

# Student Device Handbook



Gilbert Public Schools  
2019-20

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## Introduction

Gilbert Public Schools is continuing the Digital Learning 1:1 Initiative during the 2019-2020 school year. All 7th through 12th grade students will have the opportunity to use a student device (Chromebook) to support their education. This initiative will provide exciting learning opportunities for our GPS students. Under the careful guidance of their teachers, students will use the devices to support their education in a variety of ways. It is the expectation that students will have the same student device for two consecutive years in junior high and then receive a new student device in 9th grade to be used until graduation. This handbook outlines the basic information needed to successfully participate in the program.

## Parent/Guardian Responsibilities

A strong partnership between school and home will help students be successful in the Digital Learning 1:1 Program. Parent/Guardian responsibilities are to:

- Review the information in this handbook.
- Determine whether to select the **Device Protection Plan** offered by the district or assume the financial responsibility for damage, loss or theft. Plan details are on Page 5 of this handbook.
- Monitor student use away from school.
- Ensure the device is properly cared for outside of school.

## Student Responsibilities

Gilbert Public Schools is committed to using technology to provide an exceptional learning experience for all students.

## Acceptable Use

Students must use their device in compliance with governing board policy, which outlines appropriate technology use. Students and parents must acknowledge they have read this policy, including its regulation, and understand that violation of this policy will result in a loss of privileges and further disciplinary action taken by the school's administration. Policy IJNDB, IJNDB-R, and IJNDB-EA are made available in the Student Awareness Contract and also viewed at <https://goo.gl/PmZswX>.

## Digital Citizenship

Gilbert Public Schools works to build a positive school culture with Common Sense Education K-12 Digital Citizenship curriculum to address the safe and responsible use of technology. The **Common Sense K-12 Digital Citizenship Curriculum** is designed to empower students to think critically, behave safely, and participate responsibly in our digital world.

<https://www.common sense.org/education/>

## Troubleshooting Guides

Students will have access to simple troubleshooting steps via the Gilbert Public Schools website. These guides are accessible (24/7) anytime/anywhere students have access to the Internet.

- Troubleshooting your wireless connection at home  
<https://support.google.com/chromebook/answer/6318213?hl=en&rd=1>
- Keyboarding Shortcuts for Chromebooks  
<https://support.google.com/chromebook/answer/183101?hl=en>

## Using the Device Securely

Students are required to enter their district-assigned user ID and password to operate the device. The device has security features and filtering intended to protect and prohibit your student from accessing inappropriate materials on the Internet, unless the student has taken specific action to bypass these features. Security features and filtering are in effect for their device at school, and at home or on other wi-fi enabled networks, including public libraries, restaurants, etc.

## Repair Procedures

When a student device is defective, damaged or needs repair, a similar device will be issued to the student while the device is evaluated. Receiving a second “loaner” device does not absolve the student from liability for the original damaged device and they are responsible for any damage to the loaner. A school staff member will instruct the student on the procedure to follow to get the device repaired or replaced.

## Receiving and Returning Your Device

Each school site will distribute student devices according to their designed plan. If a parent wishes to have their student **opt out** of receiving a student device, they will need to contact the school administration.

The device must be returned to the school

- At the end of the school year.
- Upon withdrawal or transfer to another district school or
- At the request of the school
- Summer School Chromebook procedures will be determined each year

It must be returned in working order with all parts and accessories included or the appropriate fees will be assessed. Parts can be found on Page 6 of this handbook.

## Caring For Your Device

Proper use and care of your student device is essential. This includes caring for the power cord. Please follow these guidelines:

- Protect your device from damage due to food, liquids or extreme heat or cold.
- Do not place items on top or inside of your device.
- Do not leave your device unattended.
- Secure your device properly in your bag or backpack when not in use.
- Keep your power cord at home.
- Charge your device every night. Students are expected to arrive at school with a fully charged device.
- Store your power cord in a safe place with your device.
- Do not leave your device unattended where it could be accidentally damaged by food, liquids, pets, or small children.
- Do not leave your device in a vehicle or on the school bus.
- Secure your device properly in your bag or backpack while traveling.
- Use a soft, dry microfiber or lint-free cloth to clean your device screen.

- Report any issues with your device promptly to a parent, teacher, or librarian.
- Do not remove the district barcode or school identification sticker from your device.
- Do not deface the device exterior.
- Do not attach unauthorized stickers.

### **Device Protection Plan (DPP)**

As part of Gilbert Public School's 1:1 technology initiative, parents have the option to enroll in the Device Protection Plan (DPP). Enrollment in the plan will minimize the potential repair and/or replacement fees associated with the device.

By selecting this plan you agree to pay a **fee of \$25** to be enrolled in the DPP. If a device becomes damaged, your student will take it to the school's library and follow the repair procedure. The Technology Services repair department will repair the device. **If the device is lost, a fee of \$200 will be assessed.** If the device is stolen while at school, the incident must be reported by the student to their teacher, librarian, or front office within 24 hours. If the device is stolen outside of school, the parent/guardian must file a police report within 48 hours. A copy of the report must be turned in to the school's front office.

Students, who have purchased the DPP and have not had a claim for damage to their device during the school year, will have their protection rolled over to the upcoming school year and their device will remain covered under the DPP. The yearly roll over of the original DPP purchase will remain in place until the student is no longer a GPS student or has a claim. Devices will be periodically inspected to ensure the device is in good working condition and a claim is not being avoided.

There will be no refunds given on the original DPP purchase if a student leaves GPS or upon graduation. Special circumstances will be evaluated by school administration in collaboration with Technology Services.

Enrollment in the DPP does not begin until the \$25 payment has been received and must be completed by August 31st, 2019. Students enrolling in Gilbert Public Schools after August 31st, 2019, will be given 2 weeks after their official GPS enrollment date to enroll in the Device Protection Plan.

#### **What is covered under the plan?**

- Accidental damage, such as cracked screens or cases, broken keyboards, etc.
- Battery replacement (if it is determined that the battery is malfunctioning)
- Replacement of stolen device. If the device is stolen, a police report must be filed within 48 hours. A copy of the report must be sent to the school's front office
- Hardware issues (video cable, broken ports, speakers)

**A lost device and intentional damage to the device and/or AC adapters are NOT covered under the plan.**

### Repair/Replacement Costs

Parents and students who choose NOT to purchase the **Device Protection Plan** are responsible for the device if the repair or replacement cost is not due to a manufacturer issue.

The following prices are estimates, as exact costs for each repair will be made upon further inspection of the damaged device. Should the student's device become damaged, the student will be provided a loaner device, while their assigned device is being repaired. Once the assigned device is repaired, the loaner will be collected. **All repairs must be made by a GPS technician or authorized vendor.**

	With DPP	Without DPP
Device Replacement (lost)	\$200	\$200
Device Replacement (stolen)	\$0	\$200
AC Adapter	\$25	\$25
Battery	\$0	\$31
Base enclosure	\$0	\$26
Touchpad board	\$0	\$16
Power connector cable	\$0	\$14
Display panel (screen)	\$0	\$30
Display bezel (front cover)	\$0	\$14
Display back cover	\$0	\$30
Display Hinges	\$0	\$16
Display video cable	\$0	\$12
Keyboard / top cover	\$0	\$36
Wifi card	\$0	\$43
Speaker kit	\$0	\$15
Webcam	\$0	\$29
Antenna Cable	\$0	\$17
System Board	\$0	\$85

## Frequently Asked Questions (FAQs)

### 1:1 Program

#### **What are Chromebooks?**

A Chromebook is a device intended for accessing and working with Internet based resources. It has the ability to work off-line on a variety of tasks. It is fast and light making it easy to use and carry around. The device is relatively inexpensive compared to other technologies on the market, yet it is easy to support while providing 8+ hours of battery life. It connects with Google's suite of applications, which can be used by every student and staff member in Gilbert Public Schools.

#### **What does 1:1 mean?**

Every GPS student participating in the program will receive a device to use for their course work while at school, including note taking, collaboration with other students and teachers, project creation, assignments, tests, and research. Students will use their devices in class and take them home to use for homework.

#### **Why is the district participating in a 1:1 model of instruction and learning?**

Key areas of focus in education today are student engagement, access to higher level questions and activities, student self-assessment, parent monitoring of student progress and teacher assessment of learning. Technology usage is an important component of post-high school challenges including college, university and work. The provided device is an important learning and teaching tool. As students and teachers become more familiar with the device, software and applications, teaching and learning activities will evolve and become more in-depth. The 1:1 model will better prepare students for success in high school and beyond.

#### **When will these devices be issued to students?**

Students will receive their devices in the beginning of the school year according to each site's plan for distribution.

#### **What is required for a student to receive a device?**

The GPS Awareness Contract and Student Conduct Policy form is discussed with students by administrators at each level in age-appropriate ways. Students are then asked to sign the form. Parents will electronically sign the Awareness Contract online. Each site will notify parents according to their site procedures.

#### **Are these devices considered school property?**

Yes, devices are checked out to students much like textbooks and students will be required to return the devices in good working condition. Care and use expectations can be found on Page 4 in the *Caring for your Device* section of this handbook.

**In addition to the device, what other items will be issued to the student?**

Each device comes with a power cord. This is also considered property of Gilbert Public Schools and must be returned at the end of the school year.

**Can a student “opt out” of the 1:1 initiative?**

If a parent wishes to have their student *opt out* of receiving a student device, they will need to work with the site administration. However, Gilbert Public Schools encourages all students to have the technology skills to become successful in the future. In today’s technology-driven world, a device is a tool that will promote a student’s learning process, similar to a textbook.

**How will the 1:1 distribution impact students with special needs?**

Each child’s IEP team will determine the best strategy and tools for the student’s success.

**Will my student turn in his or her device at the end of the school year?**

Yes, the school-provided devices will be distributed and collected, much like textbooks are distributed at the beginning and collected at the end of the school year. Devices will be checked for damage and/or misuse when turned in. Summer School Chromebook procedures will be determined each year.

**Costs and Protection Plan**

**Are student rental/use fees associated with the 1:1 program?**

There are no costs for students/parents to participate in the 1:1 program. However, students/parents will be held responsible for any damages to the device. Parents have the option to purchase a *Device Protection Plan* at a cost of **\$25** per device to help minimize their financial risk of potential damage. See Page 6 of this handbook for details on repair and replacement costs.

**Will my family homeowners insurance cover damage to my student’s device?**

Please contact your personal insurance provider to inquire about policy coverage.

**If we decide not to purchase the protection plan initially, can we purchase it later?**

No. The enrollment in the DPP does not begin until the \$25 payment has been received and must be completed by August 31st, 2019. Students enrolling in Gilbert Public Schools after August 31st, 2019, will be given **2 weeks** after their official GPS enrollment date to enroll in the Device Protection Plan.

**Are there additional out-of-pocket costs under the protection plan?**

No, unless the device is intentionally and maliciously damaged or if the Chromebook and/or cord is stolen or lost (See Page 5 of this handbook)

**What type of damage or repairs does the protection plan cover?**

The protection plan covers normal wear and tear, accidental damage and general repairs, such as fixing cracked screens, cracked casing, or broken keyboards. (See Page 5 of this handbook)

**Who is responsible for loss, theft or damage to the device while at school or home?**

Students are 100 percent responsible for the assigned device. This includes the costs to repair and/or replace the device. Parents may purchase a **Device Protection Plan** from the district to help minimize liability. Situations at school will be handled by the school administration. (See Page 5 of this handbook)

**What should students do if their device needs to be repaired?**

Students should take the device to the library/media center if it is in need of repair. The librarian or campus media tech will assist them in the repair process. In the case that the device is sent in for repair, the district certified repair technician would examine the device and assess the cost of repair. The applicable costs and estimated repair completion date will be sent to the school.

**What if the student moves or transfers to another school or district?**

Students are required to return the device to the school if they transfer to another school or withdraw from the district. The device must be in good working order and be returned with all components including the power cord.

**Can my child leave the Chromebook at school? If so, where?**

Yes. If a parent **does not** want the device to go home, students may make arrangements with the site administration to leave their device in the Media Center to be charged overnight.

**Will the student be able to complete the coursework without a device, while it is being repaired?**

Yes. Students may be given a loaner device to use while their device is being repaired.

**Usage/Classroom/Educational Issues**

**Will students have unlimited access to the Internet?**

No. This technology requires the students to enter their district-assigned user ID and password to operate the device. When students use their district-assigned user ID, the student device has security features and filtering intended to protect and prohibit students from accessing inappropriate materials on the Internet, unless specific action has been taken by the student to bypass these security features. The security features and filtering are in effect on their student device at school, and at home or on other wi-fi enabled networks, including public libraries, restaurants, etc.

**Will the Chromebooks be filtered from inappropriate material?**

Yes. The district has a web-filtering program, GoGuardian, that is used while the device is at school and when off campus. The Chromebooks are managed both at the device level as well as the user account level.

**What if we do not have Internet access at home?**

Although Internet access maximizes the functions of a Chromebook, students can still use the device without the Internet. Textbooks and many assignments will be accessible without an Internet connection. Many resources can be downloaded on the device and available offline. Chromebooks can store the student's work on the device itself, allowing the student to edit offline. The edited version is then uploaded once an Internet connection is established.

**What if we have trouble connecting my Chromebook to Wi-Fi at home?**

Here is a link to a troubleshooting website from Google Support Forums.

<https://goo.gl/Mf1mV9>

**When can my student access the school's Internet Wi-Fi capabilities?**

The district's GPS Wi-Fi is always available. Students will be able to access it whenever they are on campus.

**Will this 1:1 initiative eliminate the need to bring textbooks home?**

NO. This program will not eliminate all textbooks. However, curriculum will evolve to use the technology to the fullest extent, which will reduce the number of printed textbooks being used. This will be determined on a course-by-course basis.

**How will students be trained on the use of the devices?**

At the beginning of the school year and throughout the year, each teacher will train students on the technology needed for their classrooms.

**Can my child print at home?**

Yes. See the link below for help. The district goal is to minimize the amount of printing required.

(For more information: <https://support.google.com/chrome/answer/1069693?hl=en>)

**Can my child use headphones and a mouse with the Chromebook?**

Yes. Students can use headphones, combination headphones with microphone, and a wired or wireless mouse. Most students will not need a mouse, as the track pad that is included is easy to use and highly functional.

(For more information: <https://support.google.com/chromebook/answer/1047367?hl=en>)

**Can students use their own devices?**

**No.** Many students may want to use their own devices and/or cell phones to complete learning tasks **while at home**. When GPS purchases the devices, a license is also purchased for each device that allows Technology Services to enroll the Chromebooks in an Admin console under our district Google domain. The console is configured unique to Gilbert Public Schools and allows Technology Services to manage the devices based on the groups the devices are placed in, for example, school, grade level, and even down to class level. This allows Technology Services to manage policies, install applications and OS updates and quickly change settings from a web based console to the devices and makes managing 30,000+ devices possible for the technology services staff. When

students are assessed by the state, Technology Services can apply a Secure Browser setting that directs each device to the test, while not allowing them to access any other websites while taking the test, which is a requirement. With personal devices, Technology Services would not have a way to manage these devices, filter content, or work on them if there is an issue.

**What are the consequences for inappropriate use of the device?**

The GPS Awareness Contract and Student Conduct Policy is discussed with students by administrators at each level in age-appropriate ways. Students are then asked to sign the form. In addition, this form requires parent signatures to electronically sign in grades K-12.

**What will students do with their device during PE and extra curricular classes?**

Instructors will give students directions about device needs as they enter the classroom. During PE and other extracurricular classes, devices should be secured in the student's locker unless the device will be used during the class or activity.

**Is the device heat-sensitive?**

Yes. Students should use care when storing their devices and should not leave them where they could get damaged by the weather or other elements.

**End of Year Procedures**

**Will personal student data be removed from the device after it is checked back into the school?**

Devices will be collected at the end of the school year or when the student withdraws from Gilbert Public Schools. If a student withdraws from GPS, district technology staff will reprovision the device and reset the device to original settings.

**If my student returns to the same campus next year, will he/she get the same device?**

Yes. If a student returns to the same campus the next year, they will be given the same device they had the previous year. That is the intent, but not guaranteed.

## Setting Filter Options on Home Router

Just about every router today has the option to block or filter websites *built into the router*. You can block on a schedule or block all the time. Parents can set it up so that the sites are only blocked at night or during the hours you choose.

To access these settings it is necessary to log into the web interface *of your router*.

Instructions for the most popular routers are available:

Model	Website
Netgear	<a href="http://www.netgear.com/lpc">http://www.netgear.com/lpc</a>
Linksys	<a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>
Dlink	<a href="http://support.dlink.com/Emulators/dir657/100/index.html">http://support.dlink.com/Emulators/dir657/100/index.html</a>
Trendnet	<a href="http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm">http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm</a>
Asus:	<a href="http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html">http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html</a>
TP-Link:	<a href="http://www.tp-link.us/faq-350.html">http://www.tp-link.us/faq-350.html</a>
Buffalo	<a href="http://www.buffalotech.com/search?keywords=parental%20controls">http://www.buffalotech.com/search?keywords=parental%20controls</a>
Belkin	<a href="http://www.belkin.com/us/support">http://www.belkin.com/us/support</a>
Cisco valet	<a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>
ZyXEL	<a href="http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf">http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf</a>
Trendnet:	<a href="http://www.trendnet.com/support/">http://www.trendnet.com/support/</a>
Apple airport	<a href="https://www.apple.com/support/airport/">https://www.apple.com/support/airport/</a>
	<p>OpenDNS</p> <p>Block Websites using a DNS service provider other than your ISP.</p> <ul style="list-style-type: none"><li>• OpenDNS <b>Family</b> gives you free content filtering for home use.</li><li>• OpenDNS <b>Home</b> allows you to customize access for different users.</li><li>• Both options are free.</li></ul> <p><a href="https://www.opendns.com/home-internet-security/">https://www.opendns.com/home-internet-security/</a></p>