# Dickson County Schools Chromebook Guide

*Parent/Student Handbook*

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## GETTING STARTED

### What is a Chromebook?

A Chromebook is a device very similar to a laptop computer. However, a Chromebook has a unique operating system called Chrome OS. It differs from Mac and Windows in that nearly all functions performed on a Chromebook are actually online. This is why a wireless internet connection is required for using a Chromebook.

### What can a student do on a Chromebook?

As the face of education continues to incorporate technology in the classroom, students will utilize devices such as Chromebooks to learn, do homework, collaborate with other students and teachers, and many more learning activities. Students will use their Chromebook for school email communication, reading educational text online, Google Classroom, as well as creating documents, spreadsheets and presentations and other educational activities as needed.

### Getting to know the Chromebook

Using a Chromebook can be confusing at times. Many people are familiar with laptops, smartphones or desktop computers but may not have experience with a Chromebook. That's why it is important to know the parts of a Chromebook.

*NOTE: These illustrations may differ slightly from model to model but most features are the same.*



1. USB-C AC Power port
2. HDMI
3. USB 3.0
4. SD Card Reader
5. Combo mic/headphone
6. Kensington lock slot

Chromebook keyboards work just like a regular keyboard, with a few small differences:

- Use the Search button to search your apps and the web
- To turn caps lock on or off, press Alt + Search
- The Power button may be on the side of the device

The lower right corner of the screen contains the system tray. Students can access different settings such as Wi-Fi, Accessibility, volume, brightness, etc.
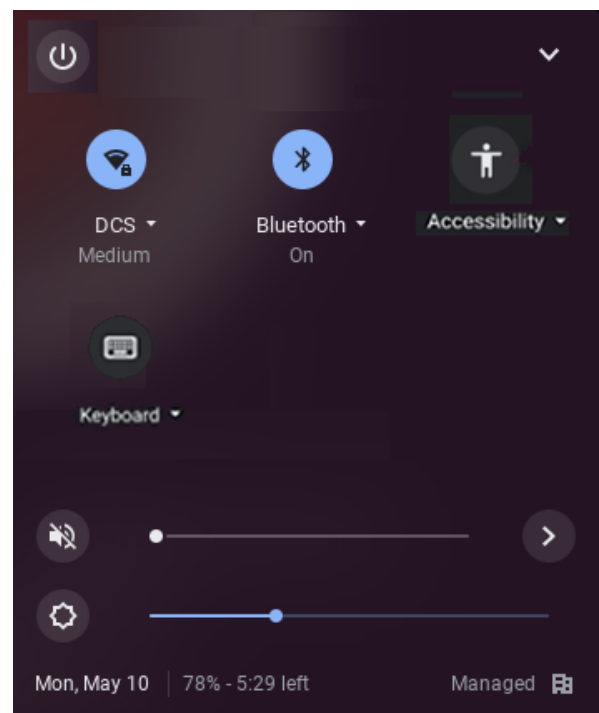
The login screen will look similar to this.
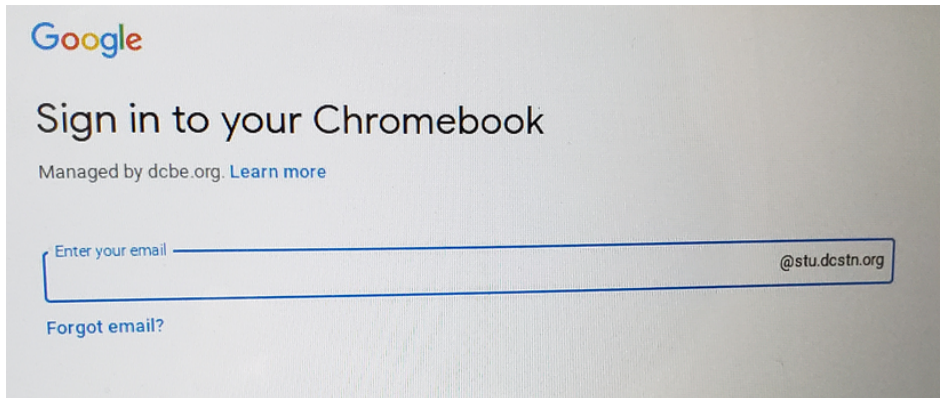




Younger grade levels may use a QR coded badge while other students will simply sign in with their username and password.

# RECEIVING THE CHROMEBOOK

## Acceptable Use Agreement

Dickson County Schools requires parents and students to sign the Chromebook Acceptable User Agreement. This agreement is required each year for every student before a Chromebook is issued to their child. The full agreement can be found at the end of this handbook.

## Protection Plan

Parents will also choose whether or not to participate in a device protection plan that will help cover expenses due to damage, theft or misuse. The protection plan is a one-time fee of $40 and will follow the student throughout their school career. The protection plan will cover things such as:

1. Device has noticeable physical damage and has become non-functional. *Ex. Cracked screen, broken keys/keyboard, cracked plastic shell, etc.*
2. Device has been stolen.
3. Device malfunction is directly related to misuse. *Ex. Liquid is spilled onto the device and it will no longer boot up. Food or other substances have fallen into the keyboard causing keyboard failure.*
4. Lost charging cable. **NOTE:** A parent can choose to personally buy a replacement charging cable online due to the lower cost (charging cables are currently less than $40 on [Amazon.com](Amazon.com)), therefore retaining the protection plan coverage for potentially more expensive incidents such as repair and replacement of the device. If you have questions on this, contact your child's school for more information.

In the event the protection plan is used to repair or replace the device or it's charging cable, parents will need to **opt back in** to the protection plan to cover the newly issued device or accessory. If parents choose not to opt-in, they will be responsible for total device replacement costs should future damage, loss or theft occur.

If a device malfunctions and it is determined to be a flaw in the device not related to misuse, neglect or intentional damage, the student will receive a replacement device without needing to use the Protection Plan.

## Device Check-Out

Once the Acceptable Use Agreement has been signed and a protection plan option selected, the student will be issued a device at their school. Distance learning students will receive their devices from New Directions Academy, located at 4000 Hwy 48 N, Charlotte, TN 37036. Devices are "checked-out" to students using the district Chromebook management system similarly to how library books are issued.

Some of the district's elementary schools may elect to keep Chromebooks at school each night for younger grades, eliminating the need for students to carry devices back and forth from home to school. Devices will still be issued to every student for the year, but they will be left in a charging cart at night at the school. Make sure students are aware of their school's guidelines regarding taking devices home.

All students in middle and high schools will take devices to and from school each day.

## Device Check-In

Chromebooks will generally be collected and checked in at the end of each school year for maintenance, cleaning, and software updates.

If at any time during the school year a student leaves Dickson County Schools for any reason, the Chromebook, charger and any other issued devices or accessories must be returned prior to leaving.

If a student fails to return the issued Chromebook, charger and any peripheral device or accessory at the end of the school year or upon leaving the district, a police report will be filed by the school system for lost or stolen devices.

If a device is turned in without a charger, a $25 replacement fee will be charged to the student's account. If a parent wishes to use the protection plan for this, they will need to contact the school and inform school administration.

If a device is turned in at the end of the school year, and is damaged or no longer working, but the device is covered by the protection plan, the protection plan will be utilized to cover the cost of repair or replacement and parents will need to opt back in for coverage for the following year.

If a device is turned in damaged or no longer working, and the device is NOT covered by the protection plan, the full replacement cost of the device will be charged to the parent or guardians.

## CARE AND USE OF THE CHROMEBOOK

All Chromebooks are property of Dickson County Schools. The following are district expectations for the care of all devices that are issued to students.

General Care

1. No food or drink is to be next to the Chromebook while in use.
2. Students should never write on or put stickers on the device or accessories.
3. Use only clean, soft cloths to wipe the screen. No cleansers should be used.
4. Cords and cables should be inserted carefully and correctly to avoid damage to the ports on the device.
5. Do not leave Chromebooks in unsupervised or unsecured areas.
6. Do not stack heavy items on Chromebooks - it can crack the screen or keyboard.
7. Do not carry an open Chromebook by the screen.
8. Do not lean on or press into the Chromebook.
9. Do not close the Chromebook if there is something on the keyboard, such as a pencil, to avoid cracking the screen, keyboard or plastic shell.
10. Use the laptop storage pouch, found in most backpacks, to transport the Chromebook to and from home. Be careful not to throw backpacks or overpack so as not to damage the device.


## STUDENT CHROMBOOK USE

Chromebooks have now become a necessary part of student education. For students who are allowed to take their device home, it is very important that students bring their Chromebooks to school everyday charged and in proper working condition.

Student and Parent Responsibilities

1. **Chromebooks Left at Home**

   If a student leaves their Chromebook at home, they will have the opportunity to get a replacement Chromebook from the library, if one is available, for use that day. They will need to know their school's procedures for obtaining the one-day loaner, and they will be responsible for turning that device in at the end of the day per the school guidelines. One-day, loaner devices will not be available for overnight use.


   If a student repeatedly leaves their device at home, they may be referred to the school administrators for disciplinary action and could lose device privileges.

2. **Chromebooks Needing/Undergoing Repair**

If a student's assigned device malfunctions or needs repair, a replacement device will be assigned to the student and the original device will be repaired and returned to the school's extra stock.

Students who have more than two incidents of device damage may lose device privileges or be restricted from taking a device home. Any misuse or damage that is obviously vandalism will result in disciplinary action.

3. **Lost or Stolen Chromebooks**

If a student loses a device or it is stolen while in their possession, parents and students are required to report the lost device immediately to their teacher and/or school administration. A police report will be filed immediately. If the lost or stolen device is located, the school should be notified and the device returned immediately to the school.

4. **Digital and Online Learning**

Students are responsible for complying with all acceptable use guidelines outlined in the district Acceptable Use Agreement at the end of this guide. Use of the Chromebooks should be strictly limited to educational activities and assignments. COPPA and CIPA compliant internet filters are in place on each device, however, nothing can be monitored 100%. Parents should be aware of their student's online activity while at home.

5. **Discipline**

If a student violates any part of the policies, procedures or expectations outlined in this guide, the student handbook, or district policies, he/she may be subject to immediate discipline in accordance with the district or school disciplinary policies.

# DICKSON COUNTY SCHOOLS TECHNOLOGY ACCEPTABLE USE AGREEMENT

The Dickson County School System recognizes the value of computer and other electronic resources to improve student learning and enhance the administration and operation of its schools. The Dickson County School System encourages the responsible use of computers; computer networks, including the Internet; and other electronic resources in support of the mission and goals of the Dickson County School System.

The Dickson County School System Acceptable Use Agreement shall govern all use of technology devices, digital resources, and network infrastructure. Because information technology is constantly changing, not all circumstances can be anticipated or addressed in this agreement. All users are expected to understand and comply with both the "letter" and the "spirit" of this agreement and show good judgment in their use of these resources. By using or by accessing district facilities or services, the user agrees to abide by this agreement.

## Rights and Responsibilities

The Dickson County School System is committed to complying with applicable information security requirements and relevant information security standards and protocols. These requirements include, but are not limited to the following:

> The Family Educational Rights and Privacy Act (FERPA)
> Children's Internet Protection Act (CIPA)
> Individuals with Disabilities Education Act (IDEA)
> Children's Online Privacy Protection Act (COPPA)
> Health Insurance Portability and Accountability Act (HIPAA)

Users of the Dickson County School System's network are required to adhere to state and federal law as well as board policy. Any attempt to break those laws or policies may result in discipline or litigation against the offender(s) by the proper authority. The Dickson County School System will provide any information necessary in order to fully cooperate with the appropriate authorities in the civil and/or criminal process.

## Acceptable Use Details

The Dickson County School System provides students and staff with computing and Internet access to further educational goals and objectives. Access is a privilege, not a right, and therefore, entails responsibility. The district provides computers and a computer network for students and staff who agree to act in a considerate and responsible manner. The network is available to conduct research, save student work and files, and communicate with others via electronic media. Teachers, administrators, and other school personnel should ensure district data systems are used in a responsible, efficient, ethical, and legal manner, and such use must be in support of the district's business and education objectives.

**Educational Purpose**

School system technological resources are provided for the purpose of instruction, accessing information, conducting research, lesson preparation, communication, and/or other information gathering and sharing as it relates to education. Users may not use the Dickson County School System network for personal commercial gain or personal political purposes.

The Dickson County School System utilizes Google-based learning applications such as Google Classroom, Google Docs, Google Slides, GMail, etc, for instruction and learning. These 21$^{st}$ Century classroom tools allow teachers and students to work collaboratively on assignments and allows our students immediate access to their work, from any device, be it a smartphone, tablet, laptop, Chromebook or desktop computer.

**Filtering and Monitoring**

The Dickson County School System takes reasonable precautions in accordance with CIPA and COPPA guidelines by using filtering software to keep inappropriate Internet sites and e-mail out of the classroom. However, it is recognized that this filter alone is no guarantee that users will not be able to find Internet resources which are profane, offensive, obscene, or otherwise objectionable. As much as possible, technology resources should direct students to those resources which have been evaluated prior to use. Staff should provide supervision during all Internet activities.

All district employees and students are expected to report any system misuse, inappropriate Internet sites that are not stopped by the district's Internet filter, and behavior that falls within the district's discrimination and sexual harassment policies.

**Privacy**

Students, employees, visitors, and other users have no expectation of privacy in anything they create, store, send, delete, receive, or display when using the school system's network, devices, Internet access, email system, or other technological resources owned or issued by the school system, whether the resources are used at school or elsewhere, and even if the use is for personal purposes. Users should not assume that files or communications created, transmitted, or displayed using school system technological resources or stored on servers or on the storage mediums of individual devices will be private.

The school system may, without notice, (1) monitor, track, and/or log network access, communications, and use; (2) monitor and allocate fileserver space; and (3) access, review, copy, store, delete, or disclose the content of all user files, regardless of medium, the content of electronic mailboxes, and system outputs, such as printouts, for any lawful purpose. Such purposes may include, but are not limited to, maintaining system integrity, security, or functionality, ensuring compliance with board policy and applicable laws and regulations, protecting the school system from liability, and complying with public records requests. School system personnel shall monitor online activities of individuals who access the Internet via a school-owned device.

**GENERAL RULES FOR ACCEPTABLE USE STAFF OR STUDENTS**

1.  School system technological resources are provided for school-related purposes only. Acceptable uses of such technological resources are limited to responsible, efficient, and legal activities that support learning and teaching. Use of school system technological resources for commercial gain or profit is prohibited.

2.  Under no circumstance may software purchased by the school system be copied for personal use.

3.  Students and employees must comply with all applicable laws, including those relating to copyrights and trademarks, confidential information, and public records. Any use that violates state or federal law is strictly prohibited. Users may not install or use any Internet-based file sharing program designed to facilitate sharing of copyrighted material. Plagiarism of Internet resources will be treated in the same manner as any other incidents of plagiarism.

4.  No user of technological resources, including a person sending or receiving electronic communications, may engage in creating, intentionally viewing, accessing, downloading, storing, printing, or transmitting images, graphics (including still or moving pictures), sound files, text files, documents, messages, or other material that is obscene, defamatory, profane, pornographic, harassing, abusive, or considered to be harmful to minors.

5.  The use of anonymous proxies to circumvent content filtering is prohibited.

6.  Users of technological resources may not send electronic communications fraudulently (i.e., by misrepresenting the identity of the sender).

7.  Users must respect the privacy of others. When using e-mail, chat rooms, blogs, or other forms of electronic communication, students must not reveal personal identifying information or information that is private or confidential, such as the home address or telephone number, credit or checking account information, or social security number of themselves or fellow students. In addition, school employees must not disclose on school system websites or web pages or elsewhere on the Internet any personally identifiable, private, or confidential information concerning students (including names, addresses, or pictures) without the written permission of a parent or guardian or an eligible student, except as otherwise permitted by the Family Educational Rights and Privacy Act (FERPA). Users also may not forward or post personal communications without the author's prior consent.

8.  Users may not intentionally or negligently damage computers, computer systems, electronic devices, software, computer networks, or data of any user connected to school system technological resources. Users may not knowingly or negligently transmit computer viruses or self-replicating messages or deliberately try to degrade or disrupt system performance.

9.  Users may not create or introduce games, network communications programs, or any foreign program or software onto any school system computer, electronic device, or network without the express permission of the technology director or designee.

10. Users are prohibited from engaging in unauthorized or unlawful activities, such as "hacking" or using the computer network to gain or attempt to gain unauthorized or unlawful access to other computers, computer systems, or accounts.

11. Users are prohibited from using another individual's ID or password for any technological resource without permission from the individual. Students must also have permission from the teacher or other school official.

12. Users may not read, alter, change, block, execute, or delete files or communications belonging to another user without the owner's express prior permission. Employees shall not use passwords or user IDs for any data system (e.g., the state student information and instructional improvement

system applications, etc.) for an unauthorized or improper purpose.

13. If a user identifies a security problem on a technological resource, he or she must immediately notify a system administrator. Users must not demonstrate the problem to other users. Any user identified as a security risk will be denied access.

14. During the instructional day, teachers make reasonable efforts to supervise student use of the district's Internet system in a manner that is appropriate to the student's age and circumstances of use.

15. Views may be expressed on the Internet or other technological resources as representing the view of the school system or part of the school system only with prior approval by the superintendent or designee.

16. Schools may not change the Internet Usage or Acceptable Use agreement forms.

**Students**

The Dickson County School System has several processes in place to protect students while using technology and web-based instructional tools. Students are educated every year about appropriate online behavior, including interacting with other individuals on social networking websites and cyber-bullying awareness and response. The district also uses Internet filters to remove most harmful content. Student safety is of utmost importance in the Dickson County school district.

Parents who do not want their student to use a computer or other physical device or to access web-based curriculum tools may deny their student's technology access. Students who have had their individual technology access denied are still able to participate in teacher or administrator led activities that contain Internet content. Students who have their technology access denied are not protected from viewing Internet content in use by other students. Several mandatory state and federal student assessments are solely available over the Internet. These tests and assessments will be administered to ALL students. Temporary technology access for these tests will be granted to all students for the purpose of state testing.

**Google for Education**

In order to create a safe, effective way for students and staff to communicate with one another, the Dickson County School System provides each student with a unique username and password which will be used for access to technology and digital resources.

Students will have access to Google Workspace for Education Plus applications for use. These applications run on an Internet domain purchased and owned by the district and are intended for educational use. Your student's teachers may utilize these tools for lessons, assignments, and communication. These applications include word processing, spreadsheet, presentation, calendar, email, Classroom and many other collaborative tools. This suite of applications is available in "the cloud", which allows students immediate access to their work, from any device, be it a smartphone, tablet, laptop, or desktop computer and from any location such as school, home, public library or any other place with internet access.

Access to, and the use of, Google Workspace for Education Plus is considered a privilege and benefit to students in our district. The Dickson County School System maintains the right to immediately revoke this access and use of the Google learning applications where the district has reason to believe violations of law or district policy have occurred.

**Guidelines for use of Google Workspace for Education Plus:**

1. Not all tools are used at all grade levels. Some applications are better suited to older students.

2. 6th thru 12th grade students may use their email address to register with various educational websites, and, consequently, be able to receive email messages from these websites. For grades 6th thru 8th, this will be more restrictive than the high school grades. Elementary grades are only allowed to email teachers and other elementary students. All email is monitored by district monitoring systems.

3. Student email is ad free, and is filtered for spam.

4. Student email is archived internally, and is searchable by district administrators at any time, should the district deem it necessary.

5. Students will have no expectation of privacy with their Google Workspace for Education Plus account, and thus should remain committed to using it academically and professionally.

6. Students shall not share their passwords with anyone else, nor shall students use anyone else's password. At the same time, students will not act in a way that jeopardizes the account security of another student or staff member.

7. Students will avoid, at all costs, using their Google Workspace for Education Plus account to promote any unlawful activities or personal financial gain.

8. Students will not post personal contact information about themselves or other people using their Google Workspace for Education Plus account.

9. Inappropriate language, personal insults, profanity, spam, racist, sexist or discriminatory remarks, or threatening comments will not be tolerated. Additionally, students should not use their account to promote or spread inappropriate or offensive content, or to threaten another student or staff member.

10. Students will inform a member of the district staff should they receive any message that is inappropriate or makes them feel uncomfortable.

# DICKSON COUNTY SCHOOLS TECHNOLOGY ACCEPTABLE USE AGREEMENT SIGNATURE PAGE

## STUDENT

- ☐ I have read the information and guidelines outlined in this agreement and I agree to follow them.
- ☐ I agree to follow all Google for Education guidelines.

_____          _____

Student First Name (PRINT)                                Student Last Name (PRINT)

_____          _____

Student Signature                                         Date

## PARENT

- ☐ I have read the terms and conditions of this agreement and I agree to follow them.
- ☐ I give my child permission to utilize Google for Education learning tools.

_____          _____

Parent/Guardian First Name (PRINT)                        Parent/Guardian Last Name (PRINT)

_____          _____

Parent/Guardian Signature                                 Date

# DICKSON COUNTY SCHOOLS TECHNOLOGY PORTABLE DEVICE AGREEMENT

Every student in Dickson County Schools will be issued a District Chromebook for classroom learning at the beginning of each school year.  All students will be responsible for the care and use of their device. Students and parents are expected to know and comply with all guidelines and expectations regarding technology and online learning.

All parents/guardians will need to complete the Portable Device Agreement online form, 1 per student, prior to devices being issued to students. If parents have any questions, please contact your child's school.

**While the device is in your possession, you agree to the following:**

1.  Students and parents/guardians are responsible for the proper use and operation of this device.  You must comply with all of the Dickson County Schools Board Policies, including Dickson County Schools Student Acceptable Use Policy 4.406, the Dickson County Schools Chromebook User Guide and the Dickson County Schools Acceptable Use Agreement.
2.  Students and parents/guardians understand that the device is the property of Dickson County Schools and is subject to inspection at any time.
3.  Students and parents/guardians are responsible for loss, theft or damage that occurs to this device while in your possession, or as a result of misuse and you agree to take care of the financial obligation related to this event as outlined in the Dickson County Schools Chromebook User Guide.
4.  Loss or theft of the property must be reported to the District by the next school day after the occurrence.  A police report will be filed in cooperation with parents/guardians and the child's school.
5.  This device is provided for educational purposes only.  The parents/guardians will accept full responsibility for the actions of the student using this device while not in school.
6.  Home use should be limited to the student to which the device is assigned.
7.  Students and parents/guardians agree to present this device with its cords and cables for check-in at the end of the school year at your base school.

# DICKSON COUNTY SCHOOLS TECHNOLOGY PORTABLE DEVICE AGREEMENT SIGNATURE PAGE

**<u>STUDENT</u>**

☐ I have read the information and guidelines outlined in this agreement and I agree to follow them.

_____

Student First Name (PRINT)                                    Student Last Name (PRINT)

_____

Student Signature                                                      Date

**<u>PARENT</u>**

☐ I have read the terms and conditions of this agreement and I agree to follow them.

_____

Parent/Guardian First Name (PRINT)                      Parent/Guardian Last Name (PRINT)

_____

Parent/Guardian Signature                                      Date

# DICKSON COUNTY SCHOOLS TECHNOLOGY PORTABLE DEVICE COVERAGE PLAN

Parents/guardians will choose whether or not to participate in a device protection plan that will help cover expenses due to damage, theft or misuse. The protection plan is a one-time fee of $40 and will follow the student throughout their school career. The protection plan will cover the following:

1. Device has noticeable physical damage and has become non-functional. Ex. Cracked screen, broken keys/keyboard, cracked plastic shell, etc.
2. Device has been lost or stolen.
3. Device malfunction is directly related to misuse. Ex. Liquid is spilled onto the device and it will no longer boot up. Food or other substances have fallen into the keyboard causing keyboard failure.
4. Lost charging cable. NOTE: Parents/guardians can choose to personally buy a replacement charging cable online due to the lower cost (charging cables are currently less than $40 on Amazon.com), therefore allowing the student to retain the protection plan coverage for potentially more expensive incidents such as repair and replacement of the device. If you have questions on this, contact your child's school for more information.

In the event the protection plan is used to repair or replace the device or it's charging cable, parents will need to opt back in to the protection plan to cover the newly issued device or accessory.

If parents/guardians choose not to opt in to the Protection Plan, they will be responsible for total device replacement costs should future damage, loss or theft occur.

If a device malfunctions and it is determined to be a flaw in the device not related to misuse, neglect or intentional damage, the student will receive a replacement device without needing to use the Protection Plan.

Please mark one of the following.

☐ My student will bring their fully charged personal device to school every day.

☐ We would like to participate in the Technology Protection Plan. We agree to pay the $40 coverage cost to the school or follow this link to make an online payment.

☐ We decline the Technology Protection Plan.

Signature_____ Date_____

# FREQUENTLY ASKED QUESTIONS

1. **What if I already have another model or brand of Chromebook computer?**

   If a student already has access to a personal Chromebook or laptop computer, they may use that device for in-school learning. However, the device will only be allowed access to the district Guest wi-fi network which can have some latency due to limited bandwidth.

   Also important to note, if a student brings a personal laptop or Chromebook and it is incompatible with the school network or has hardware or software issues, this will cause the student to miss valuable instructional time. It is advised that, when in doubt, students should request and use a district device instead. District staff will not be responsible for working on or repairing personal devices.

2. **How do I connect to the Internet at home?**

   Parents will be responsible for providing or obtaining internet access at home. There are a variety of inexpensive options for service, some of which can be found on the dcstn.org website. The Chromebooks will allow students to connect to any available wi-fi hotspot they may have.

   If internet access is not available in the student's home area, Dickson County Schools provides several community hotspots throughout the county that parent's may visit during non-school hours. A directory of these hotspots can be found on the dcstn.org website.

3. **What if I want to add extensions or install software to my Chromebook?**

   Dickson County Schools manages all student Chromebook devices. Only approved apps, extensions or other features are allowed on the devices. Students will not be able to install or add unapproved items.

4. **How does the school system help prevent students from going to inappropriate sites?**

   Dickson County Schools uses a number of services and monitoring systems to help provide safe and appropriate access to internet resources. However, it is important that parents and guardians understand that due to constantly changing online threats, there is no absolute guarantee that students may not encounter inappropriate material. In the event that a student views something inappropriate, they should immediately close the device and alert a teacher or school administrator.

5. **What happens if the device gets broken or stops working? Can I take it to a local computer repair shop?**

   All Chromebook repairs are completed by the district technology department. Chromebooks should NEVER be taken to an outside repair shop or repaired at home by the student or family member. This could void valuable warranty coverage or cause additional damage. Students should always notify their teacher of the malfunction or damage for next steps.

6. **Can someone else login to the Chromebook?**

   Only Dickson County students can login to Chromebooks using their school account. Personal accounts will not be permitted to login and are blocked by special settings and policies on the device.