



WISH

A WHOLE SCHOLAR APPROACH TO EDUCATION

WISH Technology 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
- [CA Education Code 48904](#)
- LAUSD Bulletins [999.16](#) & [5509.5](#)

General Overview & Family Responsibilities

Brief overview of technology at WISH

WISH understands the importance of technology literacy and actively works to help students learn to use and understand technology safely and responsibly. WISH makes a variety of technology available to students, including computers, Internet access, digital platforms, Google accounts, and more.

This handbook is a guide to responsible technology use at WISH, with a focus on computer use and Chromebooks in particular. The WISH Chromebook Program is designed to increase technology use for academic purposes. Chromebooks work in conjunction with the school-issued Google Accounts, giving access to Google Drive, Google Apps, and a wide range of third-party academic sites.

All WISH students are individually assigned a school-owned Chromebook. WISH Elementary students do not take Chromebooks home¹. All WISH Middle and Academy students are assigned a take-home Chromebook².

Regardless of whether a student is assigned or takes home a Chromebook, or participates in the BYOD program, they are expected to follow the guidelines laid out in this handbook whenever using any school technology.

Family expectations & responsibilities

WISH believes family involvement is crucial to a child's education, and that includes understanding and using technology safely and responsibly. Families should review and discuss this handbook with their child. Throughout the time their child participates in the WISH Chromebook Program, parents/guardians have a responsibility to

¹ A special exception may be provided if needed. Please speak with your child's teacher and principal.

² Except for students on the BYOD or Daily Device program.

supervise their child’s use of the Chromebook and Internet at home.

If there is any physical damage to the Chromebook as a result of an accident, misuse, or lack of care, or the Chromebook is lost (including provided accessories such as protective case and charger), or the Chromebook and accessories are not returned when requested by the school, families will be held financially responsible for the cost to repair or replace the Chromebook³, just as they would for lost, damaged, or unreturned textbooks.

Chromebook Programs

Classroom Chromebooks (ES)

STUDENT EXPECTATIONS AND RESPONSIBILITIES

All students using a classroom Chromebook are expected to:

- Treat their Chromebook with care and respect as outlined in this handbook.
- Safely transport their Chromebook from the classroom computer cart to their desk and back.
- Follow all instructions from their teachers.

Take-Home Chromebook program (ES⁴/MS/HS)

STUDENT EXPECTATIONS AND RESPONSIBILITIES

All students taking a Chromebook home are expected to:

- Bring the Chromebook home daily and complete all homework assignments.

³ Per [CA Education Code 48904](#) and [LAUSD bulletin BUL-5509.5](#)

⁴ Only available as a special exception for 4th and 5th grade students. Please speak with your child's teacher and principal.

- Charge the Chromebook overnight and bring it to school fully charged every day.
- Safely carry the Chromebook in a backpack or bookbag.
- Care for their Chromebook as outlined in this handbook.
- Not remove the protective case, if provided.
- Maintain awareness and possession of their Chromebook at all times.

INTERNET ACCESS AT HOME

Chromebooks are severely limited in their capabilities without Internet access.

Students will need access to the Internet at home in order to:

- Complete homework assignments and other class work.
- Communicate with teachers and staff.
- Access educational and community resources.
- And much more!

Bring Your Own Device (BYOD) program (MS/HS)

We recognize that some students may benefit from using their own personal devices for learning purposes. To ensure responsible and safe usage, we have established a **Bring Your Own Device program**, also known as the **BYOD program**, offered to families of WISH Middle and Academy students who have a personal computer they would like to use instead of a school-owned Chromebook. Students participating in this program bring their personal computers to school daily to use during classes.

The BYOD program is only available for computers that run **Windows, macOS, or ChromeOS operating systems**. Devices running mobile operating systems such as iOS, iPadOS, or Android, are not compatible with all school websites and platforms and are thus not part of the BYOD program.

WISH requires minimal software installations on Windows and macOS devices: Google Chrome and a small number of testing applications. Some BYOD students (including all students using a personal Chromebook) may need to use a school Chromebook during testing as the secure testing browsers used are not compatible with personal Chromebooks and certain laptop models.

Students may start bringing their personal devices at the start of the school year. WISH will announce an approval deadline for students to continue bringing their devices. Approval requirements include:

- A conversational review of BYOD expectations with the WISH IT Manager
- A technical review of the necessary installed software and appropriate use
- A BYOD agreement form signed by a parent/guardian

After the deadline, unapproved students will not be allowed to use their personal device at school until all the approval requirements are met.

All policies in this handbook related to use of school-issued computers also apply to BYOD students where it makes sense (responsible use, digital citizenship, etc). Students participating in the BYOD program who violate any of the BYOD policies, or any of the standard technology policies, may be subject to disciplinary actions up to and including revocation of BYOD privileges.

If you are interested in participating, please indicate so during online registration. Otherwise, please reach out through the Help Center (wishcharter.org/familyhelp).

Daily Device program (MS/HS)

The **Daily Device program** is a discretionary program offered to families of WISH Middle & Academy students who do not want their students to take their Chromebook home. Students use a school-owned, individually-assigned Chromebook at school during the day and a family-owned home computer during the evening.

WISH Middle & Academy students who do not take their Chromebook home daily are expected to:

- Pickup their assigned Chromebook from the designated charging station every morning before their first class.
- Take the Chromebook to each class throughout the day and carry it (in a protective case, if provided) in a backpack or bookbag.
- Maintain awareness and possession of their Chromebook at all times.
- Drop-off their assigned Chromebook in the designated charging station at the end of the day before going home.

Computer Care & Use

A computer is a big responsibility, and **requires attentive care**. It's important to understand both safe computer usage in general, as well as school policies for computer usage.

COMPUTER CARE

1. **Nothing should be affixed** (attached, glued, taped, stuck on) to any part of school technology other than official WISH labels, unless otherwise upon approval from the IT Manager.
2. **Official WISH labels should not be removed from school technology.** All stickers and labels that come affixed on school technology, including bar codes, must remain on the devices and not picked at or peeled off.
3. **Keep all liquids and food away from computers.** Liquids and food particles can damage delicate electronic circuits. Spilled liquids damage the internal components or may cause electrical damage. Short circuits can corrupt data or even permanently destroy parts. Food crumbs can slip under your keys and cause them to stick and become unusable.
4. **Always have clean hands when using a computer.** Clean hands make it easier to use a trackpad and there will be less risk of leaving dirt and other stains on a computer. In addition, using clean hands helps reduce wear and tear on the coating of computer keys and other parts.
5. **Keep computers clean.** Keeping computers free of dirt, food, and liquids is the first step to computer care. Always turn off your computer before cleaning!
 - a. **LCD display**

The display should **never** be cleaned with glass cleaner, water, or any other liquid. To clean the display, use **ONLY** a microfiber 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.
 - c. **General cleaning**
A gentle microfiber or lint-free cloth is enough to do the trick. Avoid damp or soaking cleaning wipes, as too much liquid can damage a computer, even if it is turned off.
 - d. When in doubt about how to clean your computer system, please contact the technology department through the Help Center (wishcharter.org/familyhelp).
6. **Protect the display**, as it is very fragile. If the display of your computer is not a touchscreen, avoid touching it. Keep sharp objects from the display. Avoid overstuffing your backpack or bookbag, which can place too much pressure on the computer display. When you shut your computer, make sure there are no objects between the display and the keyboard, such as a pencil or headphones. Always close the lid **gently** from the middle or both sides. Never slam a computer closed.
 7. **Hold and carry a computer by its base**, never by its display. Computer lids (displays) should be closed before carrying and should always be carried as securely as possible. If you lift a computer by the display alone you could damage the display or the hinges attaching it to the base. The display is also easily scratched or damaged by direct pressure.
 8. **Never use a computer in your arms while walking or standing.** Always find a flat, stable surface to place your computer down when using it.
 9. **Treat your cords with care as well.** Always unplug cords by grabbing the plug, not the cord. Yanking the cord can break off the plug or damage the socket. Avoid plugging in near your feet so you are not kicking the plug or cord.
 10. **Plug in accessories and other devices in their proper ports.** Always look at the symbols and shape of the ports on a computer 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. Never apply too much force when plugging something in.

11. **Do not try to remove the keycaps from the keyboard.** The mechanisms below keycaps are very small and fragile and thus are easily damaged.
12. **Store your Chromebook in your backpack.** Keep track of your Chromebook at all times. Do not sit, throw, or step on your backpack with your Chromebook in it. Ultimately, you are responsible for anything that happens to your Chromebook.
13. **Do not remove the protective case (if provided).** The protective case is provided for certain models of Chromebooks to provide extra protection to the device and should be kept on at all times. However, the case is not a guarantee that the Chromebook will not be damaged, so please care for your Chromebook the same as if it did not have a protective case.
14. **Take good care of your Chromebook case** the same as your Chromebook. Never pick, pull, or tear the rubber off the case.
15. **Do not 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.
16. **When unattended, make sure your computer is in a secured location** (e.g. locked classroom or locker).

COMPUTER USE

17. **Use computers only for school-related activities.** School-issued computers are only to be used for school work and other school-related activities. Students should not use school-computers for games or other unauthorized purposes.
18. **Do not "hack" or reset your computer.** These are not personal devices for tinkering. All computers should be returned to the school in the same condition and working order as when they were issued.
19. **Do not attempt to disassemble the computer.** Students are not permitted to attempt to unscrew or take apart a school computer.
20. **Do not download unauthorized extensions, other unauthorized software, or games.** Computers are provided by the school for use in completing school assignments and are not entertainment devices.

21. **Do not attempt to circumvent, or get around, the school's security software.** Students should not seek out methods to access unauthorized sites or games, or to avoid the school's, or a teacher's, ability to monitor their access on GoGuardian.
22. **Use the camera responsibly and with good judgment,** as required under District policies and the Student Handbook.
23. **Use your cloud storage (Google Drive) responsibly.** The school provides a nominal amount of cloud storage for student use for assignments and other school-related activities.
24. **Never use someone else's login credentials.** This is a very serious offense and will result in disciplinary action. If you know someone else's credentials, report it to them immediately so they can take action to change them.
25. **Protect your Identity.** Be careful and cautious when giving out your personal information online. When signing up for something 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 (and emails), fake websites made to look like other popular sites (e.g. Gmail, banking sites, social media sites, etc). When you log into these fake sites, they steal your login information and can then access your accounts.

Terms of Use

School-owned materials

CHROMEBOOK DISTRIBUTION, MANAGEMENT, AND COLLECTION

All Chromebooks are evaluated prior to issuance to determine they are in acceptable condition. Should you find any fault or damages with your Chromebook upon issuance, please report it within two weeks or the damage may be attributed to the student.

Chromebooks are property of WISH and are loaned out to students for the duration of their school year at WISH. Chromebooks should only be used by the assigned student. Chromebooks should not be lent to others, not even siblings or friends.

Chromebooks are inventoried by school staff and will only be distributed according to school policy. Chromebooks will be collected approximately one to two weeks prior to the end of the school year and inspected for damages.

RESTITUTION PROCESS OR LOSS OR DAMAGE

Students are expected to keep the Chromebook and all accessories (power adapter, protective case) in good condition. WISH reserves the right to monitor incidents of loss/damage to the Chromebook or peripheral items during the school year and take appropriate action to all instances of loss or damage.

Damages to Chromebooks, and lost Chromebooks, will be investigated and may result in disciplinary action; monetary damages; withholding of diplomas, grades, or transcripts; and/or suspension or termination of access to the Chromebook, other WISH technology resources, or other school activities or privileges (e.g. culmination/graduation, dances, student body participation, athletics, or other activities) Families are financially responsible for lost or damaged school technology⁵.

REASONS FOR EARLY CHROMEBOOK RETURN

Because Chromebooks are the property of WISH Charter Schools, 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, violation of school policies, violation of policies in this handbook, etc.
- **Changing schools** – If a student leaves WISH prior to the end of the year, he or she must return the Chromebook, case and charging cord he or she has been loaned from the school.

If, upon request, the Chromebook, or other materials, are not returned in a timely manner, **the Chromebook will be reported stolen**. Law enforcement will then become

⁵ Per [CA Education Code 48904](#) and [LAUSD Bulletin BUL-5509.3](#)

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 may not be replaced, and students may have to complete their work without the use of a Chromebook at home. Chromebook replacement due to loss or theft will be determined by the school on a case-by-case basis.

Lost or stolen Chromebooks must be reported immediately to WISH. Chromebooks can sometimes be tracked, and the sooner they are reported missing the more likely it is they can be recovered. Following the report of loss or theft of a Chromebook, the student will be asked to provide a statement describing the circumstances 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.

In addition, if a Chromebook charger or case is lost, the student is responsible for the cost of replacement.

REPLACEMENT AND REPAIR COSTS

The following are some of the most common replacement and repair costs with regards to Chromebooks. Depending on the situation or technology involved, the school may determine additional costs.

- Display replacement: \$25
- Full keyboard replacement: \$25
- Lost or damaged protective case: \$25
- Lost or damaged power adapter: \$25
- Full Chromebook replacement, entire device: \$350

REPAIRS / TECHNICAL SUPPORT

If a school-issued Chromebook is in need of repair, students must report the issue to the Technology Team using the WISH Help Center (wishcharter.org/familyhelp). If the student cannot access the website from his/her Chromebook, he/she may use another functioning computer to report the issue. This can be from home, school, or a library computer with internet access. Additionally, the school will notify students of any other repair processes during the beginning of the school year, which may include regular support times during the school day. It is the responsibility of the student to report

repair needs as soon as possible.

While a Chromebook is being repaired a "repair loaner" Chromebook will be issued, if available. If a repair loaner Chromebook is not available, students will be required to complete their work without the use of a school-issued Chromebook or by using a classroom loaner.

VIRUSES AND SPYWARE

Because the Chromebook is not a traditional operating system, it is not susceptible to traditional viruses or malware attacks as is commonly understood with PCs and Macs. However, Chromebooks are still susceptible to malicious websites and online attacks. WISH uses GoGuardian to attempt to thwart these attacks by preventing students from visiting known malicious websites. However, no filter or protection is 100% perfect and it is up to students to use their devices responsibly and avoid suspicious websites. In particular, students should not search for websites offering free and/or illegal access to movies, tv shows, music, games and other entertainment.

Accounts and digital citizenship

STUDENT GOOGLE ACCOUNTS

Because Chromebooks are managed via the WISH Google Workspace for Education domain, each student's Google Account (studentname@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 a student needs their password reset for any reason they can report this via the WISH Help Center (wishcharter.org/familyhelp).

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.

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 Instagram or TikTok). Finally, students must comply with the Acceptable Use Policy for LAUSD as approved by WISH.

WISH is using GoGuardian to protect your children online. More information can be found on the school website within the Technology Resources section.

DIGITAL CITIZENSHIP AND CYBERBULLYING

At WISH, we recognize the importance of fostering responsible and ethical behavior in the use of technology. Digital citizenship is an essential skill that empowers students to navigate the digital world responsibly, ethically, and safely. This policy outlines the expectations and guidelines for digital citizenship within our school community. By promoting good digital citizenship practices, we aim to create a positive and respectful digital community that enhances the learning experience for all students.

School computers and technology resources are provided for educational purposes. Students are expected to use school computers responsibly and solely for school-related activities. Personal matters, including but not limited to social media, online gaming, or other non-educational activities, should not be conducted on school computers, or on personal computers while on campus.

Cyberbullying, whether conducted using school computers or personal devices, is strictly prohibited at WISH. Cyberbullying includes, but is not limited to, the use of electronic communication and digital tools to harass, intimidate, or threaten others. This behavior is unacceptable and goes against our commitment to maintaining a safe and respectful learning environment. Students found engaging in cyberbullying will be subject to disciplinary action, as outlined in the school's code of conduct.

We encourage students, parents, and staff to promptly report any incidents of digital misconduct or cyberbullying to a teacher, school administrator, or other trusted adult. WISH Middle and Academy High students can report incidents of bullying using the

StopIt app, accessible via their Clever portal.

As a valuable resource for students and parents to learn about good digital citizenship practices, we encourage you to explore Common Sense Media at commonsensemedia.org. This platform provides a wealth of information, including age-appropriate media reviews, advice on digital parenting, and educational resources to promote responsible technology use.

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. This privilege may be revoked by WISH at any time.

NETWORK ETIQUETTE (EMAIL, CHATS, COMMENTING, ETC.)

All electronic communication is subject to monitoring and should not be considered confidential or private. 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.

CHATGPT OR OTHER AI COMPOSITION SOFTWARE

AI technology is rapidly advancing since the introduction of ChatGPT in November 2022. Since then, many other platforms have come online. Clearly, this technology will change much about how humans interact and work with technology.

At this time, students are not permitted to use ChatGPT or other AI software for any class work or assignments without express permission from their teacher.

Additional terms

PERSONAL TECHNOLOGY

Students are permitted to use personal computers when approved for the Bring Your Own Device (BYOD) program. Information about the BYOD program can be found on page 4 of this handbook.

Personal cell phones and other wireless devices, including wireless headphones, are not permitted for student use during school hours. Students are permitted to possess such items, provided they are turned off and are stored in a backpack, locker, or other area. Students are not permitted to keep their cell phones or other equipment in their pockets. Full details about this policy can be found in the family handbooks.

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.

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.

LOCATION AND DATA TRACKING AND RETENTION

Chromebooks regularly communicate with Google's servers to provide information about the device that may include location information. Additionally, in situations where a Chromebook is lost or stolen, or in other situations as determined by our admin teams, WISH may send a command to a Chromebook to gather highly accurate location information.

Chromebook use is monitored 24/7 by partner software and this data can be retrieved by authorized school staff at any time. Additionally, WISH provides @wishcharter.org email addresses to students, and these accounts are maintained by Google. All content in these accounts is digitally owned by WISH. At any time, for any reason, WISH may access any and all data associated with a student's account, including emails, files, documents, browsing and search history, and more. It may be at times necessary for WISH staff to login to a student account for servicing or investigation. WISH accounts may be suspended by WISH at any time.

WISH provides graduating seniors with instructions for extracting digital content from their school account to a personal account, and may provide these instructions to others upon request.

Student account data and technology use records are retained by WISH for administrative and educational purposes. Parents/guardians may request information about their child's data at any time by contacting school administration.

In the event of a data security breach involving student information, WISH will notify affected families in accordance with applicable laws and will take appropriate steps to mitigate harm and prevent future breaches.

THIRD-PARTY DATA SHARING

WISH uses various educational technology platforms and services to support student learning. All third-party educational technology vendors are required to comply with

applicable student privacy laws. A list of currently used educational technology services is available upon request from school administration

LAW ENFORCEMENT AND LEGAL REQUESTS

WISH complies with valid legal processes, including court orders and subpoenas. If WISH receives a request from law enforcement or other legal authority for student data or account information, WISH will:

- Verify the validity of the legal request
- Provide only the specific information required by the legal process
- Notify parents/guardians of the request when legally permitted to do so

WISH will not voluntarily share student information with law enforcement without a valid legal process, except in emergency situations involving imminent danger to students or others.

CHILDREN'S ONLINE PRIVACY (COPPA)

For students under the age of 13, the Children's Online Privacy Protection Act (COPPA) requires that schools obtain verifiable parental consent before collecting, using, or disclosing personal information from children. By enrolling your child at WISH and acknowledging this Technology Handbook, you consent to WISH's collection and use of your child's information through school-authorized educational technology services, including but not limited to Google Workspace for Education, GoGuardian, and other educational platforms used for school purposes.

WISH acts as the agent for parents in collecting student information for educational purposes only. Information collected is used solely for educational, administrative, and safety purposes and is not sold or used for commercial purposes. Parents have the right to review their child's information and may revoke consent by contacting the school administration, though this may limit the student's ability to participate in technology-based learning activities.

Questions?

If you have questions about technology at WISH, please contact:

- Your child's teacher
- Your campus principal
- The WISH IT Manager
- The WISH Help Center (wishcharter.org/familyhelp)