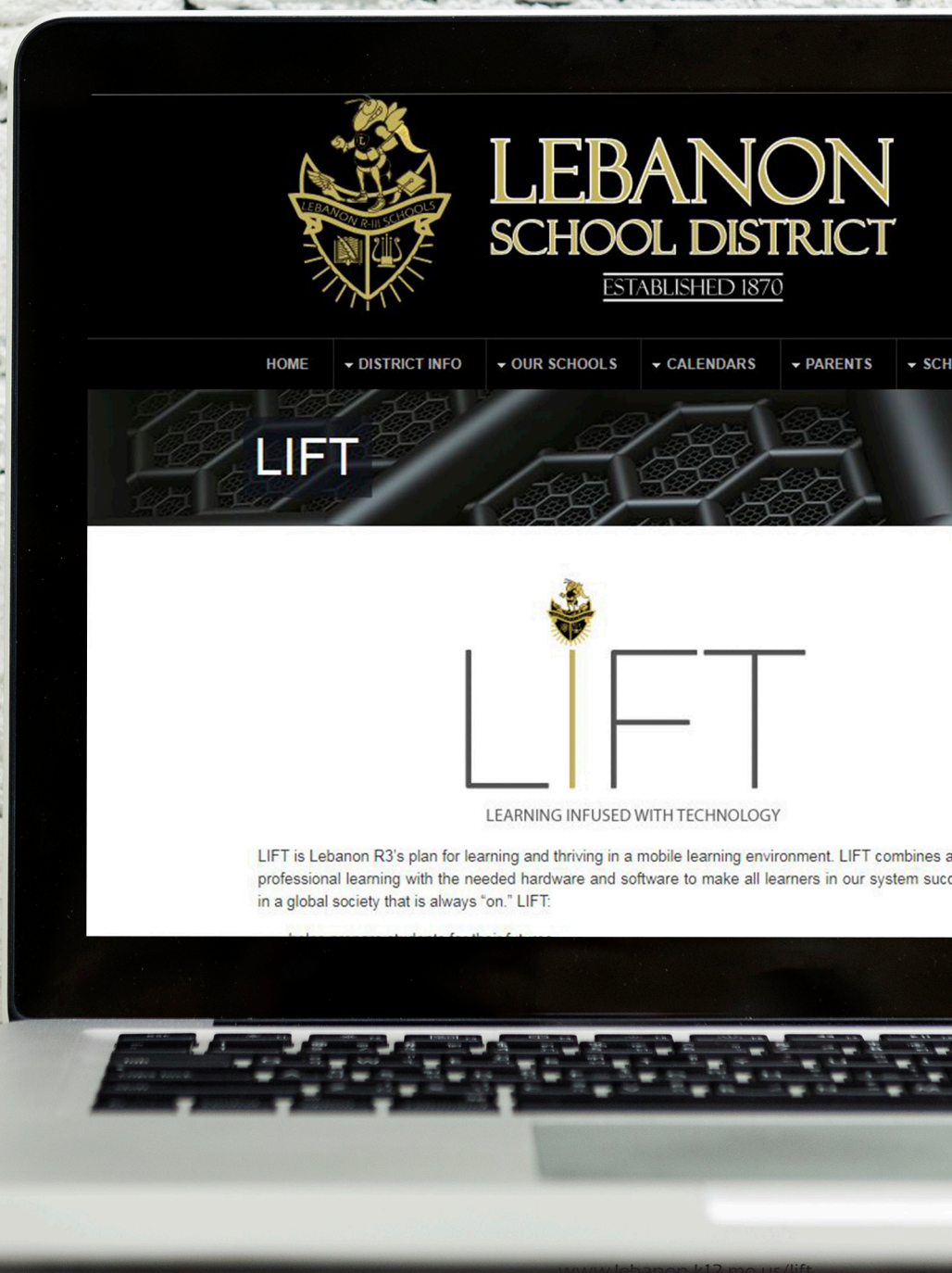


FREQUENTLY ASKED QUESTIONS

The following pages contain a list of the most frequently asked questions based upon staff feedback and research from other school Districts who have already made the transition to a 1:1 environment.

12



DEVICE RELATED QUESTIONS

What are the Chromebook device specs?

- [Lenovo N23 Yoga Chromebook](#) specifications

Will the school District provide any accessories for the Chromebook?

- All students will be provided with a charger for the device. Each student should have his or her own set of headphones or earbuds to use with the device.

Are Chromebooks safe?

- Yes. As with any technology device the safest way for students to use a computer is under the supervision of an adult. We also help our students grow each year as digital citizens. Parents can learn about digital citizenship and [download age specific Internet safety resources here](#). Technology helps us to increase our levels of safety and security, too. Here are a few ways our technology helps to increase student safety and security:
- When students take the Chromebooks home they will be subject to the same Internet filter that protects the students in school. The “always on” content filtering seeks to block harmful and inappropriate websites no matter where the student accesses the Internet. While the filter is a useful tool, it is not foolproof and does not replace parental monitoring.
- Please click here for more info on [Chromebook security](#).
- Devices are the property of Lebanon R-III Schools. Inappropriate materials on the devices should be reported to the classroom teacher, principal, or Help Desk immediately upon identification.

How often does the Chromebook need to be charged?

- Students are expected to fully charge the Chromebook each evening at home which should provide sufficient battery life to use the device throughout the school day. Students should also try to preserve battery power during the school day by lowering the lid whenever the device is not in use.

Will students be able to purchase the Chromebooks after they graduate?

- No, you will not be able to purchase the device when you graduate. It will be used for another student.

Will students be able to keep their Chromebook over the summer?

- No. All student devices will be collected prior to the end of the school year. Students participating in summer school may check their device out prior to the beginning of summer school and return at the conclusion of summer school.

What if a parent/guardian refuses to receive a Chromebook?

- It is the belief of the Lebanon R-III School District that every student should be granted equal access to the resources provided by the school District for learning. The Chromebook is a learning device at Lebanon R-III Schools. The expectation is that all students 9th through 12th grade will be required to take the device home and charge it daily.
- If circumstances outside of school call for a student to have limited or restricted access to the District’s provided resources, a written request by the student’s parent/guardian, in collaboration with a school administrator, must be placed on file with the High School. If the request is initiated by parent/guardian, approved by a school administrator, and placed on file with the Help Desk, a student may be granted “as needed only” access to their device, rather than having it issued permanently into the student’s possession. “As needed only” status students may checkout and return device at the High School library.

OPTIONAL INSURANCE

Will there be insurance on the Chromebook in case something happens to it?

- [one2one Risk Solutions](#) will be used to provide accident protection for our 9th-12th grade Chromebook take home environment. Registering with one2one and purchasing the device damage waiver (insurance) will protect you from the full cost to repair your District-issued device and limit your responsibility to a per occurrence deductible.

What if a parent/guardian declines the optional insurance program for the Chromebook?

- By declining the optional insurance, the parent/guardian assumes all risk and responsibility for actual costs of repair and/or replacement of a Chromebook.

Who is in charge of collecting the payments?

- [one2onerisk.com](#), an online company, will facilitate the financial transactions for those enrolled in the Device Damage Waiver program. Financial transactions for devices not enrolled in the Device Damage Waiver program will go through the High School office.

LEARNING INFUSED WITH TECHNOLOGY

Annual Optional Insurance Cost (paid every school year)

- Premium for non free/reduced student: \$30
- Maximum premium out of pocket (per family) for non free/reduced student: \$60
- Premium for free/reduced student: \$15
- Maximum premium out of pocket (per family) for non free/reduced student: \$30

How do I pay for the optional insurance?

- The payment must be completed online at www.one2one-risk.com. You may pay with credit card, debit card, online check (ACH).

What if I have a claim from the previous school year?

- For students that have claims from the previous school year the claim will need to be paid. Any outstanding fees must be paid prior to the last day of school.

REPAIRS

If a Chromebook breaks how will it get fixed?

- If the student is having problems with the device at school and classroom troubleshooting is unsuccessful, the Chromebook should be taken to the Help Desk (located in the High School near Boswell Gym, room 256) before or after school or at the discretion of the teacher.
- IT will troubleshoot and determine if a repair is necessary.
- If IT determines a repair is necessary, the student will be provided a loaner device (as available) to use while their computer is being repaired. Student will complete a checkout form and present their student ID before taking the device.
- The loaner device must be returned (within two weeks from time of checkout) when the student receives their device back from repair. Loaner device is only available on a first come, first serve basis.
- For devices with insurance: A claim must be submitted and paid within two weeks by the parent/guardian on the one2one website prior to repair. One2One will notify payment has been received and alert the IT department to proceed with the fix.
- For devices without insurance: A fee/fine for the full cost of repair will be assessed to the student's account where the fee/fine will remain until paid. Any outstanding fees must be paid prior to the last day of school.

What if the damage or loss is less than the deductible amount?

- There is a [tiered fee system for claims](#). There is no cost for the first incident. The second and third incident are \$25 each. The fourth incident and beyond is the full cost of repair and/or replacement of the device.

What type of damage is considered cosmetic and not covered by the manufacturer?

- Lenovo considers damage to be cosmetic if it does not impact the operation of the device nor the case. Examples include: scratches on the plastic case or slight imperfections in the casing as long as they do not interfere with the opening and closing of the unit. If in doubt, the student can have a technology staff member assess his/her device.

Am I responsible for a defective device?

- You will not be responsible for any repairs for a device that malfunctions unless it is the result of any type of misuse or intentional damage. IT will determine if the repair is due to manufacture defect.

What if the damage to the device is intentional?

- If there is intentional damage to the device the user will be responsible for the full cost of the repair regardless if insurance has been purchased or not. Administration will determine if the damage was intentional.

Can students take loaner devices home?

- A student whose device is in for repair is eligible to take the device home *only if the student has insurance on their device*. There will not be spare devices available for students who forget to bring their device to school.

What device will a student receive when their device is in for repair?

- The student will receive another Chromebook while their device is being repaired. Loaner devices will be a different make and model Chromebook, however, will have the same functionality as the new devices and are available on a limited basis.
- Students who have a broken device need to (a) verify if they have insurance on their device, (b) have IT verify that the device is broken, and (c) if found broken the student will then be issued a spare device to use until their device is repaired.

What happens if a device breaks and the student refuses to pay to have it fixed?

- If IT verifies the device is broken, IT will proceed with the fix/repair, regardless of insurance enrollment.
- Students not enrolled in the optional One2One Device Damage Waiver (insurance) program will not receive a spare loaner device and a fee/fine for the full cost of repair will be assessed to their student account where the fee/fine will remain until paid.
- Students who are enrolled in the optional One2One Device Damage Waiver (insurance) program will not be charged for

the first claim. Student/parent must file claim at one2one within two weeks of fix. If claim is not filed within this time, a student fine according to the Damage Waiver Deductible for Claims table will be applied to the student's account.

Is a student allowed to take a Chromebook computer elsewhere to get fixed? Are they required to buy a replacement [Chromebook] through the school? If so, will they know the replacement price up front?

- All repairs for the school issued device must go through the IT department. Parts for replacement will be purchased by the District and prices are included the Mobile Device Initiative Handbook.

STOLEN DEVICES

If lost, how will my device be located?

- A program is installed on the Chromebook that helps the District in locating lost or stolen devices, similar to "Find My iPhone." Features of this software include using location services on the device to show the last-known position of the device on a map.

What do I do if my Chromebook was stolen?

- In the case of theft, vandalism and other criminal acts, fire, a police/fire report MUST be filed by the student or parent with the city where the incident occurred. A copy of the police/fire report will be provided to the principals office.
- A cost of \$75.00 will be charged for a lost or stolen device for those enrolled in the one2one Device Damage Waiver insurance program.
- Full cost of replacement will be expected for those devices not enrolled in the one2one Device Damage Waiver insurance program.
- If the fully functional device is later found or returned, this fee will be returned to the family. The amount will be reimbursed if the device is returned in good working order. If damaged, the deductible or cost of replacement (for non insured) amounts will go into effect.
- The Chromebooks are only accessed with an active @lebanon.k12.mo.us account. In the event the Chromebook is "lost" or "stolen" and turned on a message will appear that says, "Return this device to the IT Department located at 777 Brice Street, Lebanon, MO 65536, inside the Lebanon High School Technology Office. You may also contact the IT Helpdesk by phone at 417-657-1812 to arrange for a pickup. THIS DEVICE WILL CEASE TO FUNCTION UNTIL IT IS RETURNED."
- If a student believes their Chromebook was lost or stolen at school they should report the incident immediately to building administration.



LEARNING INFUSED WITH TECHNOLOGY

- In summary, if the device is stolen it will be rendered useless to anyone who tries to turn it on as the technology department will have locked the device.

CARE AND MAINTENANCE

What is the best way to clean the Chromebook?

- Use a soft, dry, lint-free cloth when cleaning the computer. If necessary, the cloth may be dampened slightly to assist in cleaning areas that do not appear to be coming clean with the dry cloth.

Can students purchase a device cover or a protective case for the Chromebook?

- Yes, however, be aware that not all snap on cases will work as the Chromebook is a 2-in-1 device which will limit the 2-in-1 features of the Chromebook.

Can students personalize their Chromebook?

- Students are not allowed to do anything to the Chromebook that permanently alters it in any way, including the addition of adhesive stickers. Sleeves or other protective measures that fit the Chromebook properly are allowed but the following guidelines must be followed:
- The promotion of products which are illegal for use by minors such as alcohol, tobacco, or drugs. The displays of obscene material, profanity, or references to subversion are not appropriate. Computer cases should show respect for yourself, those around you, the school and the community. Computer cases not appropriate for a school setting will be asked to be removed.

CHROMEBOOK USE AT SCHOOL

What if a student forgets his or her Chromebook?

- Students will not receive a spare loaner device in the event it is not brought to school.

Will students be able to charge their Chromebook at school?

- One of the strengths of the Chromebook is its exceptional battery length. When fully charged the Chromebook battery should last the entire school day. Chromebooks should be charged nightly at home so students can bring a fully charged device to school each day. Students will be allowed to charge their devices in class only at the teacher's discretion.

Can students bring their own Chromebook or laptop to school instead of using the District provided device?

- Yes, students are allowed to bring their own Chromebooks or laptops, but these devices will not have Internet access and cannot be used in place of the District-provided devices for required educational tasks in the classroom.

Where should the students store their Chromebook when they are not in class (such as PE, lunch, practice, etc.)?

- Students need to keep their Chromebook in a secured location at all times when unsupervised. The best choice students can make is to lock their Chromebook in their locker or classroom depending on the grade level.
- If on an athletic team, never leave computers in school vehicles, in the gym, in a locker room, on a playing field or in other areas where it could be damaged or stolen.
- Chromebooks left in bags in unattended classrooms or other areas considered "unattended" will be confiscated by faculty or staff as a protection against theft.

Is the network infrastructure at the High School capable of supporting the new Chromebooks and student cell phones?

- It will support the Chromebooks and district provided devices. The student WiFi will be disabled during the school year as the Chromebook will provide access to the Internet for the students. Students may use their data plan for their own personal cell phone use, however, the phone will not be supported or needed as an educational "tool" for learning purposes as this is the intent and purpose of the Chromebook.



CHROMEBOOK USE AT HOME

Can students use the Internet at home using their own Internet provider?

- Students may connect to any WiFi network, whether at home or in a public place.

What if the Chromebook will not connect to my home wireless network?

- Unfortunately the District technology staff cannot troubleshoot your home network. However we can make sure the device is able to connect to a wireless network. Another idea is to take your device to another network (such as a friend's house or a public place that offers it as a service) and confirm you are able to get the device to connect.

What if we do not have Internet access at home?

- Google Apps allow the user to work in offline mode so students can complete classwork at home even without Internet access. Files are saved locally to the Chromebook then automatically updated the next time a wireless connection is detected. A student can start a project at school and finish it at home even without an Internet connection. When the student returns to school the next day anything he or she worked on at home will be automatically updated to their Google Drive. *Offline mode must be enabled* while connected to the Internet before students can use it.
- Using [Google Drive Offline](#) instructions.
- Students with “free” status who need WiFi at home will have an option to check out a free wireless hotspot device from the High School library that can go home with them. This device will be filtered, have a monthly data limit, and the care and use

of the device will be the responsibility of the user. If damaged or lost a \$99.97 fee will be applied on the student's account. Our corporate partnerships provide another opportunity for discounted Internet access for those who qualify.

PRINTING AND SOFTWARE

Can I print from my Chromebook?

- Yes, you may print from your Chromebook. Your prints will be located in a printer at the High School library.
- Each student will initially be able to print 100 pages for free. After 100 prints are made your account will be suspended from printing until more credits are purchased. Credits may be purchased in the main High School office for \$1 per 100 copies. Must buy in \$1 increments.
- Lebanon R-III will be unable to troubleshoot any difficulties that may be encountered when interacting with home printers if a student chooses to print something at home.

If students print at home will that printing count against their 100-page total allowance?

- No, the page count is only applied to printers on campus.

Can I use Microsoft Office products on my Chromebook?

- Chromebooks are designed to work seamlessly with Google Apps for Education products rather than Microsoft Office products. The District has adopted Google Apps for Education as an instructional platform. Students and staff have had great success using all that Google Apps for Education offers. Work created in the Google Apps for Education Suite can be downloaded for use in Microsoft Office, if needed.

17



LEARNING INFUSED WITH TECHNOLOGY

- Google Apps for Education provides students with anytime, anywhere access. Google products are available from any machine at any time. Because Google Docs are cloud-based, students will have access to their work even if they do not have access to their Chromebook.
- At this time, Microsoft Office products will not disappear from the library, computer labs and staff machines. If a specific course requires the use of Microsoft Office then students will have access to the needed software in school. Microsoft Office 365 will be an alternative for students to use on their Chromebook and is located at www.office.com

Can students install software on their Chromebook?

- Not at this time. Chromebooks do not support (Windows) software installation. Rather than running traditional software, Chromebooks rely on web applications. Lebanon R-III Schools will make available various educational applications from the Chrome web store.

What about curriculum software that will not work on a Chromebook?

- The District will not be removing all computer labs. We know there are some courses which require a specific curriculum software (i.e. CAD, Adobe Creative Suite, or Final Cut Pro, etc.) which currently do not run on Chromebooks. In those instances students would continue to work on the software in the computer lab. We do know that software vendors continue

to develop web based versions of their programs which when released will be available in the Chrome web store. For example, the AutoCad 360 Chrome app is available right now; it may not be as feature rich as the software, but could be used by many students if needed on the Chromebook.

OTHER QUESTIONS

Will elementary and middle school students be issued a device to take home and subject to a device fee?

- No. The High School is the only building where students will bring a device home.

What are the procedures for checking out a wireless hotspot if eligible to receive one?

- Students with “free” status may check out the wireless hotspot from the High School library and will be responsible for the care and use of the device. If damaged or lost a \$99.97 fee will be applied to the student’s account.

What about privacy?

- Lebanon R-III School District is responsible for protecting and safeguarding the confidentiality of student information and uses reasonable measures to safeguard protected personally identifiable information applicable with federal, state, and local laws regarding privacy and obligation of confidentiality including the Family Educational Rights and Privacy



Act (FERPA).

- Google Apps is governed by a detailed privacy policy and security measures which Lebanon R-III has reviewed and is satisfied they appropriately protect the privacy of its users of these core tools. Under our Terms of Service Agreement with Google, they are obligated to comply with FERPA regulations. Additional information about GSuite security and privacy may be [found here](#).
- Additionally, Lebanon R-III will never remotely access the camera or microphone of any District assigned device outside of the school.
- Students are to be reminded that a user does not have a legal expectation of privacy in the user's electronic communications or other activities involving the District's technology resources including, but not limited to, voice mail, telecommunications, e-mail and access to the Internet or network drives. More information about privacy and the use of a District provided device may be found in board policy [EHB](#) and [EHB-AP](#).

Can parents use the Chromebook?

- When a student is logged into the Chromebook, parents can use it to check on student work, view their browsing history or connect with teachers through Canvas or via e-mail. The Chromebooks are NOT at any time intended for personal use for the student, other family members, or their parents. Personal Google accounts are not allowed to be used for signing in onto the Chromebook, only an [@lebanon.k12.mo.us](mailto:lebanon.k12.mo.us) account will be allowed to sign in.

Are any other school Districts near us or in Missouri sending devices home?

- Yes, we have discovered several other Districts across the state which have completed or are in the process of a one-to-one technology roll out, including using Chromebook devices. School Districts including [Willard](#), [Reeds Spring](#), [Republic](#), [Clever](#), [Joplin](#), [Neosho](#), [Blue Springs](#), [Fort Osage](#), [Lee's Summit](#), [Ozark](#), [Nixa](#), [Raytown](#), Camdenton, and [Springfield](#) are using the Chromebook to extend and enhance learning for students.

resources



Valuable resources for parents, students, and teachers are below. If you have a resource that you would like added to this list, please e-mail it to helpdesk@lebanon.k12.mo.us to be added.

INTERNET & WIFI

[Free WiFi Locations in Lebanon](#)
[Kajeet SmartSpot](#)
[Corporate Partnerships](#)

CHROMEBOOK HELP

[Chromebook Help Center](#)
[Using Your Chromebook Offline](#)
[Make the Most of Your Chromebook](#)

REPAIRS

Phone: 417.657.1812
Visit the Help Desk in room 256
E-Mail: helpdesk@lebanon.k12.mo.us

PARENT RESOURCES

[Connect Safely](#)
[Common Sense Media](#)
[Edutopia: Think Before You Click](#)

STUDENT RESOURCES

[Google Digital Citizenship & Safety](#)
[Google Applied Digital Skills](#)
[ISTE Standards for Students](#)

TEACHER RESOURCES

[Google Training Center](#)
[21 Things for Teachers](#)
[Google Applied Digital Skills](#)
[ISTE Standards for Educators](#)

INSURANCE

[one2one Risk Solutions](#)