number, or the addresses or phone numbers of other students.
- All activity on the Chromebook and district-issued email account, whether conducted at school or off site, is subject to search as District property.
- **Students have no expectation of confidentiality or privacy with respect to the usage or content of a district issued Chromebook, regardless of whether that use is for district related or personal purposes, other than as specifically provided by law.**

Internet Safety

As a part of CASD curriculum, students will be instructed about appropriate online behavior. Digital citizenship training is required and will be delivered by our District Librarians. Parent resources are available on the District website and at the beginning of this handbook.

Damage Waiver, Repairs & Fees:

Technical Support and Chromebook Repairs

- For general questions regarding your Chromebook, your first resource should be your classroom teacher. Additionally, some buildings may utilize a Student Run Help Desk for assistance of minor issues.
- If you have questions regarding the Learning Management System, first ask your teacher. There is also a contact email and phone number on the 1:1 site.
- For all technical support both in school and remote, students should report all issues including devices that are broken and fail to work by submitting a remote service call. The link is on the Remote Support page of the 1:1 site.
- For in school use, at the elementary level, a student’s teacher may submit a service call on a student’s behalf and secondary students may report issues in person to the Building Helpdesk. Follow the instructions for loaning a laptop provided earlier if a Chromebook requires repair.
- For remote learning, a parent or student can submit a service request using the link and directions on the Remote Support page. If a household does not have Internet access, they can call the Tech support phone number to get the call submitted. Call support is for the purpose of getting phone assistance to submit a ticket to be examined by a Technician. Phone support is not staffed by a Technician and is not for extensive live support.
- Students assigned an in-school loaner Chromebook are responsible for caring for the loaner as if it were their own, and are subject to charges for damages, theft, or loss.
For remote support, appointments will be made for equipment drop-off and if it is an issue that will require troubleshooting, a student will be provided a replacement device.

Optional Damage Waiver (Insurance)

*Optional insurance is provided and recommended.* Chambersburg Area School District is partnering with One2One Risk Solutions to provide accident protection for our technology initiative. *Optional insurance is $30 and will cost less than paying for any damage.* Registering with One2One and purchasing a damage waiver will protect you from costly repairs and limit your responsibility to a per-occurrence deductible outlined below, should a loss occur. **Please note that all parents are required to register for a Chromebook and either opt in or out of the damage waiver at https://www.one2onerisk.com/**.

Coverage extends from the date of purchase through the end of the school year. Be sure to sign up for your coverage today! This program is being offered on an optional basis. If you choose to opt out of the damage waiver program during enrollment you may be responsible to pay for the full cost of any repair or replacement to the device or peripheral unit.

For questions about how to enroll, please contact our One2One Helpdesk at ggb.one2one@ajg.com.

For pricing, information, and Frequently Asked Questions, go to the 1:1 website or access at https://www.casdonline.org/Page/17992.
Technology and Security Agreement

CHAMBERSBURG AREA SCHOOL DISTRICT
Agreement for District-Issued Device – Chromebook, power adapter, earbuds and case

CASD is providing a district-owned technology device and related resources. In order to receive the device and resources, one parent/guardian must indicate their understanding and agreement to the terms of this form.

The following terms govern the use of the technology district-owned device issued by the Chambersburg Area School District and are identified on this form:

Ownership and Care for Technology Device

1. **Ownership:** The district retains ownership of the device. The device/equipment must be turned over to district staff upon request for content inspection, maintenance, or other administrative or support actions. All students must provide access and passcodes to the device upon request by any district staff member. In all cases of loss or theft, the district requires that a police report be filed and a copy of the report be submitted.

2. **Responsible Care:** It is the responsibility of the student and his/her parent(s)/guardian(s) to exercise reasonable care over the technology device at all times. This includes, but is not limited to, securing the technology device in a safe location, and otherwise taking reasonable steps to protect the technology device from damage and theft.

3. **Student Expectations:** The device must be fully charged, in the provided case and ready to be used daily. Students will always practice digital citizenship when using their Chromebook. Digital Citizenship training will be provided and is required prior to the use of the device.

4. **Return of Device:** The district may require the student to return the device and/or related resources at any time, including if the student is no longer enrolled in the district. All devices will be returned at the end of each school year. The student must return the device in the same condition as when the district issued it. **No permanent marks or stickers may be placed on the device or related resources.** A student who fails to produce the device and/or any related resources within 48 hours after such a request may be subject to discipline or other consequences. The district will impose fines for the cost of repair or the replacement of lost items.

5. **Stolen Property Report:** Students who do not return district-owned devices when requested or upon withdrawal from CASD will result in the district filing a stolen property report with local law enforcement. Unauthorized persons in possession of district property are subject to
prosecution under Pennsylvania law. The district-owned device is the property of Chambersburg Area School District, a state agency: the theft of the provided device may result in felony charges.

6. **Supervision Outside of School:** The district's issuance of the device to the student does not create any duty on the part of the district to provide supervision of the use of the device, or protection of the student regarding use of the device off school grounds or outside of school hours. It is the sole responsibility of the parent(s)/guardian(s) to supervise the student use of the device when outside of school or outside of school hours.

**No Expectation of Privacy**

1. **District Right to Monitor:** Users have no expectation for privacy in materials or content created, received, sent, viewed, or otherwise accessed on the device. This is because the student is using a district-owned device. The device may contain tracking and/or monitoring software that allows the district to obtain and record information concerning the location and use of the device; however the district does not guarantee that misplaced devices can be located. Students must notify school administrators if a device is missing and, for safety reasons, should not attempt to recover devices on their own. School administration will work with local law enforcement to recover devices.

2. **Passwords:** The student must provide staff members with usernames, passwords and/or passcodes to the device and its contained software or applications upon request. Failure to provide staff with access to the device may result in lost content. In addition, the student may also be subject to discipline or other consequences if the student is unwilling to provide such access.

3. **District Retention of Records Created by the Device:** The district may retain any records, including but not limited to, electronic communications, such as mails and messages, from the device that it determines must be retained by law, including public records under the District Policy 801 – Public Records.

**Appropriate Use**

1. **School-Related Uses:** The device is intended for use only by the student for school-related/educational purposes. All use of the device must comply with all district policies and procedures.
2. **Lending of Device Prohibited:** The student may not lend the device or related resources to anyone, including members of the student’s family, for any reason. Loss or damage of the device by others is not covered by the take-home fee.

3. **District Policies:** The student’s use of the device must comply with requirements of district policies and procedures, including but not limited to, the Board Policy 815 – Computer Ethics, Network Security, and Global Security, other technology policies and procedure, and the student discipline code, regardless of where or when the student uses the device. This means that any use by a student of a device will be subject to the discipline as if the activities had occurred during school hours on school grounds, regardless of whether the conduct occurs outside of school and/or on the student’s free time. The district reserves its right to block application functionality, implement security measures, change device settings, or take any other administrative or security steps, as deemed necessary in the district’s sole discretion. Any attempt to modify the device/equipment, including but not limited to, changing Internet access settings, will be considered a violation of district policy.

4. **Google Account:** Each individual student will be responsible for his/her district-issued Chromebook. All students will be able to log into Google using his/her Google account.

5. **Storage Management:** Non-academic materials are not permitted to be stored on the Chromebook.

6. **Revocation of Use:** The use of the device and the district’s network is a privilege, not a right. The district may revoke the student’s privilege to use the technology device and related services at any time it deems appropriate, including where the student violates this agreement, district policy, or district procedures.

7. **Indemnification:** The student and parent(s)/guardian(s) release, hold harmless, defend, and indemnify the district from any claims, liability, or money damages (including attorney fees) brought by a third person, the student, or the parent(s)/guardian(s) against the District and related to the student’s use of the device or the student’s or parent/guardian breach of this agreement.

If any term, covenant, condition, or provision of this agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions shall remain in full force and effect and shall in no way be affected, impaired, or invalidated.

**School Board Policies**

School Board Policies that apply directly to this initiative include, but are not limited to the following:

2020-21 CASD Chromebook Handbook
All parents are required to register for a Chromebook to either opt in or out of the damage waiver and accept the terms of Anytime, Anywhere 1:1 Learning Initiative Chromebook Handbook and Policy Guide at https://www.one2onerisk.com/.