



WISH
COMMUNITY SCHOOL
A TK-8 CHARTER SCHOOL

Chromebook Program



Parent/Student Handbook

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NOTE: The following were used as guides in the development of this handbook:

- Ross School Chromebook Handbook, Ross, CA
- 1:1 Laptop Handbook For Parents and Students, Wayne County Public Schools, Goldsboro, NC
- Millennial Classroom Project Handbook, Reed Union School District, Del Mar Middle School, Tiburon, CA
- Summit Academy Schools, One to One Computing Laptop Program Handbook, Flat Rock, MI
- Stevenson Middle School, School2Home Handbook, Los Angeles, CA
- Thomas Edison Magnet School, 1:1 Netbook Handbook, Glendale, CA
- LAUSD Bulletin: 999.10
- LAUSD Bulletin: 5509.1

Before the Chromebook Comes Home

Brief Overview of the WISH Community School Chromebook Program

The WISH Chromebook Program is designed to increase technology use for academic purposes at WISH. The students are assigned a Chromebook, which is a Chrome web browser device created by Google. This device works in conjunction with the school-issued Google Accounts, giving access to Google Drive, Google Apps, and a wide range of third-party academic sites.

Parent/Guardian Technology Workshops

Before a student can take home his or her Chromebook, it is strongly encouraged that the student's parents (or another adult in the student's life) complete the WISH Chromebook Program technology workshop. This workshop covers proper care, online safety, Google Account log-ins, and much more.

In the event that a student's parent/guardian is unable to attend the technology workshops, another adult (18 years or older) in that child's life is strongly encouraged to attend the workshops on behalf of the student. This person could be a family member, such as an aunt, uncle, or older sibling, or another trusted adult, such as a godparent or mentor.

Parent/Guardian Expectations and Responsibilities

In addition to attending the WISH Chromebook Program technology workshop, parents/guardians have additional responsibilities related to their child's participation in the WISH Chromebook Program.

Throughout the time their child participates in the WISH Chromebook Program, parents/guardians have a responsibility to supervise their child's use of the Chromebook, Internet at home, and care for the Chromebook. If there is any physical damage to the Chromebook as a result of misuse or lack of care, families will be held financially responsible for the cost to repair the Chromebook, just as they would for lost or damaged textbooks. While you and your child are responsible for the Chromebook, accidental damage is sometimes unavoidable. WISH considers the following incidents user responsibility: foreign matter in ports, cracked screens and liquid damage.

When the Chromebook Comes Home

Student Expectations and Responsibilities

Participating students are expected to do the following:

- Charge the Chromebook overnight at home and **bring Chromebook fully charged every day. Leave the power adapter at home.**
- Bring Chromebook home every evening and complete all homework assignments.
- Carry Chromebook (in its protective shell) **in a backpack or bookbag**. Students will be using their Chromebook at school every day and will also have homework assignments that require the use of the Chromebook. Students are expected to bring their Chromebook to school every morning and to bring it home every evening.

Participating students who are opting out of taking the Chromebook home are expected to do the following:

- Elementary: Retrieve assigned Chromebook from their homeroom class in the morning.
- Middle: Pickup assigned Chromebook in the designated charging station every morning before advisory.
- Take the Chromebook to each class throughout the day and carry it (in its protective shell) **in a backpack or bookbag**. Students will be using their Chromebook at school every day and will also have homework and classwork assignments that require the use of the Chromebook.
- Elementary: At the end of the day, plug the Chromebook into the cart in the homeroom class.
- Middle: Drop off Chromebook in the designated charging station at the end of the day before going home.

Home Wireless Internet Access

Families participating in the WISH Chromebook Program are strongly encouraged to have wireless Internet access at home.

Specifically, **parents** will need wireless Internet in order to:

- Access their child's academic information online including: homework assignments, class calendar, and school news.
- Communicate with their child's teachers.
- Access educational and community resources.
- And much more!

Students will need access to the Internet in order to:

- Complete homework assignments and research projects.
- Communicate with teachers and staff.
- Access educational and community resources.
- And much more!

Public Internet Access Locations

Students will have wireless Internet access at WISH Community School on campus at all times.

Charging the Chromebook

Students are expected to bring their Chromebook to school every morning fully charged.

Chromebooks should be plugged in overnight to ensure a full charge in the morning.

Caring for the Chromebook

A Chromebook is a big responsibility, and **requires constant care**. Students should bring their Chromebook to and from school in its protective shell, and inside a backpack or book bag with sturdy straps to minimize the risk of damage.

Below is a list for taking care for your Chromebook:

1. **Nothing should be affixed** (attached, glued, taped, stuck on) to the Chromebook's plastic shell or screen. All stickers that come affixed on Chromebooks, including bar codes, must remain on the Chromebooks with care.
2. **Always backup your files** saved on your Chromebook. This is easy! All documents are already stored "in the cloud."
3. **Keep all liquids and food items away from your Chromebook.** Liquids and food crumbs can damage delicate electronic circuits. As tempting as it might be to drink soda, take a bite out of your sandwich or eat or drink any other food or beverages near your Chromebook, accidents can happen all too easily. Spilled liquids damage the internal components or may cause electrical injury to the Chromebook. Short circuits can corrupt data or even permanently destroy parts. Food crumbs can slip under your keys and cause your keys to stick and become unusable. The solution is very simple: **Keep your food and drinks away from your computer.** Even if you're careful, someone else might bump into you or your desk.
4. **Always have clean hands before using your Chromebook.** Clean hands make it easier to use your Chromebook touchpad and there will be less risk of leaving dirt and other stains on the computer. In addition, if you clean your hands before use, you will help reduce wear and tear on the coating of the Chromebook caused by contact with sweat and small particles. Dirty fingers can cause letters on keys to disappear and/or become "sticky keys."
5. **Keep your Chromebook clean.** This may seem like a simple topic, but computers require special cleaning even on the outside. Keeping your system free of dust, dirt, food crumbs, and liquids is the first step to computer care. Always turn off your computer before cleaning!
 - a. **LCD screen:** the screen should never be cleaned with glass cleaner, water, or any other liquid. To clean the screen, use **ONLY** a microfiber cloth or lint-free cloth to gently wipe away dust or smudges.
 - b. **Keyboard:** Canned air or small computer-specific vacuum cleaners are an excellent way to clean keyboards, computer case vents, or around disk drive openings.
 - c. **The Rest of the Chromebook:** should be kept as dust-free as possible. The best product to use to clean your computer is Mr. Clean Magic Eraser (lightly dampened). Alternatively, spray a lint-free cloth lightly with glass cleaner, and then clean the Chromebook. Too much liquid can damage your computer, even if it is turned off. Be sure to hold the cloth away from the computer when spraying - never spray directly on computer.
 - d. **When in doubt** about how to clean your computer system, consult technical support.

6. **Protect the LCD display monitor**, as it is VERY fragile. The LCD screen should NEVER be touched, even with your fingers! Irreparable damage can be caused to the screen with the slightest of touches. Keep sharp objects from the screen. **The screen can crack or break easily even if it is protected in a backpack or its protective shell, so be very careful when handling your Chromebook. Never throw or drop your backpack on the ground!** When you shut your Chromebook, make sure there are no small items, such as a pencil or small earphones, on the keyboard. These can damage the display screen when shut; the screen will scratch if the item is rough. Close the lid gently and holding from the middle. Closing the lid using only one side causes pressure on that hinge and over time can cause it to bend and break.
7. **We'd normally warn of Viruses here...** But Chromebooks, at this point, are immune to the concept of viruses. However, since you are using the web constantly on these devices, the chance of PHISHING for private information can still take place. See #8 below.
8. **Protect your Identity.** Be careful when giving out your email address and personal information online. When signing up for something (free) online, many times the site will sell your email address and personal information to a third party vendor, who will use it to send unwelcomed email advertisements or worse. Read over the User Agreement and Privacy Policy before submitting a form online with any private information. Beware of PHISHING sites. These are fake websites made to look like other popular sites (Like Google Drive, Banking sites, Facebook, and Twitter). When you log into these fake sites, they steal your login information and can access your accounts.
9. **Hold and lift the Chromebook by its base**, not by its LCD screen. The Chromebook lid (screen) should be closed before lifting and should be lifted using both hands. If you lift it by the screen part alone, you could damage the display or the hinges attaching it to the base. The screen is also easily scratched or damaged by direct pressure – avoid placing pressure on it.
10. **Don't pull on the power cord.** Tugging your power cord out from the power socket rather than putting your hand directly on the plug in the socket and pulling can break off the plug or damage the power socket. Also, if you have the power cord near your feet, avoid constantly bumping into the plug because you could loosen it and eventually break it. Lost or damaged power cords are the responsibility of the family.
11. **Plug in accessory devices into their proper slots.** Always look at the symbols around and shape of the ports on the Chromebook carefully before inserting devices. Jamming an HDMI cable into a USB port, for example, could damage the sockets, making it impossible to use them again. It is very important to observe this step.
12. **Be sure to store your Chromebook in its protective shell in your backpack.** You can trip or someone can knock into you causing you to drop and potentially break or damage your Chromebook. Remember where your Chromebook is at all times. Do not sit, throw, or step on your backpack with your Chromebook in it. Ultimately, you are responsible for anything that may happen to your Chromebook.

13. **Don't leave your Chromebook in a car.** Not only do the insides of cars experience large temperature swings that could damage a Chromebook, but a Chromebook (or Chromebook bag) is an inviting target for someone to break into your car and steal it. This has already happened to many students in take-home computer programs! Your Chromebook should be kept in a safe location that is dry and cool in temperature.
14. **Try and keep the Chromebook on a flat surface.** This prevents damage to the Chromebook. This step can be hard, particularly if you are going out with your Chromebook, but if there is a flat surface available to put your Chromebook on, then please do so.

Terms of Use

Distribution and Management

Chromebooks are property of WISH and are loaned out to students for the duration of their school years at WISH. Chromebooks should only be used by students. Chromebooks cannot be lent to others, not even brothers or sisters.

Chromebooks will be inventoried by school staff and will only be distributed according to school policy.

Reasons for Early Chromebook Return

Because these Chromebooks are the property of WISH Community School, WISH may, in its discretion, revoke Chromebook privileges on a temporary or permanent basis. The decision to revoke Chromebook privileges will be made on a case-by-case basis, including, but not limited to, the following situations:

- **Behavioral problems** – Office referrals, suspensions. Repeated misuse of Chromebook or internet, etc.
- **Changing schools** – If a student **leaves WISH** prior to the end of the year, he or she must return the Chromebook he or she has been loaned from the school.

If, upon request, the Chromebook is not returned in a timely manner, the Chromebook will be reported stolen. Law enforcement will then become involved to retrieve the Chromebook and file charges against all offenders.

Loss or Theft

Chromebooks that are lost or stolen as a result of student or parent negligence will not be replaced, and students may have to complete their work without the use of a Chromebook. Chromebook replacement due to loss or theft will be determined by the school on a case-by-case basis.

If a Chromebook charger is lost, the student is responsible for replacement.

Lost or stolen Chromebooks must be reported immediately to the WISH Technology Team.

Following the report of theft of a Chromebook, the student will be asked to provide a statement describing the circumstance to the school administration and contact the police to file a report. If the Chromebook is recovered and returned to the school, it will be reassigned to the student. If the Chromebook is not located within a reasonable time period, the Technology Team will assess the possibility of a replacement.

Insurance Policy

WISH has partnered with Worth Ave. Group to provide families with an inexpensive way to provide replacement cost coverage and protect devices worldwide (on and off school grounds). Policies are approximately \$30 per chromebook (costs may vary each school year) and are available via the Worth Avenue Group online link, which is available on the attached handout. Parents who opt-out of the insurance policy will be expected to pay between \$115-\$350 depending on incurred damages. Please note that insured Chromebook repairs will take 7-10 business days while uninsured Chromebook repairs can take up to 4 months.

Repairs / Technical Support

If a school-issued Chromebook is in need of repair, students must report the issue to the Technology Team. If the student cannot access the website from his/her Chromebook, he/she must use another functioning computer to report the issue. This can be from home, school or library computer with internet access.

If available, a loaner Chromebook will be issued to students while their Chromebook is being fixed. If a loaner Chromebook is not available, students will be required to complete their work without the use of a school-issued Chromebook.

Your Google Accounts

Because Chromebooks are managed and associated with the WISH Google Apps domain, each student's Google Account (_____@wishcharter.org) serves as their device login and security. This username and password is extremely important in protecting the student's privacy and files. Students shall not share any password with other students under any circumstances. If students need to share work for collaboration, they must use the SHARE feature within a Google Document or drag the document to a shared folder to give another Google Account access. Google Drive is located at: <http://drive.google.com>. Clicking the STUDENTS tab on the school website will lead to the portal.

Responsible Use/Internet Safety Policy

Chromebooks are being provided to give students access to educational resources and enrichment activities, and to equip students with the skills they need to be successful in the 21st century.

Students are prohibited from accessing, sharing, or creating inappropriate or graphic content, including images or language depicting violence, nudity, pornography, obscenity or otherwise unsuitable subject matter. WISH filters Internet activity while on campus. Families are responsible for safe use of the device and for procuring a filtering system to protect their child during all hours that the child is not on campus. Families must restrict access to inappropriate online content.

Students are further prohibited from using chat and instant messaging services (such as Google Hangouts) and social networking sites (such as Facebook or Google+). Finally, students must comply with the Acceptable Use Policy for LAUSD as approved by WISH Community School.

WISH is using GoGuardian to protect your children online. Click [here](#) for more information.

Privacy Policy

Chromebooks and the school network are property of WISH. Any information that is accessed on or transmitted through the school network on a Chromebook belonging to WISH and may be

monitored, viewed, cataloged, or deleted by the school and/or district staff.

WISH further reserves the right to investigate suspected inappropriate computer conduct by students and their families and will fully cooperate with local, state, and federal law enforcement officials in the event of unlawful misconduct or suspicion of misconduct.

Desktop Backgrounds/Screensavers

Students are permitted to choose their own desktop backgrounds and screensavers, provided they are appropriate for school. Images and photos should not depict violence, nudity, pornography, graphic language, offensive material, illegal activity, or gang activity.

Virus and Spyware Protection Updates

Because the Chromebook is not a traditional operating system, it provides its own multi-layered security. It is not susceptible to the same types of viruses or malware attacks. At this time, the Technology Team has determined that sufficient protection exists within the built-in systems.

Network Etiquette (Email, Chats, Commenting, etc.)

All electronic communication is subject to monitoring and should not be considered confidential. Students are expected to use proper grammar, spelling, and punctuation in all electronic communication and should use professional, respectful language. Students are not to use inappropriate content, including text or images depicting violence, nudity, pornography, graphic language, or illegal activity. Further, parents and students should be respectful of teachers' time and should not email teachers for reasons that are not school-related.

Plagiarism

Plagiarism is the act of taking someone else's words or ideas and presenting them as one's own. Technology such as a Chromebook makes it easy to copy and paste information from the Internet into a student assignment. However, taking information directly from an existing source without citing the source is plagiarism, and it is considered academic dishonesty. If a student wishes to use information he or she found online (on a website or in a digital publication of any kind) in a school assignment, that information must be correctly quoted or paraphrased and cited. If a student is unsure about what constitutes plagiarism, he or she should talk with a teacher or another school staff member. Students found plagiarizing will lose credit for their assignment and may face additional disciplinary actions.

Disciplinary Actions

Failure to follow the rules and guidelines presented in this handbook will result in disciplinary action and criminal prosecution, if appropriate. This includes, but is not limited to, tampering with the Chromebook's administrative settings, neglecting or stealing the school-issued Chromebook, etc. Depending on the violation, disciplinary actions are to be determined by the WISH administration, and may include parent contact, loss of assignment credit, detention, in- or out-of-school suspension, and temporary or permanent loss of Chromebook privileges. Students will be required to complete their work without the use of a school-issued Chromebook.

Chromebook Collection

Chromebooks will be collected approximately two weeks prior to the end of the school year and inspected for damages.

Questions about Chromebooks?

If you have questions about your child's Chromebook or WISH Community School's Chromebook Program, please contact:

- Your child's teacher
- The Technology Team: Elementary - Jennie Brook , Middle - Janine Bielski



The WISH Chromebook Program Student/Parent Chromebook Agreement

I attest that I have read and understood the rules and guidelines in the WISH Chromebook Program Handbook. I understand that the WISH School Chromebook is an educational tool that is provided by the school. Students participating in the WISH Chromebook Program must bring their Chromebook to school every day fully charged.

I agree that my child and I will follow the rules and guidelines listed in the handbook, and understand the consequences of breaking the rules and/or guidelines. I understand that my child's use of the program Chromebook may be revoked if there is a failure to comply with the rules and guidelines. I understand that there may be disciplinary and/or legal actions for inappropriate use of the Chromebook.

I further agree not to bring any claim, action, liability or suit against or otherwise seek compensation or damages from WISH Community School for any failure of Internet security or safety measures, malfunction of the Chromebook and software, and any harm, injury or cost resulting from negligence or improper use of the Chromebook.

I agree to review the WISH Chromebook Program Student and Family Chromebook Handbook and discuss its contents with my child. I understand the rules and guidelines and the consequences of my child misusing or damaging the Chromebook. I agree to supervise my child's use of the Chromebook and Internet at home.

Please initial one of the lines below:

Yes, I am opting to take the Chromebook home.

No, I am NOT opting in, my child will turn their Chromebook in daily and it will be left at school.

I understand that WISH Community School is offering an insurance policy for school issued Chromebooks. Please initial one of the lines below:

Yes, I am purchasing an insurance policy for this academic year via the Worth Ave. Group online link

No, I am not purchasing the insurance policy and understand that I am responsible for full payment of any and all damages to the chromebook issued to my child.



Please sign and date :

Printed **Parent** Name

Printed **Student** Name

Parent/Guardian Signature

Date

Parent/Guardian Email

Parent/Guardian Phone

Chromebook Information (office use only):

WISH Tag #: _____

Student Receipt: _____