



2018-2019

Loudoun County Public Schools

Student Chromebook Take Home

Procedures & Information

The purpose of the Individual Learning Device program in Loudoun County Public Schools is to provide a collaborative and creative environment for all learners. This environment will allow teachers to implement transformative uses of technology and allow students to take ownership of, and responsibility for, their own learning.

Our goal is to provide students the access to the tools, resources, and information that they need to make meaningful contributions to the world. Students will be able to use their device to practice important skills that will help them develop as creators, collaborators, communicators, and critical thinkers.

Loudoun County Public Schools is committed to providing learning experiences that lead to deeper learning of core content and competencies through the context of authentic, challenging problems. With their individual learning device, students will be able to use real-world tools and practice real-world skills as they work to solve challenging problems that impact their world.

Device Purpose

The purpose of the Chromebook is to provide each student access to tools, resources and information to support their learning. The device allows student access to G Suite for Education, Microsoft's Office 365, educational web-based tools, as well as many other useful internet resources. Students will use their devices not only to consume information and content, but also to become creators of content that contribute to the world.

TABLE OF CONTENTS

1. RECEIVING YOUR CHROMEBOOK:

1a: District Owned/Issued Chromebooks

1b: BYOT

2. TAKING CARE OF YOUR CHROMEBOOK:

2a: General Precautions

2b: Carrying Chromebooks

2c: Screen Care

3. USING YOUR CHROMEBOOK

3a: Chromebook Usage

3b: Chromebooks Left at Home

3c: Chromebooks Under Repair

3d: Charging your Chromebook

3e: Wallpaper and Backgrounds

3f: Sound

3g: Account Access and Password

4. MANAGING & SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

5. OPERATING SYSTEM ON YOUR CHROMEBOOK

5a: Updating your Chromebook

5b: Virus Protections & Additional Software

5c: Procedures for Restoring your Chromebook

6. ACCEPTABLE USE GUIDELINES

6a: General Guidelines

6b: Legal Property

6c: Consequences

6d: At Home Use

7. PROTECTING & STORING YOUR CHROMEBOOK

7a: Chromebook Identification

7b: Account Security

7c: Storing Your Chromebook

7d: Chromebooks Left in Unsupervised Areas

8. REPAIRING/REPLACING YOUR CHROMEBOOK

8a: Accidental damage

8b: Repairing Damaged Chromebook

8c: Lost or stolen Chromebook

8d: Lost or stolen AC Adaptors

[9. CHROMEBOOK TECHNICAL SUPPORT](#)

[10. RETURNING YOUR CHROMEBOOK:](#)

[11. CHROMEBOOK FAQ's](#)

1. RECEIVING YOUR CHROMEBOOK:

1a: District Owned/Issued Chromebooks

- Parents/Guardians and students MUST SIGN AND RETURN the LCPS Acceptable Use Policy (signed as part of the Student Rights and Responsibilities acknowledgement) and Student Device Usage Agreement before the Chromebook can be taken home. This Chromebook Handbook outlines the procedures and policies for families to protect the Chromebook investment for Loudoun County Public Schools.
- Chromebooks will be collected at the end of each school year. Students will retain their original Chromebook each school year while enrolled in the same LCPS school. Students will receive a different device if they transfer within LCPS. Students will also receive a different device when they move from elementary school to middle school, or from middle school to high school.
- Students leaving Loudoun County Public Schools during the school year will be required to return the Chromebook to the school.

1b: BYOT

- The Individual Learning Device initiative is a complement to, not a replacement of, the division's BYOT Policy. Students can still bring their own devices to school to support their learning. Students must follow all rules and guidance provided by teachers and schools for appropriate use of student-owned devices.

2. TAKING CARE OF YOUR CHROMEBOOK:

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 Help Desk at their respective school as soon as possible in order to begin the repair process.

Chromebooks owned by the district should not be taken to any outside computer service for any type of repairs or maintenance. Students or parents should not attempt to complete any repairs to a Chromebook.

2a: General Precautions

- No food or drinks are allowed next to your Chromebook while it is in use.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook and removed carefully.
- Never transport your Chromebook with the power cord plugged in.
- Chromebooks must remain free of any decorations or markings that permanently change the appearance of the chromebook. Decorations that are easily removable and leave no permanent marks or residue are allowed. Vents **must not** be covered.
- Chromebooks are labeled with a Loudoun County Public Schools property tag. This tag must not be removed or altered in any way.
- Chromebooks should never be left in a car or any unsupervised area.
- Students are responsible for bringing completely charged Chromebook and their AC adaptor for use each school day.

2b: Carrying Chromebooks

- Transport Chromebooks with care.
- Students should never store a Chromebook in a backpack or carrying case while plugged in.
- Chromebook lids should always be closed and tightly secured when the Chromebook is being moved.
- While the Chromebook is in a backpack or carrying case, do not place anything in the case or backpack that may cause damage to the Chromebook. Examples include but are not limited to: earbuds, pens, pencils, other school supplies.
- Never move a Chromebook by lifting from the screen. Always support a Chromebook from its base with the lid closed.

2c: Screen Care

- Chromebook screens are particularly sensitive to damage from excessive pressure on the screen.
- The following actions may cause the Chromebook screen to become damaged:
 - Leaning or putting pressure on the top of the Chromebook when it is closed.
 - Storing the Chromebook with the screen in the open position or folded into tablet mode.
 - Placing anything near the Chromebook that could put pressure on the screen.
 - Poking the screen with anything that will mark or scratch the screen surface (regular pressure from a number 2 pencil being used as a stylus is fine).
 - Drawing on the screen with any type of writing implement (with the exception of using a number 2 pencil as a stylus - this will not mark the special surface).
 - Placing items on the keyboard before closing the lid (e.g. pens, pencils, or ear buds).
- Clean the screen with a soft, **dry** microfiber cloth or anti-static cloth.

3. USING YOUR CHROMEBOOK

3a: Chromebook Usage

- Chromebooks are intended for use at school each day.
- In addition to teacher expectations for Chromebook use, you may use your Chromebook for organization, note taking, or personal productivity.
- Students are responsible for bringing their Chromebook to all classes.
- Chromebooks should be stored in a backpack or locked in lockers when not in use.

3b: Chromebooks left at home

- Schools are expected to bring their device to school, fully charged, each day.
- If students leave their Chromebook at home, a temporary loaner will be issued from the school's supply, if enough loaner devices are available.

3c: Chromebooks under repair

- Loaner Chromebooks or similar devices will be issued from the Help Desk to students when they leave Chromebooks for repair.

3d: Charging your Chromebook

- While a fully charged Chromebook battery should last for an entire day of regular use at school, students should bring their AC adapter to school each day.
- Students must fully charge their Chromebooks each evening.

3e: Wallpaper and Backgrounds

- If students customize the wallpaper or background, students are responsible for ensuring that the images are appropriate for a school environment.

3f: Sound

- Sound should be muted during class unless permission is obtained from the teacher.
- Students are encouraged to bring headphones or earbuds (preferably with built-in microphone) to be used at school.

3g: Account Access and Password

- Students will only be able to [login](#) to their school-issued Chromebook using their LCPS.org account.
- Guest Access is not available on LCPS Chromebooks. Students must login to use their device.

- Students are required to keep passwords confidential.
- Students should use [LCPS GO](#) when at home and at school to log into all LCPS supported applications.

4. MANAGING & SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

- When connected to the internet, all items created inside of G Suite for Education or Microsoft Office 365 will be saved to those cloud services.
- If a wireless Internet connection is not available, G Suite for Education items can be made available for offline editing prior to the loss of internet connectivity. Once connected to the Internet, offline documents will sync to the Google Cloud environment, allowing students to work offline.
- Students should store all files in their Google Drive and/or Office 365 OneDrive.
- Certain files downloaded from the internet may be stored in the local storage of their Chromebook. Students should move any files that need to be retained to their Google Drive or Office 365 OneDrive to prevent against accidental deletion.
- If an LCPS student device needs repair, it is possible that files stored locally on the device may be lost if the device has to be reset.

5. OPERATING SYSTEM ON YOUR CHROMEBOOK

5a: Updating your Chromebook

- When a Chromebook is powered on, updates occur automatically. There is no need for software installs, updates, or re-imaging.

5b: Virus Protections & Additional Software

- The Chromebook is built with protection against malware and security attacks and receives regular updates.
- All files should be stored in Google Drive or Office 365 in case a device needs to be reset to factory settings.

5c: Procedures for Restoring your Chromebook

- If your Chromebook needs technical support for the operating system, all support will be handled by the school's on-site support. Students should not reset (Powerwash) their own Chromebook.

6. ACCEPTABLE USE GUIDELINES

6a: General Guidelines

- Students are responsible for their ethical and educational use of the technology resources provided by Loudoun County Public Schools and are expected to exhibit responsible digital citizenship.
- Access to Loudoun County Public Schools technology resources is a privilege and not a right. Each student and/or parent will be required to follow the [Acceptable/Responsible Use Policy](#) (Policy 8650).

6b: Legal Property

- Loudoun County Public Schools is providing students with a Chromebook. This device is the property of the school division.
- Students must comply with copyright laws as indicated in U.S. Copyright Law ([Title 17, U.S. Code, Sect. 101, et seq.](#)) and the Loudoun County Public Schools Student Rights and Responsibilities Handbook.
- Plagiarism is a violation of the Student Rights and Responsibilities. Credit should be given to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, video, audio, and text.

6c: Consequences

- Students will be responsible at all times for the appropriate use of the Chromebook and the account issued in their name.
- Willful misuse of your LCPS Chromebook may result in disciplinary action.
- As outlined in the [Acceptable/Responsible Use Policy](#) (Policy 8650) electronic mail, network usage, and all stored files shall not be considered confidential and may be monitored at any time by designated district staff to ensure appropriate use.
- The district cooperates fully with local, state or federal officials in any investigation concerning or relating to violations of computer crime laws.

6d: At Home Use

- The use of Chromebooks at home is encouraged.
- Chromebook care at home is as important as it is in school. Please refer to [section three](#) of this document.
- Remote filtering gives Loudoun County Public Schools the ability to filter content on the Chromebook by routing all internet traffic through the Loudoun County Public Schools internet content filter.

- All contents of a student's email account and contents stored inside of a student's Google Drive or Microsoft OneDrive can be monitored by Loudoun County Public Schools.

7. PROTECTING & STORING YOUR CHROMEBOOK

7a: Chromebook Identification

- Student Chromebooks will be labeled in the manner specified by LCPS. These labels or markings should not be changed in any way.

7b: Account Security

- Students are required to use their [LCPS.org domain user ID and password](#) to protect their accounts.
- Students should never share their LCPS password with anyone.

7c: Storing Your Chromebook

- Students should not leave their Chromebook unattended.
- Chromebooks not in use should be securely stored.
- Nothing should be placed on top of the Chromebook when stored in the locker.
- Students are encouraged to take their Chromebooks home every day after school for at-home use and charging for the next instructional day.

7d: Chromebooks Left in Unsupervised Areas

- Chromebooks should never be left in an unsupervised area.
- Unsupervised areas include the school grounds and campus, the cafeteria, computer labs, gymnasium, locker rooms, library, unlocked classrooms, restrooms, dressing rooms and hallways.
- Any Chromebook left in these areas is in danger of being damaged or stolen.
- If an unsupervised Chromebook is found, notify a staff member immediately.
- Unsupervised Chromebooks will be confiscated by staff.

8. REPAIRING/REPLACING YOUR CHROMEBOOK

8a: Accidental damage

- Damaged Chromebooks should be brought to the attention of the teacher immediately. Repairs of damaged chromebooks will be handled by the Department of Digital Innovation. Students should never attempt to repair their own Chromebook

8b: Intentionally damaged Chromebooks

- Chromebooks reported or suspected as being intentionally damaged will be reported to the school administration and coordinated to be repaired or replaced as necessary by the DDI - Digital Experience team. The school administrator will determine if the Chromebook has been irresponsibly or intentionally damaged.
- If a device was intentionally damaged, the student will be responsible for the cost of the repair of the device.

8c: Lost or stolen Chromebook

- Lost or stolen Chromebooks should be immediately reported to the school administration.

8d: Lost or stolen AC Adaptors

- Lost or stolen AC adaptors should be reported immediately.
- To avoid damage to the device, students should only charge their device with a charger issued by Loudoun County Public Schools.

9. CHROMEBOOK TECHNICAL SUPPORT

ALL REPAIRS must be completed by LCPS technical staff. Technical support will be available at each school through on-site support at each school. Services provided include the following:

- Hardware maintenance and repairs
- Password resets
- User account support
- Distribution of loaner Chromebooks

10. RETURNING YOUR CHROMEBOOK:

All district owned Chromebooks must be returned following the guidelines posted in respective buildings.

- Students will turn in their device at the the end of each level: elementary, middle school, and high school. They will receive a different device when they enter each of those levels.
- Students will return their devices at the end of each school year for the summer. The same device will be returned to them at the beginning of the following school year with the exception of 6th grade and 9th grade.
- Students leaving the district must return district owned Chromebooks to their school.

- Students transferring schools within Loudoun County will leave their device with the school where the chromebook was issued. They will receive a new device from the new school.
- Any Chromebook not returned will be considered stolen property and law enforcement agencies will be notified.

11. CHROMEBOOK FAQs

Q. What is a Chromebook?

A. “Chromebooks are mobile devices designed specifically for people who live on the web. With a comfortable, full-sized keyboard, large display and clickable trackpad, all-day battery life, lightweight and built-in ability to connect to WiFi, the Chromebook is ideal for anytime, anywhere access to the web. They provide a faster, safer, more secure online experience for people who live on the web, without all the time-consuming, often confusing, high level of maintenance required by typical computers.” (“Google”)

Q. How will Chromebooks benefit student learning?

A: Having access to tools and information whenever and wherever students need them will give students ownership over their learning in ways that have not previously been possible. Teachers will be able to design learning experiences that allow students to make meaningful connections to the world through the use of their devices without worrying about access to shared laptops. Lastly, students will be practicing important skills that help them make meaningful contributions to the world, during and after their time in Loudoun County Public Schools.

Q. What kind of software does a Chromebook run?

A. Chromebooks provide access to web-based software applications that run inside of a modern web browser. Students can access a number of web applications and internet resources through LCPS GO. Apps or extensions are small software applications that add additional functionality to the the Chrome Operating System. Approved apps and extensions can be installed on the Chromebook through the [LCPS Web Store](#).

Q. How are these devices managed?

A. Each Chromebook we provide to students is managed by Loudoun County Public Schools. The Department of Digital Innovation will maintain devices through our G Suite for Education domain. As such, the school division can pre-install apps or extensions as well as block specific web-applications.

Q. What devices can I connect to a Chromebook?

A. Chromebooks can connect to:

- USB storage, mice and keyboards (see [File types and supported devices that work on Chromebooks](#))
- SD cards
- External monitors and projectors

- Headsets, earbuds and microphones
- Chromecast

Q. Can the Chromebook be used anywhere at anytime?

- A. Yes, as long as you have a WiFi signal to access the web. If internet access is not available, users can work in an "offline" mode through certain Chrome Apps.

Q. Do Chromebooks come with Internet Filtering Software?

- A. Yes. Regardless of the wireless network a device is connected to, all internet traffic on a student Chromebook is filtered through the LCPS internet content filter.

Q. Is there antivirus built into it?

- A. Chromebooks have built-in virus and malware protection, and receive automatic updates. In general, Chromebooks are much less susceptible to viruses and malware than a traditional PC because traditional software applications are not installed on the device.

Q. How long will a Chromebook battery last on a single charge?

- A. Under normal use, a Chromebook battery will last a regular school day. Students will be responsible for charging their Chromebook each evening to ensure maximum performance during the school day. Chromebooks should be fully charged and then removed from the AC adapter while in use.