

**NPS Elementary Chromebook Guide
2020-2021**

The intention of this guide is to provide some information regarding the chromebooks that your student will be bringing to and from the schools during this period of remote and hybrid learning. This guide will also discuss the optional protection plan you may elect to sign your student up for to protect the chromebook should accidental damage occur. It will also review the process for how to get a damaged chromebook repaired.

Upon pickup of the device, your student will have access to a Clever Badge and their login information. The students in grade 5 will be expected to begin logging in with their email address by typing their full name out. This information will be provided at chromebook pick up. We will have caregiver trainings around some of the technology tools your student will be using as well as some Q&A time when you run into issues. These trainings are on the district website. For further information about logging in with Clever please visit <https://bit.ly/3gp4M5q>.

Pickup Dates for Chromebooks:

Ryan Road: Sept 2

Leeds: Sept 3

Jackson Street: Sept 4

Bridge Street School: Sept 8

Times:

9-10: Pre K & K *

10-11: 1-2nd grade *

11-12: 3rd grade

12-1: 4th grade

1-2: 5th grade

*Devices will only be given out to those who need them in these grades but they'll be picking up their clever badge and instructions for login.

General Use Guidelines:

- Keep the chromebook in its case, if provided one.
- It is best to use the chromebook in a common space on a flat surface such as a table or desk.
- Keep items off of the device. Avoid placing any object on the top of the device that may cause damage to the display.
- Avoid using liquids or foods near the device.
- If the device is transported via a backpack, be sure not to throw the backpack to the ground.
- The device should be used for educational purposes only.
- The student's Google account activity will be logged during and after school hours. This means during the time a student is logged into his/her school-issued email account, his/her history is filtered and logged. However, it is not viewed unless an administrator suspects the student to be in violation of the district Acceptable Use Policy.
- As the device is school-issued, the Acceptable Use expectations apply to use of the device while at home.

Device Protection Plan

Caregivers are offered the option to pay a non-refundable fee to cover any accidental first and second occasion damage to their child's chromebook device. The plan does not cover any damage deemed by the Administration to be intentional, negligent, malicious, or vandalistic. Protection plan fees are due in full before receiving the device. **Additionally, the plan does NOT cover any damage or loss of school provided accessories such as cases or chargers.**

Optional Plan Amount: \$20 per device per year*

***Exceptions:**

- Students who qualify for free or reduced lunch may have a reduced fee (\$10-Reduced/\$0-Free)
- Students receiving a device halfway through a school year may have a reduced fee.

Cost for damages may be as follows:

	Accidental	Not Accidental*
First Occasion	No cost/covered by plan	Full repair or replacement** of device determined by the extent of damage.
Second occasion	No cost/covered by plan	Full repair or replacement** of device determined by the extent of damage.
Third and all future occasions	Full repair or replacement** of device determined by the extent of damage.	Full repair or replacement** of device determined by the extent of damage.

*Not Accidental includes, but not limited to, intentional, reckless negligent, malicious, or vandalistic damage, loss or theft.

Full replacement cost of the device is determined by the type of device and the cost to the district to purchase its replacement. **Often the replacement cost for damage is \$89 without the Protection Plan.

Replacement of lost accessories/peripherals:

The protection plan fee does NOT cover the loss of accessories or peripherals. Accessories and peripherals include: charger, case, shoulder strap, etc. Fees to replace an accessory or peripheral are dependent on the make/model of the specific item. Average costs (as example only): charger: \$35, case: \$40, shoulder strap: \$10.

It is the responsibility of the caregivers to pay for any accidental or negligent damage or loss.

Damage or Theft

All physical damage to the device must be reported immediately to a school official. The Technology Department will arrange a loaner as needed for the length of the repair. **The caregiver is responsible for all damages to district issued device and may be subject to a cost of repair or replacement not exceeding \$235 depending on the type of device and extent of the damage. If theft is suspected, caregivers will need to file a police report and notify administration as well as provide them with the copy of the report. Any damage or theft must be reported ASAP. Failure to report damage, even if the damage was accidental, may be considered negligence.**

When your device needs repair

Student or caregiver will fill out the repair form listed on the district website by going to Tech: Chromebook Program and follow the link provided. Additionally, one can follow this link: <https://forms.gle/zjc7xrGY4Vke559y6>. A staff member from the school will contact you regarding if you have the protection plan or not. If not, and the damage seems as if it will require repair, the staff member will require you to fill out a check for \$89 prior to scheduling a time for you to drop off your device. All devices will be dropped off at 42 Gothic Street during a scheduled time appointment so that students will be able to leave with a repaired device or a replacement, thus reducing the loss of learning time. The staff member will notify you of the time of this scheduled appointment.

Troubleshooting

There are a number of resources on the district website to support common troubleshooting issues. Please check out the Tech: Tech Resources page to see if the situation can be resolved with one of the tools listed there. Students are also encouraged to ask a peer to see if a peer can assist in the solution. If the issue is still not resolved, students should then report any problems to the classroom teacher, Tech Integration Specialist or Technology Department as soon as possible. We will have office hours for the student help desk team published on the district website where other students can hop on and ask questions. **Under no circumstance shall the district owned device be taken to a third party for repair or troubleshooting.** Failure to abide by this policy, regardless of the resolution, may be considered vandalism and/or negligence.

Internet Access

Should a student need access to wireless at home, wireless hotspots will be available for checkout by filling out a form that is listed on the district website under the “Tech” tab. Tech: Student/Staff Tech Needs.

Liability:

The device is issued to the student who, with his/her caregivers, are the only authorized users of that device. Although each student accepts responsibility for the care and use of the device, the device remains the sole property of the district. In the event of damage to the device caused by vandalism, negligence, accidental, or otherwise, the student and parent/guardian may be responsible for the cost of repairs or replacement. Any damage must be reported ASAP. Failure to report damage, even if the damage was accidental, may be considered negligence.

Access to school email and similar electronic communication systems is a privilege, and certain responsibilities accompany that privilege. Students are expected to demonstrate the same level of ethical and professional manner as is required in face-to-face or written communications. All users are required to maintain and safeguard password protected access to both personal and confidential district files and folders.

Attempts to access another person's email or similar electronic communications or to use another's name, email, or device to send email or similar electronic communications are prohibited and may be subject to disciplinary action. Anonymous or forged messages may be treated as violations of the school code of conduct. All users must understand that the district cannot guarantee the privacy or confidentiality of electronic documents and any messages that are confidential as a matter of law should not be communicated over email.

Pursuant to School Committee Policy IJNDB, our schools have software and systems in place that filter and log all Internet usage. The District will intermittently monitor Internet network traffic and other usage of electronic resources, for instance, by tracking destination URLs of individual users. Users should have no expectation of privacy when browsing the web, sending or receiving email, or using other electronic school resources. The District does provide email accounts for the purpose of school related communication.

This agreement applies to all devices connected to the district network or internet. Any attempt to violate the provisions of this can result in disciplinary actions.

Student Technology Needs:

Student Needs a Chromebook OR a charger.	Student Needs Wifi Access	Student Needs an iPad App	Student's Chromebook isn't Working/ Needs Repair	Student can't remember their email password	Student can't log into Clever	Student can't launch Zoom
Fill out THIS Google Form	Encourage to sign up with companies in the area that are offering programs.	Student sends teacher the request and includes the serial number of their ipad. (This can be found by going to Settings: General: About)	Student fills out the repair form HERE .	Email the tech integration specialist in your building & provide a phone number where he/she can call.	Review the helpful information on the district website .	Watch the videos on the district website: Tech: Resources
Kelley Knight will drop off a chromebook as they become available.	Fill out THIS Google Form for a hot spot.	Teacher emails Molly the request and includes serial number of the ipad.	Building personelle will confirm if student has insurance and will collect \$ if not. Then, will schedule an appointment for drop off at James House using the Calend.ly calendar.	JSS/BSS: David: dcantler@northampton-k12.us Rocky: rmarianiprall@northampton-k12.us		
	Kelley Knight or Nelly will deliver if/when one becomes available.	If it's free, Molly will push the app out that day/24 hours and will email. If it is paid, it requires a whole bunch of steps.	Student will drop off at 42 Gothic & will receive a loaner & be updated upon repair of original machine.	He/she will reset the password and will "chat it" back to the teacher or Google Voice call the student.		

NPS Elementary: Chromebook Program Handbook Agreement

- I wish to enroll my child in the chromebook device program and I accept and understand the following:
 1. I have read and understand the handbook and agree to follow all rules and expectations regarding the use and care of the device(s).
 2. I am aware my student will be bringing the chromebook to and from school when in session.
 3. I am fully responsible for my child's device including, but not limited to, ensuring the device is fully charged each school day.
 4. My child's school will provide technical support for the device and I will not take the device to a third party for repair or service.
 5. Should my child's device be inoperable, a spare or loaned device will be provided for use until the original device is repaired.

- I acknowledge my child will have access to a school email account, though it will not be active for email.

- I anticipate needing wifi access at home and authorize my child to check out a wireless hotspot when needed. Understanding loss or damage to the device will cost \$10.

---PROTECTION PLAN---
- I wish to participate in the Protection Plan and am:
 - Enclosing a \$20 **check** made out to **Northampton Public Schools** that will be returned to the main office.
 - Enclosing a \$10 **check** made out to **Northampton Public Schools** because I qualify for reduced lunch and **I do want school officials to share information from my Free & Reduced Lunch Meal application with the Northampton Technology Department so that I can enroll in the Protection Plan at a reduced (\$10) rate.**
 - Not enclosing a **check** because I qualify for free lunch and **I do want school officials to share information from my Free & Reduced Lunch Meal application with the Northampton Technology Department so that I can enroll in the Protection Plan at a free (free) rate.**

- I do not wish to participate in the Protection Plan and assume responsibility for the costs associated with repairing damage to my child's device

Caregiver Name (printed)

Caregiver Name (signed)

Date

Student Name (printed): _____