



Holland High School

Chromebook Policy Handbook

One of Holland Independent School District's strategic design goals is to empower students with the digital tools necessary to lead in tomorrow's world. Our learners will utilize a variety of multimedia tools for learning and communicating; and they will develop the ability to differentiate and apply appropriate social and professional communication skills.

Device Purpose

The Holland Independent School District is supplying each High School student with a Chromebook device. The Chromebook allows students to access school approved software for educational purposes. This device is property of Holland ISD. The supplied instructional device's function is to provide each student access to required educational materials needed for each student to be successful. The Chromebook allows student access to Google Apps for Education, educational web-based tools, as well as many other useful sites. The supplied device is an educational tool that is not intended for gaming, social networking or high end computing.

The Chromebook 1:1 program facilitates:

- Access to digital educational resources using technology literacy skills
- Availability beyond the school day
- Individualized learning
- Creativity, Innovation, Critical thinking and Problem Solving Skills
- Communication and Collaboration
- College and Career readiness

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1. RECEIVING YOUR CHROMEBOOK:

A. District Owned/Issued Chromebooks

- Chromebooks will be distributed at the beginning of each school year.
- Parents/Guardians and students MUST sign and return the Holland Acceptable Use Policy, Chromebook Policy and Insurance Coverage Document before the Chromebook can be issued to the student. This Chromebook Policy Handbook outlines the procedures and policies for families in order to protect the Chromebook investment for Holland ISD. The Chromebook, power cord and case with strap, will be collected at the end of each school year and students will retain their original Chromebook each year while enrolled at HHS.

B. Chromebook Warranty, Insurance and Usage Fee

- The equipment vendor has a one year 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 will provide normal replacement parts necessary to repair the Chromebook or for Chromebook replacement.
- The vendor warranty does not warrant against damage caused by misuse, abuse, accidents or Chromebook viruses.
- Please report all Chromebook problems to the Chromebook Help Desk.
- There will be a Chromebook insurance and usage fee of \$25.00 per year. This fee will be used to help offset the maintenance and repair fees of the Chromebook deployment. The fee would cover a single damage claim on a device. Subsequent claims would be subject to a deductible as detailed below:
- Deductible
 - Student's family is responsible for the cost of the deductible.
 - The first claim is covered by insurance fee,
 - The second claim will cost \$30.00
 - The third claim will result in confiscation of the Chromebook, but computer access will be provided in class.
 - Students will have a deductible for each repair that is not covered by manufacturer's warranty.
 - The district reserves the right to charge for the entire replacement cost if negligence is determined on the handling of the device.
 - If the device is stolen, students are responsible for obtaining a police report.

- The plan covers:
 - Accidental Damage (including incidences such as cracked screens, spills, drops and liquid submersion)
 - Fire, Flood and Natural Disasters
 - Mechanical Failure
 - Power Surges
 - Vandalism (Requires a Police Report)
 - Theft (Requires a Police Report)
- The plan does NOT cover:
 - Intentional Damage
 - Loss
 - Chromebooks that are not kept in their assigned cases.

C. **Probationary Student Privileges**

- To protect the assets of Holland ISD, identified students will be required to turn in their Chromebooks to the Chromebook Help Desk at the end of each day for a period of two weeks unless otherwise specified. The High School Office will secure the equipment during the evening and the student will be allowed to check it back out on a daily basis.
- Students who will be included as probationary will be the following:
 - All newly arriving students to the district (Students who were not enrolled in Holland ISD at the end of the previous semester.)
 - Students with poor attendance records
 - Students who have violated the Acceptable Use Policy or the Chromebook Policy Handbook during the current or previous semester.

2. RETURNING YOUR CHROMEBOOK:

A. **End of Year Process**

- The assigned Chromebook, power supply and case with strap will be turned into the Chromebook Help Desk on or before the last day of school.

B. Withdrawal of students from Holland High School

- If a student withdraws from Holland ISD or attends the Bell County Alternative School, the Chromebook, power cord and case with strap must be turned in to the Chromebook Help Desk at the time of withdrawal. Students will be responsible for paying for any damages to the equipment, not to exceed the replacement cost of the Chromebook. Failure to return the Chromebook, power cord and case with strap may result in a warrant for arrest on theft charges.

3. 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 Chromebook Help Desk as soon as possible so that they can be taken care of properly. *Do not take district owned Chromebooks to an outside computer service for any type of repairs or maintenance.*

A. General Expectations

1. Use caution when eating or drinking near your Chromebook.
2. Turn off Chromebook before closing and storing in case
3. Cords, cables, and removable storage devices must be inserted carefully into the Chromebook to prevent damage.
4. Chromebooks must be in the HISD issued case at all times.
5. Unzip the case completely for opening and use of the Chromebook.
6. Students should never carry their Chromebook while the screen is open.
7. Do not stack any books (heavy materials, etc.) on top of the Chromebook in your backpack or anywhere else.
8. Do not close the Chromebook with anything inside it (pencil, etc.). This can cause screen damage
9. Students need to take their Chromebooks home with them every night to charge them.
10. If a student is attending a school-sponsored activity (either off campus or at school), he/she should keep the Chromebook in a secure location.
11. Chromebooks should not be left unattended/unsecured, particularly in the cafeteria, unlocked classrooms, locker rooms, dressing rooms, hallways, bathrooms, buses, cars, or on school grounds.
12. Do not expose the Chromebook to extreme temperature or direct sunlight for extended periods of time. Extreme heat or cold may cause damage.

B. Screen Care

- The Chromebook screens can be easily damaged! 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.
- 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 (e.g. pens, pencils, or fingers).
- Clean the screen with a soft, dry microfiber cloth or anti-static cloth.
- Be cautious when using any cleaning solvents, some students may have allergic reactions to chemicals in cleaning solvents and some solvents can even damage the screen. Try to always use water dampened towel or a highly diluted solvent.

C. Charging your Chromebook

- Average battery life should be 7 hours. If the Chromebook is consistently losing its charge before the end of the school day, it needs to be turned into the Chromebook Help Desk.
- Chromebooks should be shut down or put to sleep (close the lid) when not in use to extend battery life.
- Chromebooks must be brought to school each day fully charged. Students need to charge their Chromebooks at home each evening. Students who do not bring their Chromebook to class fully charged may be given an alternate assignment.

4. USING YOUR CHROMEBOOK AT SCHOOL

A. General Use

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

- Chromebooks should be locked in lockers or other secure location when not in use.

B. Chromebooks under repair

- Loaner Chromebooks may be issued to students when they leave their Chromebook for repair with the Chromebook Help Desk.
- Students using loaner Chromebooks will be responsible for any damages incurred while in possession of the student. Student will pay full replacement cost if it's lost or stolen.

C. Backgrounds and Password

- Media used as a screensaver or background must meet Acceptable Use Policy guidelines.
- Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols or pictures will result in disciplinary actions.
- Take care to protect your password. Do not share your password. It is also recommended to sign out of your device while storing.

D. Media, Sound, and Games

- 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.

E. Account Access

- Students will only be able to login using their Holland ISD account.
- Make sure you are not in guest mode or you will not be able access your Chrome extensions.
- Use of media, sound and games must be used in accordance with the classroom procedures and Acceptable Use Policy.

5. MANAGING & SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

A. Saving to your Google Apps Account

- Google Apps for Education is a suite of products which includes mail, calendar, sites, word processing , presentations, drawings, spreadsheets, forms, etc. that lets you create different kinds of online documents, collaborate in real time with other people, and store your documents, as well as your other files, in the cloud.
- With a wireless Internet connection, you can access your documents and files from any Chromebook or computing device, anywhere, at any time, no matter where you are.

- All items will be stored online in the Google Cloud environment.
- Prior to leaving the district, or graduating, students who want 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 re-save all files in Google Drive.

B. Saving to a removable storage device

- A removable device could be used to store items if needed.

C. Saving to your Chromebook

- There is not enough memory on the device to store items on the device.

6. OPERATING SYSTEM ON YOUR CHROMEBOOK

A. 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.
- If the Chromebook does not appear to be managed by HISD, it is running slowly or it has trouble connecting to a network, it needs to be turned into the Chromebook Help Desk for repair.

B. Virus Protections & Additional Software

- 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.

C. Procedures for Restoring your Chromebook

- If your Chromebook needs technical support for the operating system, all support will be handled by the Chromebook Help Desk.

7. RESPONSIBLE USE GUIDELINES

A. General Guidelines

- Students will have access to all available forms of electronic media and communication which is in support of education and research and in support of the educational goals and objectives of Holland ISD.

- Students are responsible for their ethical and educational use of the technology resources of Holland ISD.
- Access to Holland ISD technology resources is a privilege and not a right. Each employee, student and/or parent will be required to follow the Acceptable Use Policy.
- Transmission of any material that is in violation of any federal or state law is prohibited. This includes, but is not limited to the following: confidential information, copyrighted material, threatening or obscene material, and Chromebook viruses.
- Any attempt to alter data, the configuration of a Chromebook, or the files of another user, without the consent of the individual, building administrator, or technology administrator, will be considered an act of vandalism and subject to disciplinary action in accordance with the student handbook and other applicable school policies.

B. Privacy and Safety

- Do not go into chat rooms or send chain letters without permission. If applicable, teachers may create discussion groups for communication among students for educational purposes.
- Do not open, use, or change files that do not belong to you.
- Do not reveal your full name, phone number, home address, social security number, credit card numbers, password or passwords of other people.
- Remember that storage is not guaranteed to be private or confidential as all Chromebook equipment is property of Holland ISD.
- If you inadvertently access a website that contains obscene, pornographic or otherwise offensive material, exit the site immediately. Follow the steps detailed within the Acceptable Use Policy.

C. Legal Property

- 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, 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, Computer Crimes, will result in criminal prosecution or disciplinary action by the District.
- Holland ISD will be able to access your Chromebook remotely.

D. E-mail Electronic Communication

- Always use appropriate and proper language in your communication.
- Do not transmit language / material that may be considered profane, obscene, abusive, or offensive to others.
- Do not send or receive mass e-mails, chain letters or spam.
- E-mail & communications sent / received should be related to educational needs.
- E-mail & communications are subject to inspection by the school at any time.

E. Consequences

- The student in whose name a system account and/or Chromebook hardware is issued will be responsible at all times for its appropriate use.
- Non-compliance with the policies of this document or the Acceptable Use Policy, will result in disciplinary action.
- Electronic mail, network usage, and all stored files shall not be considered confidential and may be monitored at any time by designated district staff to ensure appropriate use.
- The district cooperates fully with local, state or federal officials in any investigation concerning or relating to violations of computer crime laws.
- Contents of email and network communications may be governed by the Texas Public Information Act; proper authorities will be given access to their content.

8. PROTECTING & STORING YOUR CHROMEBOOK

A. Chromebook Identification

- Student Chromebooks will be labeled in the manner specified by the school. Chromebooks can be identified in several ways:
 - Record of district asset tag and serial number
 - Individual user account name and password
- Chromebooks are the responsibility of the student. This device is for your use during the duration of your time at HHS. *Take good care of it!*

B. Account Security

- Students are required to use their Holland ISD domain user ID and password to protect their accounts and are required to keep that password confidential.

9. CHROMEBOOK TECHNICAL SUPPORT

Technical support will be available through the Chromebook Help Desk. Services provided include the following:

- Hardware maintenance and repairs
- Password resets
- User account support
- Coordination and completion of warranty repairs
- Distribution of loaner Chromebooks
- ALL REPAIRS must be completed by HELP DESK STAFF

10. CHROMEBOOK FAQ's

Q. What is a Chromebook?

A. "Chromebooks are mobile devices designed specifically for people who live on the web. With a comfortable, full-sized keyboard, large display and 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 for people who live on the web, without all the time-consuming, often confusing, high level of maintenance required by typical computers." ("Google")

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 by installing them instantly from the Chrome Web Store." ("Google")

Q. How are these web-based applications managed?

A. Each Chromebook we provide to students will be a managed device. Members of Holland Independent School District's Information & Instructional 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. What devices can I connect to a Chromebook?

A. Chromebooks can connect to:

- USB storage, mice and keyboards (see supported file systems)
- SIM cards
- SD cards
- External monitors and projectors
- Headsets, earsets, microphones
- Chromecast

Q. Can the Chromebook be used anywhere at anytime?

A. Yes, as long as you have a WiFi signal to access the web.

B. Chrome offers the ability through Apps so users can work in an "offline" mode.

Q. How can I access online homework when I do not have internet access at home?

A. Holland ISD will have several WiFi access points that can be checked out by the parent for an assignment requiring internet access. Parent request is mandatory.

Q. Will our Chromebook have 3G?

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

Q. Do Chromebooks come with Internet Filtering Software?

A. No. Chromebooks do not come with Internet Filtering Software. However, while in district, Chromebooks will use the School's WiFi to access the internet which is filtered. Student chromebooks are also configured to use HISD student accounts that are filtered both in and out of the district's network.

Q. Is there antivirus built into it?

A. It is not necessary to have antivirus software on Chromebooks because there are no running programs for viruses to infect.

Q. Battery life?

A. Chromebooks have a rated battery life of 6.5 hours, based on typical usage. However, we do expect that students charge them in their assigned storage carts each evening to ensure maximum performance during the school day. It should be noted that extensive media streaming, using the USB ports to charge personal phones, etc. will drain the battery much faster. Ultimately, it is still the student's responsibility to keep their Chromebook charged.

Holland High School
Chromebook Policy Handbook
Parent/Guardian and Student Agreement Form

Parent/Guardian Section

Parent/Guardian: Initial next to statement, print and sign below

_____ I have read, understand and will comply with the policy set forth in the Holland High School Chromebook Policy Handbook.

Print Parent/Guardian First and Last Name

Sign Parent/Guardian First and Last Name

Date: _____

Student Section

Student: Initial next to statement, print and sign below

_____ I have read, understand and will comply with the policy set forth in the Holland High School Chromebook Policy Handbook.

Print Student First and Last Name

Sign Student First and Last Name

Date: _____

Holland High School

Chromebook Insurance Coverage

The Chromebook is property of Holland ISD and will be ensured by Holland ISD.

This plan will cover the Chromebook (serial number below) for:

- Accidental Damage (including incidences such as cracked screens, spills, drops and liquid submersion)
- Fire, Flood and Natural Disasters
- Mechanical Failure
- Power Surges
- Vandalism (Requires a Police Report)
- Theft (Requires a Police Report)

The plan does **NOT** cover (Student/Parent/Guardian is responsible for repair):

- Intentional Damage
- Loss
- Chromebooks that are not kept in their assigned cases.

Cost of the Plan:

- \$25.00 per school year

Contact the Chromebook Help Desk located in the High School Office as soon as possible after the incident occurs for repairs.

Student Name(Printed): _____

Grade: _____

Chromebook Serial Number: _____

Student Signature: _____

Parent/Guardian Signature: _____

Date: _____ Office Use: Cash Check (# _____)