City School District of

ALBANY

One-to-One Chromebook Handbook

2020-2021

OVERVIEW

One-to-One Goal
The focus of the City School District of Albany one-to-one (1:1) Chromebook Program is to provide tools and resources to the 21st Century Learner. Excellence in education requires that technology be seamlessly integrated throughout the educational program. Increasing access to technology is essential.

Instructional technology is proven to promote student engagement and enthusiasm for learning, while supporting students in their acquisition of knowledge and thinking skills. The goal of the one-to-one program is that students will learn, share, collaborate, think critically, and solve problems through routine and transparent integration of technology and innovative teaching methods.

Students are expected to responsibly use district technology and network resources, keeping their district-issued devices safe, secure and in good working order. The information in this handbook outlines each party's responsibilities and will assist students and parents in meeting these expectations.

RESPONSIBILITIES

Student Responsibilities
It is our expectation and belief that students will use technology responsibly and that they understand the appropriate and acceptable use of both the technology and District network resources. These District expectations extend beyond our schools to students and families issued take home, one-to-one (1:1) devices. Student use of district devices, at home, is held to the same standard as on school grounds, and bound to the following District policies:
- Computer Network and Internet Acceptable Use (4526, 4526.1, & 4526R)
- Code of Conduct (5300)
- Authorized Use of District Owned Materials and Equipment (8330)

In addition to the policies and procedures that govern student use and behavior, it is the expectation of the District that:
Students **Will-**
- Apply common sense to the care and maintenance of district-provided computer technology.
- Return the issued Chromebook at the end of the school year (or student's enrollment) to the district in the same condition received.
- Secure their device at all times.
- Report any damage to or theft of device to a teacher/parent/school administrator as soon as possible.
- Charge their 1:1 device nightly, and make sure it is ready each day with a full charge. Fully charged devices have enough battery capacity to last the entire school day. Power cords/chargers should be left at home.
- Exercise basic principles of digital citizenship withal use of district-issued Chromebooks.

Students **Will Not-**
- Mark, deface, or place stickers on the school-issued device.

- Attempt to override, bypass or otherwise tamper with the Internet filtering software, device settings, hardware, software, or network configurations.
- Use the District-issued device for commercial or political purposes.
- Install software for personal use (gaming, social media, messaging, etc.) and/or gain.

Parent Responsibilities

As is the case with any student success, parents play a critical role in supporting it. It is necessary for parents to assume some responsibility for the success of the one-to-one Chromebook program. It is the District's expectation that the parent/guardian of a student who receives a Chromebook will:

- Generally monitor use of the device, particularly discussing time and content limits that your child should follow when using the Internet or consuming digital media information sources.
- Ensure that siblings and other family members are not using the device for personal use.
- Assume responsibility for the cost of repair or replacement if the device is not returned, damaged, lost or stolen.
  - A police report MUST be filed in the case of theft.

District Responsibilities

The City School District of Albany shares in the responsibility of the success of the program beyond merely providing devices. In order to ensure a safe, secure and meaningful instructional technology experience, the District will:

- Provide Internet content filtering both on and off school grounds. As no content filtering solution is 100% effective, parental monitoring and awareness is also critical.
- Investigate inappropriate access and use of resources.
- Provide automatic software and security updates, both on and off school grounds.
- Complete basic repairs at a considerable cost savings. Extensive repairs will require professional services at significant cost.
  - Students and their parents/guardians are expressly prohibited from attempting any repair of their 1:1 Device. Any 1:1 Device that experiences problems or needs maintenance or repair must be returned to the District for technical support and/or repair.

RESPONSIBLE USE GUIDELINES

General Care

Basic sound judgment and care will afford an average of five (5) years of trouble-free use of a Chromebook. It is very important that simple measures are put in place to keep the Chromebook at the peak of performance throughout.

- Only use a clean, soft cloth to clean the screen, no cleansers of any type.
- Cords and cables must be inserted carefully into the Chromebook to prevent damage.
- Chromebooks are very sensitive to extreme heat and extreme cold; avoid exposing the Chromebooks to these conditions.
- Gently close the cover when done using the Chromebook. Do not slam the cover of the Chromebook shut, as this has been known to cause accidental screen damage.
- Never leave Chromebooks unattended in an unlocked or unsupervised area.
- Chromebooks may be stored in the student's locker with the lock securely fastened. Nothing should be placed on top of the Chromebook when stored in the locker.

General Use & Management

District-issued devices are provided to support a robust learning experience both on school grounds and when at home. All existing polices previously identified govern the use of devices at all times and in all locations. In addition to the governing polices, district issued devices are subject to:

- Collection and inspection at any time. Reasons for Chromebook inspection may include but are not limited to the following: functionality, maintenance, serviceability, and student conduct when using the Chromebook.
- Students have no expectation of confidentiality or privacy with respect to any usage of a Chromebook. The District may, without prior notice or consent, log, supervise, access, view, and monitor use of student Chromebooks at any time for any reason related to the operation of the District.
- All Chromebooks will be labeled with a District asset tag. The asset tag may not be modified or tampered with in any way. Students may be charged up to the full replacement cost of a Chromebook for tampering with a District asset tag or turning in a Chromebook without a District asset tag.
- When the device is being used at school, for in- class assignments, the student is required to use the device exclusively for the work associated with class. If a student is found doing anything that is not directly related to class, privileges may be lost and necessary disciplinary action will be taken.
- Chromebooks have a built-in webcam. The District **does not** have the ability to remotely access the webcam. At no time will webcams be used to monitor students.

SUPPORT & REPAIRS

Support & Troubleshooting

While Chromebooks are extraordinarily simple and reliable in use, there are occasions that require support. General technical support is available during normal business hours by contacting the Technology Help Desk (518.475.6175). It is important to note that the Help Desk can only provide limited technical assistance related to district-issued devices.

Support for personal technology is not available. Support related to virtual instruction should be directed to a teacher or building administrator. The District has a wealth of instructional technology/virtual learning resources at this location on District website: https://www.albanyschools.org/academics/distance-learning

A technician will attempt to address problems remotely, over the phone, wherever possible. If the technician determines that student's device needs physical attention, the technician will create a ticket and direct the student to take their device to their school office or designated Chromebook manager.

Prior to contacting the District for support, the following basic troubleshooting steps may solve the problem:

- An introduction guide to Chromebook use can be found on our District website at: https://www.albany.k12.ny.us/portals/0/documents/chromebook_intro_guide.pdf
- Always try restarting the device as the first step in troubleshooting.
- If unable to access the internet, ensure that wireless is enabled, and the device is connected to a network.

- Be certain the battery has a charge. If not, connect the device to a power source using the cord.
- Students may set up their home printers with the Google Cloud Print solution to print from their Chromebooks at home. Information about Google Cloud Print can be obtained here: http://www.google.com/cloudprint/learn/.
- Students in grades 6-12 should use the District's password self-service management system to change and reset passwords. Guidance for enrolling in and using this system can be found here:
  - Password Reset Tool: https://ssrpm.albany.k12.ny.us
  - Training Video: https://youtu.be/yQM25wmLZ4I

Repairs & Costs

With a mid-year implementation of the one-to-one program, the value of an insurance option is nullified. For the 2020-2021 school year, the district is not sponsoring a self-insurance program. Beginning with the re-issue of devices for the 2021-2022 school year, there will be a family-funded insurance option. Details regarding that annual fee and coverage will be offered near the beginning of next year.

With proper care and responsible use, these durable devices should require little to no maintenance or repair. The single most effective and cheapest "insurance" is responsible ownership. The City School District of Albany will incur the repair cost for damaged equipment resulting from normal use or equipment malfunction. Costs for multiple incidents with the same student/device and all other damage, loss, or theft—whether intentional or accidental— will be the responsibility of the student. Below are costs for common Chromebook repairs for the 2020-2021 school year.

Not all repair types are reflected. Costs vary depending on the type of repair.

Repair/Replacement Fee	Full Cost	First Claim	Second Claim	All Other Claims
Accidental Catastrophic Damage	$265	No Charge	50% of cost	Full cost of repair
Theft (with police report)	$265	No Charge	50% of cost	Full cost to replace
Loss or Damage Due to Negligence	$265	50% of cost	Full cost to replace	Full cost to replace
Screen Replacement	$100	No Charge	50% of cost	Full cost to replace
Premature Battery Replacement	$65	No Charge	50% of cost	Full cost to replace
Keyboard Replacement	$50	No Charge	50% of cost	Full cost to replace
Power Adapter Replacement	$35	No Charge	50% of cost	Full cost to replace

Students and their parents/guardians are expressly prohibited from attempting any repair of their 1:1 Device. **Under no circumstances are students allowed to take their computer to an outside company or party**. All repairs, technical support and troubleshooting will be handled by the City School District of Albany Technology Department.

STUDENT AGREEMENT

The City School District of Albany views one-to-one access to a computing device as fundamental to the educational program. In providing each student a Chromebook for use both at and away from school, the goal of engaging, collaborative, self-directed, and empowered student learning can be achieved regardless of location. Students are expected to use district technology and network resources responsibly and parents are expected to collaborate with the school district in ensuring their child uses the district issued device in accordance with district policies and guidelines. Below is a summary of commitments made by students and parents.

Students agree to the following responsibilities before, during, and after school whether or not they are on or off campus.

- Use the device in a responsible and ethical manner, complying with the responsible use guidelines outlined within the One-to-One Chromebook Handbook and these policies;
    - ❖ Computer Network and Internet Acceptable Use (4526, 4526.1, & 4526R)
    - ❖ Code of Conduct (5300)
    - ❖ Authorized Use of District Owned Materials and Equipment (8330)
- Use technology only to support learning and school appropriate functions.
- Avoid damaging the device by treating it with care, and with security in mind.
- Notify a staff member or parent/guardian immediately of information, images, or messages that are inappropriate, dangerous, threatening, or uncomfortable.
- Secure the device at all times.
- Bring the Chromebook to school daily full charged.
- Return the Chromebook at the end of the school year (or district enrollment) in the same condition received. Devices are unusable once a student leaves the district. Failure to return a device may lead to criminal charges.

My child and I have read, discussed and agree to the responsibilities and expectations outlined in this form and well as the One-to-One Chromebook Handbook.

STUDENT ATTESTATION

Student Name (print): _____   Student ID: _____

Student Signature: _____   Date: _____

PARENT ATTESTATION

Parent Name: _____

Parent Signature: _____   Date: _____