



# CHROMEBOOK HANDBOOK

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*Putting the tools for tomorrow in the hands of students today.*

LIVINGSTON INDEPENDENT SCHOOL DISTRICT

Revised 8/16/2017

The focus of the Chromebook 1:1 Program in Livingston ISD is to provide equipment and resources that met the needs of today's students and make them future ready.

**The Chromebook 1:1 Program facilitates:**

- Access to digital educational resources
- Availability beyond the school day
- Individualized learning
- Creativity and innovation
- Critical thinking and problem solving
- Communication and collaboration
- Technology literacy skills
- College and career readiness

The policies, procedures, and information within this document apply to all Chromebooks used at LISD by students, staff, or guests including any other device considered by the Administration to fall under this policy.

Teachers may set additional requirements for Chromebook use in their classroom.

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# Receiving Your Chromebook:

Chromebooks will be distributed each fall of school. Parents & Students must sign and return the Chromebook Insurance Agreement and Student Chromebook Agreement document before the Chromebook can be issued to their student.

# 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 as soon as the problem arises in the campus library. Chromebooks that are broken or fail to work properly must be taken to the Media Center (library) for an evaluation of the equipment. **Never try to repair the Chromebook yourself or have someone outside the district work on it, as this could void the warranty and cause you to incur additional charges.**

## General Precautions:

- No food or drink is allowed next to your Chromebook.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook.
- Students should never carry their Chromebook while the screen is open.
- Chromebooks should be shut down when not in use to conserve battery life.
- Chromebooks should never be shoved into a locker or wedged into a book bag as this may break the screen.
- 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 laptop to room temperature prior to turning it on.

## Carrying the Chromebook:

The protective shell of the Chromebook will only provide basic protection from everyday use. It is not designed to prevent damage from drops or abusive handling. Carrying the Chromebook in the provided case is required. For example, you shouldn't toss the bag or drop the bag if your Chromebook is inside.

## Screen Care:

The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on top of the Chromebook.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the provided Chromebook case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks).
- Clean the screen with a soft, dry anti-static, or micro-fiber cloth. Do not use window cleaner or pre-moistened eyeglass lens cleaning tissues to clean the screen. These are very convenient and relatively inexpensive.
- Do not bump the Chromebook against locker, walls, car doors, floors, etc.

## Charging the Chromebook Battery:

Average battery life should be 9 hours. If the Chromebook is consistently losing its charge before the end of the school day, it needs to be turned into the LISD Media Center/Library for repair.

- 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.

# Using Your Chromebook:

## At School:

The Chromebook is intended for use at school each and every day. In addition to teacher expectations for Chromebook use, school messages, announcements, calendars, academic handbooks, student handbooks and schedules may be accessed using the Chromebook. Students must be responsible for bringing their Chromebook to all classes unless specifically advised not to do so by their teacher.

## At Home:

Junior High and High School students are required to take their Chromebook home each night throughout the school year for charging. Chromebooks must be brought to school each day in a fully charged condition. If students leave their Chromebooks at home, they are still responsible for getting the course work completed as if they had their Chromebooks present. If a student leaves their Chromebook at home for two consecutive days, they will be required to bring in the device to verify possession of the assigned Chromebook.

## Working Offline:

Students without Internet access at home, or students in special situations (such as long-distance bus ride for an activity) have several options for working “offline”, including:

- Google Drive (Docs and Sheets) allows students to switch to offline editing functionality, where preloaded documents can still be viewed and edited.
- Students may read and answer email offline, with changes being synchronized back to their online account when the Chromebook is re-connected to an Internet connection.

## Accessing the Internet at home and elsewhere:

Students are allowed to connect to wireless networks when their Chromebooks are at home, or in other venues where connectivity is offered (such as the Public Library, other school districts on activity trips, etc). Note that LISD can not provide any assistance, troubleshooting, or advice on such off site connectivity.

When connecting from home, students and parents should be aware that a district account is still being used, so website monitoring is still being done. No matter the location, students are always using their account assigned by the school district.

## Sound:

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

## Printing:

At School: Printing functionality will not be available at school. Teaching strategies will facilitate digital copies of homework.

At Home: The Chromebook will not support a physical printer connection. Instead, users may print to their home printers using the Google Cloud Print service.

## Managing Your Files and Saving Your Work:

Students may save documents to their Google Drive. Saving to Google Drive will make the file accessible from any computer with internet access. Students using Google Drive to work on their documents will not need to save their work, as Drive will save each keystroke as the work is being completed. It will be the responsibility of the student to maintain the integrity of their files and keep proper backups. Students will be trained on proper file management procedures.

## Personalizing the Chromebook:

Chromebook cords and case must remain free of any decorative writing, drawing, stickers, paint, tape, or labels that are not the property of Livingston Public Schools. Spot checks for compliance will be done by administration at any time.

## Software on Chromebooks:

### Originally Installed Software:

Chromebook software is delivered via the Chrome Web Store. These are web-based applications that do not require installation space on a hard drive. Some applications, such as Google drive, are available for offline use. The software originally installed on the Chromebook must remain on the Chromebook in usable condition and easily accessible at all times.

All Chromebooks are supplied with the latest build of Google Chrome Operating System (OS), and many other applications useful in an educational environment. The Chrome OS will automatically install updates when the computer is shutdown and restarted.

From time to time the school may add software applications for use in a particular course. This process will be automatic with virtually no impact on students. Applications that are no longer needed will automatically be removed by the school as well.

### Virus Protection:

Virus protection is unnecessary on the Chromebook due to the unique nature of its design.

### Additional Software:

Apps and extensions installed by the district are not to be removed by the student. Any app or extension that violates the Acceptable Use Guidelines or that is deemed inappropriate for use in school is not to be installed on the Chromebook.

### Inspection:

Students may be selected at random to provide their Chromebook for inspection. The purpose for inspection will be to check for proper care and maintenance as well as inappropriate material being carried into the school.

### Monitoring of Use:

In compliance with state and federal regulations, the district utilizes CIPA (Children's Internet Protection Act) compliant filtering. The district also uses third party solutions to monitor content for threats, violence, illegal activity, etc. Notification come to district tech support and administration regarding suspicious activity and, when concerns are identified, disciplinary action and/or parent contact may occur. Students should be aware that there should be no expectation of privacy when using the district network or equipment.

### Procedure for Restoring the Chrome OS:

If technical difficulties occur, technical support staff will use the "5-minute" rule. If the problem cannot be fixed in 5 minutes, the Chromebook will be restored to factory defaults. In a One-to-One environment it is impossible for support staff to maintain a working environment for all if too much time is spent fixing every glitch that may arise. Restoring the Chrome OS will restore the device to the state in which the user originally received it. All student created files store on an external miniSD card, USB flash drive, or Google Drive will be intact after the operating system is restored. All files saved on the Chromebook that have been synced to Google Drive will be intact. However, all other data (music, photos, documents) *stored on internal memory that has NOT been synced*, will not be restored.

### Chromebook Operating System Updates:

The Chromebook will update automatically every time the device is connected to the Internet.

# Protecting & Storing Your Chromebook:

## Chromebook Identification:

Chromebooks will be labeled in the manner specified by the school.

Chromebooks can be identified in the following ways:

- Record of serial number and Livingston ISD asset tag
- Individual's Google Account username

Under no circumstances are students to modify, remove, or destroy identification labels.

## Storing Chromebooks at Extra-Curricular Events:

Students are responsible for securely storing their Chromebook during extra-curricular events.

Athletes should check with coaches regarding a secure locker when visiting other schools. It is each student's responsibility to assure that the Chromebook is properly secured.

## Chromebooks Left in Unsupervised/Unsecured Areas:

Under no circumstances should a Chromebook be stored in unsupervised areas. Unsupervised areas include the school grounds and campus, the cafeteria, unlocked classrooms, library, locker rooms, dressing rooms, hallways, bathrooms, extra-curricular bus, in a car, or any other entity that is not securely locked or in which there is not supervision.

Unsupervised Chromebooks will be confiscated by staff and taken to the Principal's office. Disciplinary action may be taken for leaving a Chromebook in an unsupervised location.

## Network Connectivity:

LISD makes no guarantee that their network will be up and running 100% of the time. In the rare case that the network is down, the District will not be responsible for lost or missing data.

# Repairing or Replacing Your Chromebook

## Chromebooks Undergoing Repair:

- Repaired Chromebooks will end up with the original factory image as first received. It is important that students keep their school data synced to Google Drive so documents and class projects will not be lost. Personal information that cannot be replaced should be kept at home on an external storage device.
- Students and parents will be charged for deliberate Chromebook damage that is a result of misuse or abusive handling. The annual insurance plan is to be used for accidental damage up to \$250. Once the insurance has paid \$250 in claims, the student will need to purchase additional insurance for \$20 per Chromebook.

## Chromebook Technical Support:

Students should report any breach of password, or Chromebook operation issues by submitting an email to [techhelp@livingstonisd.com](mailto:techhelp@livingstonisd.com). If a Chromebook does not appear to be connecting to a network, or is running slowly, the Chromebook should be turned in for maintenance at the LISD Media Center/Library.

# Returning Your Chromebook

Student Chromebooks and accessories (power cord charger and battery) will be collected at the end of each school year for maintenance over summer vacation.

Any student who transfers out of Livingston ISD will be required to return their Chromebook and accessories. If a Chromebook and accessories are not returned, the parent/guardian will be held responsible for payment in full. If payment is not received, the parent/guardian will be turned over to a collection agency or law enforcement.

# Chromebook Device Insurance:

LISD requires that insurance be purchased prior to the deployment of the Chromebook to your child or that parents sign that they will assume the full responsibility of the cost in the event of damage or loss. The **non refundable** insurance cost is \$20<sup>00</sup> annually for each Chromebook. If a student withdraws from Livingston Independent School District and then re-enrolls later in the current school year, the coverage purchased at the student's initial registration will be reinstated. Once enrollment money is paid, the insurance will take effect after payment is received.

Equipment Replacement Costs	With Insurance	Without Insurance
Cord Replacement	\$40	\$40
Case Replacement	\$35	\$35

**Replacing lost cords or cases is not covered under insurance.**

The annual insurance plan is to be used for accidental damage up to \$250.

Once the insurance has paid \$250 in claims, the student will need to purchase additional insurance for \$20 per Chromebook.

## Coverage Under the Insurance Policy:

1. Accidental damage (including drops, cracked screens, liquid spills)
2. Fire/Flood damage
3. Vandalism (police report required)
4. Liquid Submersion
5. Theft (except for devices left unattended in vehicles, police report required)
6. Power Surge due to Lightning
7. Natural Disasters

## Lost, Stolen or Intentionally Damaged Device and Accessories:

A Chromebook or any of its accessories that are lost (whereabouts unknown) or intentionally damaged is the responsibility of the student and parent involved in the loss of property. Device Insurance will not apply when it is determined that the device was lost, or damaged as the result of intentional or careless use. The user will not be given another device or accessory to use until the replacement cost of the lost/damaged device or accessory is paid to the school.

If the Chromebook is stolen, a police theft report is required by insurance for replacement. Students who lose their Chromebook and do not have a theft report will be required to pay the full replacement cost.

# Livingston Independent School District Student/Parent Chromebook User Agreement

In this agreement, "Chromebook" means HP Chromebook and all its components. (case and charger/power cord)

Parent and Student please initial each section:

<p><b>TITLE:</b></p> <ul style="list-style-type: none"> <li>• Legal title to the Chromebook is LISD and it shall remain the possession of LISD. The student's right of possession and use is limited to and conditioned upon full and complete compliance with this Agreement and the Chromebook Policy Handbook.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>
<p><b>LOSS OR DAMAGE:</b></p> <ul style="list-style-type: none"> <li>• If the property is accidentally damaged or incurs loss due to an act of nature, LISD will assess the Chromebook damage and repair or replace the device under the Student Chromebook Insurance Policy. If the property is stolen, a police report must be filed by the student or student's parents/guardian involved in the loss of property. Loss or theft of the property must be reported to LISD by the next school day after the occurrence. Fraudulent reporting of theft will be turned over to the police for prosecution.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>
<p><b>REPOSSESSION:</b></p> <ul style="list-style-type: none"> <li>• Student not complying with all terms of this Agreement and the Chromebook Policy Handbook, including the timely return of the property, will be declared to be in default and authorities may be sent to your place of residence, or other location of the Chromebook to take possession.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>
<p><b>TERM OF AGREEMENT:</b></p> <ul style="list-style-type: none"> <li>• Your right to use and possession of the property terminates no later than the last day of classes during the school year unless earlier terminated by the School District or upon student withdrawal from Livingston ISD.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>
<p><b>APPROPRIATION:</b></p> <ul style="list-style-type: none"> <li>• Your failure to timely return the property and the continued use of it for non-school purposes without the school's consent will be considered unlawful appropriation of school property.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>
<p><b>INSURANCE:</b></p> <ul style="list-style-type: none"> <li>• LISD requires that either Chromebook insurance be purchased, or parents sign accepting the <u>full financial responsibility for repair or replacement of equipment damage prior to the distribution of the Chromebook to your child.</u> The annual fee will be \$20 and must be paid (or documentation that full financial responsibility will be assumed by the parent) before distribution of a device to the student. The insurance does not cover the cost of case or cord.</li> </ul> <p style="text-align: right;">Parent:_____ Student:_____</p>

## Student Agreement

Rules and regulations are necessary in order to offer technology opportunities to the students. In order to use technology resources, I agree to abide by the LISD Schools Acceptable Use Policy Guidelines as states in this document.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Parent/Guardian Agreement

In consideration of the privileges and opportunities afforded by the use of the Livingston Independent School District technology and computer resources, I hereby release the LISD and its agents from any and all claims of any nature arising from my student's use or inability to use the Livingston Independent Schools technology and computer resources.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This handbook is available online at [www.livingstonisd.com](http://www.livingstonisd.com) under the parent tab.

# Livingston Independent School District Student/Parent Chromebook Insurance Agreement

## Student Information

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Home Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email Address \_\_\_\_\_ Student ID# \_\_\_\_\_

## Parent/Guardian Information

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Please choose only one of the options below:

### Option 1: DECLINE Insurance Coverage

- I decline the district insurance coverage for \$20 per year at this time. I understand that I am responsible for 100% of any damage, loss, or theft to my student's Livingston ISD owned Chromebook. Payment must be made within 14 days of billing.

### Option 2: ACCEPT Insurance Coverage (non refundable)

***The insurance only covers up to the cost of the machine, it does not cover the cost of case or cord.***

- I would like to participate in the district insurance coverage program for \$20 per year per machine. (cash payment)
- Make Online Payment at: <http://www.lunchmoneynow.com/lmnliv/MainFees.htm>  
Please attach printed confirmation of online payment to this page. (\$20 plus online service fee)
- Make Check or Money Order Payment of \$20, payable to "Livingston ISD."  
Please attach check to back of this form. (Check Number: # \_\_\_\_\_)

Student Name (print): \_\_\_\_\_ Campus:  Junior High  
 High School

Student Signature: \_\_\_\_\_ ID # \_\_\_\_\_

Parent Name (print): \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Please return this page, signed and dated, to your Media Center/Library)