

General Device Access

- **What devices do students use in school?**
 - Kindergarten students use a classroom set of iPads.
 - 1st-grade students use small group sets of Chromebooks and iPads.
 - 2nd-5th grade students use a classroom set of Chromebooks.
 - Middle School and High School students have access to two Windows-based computer labs.
- **Do students take devices home?**
 - Devices for Kindergarten through 5th grade are for in-school use only.
 - Students in 6th-12th grade are individually assigned Chromebooks for academic use that can be used in and out of school.

Chromebook Guidelines & Care

- **What are the expectations for responsible Chromebook use?**
 - Students must follow the Student Code of Conduct, Acceptable Use Policy, and all applicable laws.
 - School computers should be used in a safe, legal, and ethical manner for academic purposes only.
- **How should my child care for their Chromebook?**
 - Students should keep the Chromebook clean, dry, and in its protective case.
 - It should be charged fully each day and handled with care.
 - The Chromebook should be used on a stable surface, away from food, drinks, and extreme temperatures.
 - Students should not alter, remove, or damage any Chromebook parts.
- **Are students allowed to change settings or install software?**
 - No, students should not change system settings or install unauthorized software.
 - They should also not trade Chromebooks or allow other students access to their assigned device.
 - Personal information should be kept private, and security measures should not be bypassed.
- **What should my child do if their Chromebook is missing, damaged, or stolen?**
 - They should report it to a teacher, office, or a technology team member immediately.

Damage, Loss, or Theft of Chromebooks

- **What is considered accidental damage?**
 - Accidental damage occurs when a student follows the Chromebook guidelines, but damage still happens. This will be determined by an Administrative/Technology Team member after an investigation.
- **What happens after the first accidental damage?**

- A technology ticket will be opened, the device will be repaired/replaced, and the student will have access to a loaner device during the repair.
- **What happens after a second or subsequent accidental damage?**
 - A technology ticket will be opened, the device will be repaired/replaced, and placed on hold while the damage is investigated.
 - Parents/guardians may be contacted for an invoice for reimbursement.
 - A brief meeting with the student will be held to review proper care, and a parent meeting may be held if needed to discuss a return to technology plan.
 - Students who repeatedly damage devices may lose access to loaner Chromebooks until further review. The device will be returned once the investigation is closed.
- **What is intentional/neglectful damage?**
 - This occurs when a student misuses the device they have been assigned or a device that has been assigned to another student.
- **What is the process for intentional/neglectful damage?**
 - It must be reported immediately to a teacher, building office, or technology team member.
 - A technology ticket and disciplinary referral will be opened.
 - Parent contact will be made by the appropriate building office, and an invoice for reimbursement will be issued.
 - A parent meeting may be held with the Building Principal and Director of Technology to discuss a return to technology plan.
 - The District retains the right to request payment for any damage to or loss of school property.
 - The student will not be able to utilize the district loaner system until determined by building administration.
- **What happens if a Chromebook is lost?**
 - The classroom teacher/building office will meet with the student to investigate and contact parents.
 - IT staff will determine the last network connection location.
 - If determined lost, district IT will lock the Chromebook to secure data.
 - The building office will send a payment request to parents.
 - A replacement will be assigned once payment is received or based on administrative discretion.
 - The lost device will be labeled in the inventory software.
- **What happens if a Chromebook is stolen?**
 - The classroom teacher/building office will investigate and contact parents.
 - IT staff will determine the last network connection location.
 - If determined stolen, district IT will lock the Chromebook to secure data.
 - The building office will report the theft to the District SRO for an investigation.
 - A loaner Chromebook will be issued during the investigation.
 - If the stolen Chromebook is not recovered, a replacement may be issued based on administrative discretion.
 - The stolen device will be labeled in the inventory software.

Chargers

- **Is the District responsible for replacing lost or damaged chargers?**
 - No, the District is not responsible for replacing lost or damaged chargers.
 - Students are responsible for replacing lost or damaged chargers, which must be returned with the school-issued Chromebook.
 - The expected replacement charger is a 65W USB-C Laptop Charger.
- **Are there charging options at school?**
 - Yes, charging lockers are strategically located throughout the Middle and High School to provide students with a charging opportunity throughout the school day.

Chromebook Loaner Protocol

- **Can my child get a loaner Chromebook if their device is being repaired?**
 - Yes, students will be able to sign out a Chromebook for daily/period use while their school-issued device is being repaired for accidental breakage or malfunction.
 - Loaner devices are generally not allowed to go home unless authorized.
- **Can my child be denied access to the loaner system?**
 - In extreme circumstances, like repetitive misuse or mistreating of the device, students can be denied access to the loaner system for the remainder of the school year.
- **What if my child forgets their Chromebook at home?**
 - If a student forgets their Chromebook, they are not permitted to borrow a "loaner" Chromebook. Spare Chromebooks are placed in each Middle and High School classroom to accommodate this need.

Technology Support

- **How can I contact the technology department for support?**
 - For any technology-related questions or support, you can email the helpdesk at helpdesk@perucsd.org.