

FAQ's

ACCESSORIES

Q. Do I need to purchase any additional items for the Chromebook?

A. No; new students will be provided with everything they need to fulfill the educational requirements of the program. You may purchase peripherals such as a mouse, flash drive, but we will not support those items.

Q. Do I need to purchase a protective sleeve/case for the Chromebook?

A. New students will be provided with a case when they get their Chromebook. Returning students must have some kind of sleeve/case or must purchase one. You may purchase one from the school in the Media Center.

BATTERIES

Q. What is the policy on uncharged batteries?

A. Students should come to school with Chromebooks turned off and batteries **fully** charged. Needing to charge a device will cost \$5.00 if you need to borrow a school charger from the Media Center.

BREAKAGE, THEFT, OR LOSS

Q. What happens if I damage or lose the Chromebook, or if the Chromebook is stolen?

A. 1) As you agreed to in the *Technology Policy*, you are “financially responsible for the cost of any damage that occurs.” Incidents of damage will be assessed at \$75 for the first, \$100 for the second, \$150 for the third, and \$200 for the fourth. As with textbooks, if a device is lost or stolen, the student whose device is missing must pay for a replacement device.

Q. Is there an insurance plan for loss, theft, or damage?

A. The Chromebook warranty does not cover these issues. The school does not provide insurance options. Families are encouraged to add the Chromebook to their homeowner's or renter's policy where possible.

COSTS

Q. What is the cost for families?

A. ICHS 1:1 Student Chromebook Program is funded through charitable and other capital resources.

Q. *What are the costs if I damage, if I lose, or if the Chromebook is stolen and have not purchased the accidental protection plan?*

A. Repair and replacement costs will fluctuate, but the total cost is approximately \$250; with chargers costing \$60, and protective sleeves \$25.

DISTRIBUTION

Q. *When will I receive my school Chromebook?*

A. Students receive their Chromebooks in homeroom the first day of class.

INTERNET ACCESS

Q. *May I access the internet on the ICHS Chromebook outside the school network?*

A. Yes, you will have to connect to your home WiFi. There is a filter on the Chromebook both on and away from campus.

LOANER CHROMEBOOKS

Q. *How does the Loaner Pool work?*

A. Typically, a loaner Chromebook will be available for students at the Help Desk should their Chromebook need repair. We cannot guarantee the length of time for repair, but will work to have most repairs completed soon. There is no charge for the use of the loaner machine while repairs are in progress.

Q. *What happens if I forget or do not bring the Chromebook to school?*

A. All students are expected to have a Chromebook in their classes. The Media Center will have some Chromebooks available for students to “loan” for the day at a cost of \$5.00. The “loaner” must be returned at the end of the school day or another \$5.00 may be added each day it is not returned.

OWNERSHIP

Q. *Will I own the Chromebook?*

A. Because the software is licensed to Illiana Christian High Schools and to insure the negotiated pricing of warranty repairs, the school must maintain ownership.

Q. *May I use my own Chromebook instead of the school-issued Chromebook?*

A. No. Many things are included with the school-issued Chromebook that would not be on a privately owned machine:

- Licensing for the required educational software.
- An extended warranty.
- Network security and software that filters the content material.

- Specifications that support curriculum and are network compatible.
- Loaner Chromebooks that are handed out to the students when the repair on their Chromebook is such that it can't be done on the spot thus allowing them to continue their studies without interruption.
- Our program only allows for repairs to school-issued Chromebooks. We would not be able provide repairs or service any non school-issued computer which would most likely result in the student missing class work.

Q. *Do I have to bring my school-issued Chromebook to school each day?*

A. Yes. Students should bring their Chromebook fully charged and operational. If there is an issue that requires attention, the student should bring their computer to the Media Center Help Desk as soon as possible.

PERSONAL USE

Q. *May I remove the tags and labels on the Chromebook and decorate it to fit my personality?*

A. 1) All tags that come on the Chromebook and that ICBS adds to the Chromebook must remain on the Chromebook.
2) Permanent decoration of the Chromebook or case is not permitted and you will be charged for damage done.

Q. *May I use the Chromebook for personal use outside of school?*

A. 1) ICBS purchased the Chromebooks for educational reasons, but recognizes having such a valuable tool available means you will want to occasionally use the Chromebook for personal use. Use of the Chromebook for personal reasons is permitted provided that it does not interfere with educational needs and that the student uses the Chromebook in a responsible manner that complies with ICBS policies. Educational use of the Chromebooks must always take priority over personal use.
2) The ICBS Chromebook is not a replacement for a home computer.
3) The Chromebooks are school property and must be surrendered anytime at the discretion of ICBS staff.

Q. *May I install my own software on the Chromebook?*

A. No. Users must not attempt to install software or change the system configuration including network settings without prior consultation with ICBS Tech Staff.

Q. *Will I be able to use the Chromebook at home during the school year?*

A. Yes. Part of the advantage of having a Chromebook for school use is the "anytime, anywhere" computing concept. There will be times when use of the computer will be required for your student to complete their assignment at home.

Q. *Will I be able to have my Chromebook at home during summer?*

A. Reality dictates that the Chromebook remains at school for cleaning, testing, repair, updating, and re-imaging during the summer months. All school-issued student

Chromebooks must be turned in at the end of the school year. If the Chromebook is not turned by the scheduled time, a late fee will be charged.

PHILOSOPHY OF PROGRAM

Q. *What educational advantages are gained with a student 1:1 Chromebook Program?*

A. Through research of existing 1:1 programs, visitations to, and conversations with 1:1 schools we have consistently found the following benefits of the program:

- Provides opportunity for “anywhere, anytime learning”
- Provides development of skills for the 21st Century job market
- Increases opportunity for student/teacher and student/student collaboration
- Increases student interest, motivation, and engagement
- Allows more opportunity for innovation both by teachers and students
- Increases student research opportunities, skills and abilities
- Encourages peer review, peer editing, and peer critiquing
- Encourages teacher/student learning partnerships
- Allows classes to take advantage of and be involved in university lectures, scientific and medical experiences, virtual tours and museums, etc.
- Promotes collaborative, student-directed, student-centered learning
- Improves our students’ ability to access information, to take and organize notes and to view and listen to multimedia content during class
- Enables students to use the internet and other electronic sources to contribute to discussions and lectures
- Allows students to access and turn in homework and assignments electronically
- Increases student collaboration on projects
- Promotes student engagement
- Develops critical thinking, communication, and problem solving skills
- Facilitates different learning styles and multi-sensory learning
- Builds technological fluency
- Embraces the learning styles of today’s student

PRINTING

Q. *How do I print using my home printer?*

A. Installation of home printers is not supported by ICHS tech staff.

SAFETY AND FILTERING

Q. *Is my child protected from internet content that is harmful?*

A. 1) At school, ICHS students have monitored access (using electronic filtering and direct supervision) to the internet. It is important to know that current filtering technologies are never 100% effective; users agree not to hold ICHS liable for material they may find offensive as a result of use of ICHS technology resources.
2) Outside of the school network, the filtering system is also in place.

TECH SUPPORT

Q. *What is the tech support for the 1:1 Student Chromebook Program?*

A. The first line of Tech Support is available at the Media Center Help Desk. Repairs that can be performed on the spot will be done right away, while repairs requiring a longer time period will require a loaner Chromebook.

TROUBLESHOOTING

Q. *Are there any general things to do if I am having problems with the Chromebook?*

A. Follow these three general troubleshooting steps:

Step ONE(a.) Many times it is a problem with the wireless connection at school, so always check to see if the Chromebook's wireless is turned on and connected to the correct network.

(b.) Next, many Chromebook problems are solved by restarting the Chromebook.

Step TWO Ask a classmate, a friend, or someone else for help

Step THREE Bring the Chromebook to the Media Center's Help Desk

- The Chromebook will be evaluated by the Help Desk staff
- If the problem cannot be fixed within a short time frame, if available, a temporary Chromebook will be issued while the other Chromebook is being repaired.

VIRUSES

Q. *Is the Chromebook protected against viruses?*

A. The Chromebook uses a Google operating system and should be protected, both at home and school. It is important to know that current filtering technologies are never 100% effective. While our system is robust, there is still no better protection than a vigilant user. If it is suspected that something has infected the Chromebook, the student should bring their system to the Help Desk as soon as possible, where, more than likely, the computer will be reimaged.

WIRELESS

Q. *Are there any areas in the school where the Chromebooks cannot be used and where is wireless access available?*

A. Currently we envision no restrictions on the "where" of computer use with obvious common sense exceptions such as bathrooms, locker rooms, i.e. areas where there is a reasonable expectation of privacy. Teachers will determine the use patterns in their individual classrooms. Wireless access is available anywhere in the building.