



**Redeemer Lutheran
Church and School**

**Parent / Student
Chromebook Handbook**

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1. RECEIVING YOUR CHROMEBOOK:

1a. School Provided Chromebooks

- Chromebooks will be distributed within the first two weeks of the school year. Parents/Guardians and students MUST sign and return the RLCS Chromebook Agreement Document before the Chromebook can be issued to their child. The purpose of this Chromebook Handbook is to outline the procedures and policies for families to use to protect the Chromebook investment for RLCS.
- Each 6th – 8th grade student will be issued one Acer Chromebook, one Acer Chromebook charger and a carry case. Each Chromebook has been labeled with a RLCS barcode on the back. A RLCS barcode has also been placed on the bottom of the Chromebook that includes information indicating that the Chromebook has been issued to an individual student.

2. RETURNING YOUR CHROMEBOOK:

All School supplied Chromebooks must be returned to the Technology Director at the end of the school year or if a student withdraws from RLCS. If a student does not return the Chromebook, the family school account will be charged for the total cost of the device, the case, the charger and the licensing fees.

3. CHROMEBOOK CARE:

Students are responsible for the general care of the Chromebook they have been issued by the School. **ANY CHROMEBOOK LOST, STOLEN or FULLY DAMAGED MUST BE REPORTED TO SCHOOL AUTHORITIES IMMEDIATELY.** Chromebooks that are damaged, or fail to work properly, must be taken to the Media Center as soon as possible. **DO NOT take any school-provided Chromebook to an outside computer service for any type of repair or maintenance.**

3a: General Precautions

- Do not allow food or drinks near your Chromebook while it is in use.
- Chromebook keyboard, keys, screen, and casing must remain free of any writing, drawing, labeling, or etching. An identification label with the student's name is also in the sleeve on the outside of the Chromebook case.
- Chromebooks must have a RLCS tag on them at all times. Purposefully removing or altering the tag will result in disciplinary action. Should the asset tag come off, the device must be brought to the Media Center as soon as possible.
- Chromebooks should never be left unsupervised.
- Chromebooks should not be left in a vehicle that could potentially reach extreme hot or cold temperatures.
- Cords and cables must be inserted carefully into the Chromebook to prevent damage.
- Students are responsible for bringing their Chromebooks completely charged to school each day.
- Chromebooks that are damaged or fail to work properly must be taken to the Media Center as

soon as possible.

3b: Carrying Chromebooks

- Transport Chromebooks with care.
- Never transport or store your Chromebook in the carrying case or backpack while it is plugged in.
- Chromebook lids should always be closed and tightly secured when moving.
- Never transport a Chromebook by lifting it by its screen. Close the lid and hold the Chromebook with two hands from the bottom when transporting.
- Chromebooks must be in the case when moving from class to class and back and forth from home to school.
- **Negligence or improper care when carrying a Chromebook may result in a mark in the discipline binder or further disciplinary action.**

3c: Screen Care

The Chromebook screens can be easily damaged. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean, put pressure, or place anything on the top of the Chromebook when it is closed.
- Do not store the Chromebook with the screen in the open position.
- Do not place anything in the carrying case that will place pressure against the Chromebook cover, including the charger.
- Do not place the Chromebook near items that will place pressure against the Chromebook while it is stored in a backpack.
- Do not touch the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard before closing the lid (pens, pencils, papers, folders, smartphones, etc.).
- Do not use any type of cleaner to wipe the Chromebook screen. Screens may be cleaned with a soft, dry microfiber cloth or water dampened towel.

4. USING YOUR CHROMEBOOK AT SCHOOL

- Chromebooks are intended for school use each day.
- Classroom information, announcements, calendars, assignments, and schedules may be accessed using the Chromebook.
- Students are responsible for bringing their Chromebook to all classes, unless specifically advised not to do so by their teacher.
- The use of student Chromebooks on campus before and after school hours is strictly prohibited unless specifically supervised by a teacher or responsible adult for educational purposes.
- **Failure to bring your Chromebook to class may result in a mark in the discipline binder or further disciplinary action.**

4a: Chromebooks left at home

- If a teacher allows, students may be given permission to phone their parent/guardian to bring their Chromebook to school if they left their Chromebook at home.
- A student may have the opportunity to use a loaner Chromebook from the Media Center if one is available.
- **Leaving your Chromebook at home may result in a mark in the discipline binder or further disciplinary action.**
- **Repeat violations of this policy may result in the loss of utilizing the Chromebook loaner privilege.**

4b: Chromebooks under repair

- Loaner Chromebooks may be issued to students while their Chromebook is under repair.
- Students using loaner Chromebooks will be responsible for any damages incurred while the loaner Chromebook is in possession of the student.
- A student's parents will pay full replacement cost if the loaner Chromebook is lost or stolen.

4c: Charging your Chromebook

- Chromebooks must be brought to school each day fully charged.
- Chargers must be left at home during the school year and should never be stored in the case with the Chromebook.
- The Chromebook case should only hold the Chromebook and not the Chromebook plus charger. If the charger is kept in the case with the Chromebook the charger places pressure on the screen and may lead to damage.
- Students may be allowed to use available charging stations located in the Media Center or the classroom if the teacher allows.
- **Students who arrive at school without a fully-charged Chromebook may receive a mark in the discipline binder or further disciplinary action.**

4d: Backgrounds

- The preset background must remain unchanged. Inappropriate media may not be used as a screensaver or background.
- Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drugs, gang related symbols or pictures is prohibited.
- **Infraction of the above stated rules may result in a mark in the discipline binder or further disciplinary action.**

4e: Accounts, Usage and Passwords

- Students will only be able to log into their Chromebooks using a Redeemer Google Apps for Education account.
- Take care to protect your password. DO NOT share your password. Remember, each student is responsible for the Chromebook he or she is issued.
- Do not use, share, hide, or relocate yours or another student's Chromebook.
- **Infraction of any of the above-stated rules and may result in a mark in the discipline**

binder or further disciplinary action.

4f: Sound

- Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.
- Headphones may be used at the discretion of the teacher.

4g: Printing

- In an effort to remain an environmentally-conscious school, digital sharing of documents is encouraged and printing is discouraged, unless necessary for use in the classroom.
- When required, and with the teacher's permission, students may use printers connected to school desktop computers that are located in the building.

5. MANAGING DIGITAL WORK WITH A CHROMEBOOK

- Google Apps for Education is a suite of applications (word processing, slideshow presentations, spreadsheets, etc.) that allows a user to create different types of online documents. These documents are embedded with tools that allow users to collaborate in real time with other people. A user can store their documents, as well as other files, in the cloud.
- With a wireless Internet connection, you can access your documents and files from any Chromebook or mobile device anywhere and at any time.
- All items will be stored online in the Google Cloud environment.
- All files should be stored in Google Drive, so there's no need to worry about lost homework.
- If a Chromebook needs repairs, it may require a reload of the operating system. This reload will delete all files stored locally on the Chromebook. Students will need to be sure to save all needed files to their Google Drive.
- If any assistance is needed in file management, students may speak to their teacher or visit the Media Center for assistance.

6. OPERATING SYSTEM ON YOUR CHROMEBOOK

6a: Updating your Chromebook

- Chromebooks update to the most recent version of Chrome automatically when they start up. You will not need to do anything to update your Chromebook.
- Chromebooks should be properly and fully powered down each night so that necessary updates install.

6b: Virus Protections & Additional Software

- Chromebooks are built with layers of protection against malware and security attacks. There is no need for additional software.

7. ACCEPTABLE USE POLICY AND GUIDELINES

- The RLCS Use Agreement (AUP) outlines the guidelines and behaviors that users are expected

to follow when using school technologies. This document can be found in the Parent/Student Handbook.

- Teachers will monitor Chromebook use and have the ability to view what the students are browsing at all times.

7a: General Guidelines

- Refer to the [Redeemer Lutheran Church and School Acceptable Use Policy](#).
- Students will have access to all available forms of electronic media and communication which is in support of education and research and in support of the educational goals and objectives of RLCS.
- Students are responsible for their ethical and educational use of the technology resources of RLCS.
- Access to RLCS technology resources is a privilege and not a right. Each employee, student and/or parent will be required to follow the Acceptable Use Policy.
- Transmission 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 Chromebook viruses.
- Photographing or video recording on campus without the permission of a teacher for academic purposes or in support of a school program is prohibited.
- Students and/or parents are not allowed to load extra software/apps on the school-provided Chromebooks.
- Any attempt to alter data, the configuration of a Chromebook, or the files of another user will be considered an act of vandalism and subject to disciplinary action in accordance with the Parent/Student Handbook and other applicable school policies.

7b: Privacy and Safety

- Do not open, use, or change files that do not belong to you.
- Do not reveal your full name, phone number, home address, social security number, credit card numbers, password or passwords or those of other people.
- Remember that storage is not guaranteed to be private or confidential as all Chromebook equipment is the property of RLCS.
- If you inadvertently access a website that contains obscene, pornographic or otherwise offensive material, exit the site immediately and notify a teacher or the Technology Director immediately.

7c: Legal Property

- Comply with trademark and copyright laws and all license agreements. Ignorance of the law is not immunity. If you are unsure, ask a teacher or parent.
- Plagiarism is a violation of the student code of conduct. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as

graphics, movies, music, and text.

- Use, suspicion, or possession of hacking software is strictly prohibited and violators will be subject to discipline. Violation of applicable state or federal law may result in criminal prosecution or disciplinary action by the school.

7d: E-mail Electronic Communication

- Always use appropriate and proper language in your communication.
- Do not transmit language or material that may be considered profane, obscene, abusive, or offensive to others.
- Do not send mass e-mails or spam.
- All e-mail & communications sent or received should be related to educational needs.
- All e-mail & communications are subject to inspection by the school at any time.
- Management software is in place to scan the content of emails for explicit, obscene or offensive content.

7e: Consequences

- Students are responsible for the appropriate use of the Chromebook issued to them and the RLCS Google Apps for Education Account used to log into the Chromebook or any other school technology.
- Non-compliance with the policies of this document or the [Redeemer Lutheran Church and School Acceptable Use Policy](#) will result in disciplinary action.
- Electronic mail, network usage, and all stored files shall not be considered confidential and may be monitored at any time by designated school staff to ensure appropriate use.
- The school cooperates fully with local, state or federal officials in any investigation concerning or relating to violations of computer crime laws.

7f: Content Filter

- Chromebooks do not have additional content filtering software installed on them. While on campus, students will use the school's WiFi to access the internet which is filtered.
- While at home and connected to a home network, Chromebook use must be monitored by the student's parents or guardians.

8. PROTECTING AND STORING YOUR CHROMEBOOK

8a: Chromebook Identification

Student Chromebooks can be identified in a few ways:

- The school barcode on the bottom of the device.
- The serial number and SSNID on the bottom of the device.
- The Chromebook MAC address
- Individual user account name and password
- Chromebooks are the responsibility of the student to whom the device was issued. The device is for his/her use during his/her time at RLCS.

- **Removal of any of these identification tags may result in mark in the discipline binder or further disciplinary action.**

8b: Account Security

- Students are required to use their Redeemer Google Apps for Education user ID and password when using their Chromebook.
- Students must protect their accounts and are required to keep their login credentials confidential.
- **Sharing passwords or accessing another student's account may result in a mark in the discipline binder or further disciplinary action.**

8c: Storing Your Chromebook

- When students are not using their Chromebook, they should be secured in a classroom.
- Nothing should be placed on top of the Chromebook when on the desk.
- Students are required to take their Chromebooks home every day after school, regardless of whether or not they are needed.
- Chromebooks should not be stored in a student's vehicle at school or at home for security and temperature control measures.

8d: Chromebooks left in Unsupervised Areas

- Under no circumstances should Chromebooks be left in an unsupervised area.
- Unsupervised areas may include, but are not limited to, the school grounds and campus, cafeteria, computer labs, gym, locker rooms, unlocked classrooms, playground and hallways.
- Teachers are not responsible for students leaving an unsupervised Chromebook in their classroom.
- If an unsupervised Chromebook is found, notify a staff member immediately.
- **Unsupervised Chromebooks will be confiscated by staff and may result in a mark in the discipline binder or further disciplinary action.**

9. REPAIRING AND REPLACING YOUR CHROMEBOOK

9a: Vendor Warranty:

- The equipment vendor has a three-year hardware warranty on new Chromebooks. Warranty end dates vary by device.
- The vendor warrants the Chromebooks from defects in materials and workmanship.
- This limited warranty covers normal use, mechanical breakdown or faulty construction and will provide normal replacement parts necessary to repair the Chromebook or Chromebook replacement.
- The vendor warranty may not warrant against damage caused by misuse, abuse, accidents, or neglect.
- Immediately report all Chromebook issues to the Media Center.

9b: Estimated Chromebook Repair Costs

Loss, Damaged or Neglect	Estimated Repair / Replacement Costs
Lost Device	\$275-\$325 depending on replacement cost
Chromebook Screen	\$125-\$150 Depending on the extent of the repair
Chromebook Charger	\$50 (replacement cost)
Chromebook Carrying Case	\$50 (replacement cost)
Shipping	\$25 to ship a Chromebook out for repair
Miscellaneous	Possible additional charges based on manufacturer's repair charges and google licensing
Wear and Tear	Fines may also be assessed for damage to Chromebooks returned in unacceptable condition

- The school reserves the right to charge for the entire replacement cost if negligence is determined in the handling of the device.

9c: Chromebook Theft

- If a Chromebook is stolen, a formal police report must be filed with the appropriate authorities within 48 hours. A copy of the report must also be submitted to the RLCS Staff.

9d: Loss of Chromebook

- A fine of \$275-\$325 will be assessed to replace any Chromebook that is reported as lost.

9e: Fines

- Fines surrounding Chromebooks will be handled in the same fashion as a textbook or equipment fines. Chromebook damage and/or excessive wear will result in end-of-year charges to the student's family account.
- Students may not receive records and /or report cards unless all outstanding fees are paid.

10. CHROMEBOOK TECHNICAL SUPPORT

All Chromebook technical support will be provided through the Media Center.

Services provided include the following:

- Hardware maintenance and repairs
- Password resets
- User account support

- Coordination and completion of warranty repairs
- Distribution of loaner Chromebooks
- ALL REPAIRS must be handled by MEDIA CENTER STAFF
- **DO NOT take any school-owned Chromebook to an outside computer service for any type of repairs or maintenance.**

11. CHROMEBOOK FAQ's

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, and high level of maintenance required by typical computers." ("Google")

Q. What kind of software does a Chromebook run?

A. "Chromebooks run millions of web-based applications, or web apps, that open right in the browser. You can access web apps by typing their URL or by accessing the previously installed apps that are set up by your school's Chrome Administrator." ("Google")

Q: When will my student receive their device?

A: Devices will be distributed in August. At that time, students will receive an Acer Chromebook, a protective case, and a charger. (The charger should remain at home for overnight charging of the Chromebook). Prior to receiving their devices, students and parents will be asked to sign an agreement that acknowledges that maintaining possession of the device and keeping it in good working order is the responsibility of the student.

Q: Will students have access to the devices beyond the school day?

A: Yes. Another benefit of the program is that learning can continue beyond the school day with the Chromebook. Students will be able to bring the device home throughout the school year. The devices will be collected at the end of the school year.

Q: May students opt out of using the Chromebook altogether?

A: The short answer is no; the benefits of a tool like this can only be achieved if the tool is used by all students.

Q: Are students required to have them at school each day?

A: Yes. We do expect these devices at school each day as they are fundamental learning tools for the types of instructional experiences that are now being built at Redeemer Lutheran School. Students will need to charge their device overnight so that it is fully charged at the beginning of the day.

Q: What will the device cost?

A: There is an annual \$75 tech fee required of all Redeemer K-8 students. There will be replacement costs for lost or stolen devices as well as repairs needed based on the mishandling of the device. Repairs not covered by the warranty can range from \$25-\$150, and the replacement cost is \$275-\$325.

Q: Should parents purchase insurance to cover student use of the Chromebook?

A: The Chromebooks at RLCS will be covered by Acer's Advantage Extended Service Plan; however, families may consider purchasing additional insurance. As stated in the Student Chromebook Acceptable Use Agreement, families are responsible for any damage or loss of the Chromebook. The replacement cost of a Chromebook includes the cost to replace the device, the

warranty, the management software, the power adapter, and the case. We encourage families to check their homeowner's insurance policy to see if the device is covered or to consider purchasing a separate policy for the device.

Q: Who should we see, call, or e-mail if there is a problem?

A: There will be a repair and solution center in the Media Center to serve students throughout the school day. Parents or students can also get assistance via e-mail at dhascup@rlcsrams.com or by calling 772-286-0932 and asking for the Media Center. Services include: distributing a loaner Chromebook when a Chromebook isn't functioning properly, checking minor issues, and beginning the service needed on the Chromebook if there is a bigger issue.

Q: Can my student use their Chromebook at home if we don't have access to the internet?

A: The Chromebook is dependent on a Wi-Fi connection.

Q. Can the Chromebook be used anywhere?

A. Yes, as long as there is a Wi-Fi signal to access the web.

Q. Is there antivirus built into it?

A. It is not necessary to have antivirus software on Chromebooks because there are no running programs for viruses to infect.

Q: Can we choose to bring our own technology in lieu of the school Chromebook option?

A: No. The Chromebooks are loaded with the necessary apps and management profiles for preventative measures, optimal student use, and proper network connectivity.

Q: How long does the battery last?

A: The normal life of the battery of the Acer Chromebook is 8.5 hours. If a student brings a fully charged Chromebook to school, it should last the entire day.

Q: Will students be able to access inappropriate sites when using their Chromebook off campus?

A: Through use of the Chromebook Management Console, the Redeemer IT team will have filtering on the devices while at school. Parents are encouraged to monitor Chromebook use at home to ensure appropriate use.

Q: How can a student access a device if their Chromebook is being repaired?

A: The school has a few loaner devices available for distribution through the Media Center. The Technology Director will be available to assist with these needs.

Q: Does the School have the ability to track technology that may be lost or stolen?

A: Currently, no. Students are responsible for the whereabouts of their device at all times.

Q: Will Chromebooks take the place of all textbooks?

A: Teachers will still be using a variety of resources to support their instruction. The technology-enhanced classroom will support innovative practices and possible new resources for students to showcase their learning. Textbooks will still play a role. Textbooks that are available and information about those textbooks can be located [here](#).

Q. How are these web based applications managed?

A. Redeemer's Technology Director manages all devices through our Google Apps for Education account. The Technology Director can pre-install as well as block specific web applications from a centralized management console.



Redeemer Lutheran Church and School

Chromebook Agreement and Parent Release Form

In consideration for receiving the Chromebook from RLCS, each student and his or her parent or legal guardian agrees not to sue and hereby releases, waives, discharges, holds harmless, indemnifies, and defends Redeemer Lutheran Church and School (RLCS) and the Lutheran Church Missouri Synod, as well as their respective employees, personnel, staff, volunteers, agents, directors, affiliates, and representatives, from any and all liability, losses, damages, claims, actions, and causes of action of every nature for any and all known or unknown, foreseen or unforeseen, bodily or personal injuries, property damage, or other loss, whether claimed by the student, parent, legal representative, or any third party, relating in any way to the use and possession of the Chromebook furnished by RLCS to the student.

This Chromebook Acceptable Use Policy applies to RLCS students at all times, whether or not the students are on campus, as RLCS students are school representatives at all times.

Individual school Chromebooks and accessories must be returned to the RLCS IT Department at the request of the school, at the end of each school year, or when a student graduates or ceases to be a registered student at RLCS.

The student/parent is responsible for any repair/replacement service fee incurred at the time a claim is submitted. Only one incident per year per device is covered. Should your child's Chromebook need service more than once in a school year, the family will be financially responsible for any and all repair or replacement charges related to the second or subsequent events in the same year.

The Chromebook assigned to the student is the student/parent's financial responsibility. Additionally, any damage to the provided Chromebook case or charger that requires replacement or repair will also be the financial responsibility of the student/parent.

As a user of RLCS computer network and recipient of an Acer Chromebook, I acknowledge receipt of and hereby agree to comply with RLCS Parent / Student Handbook and RLCS Acceptable Use Policy contained in RLCS's Parent / Student Handbook.

Student Name (PRINT) _____

Student Signature _____ Date _____

As the parent or legal guardian of the student signing above, I grant permission for the student named to access networked computer services and school computer hardware. I understand that some materials on the Internet may be objectionable, but I accept responsibility for guidance of Internet use setting and conveying the school's standards, procedures, and rules when selecting, sharing, or exploring information and media. I acknowledge receipt of and hereby agree to comply with RLCS's Parent / Student Handbook and with the Acceptable Use Policy contained in RLCS Parent / Student Handbook.

Parent/Guardian Name (PRINT) _____

Parent/Guardian Signature _____ Date _____