

Chromebook Frequently Asked Questions:

What is a Chromebook? Why did we pick this device?

A Chromebook is like a laptop, but is less expensive, lighter and faster. It starts-up in less than ten seconds, connects to Internet-based resources quickly, and provides six to eight hours of battery life.

Is there any cost involved to parents? The policy approved by the District 99 Board of Education does not include a cost for receiving a Chromebook. There is a Damage/Repair/Replace Fee.

Will students be able to take the Chromebooks home? Yes, if parents decide they want their child to bring home the Chromebook. Parents will fill out and sign the Technology Lending Agreement.

Do the students get to keep the Chromebooks? No, the Chromebooks will be returned to the district immediately if your residency status changes or the student is no longer a student in the District.

Will they be like their own computer? The Chromebook that is assigned to the student will be “their own computer” until the student leaves Cicero District 99 or graduates from Unity. It is still owned by the district.

Will students be allowed on social media sites (such as Instagram, Facebook, etc.) while at home?

Student devices will not be able to access social media sites while they are at home. The district has filtered social media sites and apps. If a student tries to access one of these sites they will receive a notification that the site has been blocked.

Who is responsible for damaged devices? The Chromebooks are covered by warranty. However, this does not include intentional damage. If the district determines that the device has been stolen, lost or damaged through neglect or misuse, it will be the parent/guardians responsibility to pay the full cost of the repair or pay \$300 for replacement for a replacement device/software or equipment.

Who do I contact if I have questions relating to technical issues, such as password not working, battery problems, can't log in, etc. Satellite sites will be opened at five locations over the summer to provide for technical support should the need arise. These sites will be open at schools in which summer school is taking place (Unity, Lincoln, Cicero West, Liberty, and Columbus West) Tuesday & Thursday (July 6, 11, 13, 18, 20, 25, 27) Open from 9:00am -12:00pm. Students can come for 1-3 periods.

Do Chromebooks get viruses? No, it is nearly impossible for a Chromebook to be infected by an actual virus. Chrome OS is one of the most secure (if not THE most secure) operating systems on the market. This is due mostly to the fact that Chrome OS does not allow you to install **ANY** programs (hard to install a virus when you can't install *anything*), but is also due in large part to the operating system's Verified Boot solution. Google also releases official updates to Chrome OS every 6 weeks (and some unofficial ones in between) that bring new features, and security updates. It **is** possible for your Chromebook to be affected by **malware** or **malicious extensions**, which sometimes *feel* like a virus.

Are students allowed to put Apps onto the Chromebooks. No. The District reserves the right to block application downloads. Any attempt to modify the device/equipment, including but not limited to changing internet access settings, will be construed as a violation of the District's policy regarding use of District-provided computer and other technology

Do you have to have wifi at your home to use them? No. The Chrome OS (operating system) continues to work offline. Students will be able to access files and there are some applications and extensions that will work offline. Of course, there will be things that students can't do without an internet connection – search the Internet.

What are the limits as to what students are allowed to put on the computers? i.e. games, etc. The Chromebooks are instructional devices and as such students will not be allowed to add games to the devices. "District devices should not: Be modified in any way other than instructed by administration or school personnel."

When will the kids get the Chromebooks? Each school is creating a process for giving out the Chromebooks. This process will be communicated to students and parents by each school.

Do 8th graders turn in their Chromebooks in at the end of the year? Yes, they will return them prior to graduation. When they attend the Freshman Center, they will receive a Dell Latitude w/windows operating system.

Why do Chromebooks cost \$300.00, when I can purchase a new one for less? Chromebooks that were purchased for Cicero District 99 cost approximately \$300.00, this amount includes a 3 year warranty.

Can my own child bring their own device to school instead of using the Chromebook? All children in grades K-8 will be provided with a Chromebook to use while at school. It is not necessary for students to bring in their own device. If parents want their students to keep district provided device at school, then students will be able to sign in to their own devices while at home and see the same information.

Who do I contact if I have questions regarding how these will be used instructionally, how will homework be collected, how does my student turn their Chromebook in at the end of the day if they are a day user, etc? Each school will vary slightly in how they use the devices instructionally, please contact your child's teacher or school administration for questions related to daily use and procedures.

Who do I contact if I can't get logged on to my home wireless account? Click the network icon in the lower-right corner of the screen. Look for your home network. If you see the icon next to your network name in the status menu this means that your network is restricted (password protected). Click the name of your network and enter its security password when prompted. If you have followed these steps and cannot access your home network then you will need to contact your Internet Service Provider.

Will the children be able to 'keep' them over Summer Break? At this time, students will be able to keep them over Summer Break if parents have signed a loan agreement

What date will the students get the Chromebooks? Information is being sent home to parents. Schools will be handing out the Chromebooks in home rooms.

Are the Chromebooks safe for children? A Chromebook is an instructional tool. At school students will be using them as they would other school computers, but they will have access at their desk. Using Google in Education will provide teachers and students with additional instructional tools. While at school online searching goes through our proxy server. At home it will be up to the parents to monitor their child as they would with any web enabled device. We have links to resources for students on our District 99 Website.

If my child is a day user only, am I responsible for the full replacement cost if the device is lost or stolen at school? No, lost or stolen Chromebooks will be replaced by the district. Stolen Chromebooks will be reported to the police and a police report will be filed.

Intended use:

Chromebooks are intended for use at school each day. Students are responsible for bringing their Chromebooks to all of their classes, unless specifically instructed not to do so by their teacher.

Protect the Chromebook screen by following the rules below. The Chromebook screen can be damaged if subjected to rough treatment. Chromebooks are particularly sensitive to damage from excessive pressure on the screen.

- Close the Chromebook screen before moving it, unless directed to do so by a teacher.
- 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 place anything in the carrying case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, or disks).
- Clean the screen with a soft, dry cloth or anti-static cloth.
- Do not bump the Chromebook against lockers, walls, car doors, floors, etc. as it will eventually break the screen.
- No food or drink is allowed next to your Chromebook while it is in use.
- To conserve battery life Chromebooks should be shut down before moving them.
- Chromebooks must remain free of any writing, drawing, stickers, or labels that are not the property of District 99.
- Chromebooks must never be left in an unlocked car or any unsupervised area.
- Students are responsible for charging their Chromebook's battery before the start of each school day.