



1:1 Technology Program Handbook

The Normandy Schools Collaborative's mission is to "prepare global leaders for college, career and productive citizenship by empowering a community of confident learners and valuing the unique contributions of every student." This is a driving force behind our 1:1 technology device program.

We selected Chromebooks because of their ability to meet our students' educational needs and seamless integration with Google Apps for Education. Through Chromebooks, students have an increased capability to access a wide range of educational resources and collaborate with their teachers and other students to solve problems and develop both analytical and critical thinking skills.

The implementation of a 1:1 program does not diminish the vital role of the teacher. On the contrary, it solidifies the teacher as a facilitator of learning. The 1:1 program will be a vehicle to enhance student learning by helping students become active and engaged in their learning. Students will be required to bring their Chromebook to school every day and take it home every night during the school year upon return.

The policies, regulations, procedures and information within this handbook apply to all district Chromebooks used at school or at home, including any other Chromebook considered by district administrators or principals to come under this policy.

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1. Chromebook Specifications:

Chromebooks:

The Chromebooks issued to students may vary slightly from year-to-year or even during the school year as models change. Below are the general specifications that the Chromebooks will have:

- Make & Model: Dell Chromebook 11
- Operating System: ChromeOS
- Media Card Reader: SD memory card slot
- External Ports: 2 USB ports
- Screen: 11.6" LED
- Battery: Over 6.5 hours of battery (depending on use)
- Audio Output: Integrated speaker & 3.5mm speaker or headphone port
- Network: Integrated wireless card 802.11 b/g/n
- Video Port: HDMI output

2. Receiving Chromebook:

Parents and students must sign and return the 1:1 Program Agreement before the Chromebook can be issued to the student - ***This was done digitally when you registered.***

3. Chromebook Care:

Students are responsible for the general care of the Chromebook they have been issued by the school. Chromebooks that are broken or fail to work properly must be taken to the designated area in the school. If the failure occurs at home please contact Normandy's Helpdesk for assistance, at helpdesk@normandysc.org or you can call our NSC Helpdesk at (314) 624-0806

3.1 General Precautions:

- No food or drink is allowed next to the Chromebook while it is in use.
- Cords, cables, and removable storage must be inserted carefully into the Chromebook.
- Students should never carry their Chromebooks while the screen is open.
- Chromebooks should be shut down or put in standby when not in use for an extended period of time to conserve battery life.
- Chromebooks must remain free of any writing, drawing, stickers, or labels that are not the property of the ***Normandy Schools Collaborative.***
- Chromebooks must not be left in an unattended vehicle or any unsupervised area.
- Students are responsible for keeping their Chromebook battery charged for school each day.

3.2 Screen Care:

The Chromebook screens 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 the top of the Chromebook when it is closed.
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (i.e. pens, pencils or disks).
- If carrying in a backpack, store the Chromebook so that textbooks or other heavy objects do not rest on top of the Chromebook.
- Clean the screen with a soft, dry cloth or anti-static cloth.

4. Using the Chromebook at School:

The Chromebooks are intended for use at school each day. Students must be responsible to bring their Chromebook to all classes, unless specifically advised not to do so by their teacher.

4.1 Chromebooks Left at Home:

If students leave their Chromebook at home, the student may use a classroom loaner if available during the class session, do without, or share with another student depending on the classwork as directed by the classroom teacher.

4.2 Chromebook Undergoing Repair:

Loaner Chromebooks may be issued to students when they submit their Chromebook for repair at the designated location at their school.

4.3 Charging The Chromebook Battery:

The Chromebooks should be brought to school each day in a fully charged condition. Students need to charge their Chromebook each evening. Charging areas will be available in designated locations in the schools and in classrooms.

4.4 Screensavers & Backgrounds:

Inappropriate media may not be used as a screensaver or desktop background, such as the presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols or pictures.

4.5 Printing:

USB flash drives or other removable media can be used to transfer files to home computers for printing. Printing should be kept to a minimum as teacher strategies will facilitate digital copies and/or online submission of homework.

5. Managing Files and Saving Work:

5.1 Saving Work:

Students should routinely backup important files to their NSC Google Drive or removable media.

5.2 Saving Appropriate Content:

The content saved on these Chromebooks or any district resources should only be files and data that are part of their school projects. No inappropriate files or data are allowed on these Chromebooks or district resources.

5.3 Saving Inappropriate Content

Students should not view or save any content deemed inappropriate by NSC via the district's Acceptable Use Policy and the district's student procedures. Inappropriate content includes, but is not limited to pornography, offensive content, or illegal music/videos/software.

6. Chromebook Software

6.1 Originally Installed Software:

The software originally installed on the Chromebooks must remain on them in usable condition and be used appropriately. From time to time the school may add software applications or apps for use in a particular course. All copyright and licensing laws will be adhered to by students and the Normandy Schools Collaborative.

6.2 Additional Software:

Students are not allowed to install any additional software which are in violation of district policies and regulations to include the bypassing of district network security applications. Additional information on acceptable use in item 7 below is located at the following address -

<https://simbli.eboardsolutions.com/ePolicy/policy.aspx?>

PC=EHB&Sch=443&S=443&C=E&RevNo=1.01&T=A&Z=P&St=ADOPTED&PG=6&SN=true

6.3 Inspection:

Student Chromebooks may be viewed by school administration at any time. Student Chromebooks may also be inspected by school administration if a staff member suspects that inappropriate material resides on the Chromebook or the student has violated this 1:1 Program Handbook, the District Acceptable Use Policy, and/or NSC student policies and regulations.

6.4 Procedure for Re-Loading Software:

If technical difficulties occur that requires the re-setting of the Chromebook, it is at the discretion of a district technician to re-set the Chromebook. Reimaging will restore the Chromebook to the original state of initial installation. All files stored on the hard drive will be deleted. For this reason, it is the student's responsibility to utilize his/her Google Drive or removable media to back-up their important files and documents.

7. Acceptable Use:

Each student will be required to follow the District Acceptable Use Policy which can be accessed at:
<https://simbli.eboardsolutions.com/ePolicy/policy.aspx?>

PC=EHB&Sch=443&S=443&C=E&RevNo=1.01&T=A&Z=P&St=ADOPTED&PG=6&SN=tru

The regulation states: A major goal of the Normandy Schools Collaborative is to promote educational excellence by facilitating resource sharing, innovation, and communications by providing access to electronic-based information technology, including electronic mail (email) and Internet access to students, staff, teachers and administrators in the district. Technology, used as an educational tool, can enhance student learning and expand the scope of instruction in many innovative ways. The Internet and email are to be used in a manner that is consistent with the district's standards of conduct and as part of the normal execution of the employee's or student's responsibilities. Use of these technology resources in a disruptive, inappropriate or illegal manner impairs the district's mission, wastes resources and will not be tolerated. The use of the district's technology and electronic resources is a privilege which may be revoked at any time.

All students will be instructed on the dangers of sharing personal information about themselves or others over the Internet and are prohibited from sharing such information unless authorized by the district. Student users shall not agree to meet with someone they have met online without parental approval and must promptly disclose to a teacher or another district employee any message the user receives that is inappropriate or makes the user feel uncomfortable.

All Normandy Schools Collaborative computer users should be aware of the following:

- All users granted access to the district's technology resources are expected to maintain a high level of professional and personal responsibility.
- Limited personal use of the district's internet and email resources by authorized employees is permitted to the extent that it does not impact job performance and does not include activities that violate any provision of district policies or regulations or procedures, hinder the use of the district's technology for the benefit of its students or waste district resources.
- If an employee witnesses a violation of the internet usage regulation, the employee shall report the incident to their supervisor.
- If a student witnesses a violation of the internet usage regulation, the student shall report the incident to the building principal.
- The Normandy Schools Collaborative filters Internet content. This limits the Internet sites that can be accessed by all network computer users including students, teachers, administrators, other staff and visitors. Because e-rate funds are used to provide the district's Internet access, the district must comply with the Children's Internet Protection Act (CIPA) by using a CIPA compliant content filtering system. These limits do not provide a foolproof filter to limit access to controversial material and the Normandy Schools Collaborative will not be liable for any damages as a result of accessing objectionable material.

- All electronic-based information technology activity, including email and Internet searches, are subject to monitoring by the Normandy Schools Collaborative technology staff and students and employees have no right of privacy in any such data. Any discovered computer activity including, but not limited to an email message or Internet search that deals with inappropriate or illegal activities will be reported to the appropriate authority. Personal information and personal data files from individuals suspected of committing a crime may also be turned over to investigators by administrators of the district. The district will comply with any search warrants including those issued under the USA Patriot Act of 2001 which targets terrorist offenses.
- Passwords are not to be used by unauthorized individuals. Individuals provided with system passwords will assume responsibility for the proper use of those passwords. If a student or staff member feels that there is a security problem on the network, misuse of a district password, or a compromised password should report the matter immediately to the Technology Help Desk.
- All users must abide by existing state and federal laws regarding electronic communication, including accessing information without authorization, sharing passwords, or causing a system to malfunction. All users must abide by all Normandy Schools Collaborative regulations and policies governing electronic data and electronic mail (email) retention.
- All software installed on district servers must be approved prior to installation by the Technology Department. Student projects posted on district servers must follow district guidelines for acceptable content. District policies and regulations on student publications will also extend to school-sponsored web publications.
- Students or employees who engage in investigatory activities commonly described as “hacking” are subject to loss of privileges and district discipline, as well as the enforcement of any district policy, state and/or federal laws that may have been violated. Hacking may be described as the unauthorized review, duplication, dissemination, removal, damage, or alteration of files, passwords, computer systems, or programs, or other property of the district, a business, or any other governmental agency obtained through unauthorized means.
- Students and employees are expected to abide by generally accepted rules of electronic network etiquette: be polite in all communications; use appropriate language; do not share personal information other than as required by the district; do not damage, disrupt or prohibit use of the network by others; assume all transmissions via the network are public.
- Consequences for violating the district’s Internet Usage Policy and Regulation will be enforced and include, but are not limited to: suspension of district network privileges; revocation of network privileges; suspension of computer and Internet access; revocation of computer and Internet access; school suspension; expulsion; employee disciplinary action up to and including dismissal; legal action to recover financial damages; criminal legal action.

The following activities are among those not allowed on Normandy Schools Collaborative's network and constitute a violation of the Normandy Schools Collaborative Policy/EHB-AP(1)

- Sharing confidential information about students or employees other than in the discharge of professional duties
- Accessing harmful, abusive, obscene, pornographic, descriptions of destructive devices, hateful, unlawful or otherwise objectionable material under current district policy or legal definitions
- Using obscene, vulgar, harassing or libelous language in electronic data files or email
- Harassing, threatening, insulting or harming others in any way via email, electronic data or other network access
- Attempting to compromise security systems by any means or technology
- Using or capturing other users' passwords
- Sharing your password with other users
- Attempting to access without consent, destroy or damage the data files of others
- Running packet capture or network sniffer programs or systems without approval from the Technology Department
- Running network discovery or monitoring systems without approval from the Technology Department
- Intentionally distributing a computer virus, Trojan horse or any other type of malware program on district computers or network devices
- Downloading, filing, relaying or running any game or entertainment software or game server software, including games that run inside of web browsers except for specific instructional purposes
- Running programs designed to disrupt the network or create a denial of service of any district system or external system
- Running peer to peer file sharing systems without approval from the Technology Department
- Bypassing or defeating the web content filtering system without approval from the Technology Department
- Intentionally running programs that may "crash" or render the network and/or its components unreliable
- Utilizing or attempting to use any wireless personal computing device to connect to Normandy Schools Collaborative's network without prior approval for purposes other than approved, including but not limited to downloading music, videos, or other data files
- Utilizing or attempting to use any wireless personal computing device to disrupt the Normandy Schools Collaborative wireless network
- Utilizing the network including the email system for soliciting, advertising, fundraising, commercial purposes or for financial gain, unless authorized by the district
- Utilizing the network for gambling or other illegal activities
- Claiming copyright privileges over files, data and/or materials developed the scope of employment
- Violating any copyright laws
- Downloading, distributing or copying copyrighted software in violation of copyright laws
- Downloading, distributing or copying copyrighted music, videos, or any type of data in violation with copyright laws
- Downloading or installing any software package without the approval of the Technology Department

- Downloading onto district computers legally obtained music or video files that are not required for school assignments or instructional purposes
 - Using streaming media players (audio or video) that are not required for school assignments or instructional purposes
 - Sending anonymous email.
- The Normandy Schools Collaborative will not be responsible or liable for any of the following:**
- Information retrieved or lost through the district's computers or network
 - Information stored by users on the district's diskettes, hard drives, file servers or other media
 - Damage to personal property as a result of accessing the district's network and/or computers
 - Controversial information and materials not blocked by the district's Internet filtering system
 - User financial obligations caused by the authorized or unauthorized purchase of goods and/or services via the district's network.
 - Transmission, use, or copying of any material that is in violation of any federal or state law is prohibited. This includes, but is not limited to the following: confidential information, copyrighted material, threatening or obscene material, and computer viruses.

Any attempt to alter data, the configuration of a Chromebook, or the files of another user, without consent of the individual, principals or District Administration will be considered an act of vandalism and subject to disciplinary action in accordance with the district policies. Students should not open the casing to access the internal components such as the system board, memory, hard drive or other internal parts, nor remove any parts or components of the Chromebook.

8. Protecting and Storing the Chromebook:

8.1 Chromebook Identification:

Chromebooks will be issued and assigned to individual students. This assignment will be tracked by the serial number of the Chromebook.

8.2 Storing the Chromebook:

When students are not using their assigned Chromebook, they should store them in their locked locker/classroom cabinet or backpack. Nothing should be placed on top of the Chromebook when stored. Students should take their Chromebooks home every day after school, regardless of whether or not they are needed.

8.3 Chromebook Left in Unsupervised Areas:

Under no circumstances should Chromebooks be left in unsupervised or unsecured areas which include the school grounds and campus, the cafeteria, computer lab, commons, library, hallways, unlocked classrooms, and dressing rooms. Any Chromebook left in these areas unsecured is in danger of being stolen. Unsupervised Chromebooks will be secured by staff and taken to the School Office.

9. Chromebook Warranty and Support:

9.1 Chromebook Warranty:

Chromebooks are purchased with a 3-year warranty with accidental damage coverage. This limited warranty covers normal use and manufacturer defects. The three-year accidental damage warranty covers:

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Electrical surge
- Damaged or broken LCD due to a drop or fall

The following is not covered under the warranty:

- Damage due to fire
- Intentional damage (such as hammer marks)
- Normal wear
- Cosmetic damage
- Theft

9.2 Chromebook Technical Support:

Technical support hours are during the normal school day and hours.

9.3 Deliberate Damage

Willful, deliberate damage to the Chromebook or damage caused through negligence will require the student to be charged with the cost for the replacement part or the whole Chromebook, and will not be covered under the warranty.

Payments must be made in the form of a personal check made out to the Normandy Schools Collaborative and turned into your child's school office or through the on-line payment system.

10. Online Safety and Responsibility:

10.1 When online one should:

- Never reveal identifying information in your screen name, profile or conversations to people one does not know. Information such as name, address, phone number, school name, etc... should not be openly shared.
- Remember any information that is posted could potentially be viewed by anyone.
- Do not post pictures that may be embarrassing or could lead to unwanted attention.
- Never arrange a face-to-face meeting with a stranger from the Internet.
- Remember that there are no “take backs” online. Once information is posted it is always out there even if you delete it.
- If something or someone online does not seem legitimate then one should tell their parents or a trusted adult immediately.

10.2 Cyberbullying:

Cyberbullying occurs when one or more students slander, threaten, harass, humiliate, embarrass or otherwise target another student using digital technologies. Cyberbullying is not tolerated by the school district.

10.3 District Internet Filtering:

NSC utilizes an Internet filtering system that blocks and logs user Internet activity in accordance to the Children’s Internet Protection Act. The Google accounts of students assigned district Chromebooks will be filtered both within the district and outside the district. This will also filter their accounts when they log-in to Chrome using a Normandy student profile on any device. No attempt should be made to bypass NSC’s Internet filter.

11. Chromebook Do's and Don'ts Overview:

Chromebook Do's:

- The Chromebook should be used for educational purposes only.
- The Chromebook should always be brought to school with a charged battery.
- The Chromebook should be used only by those individuals it is assigned.
- Students should be familiar and follow district policies relating to the computers and the Internet.
- The Chromebooks should be handled and treated with care.

Chromebook Don'ts

- The Chromebook should not be left unattended.
- The Chromebook should not be tossed or thrown even when in padded carrying case.
- The Chromebook should not be used while eating and drinking.
- The Chromebook should not be used to carry anything other than the Chromebook.
- The Chromebook should not have anything placed on top of it.
- The Chromebook should not be defaced.
 - Do not remove district labels and asset tags from the Chromebook.
 - Do not alter the appearance of the Chromebook in any way with markers, stickers, etc...
 - Do not insert items into ports that they are not intended for.
 - Do not remove or switch keys from the keyboard.
- Student should not share any of their passwords or login information, or allow anyone access to a program, system, or database under their login.
- Student should not store inappropriate or illegal images, videos, music or games on Chromebooks.
- Student should not circumvent the district Internet filter.
- Student should not access any inappropriate sites that may contain questionable adult content.

12. Student Chromebook FAQ's:

Q: How will the Chromebooks be distributed?

A: Before having a Chromebook issued, the parents and student must sign the 1:1 Program Agreement during registration. If a parent chooses not to sign the agreement, the student will only have access to a Chromebook at school. There will be an announced schedule for parent meetings to discuss the 1:1 program.

Q: How long does the battery last?

A: On average, the battery operates the Chromebook for approximately 6-7 hours, but results will vary depending on use.

Q: What if a Chromebook battery runs out during the day?

A: Areas to charge the Chromebooks will be made available in the classrooms.

Q: What if a student forgets their Chromebook at home or it is under repair?

A: A set of Chromebooks will be available for check-out from the school library.

Q: Will students be able to access inappropriate websites when using the Chromebook outside of the district?

A: The Chromebooks are configured to access content through the district's Internet filter. This provides the same filter restrictions whether the Chromebook is operating on the district network or outside of the district when it is connected to another Internet source. Internet filters are not 100% fool-proof, therefore students need to be responsible for any online activity and follow district policies and procedures.

Q: How will the Chromebooks be marked so students will know which one is theirs?

A: The Chromebooks will be etched with the service tag.

Q: What operating system will the Chromebooks have?

A: Chromebooks have ChromeOS.

Q: How often are the Chromebooks backed up?

A: Documents are saved to the student's NSC Google Drive on the Chromebooks by default. Students are expected to back-up their documents if needed.

Q: Can students add software to their Chromebooks?

A: Due to license tracking and potential interference with network software students should NOT add software to the Chromebooks. The district has preloaded multiple resources for student use. Special, additional software may be added by the district to accommodate certain classes.

Q: What if a student loses or damages a Chromebook?

A: Damaged or lost Chromebooks will be assessed like other district-owned items that students use (such as textbooks, band equipment, uniforms). In such situations, investigations are conducted by school officials to determine if the student is at fault and if a fine will be imposed. The original Chromebook purchase price is \$250. Replacement costs for screens are generally around \$40. The cost for a keyboard replacement is normally approximately \$65.

Q: May a parent or student opt out of having a Chromebook?

A: If a parent opts out of having a Chromebook assigned for taking home, the student will be issued a Chromebook for use during the school day only. Procedures will be put in place for the student to pick up and drop off a Chromebook daily.

Q: May students continue to use their personal laptops or personal Chromebooks?

A: Personal Chromebooks and laptops can access the district wireless system and will provide a similar experience as a district-owned Chromebook. If students choose to bring their own device, they need to bring it to school every day just like the expectation for a district-owned device.

Q: Will students be charged for the cost of the Chromebook if it broken, lost or stolen?

A: This depends on the situation. After investigating, students can be charged fees for purposeful destruction or carelessness with the Chromebook. The fees could be for parts such as keyboards, or screens.

Q: Will the Chromebook be compatible with home-based Internet connections (wireless and wired)?

A: The Chromebooks will be compatible with home wireless and wired Internet connections. They also will connect to commercial and free or open Wi-Fi services that are offered at businesses, such as restaurant cafes, and the public library.

Q: Can parents use the Chromebooks to access student grades online?

A: These Chromebooks are not designed to be a family computer and are intended for the sole use of the student it is issued to for school related purposes only. The systems can only be accessed through a Normandy log-in and should only be used by a student. If parents need a system to view grades online, the student and parent can access the grades together.

Q: Will students have access to technology support on evenings and weekends?

A: District technical support is only offered during normal school days and times.



Normandy Schools Collaborative 1:1 Program Agreement

The student and parent/guardian named below agree to assume full responsibility for the safety, care and maintenance of the Chromebook in accordance with the Normandy Schools Collaborative 1:1 Program Handbook (the “Handbook”). As set forth in the Handbook, damaged or lost Chromebooks will be reviewed and when deemed appropriate a fee could be charged on a case-by-case basis. We are pleased our Chromebooks are purchased with three-year Dell Accidental Damage coverage which should cover the majority of accidents that occur. The student agrees to abide by District policies and procedures, including but not limited to the District Technology Acceptable Use Policy and the Handbook, while using the Chromebook. The Chromebook is the property of the District and, as such, is subject to monitoring and search of its contents at any time. There is no expectation of privacy in use or data stored on the Chromebook. When a student ends enrollment in a Normandy school, the device must be returned to the school or a charge will be assessed.

Student Name _____

School _____ Grade _____

Parent/Guardian Name _____

Parent/Guardian Signature _____

Date _____

Student Signature _____

Date _____

For additional information or questions please contact your building administration or contact the Normandy Technology Department Help Desk at (314) 624-0806.