

School District of Cadott Community
1:1 Technology Handbook



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WHO TO CONTACT:

If your Chromebook should need repairs or service, fill out a help ticket in your elementary or jr/sr high school library Destiny account and bring the device to the elementary or jr/sr high school library to receive repairs. Help tickets will be attended to on a first-come-first-served basis by school library staff or Krista Computers, the district's contracted technology support team. See "[How Repairs Will Be Handled](#)" section of this document for more information.

Failure to comply with the guidelines of this handbook will result in a fine up to the replacement cost of the device.

1. RECEIVING YOUR CHROMEBOOK:

1a. District Owned/Issued Chromebook

Chromebooks for 1:1 use will be distributed at the start of a student's 6th grade year. These devices will follow students through grades 6-8. Students entering 9th grade will receive a new device at the start of their freshman year. While Chromebooks will be assigned to students, devices are the property of the School District of Cadott Community and it is the responsibility of students to take care of these devices. Parents and students must acknowledge their understanding of the expectations and procedures laid out in this document in order to be eligible to receive a district-issued device.

1b: Probationary Student Privileges

To protect the assets of the School District of Cadott Community, and at the discretion of the elementary or jr/sr high school principal, students who violate the [Acceptable Use Policy](#) or the School District of Cadott Community's 1:1 Chromebook procedures and information outlined in this document may be required to turn in their Chromebooks to the elementary or jr/sr high school library at the end of each day. The elementary or jr/sr high school library will secure and charge the equipment during the evening and the student will be allowed to check it back out on a daily basis.

2. RETURNING YOUR CHROMEBOOK (LEAVING THE DISTRICT):

All district-owned Chromebooks must be returned following these guidelines:

- **Students leaving the district must return district-owned Chromebooks to the elementary or jr/sr high school library prior to leaving the district.**
- 8th grade students will be required to return their Chromebook devices to the jr/sr high school library at the end of their 8th grade year in preparation for receiving a new device at the start of their 9th grade year.
- Graduating seniors will have the option to purchase their district-owned Chromebook for \$20 upon completion of final exams. Once payment is received in the district office, the item will be removed from district inventory and given to the student.
- Graduating seniors who do not wish to purchase their district-owned Chromebooks will turn their assigned devices into the jr/sr high school library upon completion of final exams.
- Parents of students who fail to return their devices will be notified and may be fined for the replacement cost of the Chromebook.
- Any Chromebook not returned will be considered stolen property and law enforcement agencies may be notified.

3. TAKING CARE OF YOUR CHROMEBOOK:

Students are responsible for the general care of the Chromebook they have been issued by the school district. This section outlines some expectations and guidelines to help students better understand how to care for their district-issued devices.

3a: General Precautions

- Food and/or drink should not be used next to your Chromebook.
- Cords, cables, and removable storage devices should be inserted carefully into the Chromebook.
- Never transport your Chromebook with the power cord plugged in. Never store your Chromebook in a carry case or backpack while plugged in.
- Chromebooks **must remain free of writing, drawing, or stickers** UNLESS the Chromebook is protected with a removable skin (removable skin is not issued or paid for by the district). If markings or stickers are found on a device, it will be considered vandalism of district property.
- Chromebooks must have a **“Cadott Elementary School” or “Cadott Jr/Sr High School” asset tag** with its assigned barcode on them at all times. This tag must not be removed or altered in any way. If the tag is removed, the student may face disciplinary action and this will be considered vandalism of district property.
- Chromebook serial numbers and other factory-placed labels, stickers or decals should not be tampered with or altered in any way. Removal or intentional damage to any of these device identifiers will be considered vandalism of district property.
- Chromebooks should never be left in a car or any unsupervised area. Parents of students are responsible for the full replacement cost of their child’s device if it is lost or stolen.
- Students are responsible for bringing completely charged Chromebooks for use each school day. **Extra chargers will not be provided by the district throughout the school day.**
- Student Chromebooks will be labeled in the manner specified by the school. Chromebooks can be identified by district asset tag, Krista Computers asset tag, and factory serial number.

3b: Carrying Chromebooks

- Chromebook lids should always be closed and tightly secured when moving.
- Never move a Chromebook by lifting it from the screen. Always support a Chromebook from the bottom with its lid closed.
- Use of a protective case or padded laptop backpack is encouraged to help protect the device and screens (The School District of Cadott Community does not provide protective cases or padded laptop backpacks for storage and transport).

3c: Screen Care

The Chromebook screen can be easily damaged. The screens are particularly sensitive to damage from excessive pressure on the screen, such as pressure from objects or textbooks in the backpack.

- Always be aware of where you leave and how you carry your Chromebook and do not place it in areas where its screen may be damaged.
- Do not lean on or put pressure 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 on or near the Chromebook that could put pressure on the screen.
- Do not place anything in a carrying case or backpack that will press against the cover.
- Do not poke the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, papers, discs, etc).
- ONLY clean the screen with a slightly damp, soft, dry microfiber cloth or anti-static cloth.

4. CHROMEBOOKS LEFT AT HOME

Students are responsible for having their fully charged device ready for learning each school day. Should your child forget their Chromebook at home, here are some guidelines for you to know:

- Students will have the opportunity to use a loaner Chromebook from the elementary or jr/sr high school library if one is available. **A loaner Chromebook is not guaranteed to students and are available on a first-come-first-served basis.**
- Repeat violations for not having a device ready for class each day may result in disciplinary action.
- Students must return loaner Chromebooks to the elementary or jr/sr high school library **at the end of each school day.** Failure to return the device and the end of the day may result in a fine for the cost of the device from the school libraries.

5. CHROMEBOOK TECHNICAL SUPPORT

Technical support will be available through the elementary or jr/sr high school library. Services provided include the following:

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

Failure to comply with the guidelines of this handbook will result in a fine up to the replacement cost of the device.

6. CHROMEBOOK REPAIRS, FINES, AND INSURANCE

6a: Who Will Perform Repairs

The School District of Cadott Community will complete repairs in-house or via our district-contracted technology support team, Krista Computers, depending on the severity of the repair needed.

6b: Warranty Repairs

The School District of Cadott Community will repair or replace devices that malfunction due to warranty issues. A typical warranty covers malfunctions **due to manufacturing only** and will generally cover the first year of a new device. Warranty repairs will only be serviced by Krista Computers.

6c: How Repairs Will Be Handled

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 **have a support ticket for the device initiated in Destiny Resource Manager** and should be taken to the elementary or jr/sr high school library immediately after filling the support ticket out so that they can be repaired.

For more information on how to fill out a Destiny support ticket, please use these resources:

- [Placing a Support Ticket Request in Destiny Tutorial Video](#)
- [Placing a Support Ticket Request in Destiny Handout](#)

******Do not take district-owned Chromebooks to an outside computer service for any type of repairs or maintenance. Failure to comply with the guidelines of this handbook will result in a minimum fine of \$50.00 or up to the replacement cost of the device.******

******Do not attempt to service a district-owned Chromebook on your own. Doing so will result in being fined for any damage done to the device or the entire replacement cost of the Chromebook.******

6d: Chromebook Insurance

If parents choose, they may elect to purchase a \$25 insurance policy to cover damages to their student's device. Insurance policies are not part of any registration fees and need to be paid for separately if purchased. Insurance policies may be paid for on the following schedule:

- \$25 one-time non-refundable policy at the start of 6th grade. This policy will cover the student's device during grades 6-8.
- \$25 one-time non-refundable policy at the start of 9th grade. This policy will cover the student's device during grades 9-12.

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Insurance payments must be made to either the elementary or jr/sr high school libraries or to the district office within 5 business days of the student receiving their new device. If a policy is not purchased the day the Chromebook is issued to the student, an inspection of the device will be made to ensure it is in like new condition and fully functional.

6e: What Insurance Covers

- Insurance fees include coverage for hardware failure, theft, repair and accidental damage. The coverage includes **up to two incidents for each policy (6-8) or (9-12)**.
- Coverage does not include deliberate or negligent damage to the Chromebook (as determined by district staff).
- Coverage does not include the charger or cord. **Replacement chargers can be ordered in the elementary or jr/sr high school library and will cost students \$20.**
- Coverage Examples:
 - **Accidental damage** caused by drops, cracked screens or other unintentional events (up to 2 incidents).
 - **Theft** of device (requires a police report to be filed within 48 hours of theft occurring).
 - Loss or damage to the device due to fire (requires official fire report from investigating authority).
 - **Electrical surge**
 - **Natural Disasters**
- Exclusions to coverage
 - Dishonest, fraudulent, intentional, negligent or criminal acts.
 - Consumables (including but not limited to charger or software).
 - Cosmetic damage that does not hinder functionality of the device will not be repaired.

6f: Chromebooks Under Repair

- Students whose devices are under repair will have the opportunity to use a loaner Chromebook from the elementary or jr/sr high school library if one is available. **A loaner Chromebook is not guaranteed to students and are available on a first-come-first-served basis.**
- Students using loaner Chromebooks will be responsible for any damages incurred while the device is checked out to the student.
- Students must return loaner Chromebooks to the elementary or jr/sr high school library **at the end of each school day**. Failure to return the device and the end of the day may result in a fine for the cost of the device from the school libraries.

7. MANAGING AND SAVING YOUR DIGITAL WORK WITH A CHROMEBOOK

7a: Saving your work

- A Google Chromebook is a cloud-based device and any work completed using products found in

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Google Workspace for Education will automatically be saved to your Google account when you are connected to the internet through Wi-Fi.

- Files created and worked on using Google Drive may also be accessed and edited offline if you enable [offline access](#) in Google Drive on your Chromebook. Offline access cannot be automatically enabled by the district and must be done by each individual user.
- Prior to leaving the district, or graduating, students should save any work by using the [Cadott Schools Technology Exit Guide](#) or manually transferring files to a personal Google account using [Google Takeout](#).
- Information may also be stored or backed up on a personal removable storage device such as a jump/thumb drive, SD card, etc.
- A limited amount of information may be saved to the local hard drive of the Chromebook in the “Downloads” folder.