



1:1 Chromebook FAQs

- ***Care of Chromebooks***

- ❖ **What can I do to take care of the Chromebook?**

- ★ The Chromebooks are provided with a case that protect the device. The cases have labels to identify each student's chromebook. The device must be in a case with its label at all times.
- ★ Keep all food and beverages away from the chromebook.
- ★ If the screen needs to be cleaned, make sure to use only a soft cloth dampened only with water in order to avoid damage to the screen. Do not use any type of household cleaners to clean the screen.
- ★ To clean the keyboard and the exterior of the Chromebook, use an air spray can so that debris can be removed easily.
- ★ Chromebooks need to be kept closed when moving from one location to another.
- ★ In-between class periods, if Chromebooks will be used each period, the students do not need to power down their chromebooks.
- ★ During lunch, the Chromebook should be kept locked in the student's locker. Do not pile other books on top of the Chromebook.
- ★ At times when the Chromebooks will not be in use, it is recommended that students power down the Chromebooks (for example - PE class, lunch, end of the day, etc.).
- ★ Students should be sure to charge their Chromebook at home every night and bring it to school fully charged each school day.

- ***Student Use of the Chromebook***

- ❖ **When should my child bring their Chromebook to school?**



- ★ Students are expected to bring their Chromebook to school each day, fully charged. Teachers may plan activities utilizing the Chromebooks in their daily lessons.

❖ **How should the Chromebook be transported?**

- ★ *Within the school from classroom to classroom:*
Handle the device carefully. Chromebooks should always be transported with the lid closed to avoid damages to the device. Don't stack objects like books, binders, etc. on top of the device. At lunch time, when the Chromebook is stored inside the locker, make sure you don't pile objects on top of the Chromebook.
- ★ *From school - home:*
Chromebooks should be transported home or to school in a backpack or other sturdy bag. They should be protected from various weather conditions like rain, snow and heat. Handle the device carefully. Chromebooks should always be transported with the lid closed to avoid damages to the device.

❖ **My child forgot to charge their Chromebook before school. Now what?**

Junior High students are expected to charge their Chromebooks at home and bring them to school fully charged. Students who do not bring the Chromebook fully charged may receive a loaner for the day, if available. If a loaner is not available, the student may be without a Chromebook or any other device for the day.

❖ **What happens if the device is damaged or lost?**

If the student's device is damaged or lost, the student must report it immediately to the teacher or a staff member. If the device is damaged, the student will need to complete the Chromebook Repair Request form. If it is lost, the student needs to report this to their teacher immediately. Students and parents are responsible for cooperating with the District in the recovery, repair, or replacement of the student's mobile device.

❖ **What to do if a Chromebook is not functioning and needs repair?**

If there is any issue with the Chromebook - report to school staff and complete the Chromebook Repair Request form so a repair can be



started. The form must be filled out and submitted with the Chromebook that is in need of repair. If the repair will take more than a day, a loaner may be issued to the student to be used during school hours. Loaner device must be returned at the end of the school day.

❖ **How much storage do students have?**

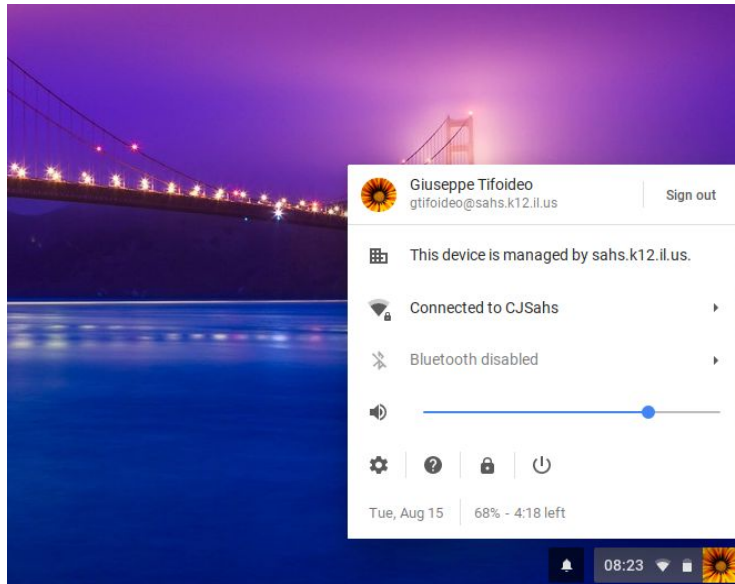
Student's Chromebooks have 16 Gigabytes (about 16,000 megabytes), of storage on the machine. The online storage, "cloud" storage, is unlimited and is attached to their school account online. The "cloud" storage is accessible via the Google Drive application.

❖ **Can the device be used at home?**

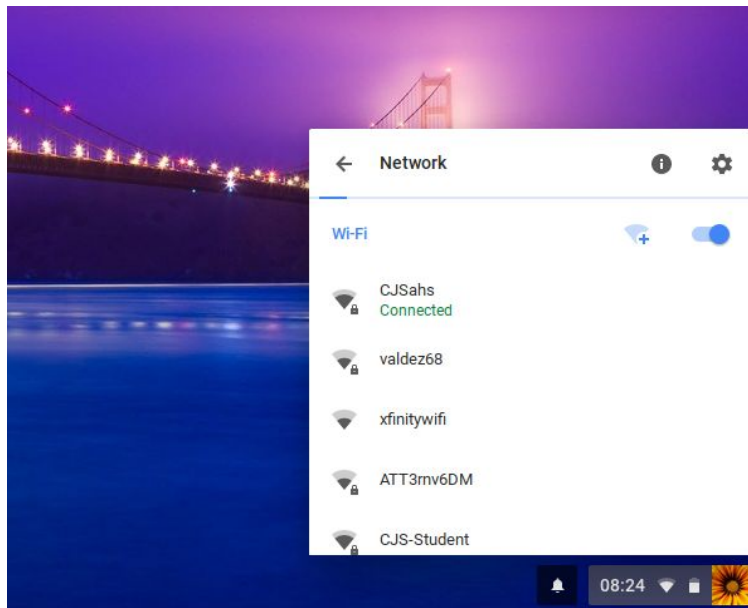
Yes. If you have a Wi-Fi network at home (Internet access), the Chromebook can be used online like at school and it will have the same filtered web access as they would at school. If you don't have a Wi-Fi network at home, students can still use the Chromebook but with limited features and in an "off line" mode. Click [HERE](#) for directions (or access this link: <https://support.google.com/chromebook/answer/2809731>) on how to use the Chromebook offline. Some applications, like Google drive, will work "offline". The content saved to the device will not be backed up online until the Chromebook joins a Wi-Fi network.

❖ **How do I connect the Chromebook to the Internet at home?**

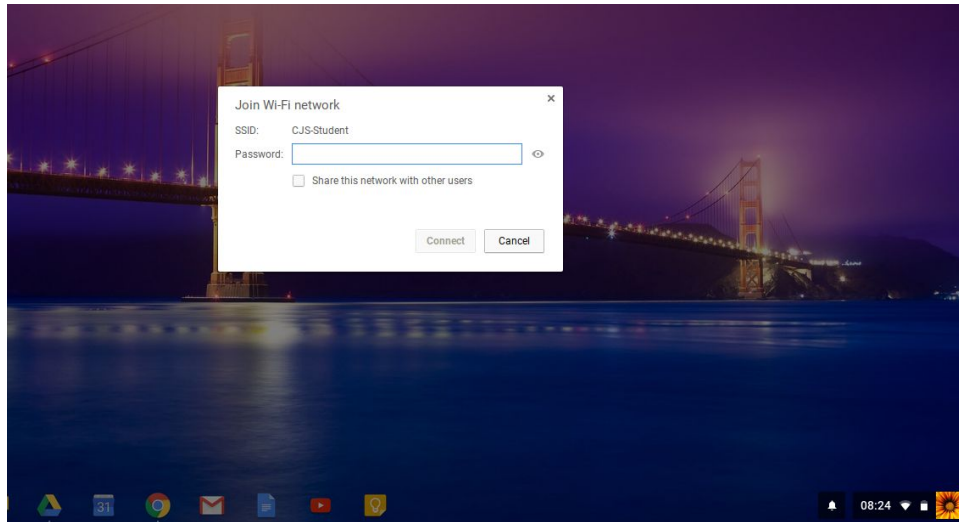
Click on the bottom right of the screen (time, Wi-Fi icon, or the battery icon), to open a little pop menu.



Click on the Wi-Fi icon to let the Chromebook search for other available networks. Once you see your home Internet connection, click on it.



A pop up window should open in order for you to enter your home Internet connection password and be online.



❖ **What can I do if I don't have access to the Internet at home?**

If you don't have a Wi-Fi network at home (Internet access), you could use one of the free Wi-Fi hot spot near Sahs School. For example:

Location	Address	Hours
Wendy's	5679 S Archer, Chicago	24 hours per day
Stickney – Forest View Library	6800 W 43 Rd St, Stickney	M-Th 9am to 8pm F-Sat 9am – 5pm
Parents may check out a hot spot from Stickney Forest View Library and take it home to use.	6800 W 43 Rd St, Stickney	M-Th 9am to 8pm F-Sat 9am – 5pm
Sahs JH Eagle Hour	5001 S Long, Chicago	M-F 3:00 – 4:00pm
Sahs exterior and park property	5001 S Long area	24 hours per day

● **Student login/security to Chromebook**

❖ **What login will students use to get into the device?**



Students will have a school email address which is their user name login. A student password is assigned by the IT department and can't be changed by the students.

❖ **Can Chromebooks be used with another username?**

No. Students cannot access a district-owned chromebook with any other login other than the district assigned email account. For example, students will not be able to login using their personal Gmail account on a district Chromebook.

❖ **What if another student damages my student's device?**

In such cases, circumstances will be investigated on a case-by-case basis. School administration may be involved if it is suspected to be an intentional act or act of vandalism.

❖ **Will unsafe or inappropriate websites be filtered on the devices?**

As soon as the Chromebook connects to the internet, it is directed to a web filter where web traffic will be analyzed and monitored. This happens whether the device is browsing on campus on the school network, or off campus using another Internet connection. Any time the device is connected to the internet, it will always pass through the school's web filter, which is set to block inappropriate content as much as possible.

❖ **What happen if students have been visiting inappropriate websites?**

We do our best to prevent students' ability to visit websites with inappropriate content. If a student tries to access websites with inappropriate or malicious content, a block screen should appear on the monitor warning the student and the access to the website will be blocked by the web filter. School administration will also be made aware and student may face consequences if attempting to utilize the Chromebook inappropriately.

❖ **Can the district track web history?**

Yes. The School can track information on what sites students were on, when they were on them, and how long they were on those sites. Students



should only visit sites that are approved by the school. Violation of the policy can result in disciplinary action including loss of privileges of using the mobile device.

❖ **Can parents use the Chromebooks?**

When a student is logged into the Chromebook, parents can access the Chromebook to check on student work, view their browsing history or connect with teachers through our InformationNOW parent portal. The Chromebooks are not intended for personal use for the student, siblings, or their parents.

● ***Classroom use of Chromebooks***

❖ **What kind of applications are on the device?**

There are thousands of apps available for Chromebooks covering a wide variety of topics. The apps, which run in the Chrome browser, are downloadable through the Chrome Web Store.

❖ **Can students print from the device?**

Digital online file sharing between staff and students is one of the great advantages of the Chromebooks and is an easy and efficient way to distribute and turn in assignments without printing. There are ways to print from the chromebooks, but it is not encouraged or particularly easy. Most printing of schoolwork should be done at school. However, we are encouraging staff to try to limit printing of assignments going forward.

❖ **What applications will be available on the student's device?**

Different applications will appear on student devices depending on what grade the student is in or what classes they are enrolled in.

❖ **Can students download apps?**



No. Student access to the Chrome Web Store is limited.

❖ **How can students submit work or assignments via their device?**

Google Drive has features built into it that allow work to be “shared” between teachers and students and also classmates. Students can create documents, spreadsheets, drawings, photos, presentations, and even videos. Each item can be “shared” with a teacher prior to its due date. The teacher can then see the student’s work on his or her own computer to review it or grade it for the student.

❖ **What if a student is out of school for an extended period (illness, family emergency, etc.)?**

With the Chromebooks, it is easy for student to receive work from their teachers. In case of emergency such as illness or family emergency, assignments and other resources can be placed online and shared with the student who is absent. The student can do the work online from home and share it back with the teacher. The decision to allow students to work from home during the emergency will be evaluated by the School Administration based on the level or severity of the emergency.

❖ **What are Textbooks? Will they replace traditional texts?**

There is a growing number of eTextbooks available for schools to use, whether they are viewed on Chromebooks, iPads, traditional laptops or other devices. eText are generally cheaper than hard-cover textbook, are updated at least annually (if not more often), are highly portable (since they don’t add weight on the device), and can be highly interactive. eTextbooks could be enhanced with audio, interactivity and multimedia. We will still use traditional textbooks in the foreseeable future, but eTextbooks will be used as well due to their advantages when compared to a hardcover textbook.



❖ **How can you prevent student copying and/or plagiarism?**

There are ways within the software system we have to check and see if work is copied between students. Teacher will have the ability to monitor students Chromebooks in the classroom and check on the student's work.

❖ **Will paper assignments become obsolete?**

With the Chromebooks it is easier to work on assignments without the need to print. There may be activities that teachers will assign that will be completed on paper. The school will still utilize printers and be able to print from desktop computers but printed assignments will become used less frequently as time goes on.

❖ **Can student work be transferred from their Chromebook to another device?**

Student applications, bookmarks, documents, presentations and just anything done in the Chrome browser, while a student is logged in, is available through Chrome browser on another device when the student logs in with his or her school email address. The content will be the same on the Chromebook as it is on a PC desktop computer, laptop, as long as students are using a Chrome browser and their school email login.

● ***General information about Chromebooks***

❖ **How is one student's Chromebook identified from another student?**

All the Chromebooks are the same so they look very much alike. However, each Chromebook will be tagged with a label with the name of the school, school phone number, student name, and serial number on it. The school keeps all that data, so if a Chromebook is misplaced, we can determine who it is assigned to in order to return it to the student user. Any label on the Chromebook when issued must stay on the Chromebook. No additional permanent markings of any kind (stickers, engraving, permanent ink pen, tape, etc.), shall be placed on the Chromebook or it's



case at any time. While the devices are issued to students, they are still district-owned property.

❖ **Will the Chromebooks ever leave the building?**

Junior High students (grade 6-8), will be allowed to take the Chromebooks home for school-related use each day. All students must have the *Agreement for use of District-owned Mobile Device, Chromebook* policy signed by themselves and a parent before they are issued a Chromebook.

❖ **Do repair fees need to be paid up front?**

Paying for repairs is preferred to be done up front, but in certain situations, arrangements can be made for payment plans so students can continue using their device.

❖ **Will devices be kept by students over summer?**

No. Devices will be turned in at the end of the school year so the district can do maintenance on them. Devices will be re-issued at the start of the school year to continuing students. Devices issued to students who leave the district (move, graduate, etc), will be reformatted and re-issued to other students on an as-needed basis.

❖ **Can a student opt out of having a Chromebook?**

No. Chromebooks are expected to become an integral part of the education all students receive at Charles. J. Sahs, and we want them to take advantage of the powerful learning resources available with it.

❖ **How long should the Chromebook last?**

Chromebooks have very few moving parts in them and generate very little heat. Therefore the life expectancy, as long as they are treated appropriately, is fairly significant. Five years or more is not unrealistic. Additionally, the devices have a powerful processor, adequate memory, and automatically update the latest software and security features without anything needing to be done by the student.

❖ **What about computer viruses getting onto the Chromebook?**



Since the applications run through the Chrome browser and online, there is little worry about having viruses infect the Chromebook's software or hardware.