EPPING SCHOOL DISTRICT
1:1 CHROMEBOOK FAQS

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

All the Chromebooks are the same, so they look very much alike. In addition to the device's serial number on the bottom of each device, each Chromebook will be tagged with a sticker with the student's name and a district tag. Each carrying case will also have an ID tag attached to it, which should also stay on the exterior of the bag at all times. The district keeps all Chromebook data, so if a Chromebook is misplaced, we can determine who it is assigned to get it back to the student user. Any ID stickers that are 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 carrying case at any time. While the devices are issued to students, they are still district-owned property. Additional permanent markings on the device or its case will be considered vandalism. Students can add non-permanent identifying items to the case such as ribbon, key chains or other removable items.

Will the Chromebooks ever leave the building?

Students are responsible for taking their Chromebooks to and from school each day. All students must have both a Chromebook Policy and Authorized Use Policy signed by themselves and a parent before they are issued a Chromebook.

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

Students are expected to charge their Chromebooks nightly at home and bring them to school fully charged. If one is available, students who do not bring a charged Chromebook back to school may be issued a loaner device for the day, which cannot be taken home. Loaners may not be available and your student may be without the Chromebook for some of the day while the student's Chromebook is charging.

When a student must take it to another location, how will they carry their Chromebook?

Chromebooks should never be transported while open as even gentle handling can damage the screen. Chromebooks should be safely closed and placed in their travel case before they are taken from classroom to classroom, or to and from school.

When should a student store their Chromebook in their locker?

There are times during the school day when students do not need access to their Chromebooks, including lunch, Phys Ed, assemblies, etc. During these times, students should store their Chromebooks safely in their lockers, just as they would with textbooks or other school supplies.

Where can you get an Internet connection if the building's wireless connection is not working?

The devices will only connect to the web wirelessly. If the district's WiFi network is down during school, the Chromebooks will not have connectivity to the web. However, some features, such as access to the student's Google Drive, will still work on a limited basis. The work that is done off-line will not be backed up until a wireless Internet connection is restored. Many public buildings have WiFi access available and will automatically link with your child's Chromebook.

What login will students use to get into the device operating system?

Students will each have an email address that is their primary login and username. Students can change their password, but they cannot change their username. The district cannot recover passwords and students should remember them to ensure successful logins.

Can the Chromebooks be used with another username?

No. Students and staff cannot access a district-owned Chromebook with any other login other than their district-assigned email. For example, students will not be able log in to their personal Gmail account on a district-provided Chromebook. However, if a student logs into another device with their school username (a PC laptop, a school lab computer, a loaner Chromebook, etc.) all of their information (bookmarks, emails, documents, applications, etc.) will be available to them on that device when using a Chrome browser.

Will unsafe or inappropriate websites be filtered on the devices?
We do our best to ensure our child's online experience is safe. Before each Chromebook device connects to the Internet, it must pass through district network firewalls and filters. This happens whether the device is browsing on campus on school-owned networks, or off campus using another WiFi router that is providing the Internet connection. Because of security settings built into the device, it must first route it's Internet connection back through our district security settings (firewalls and filters) before any website or online resource is accessible. If your child is using the Chromebook at school, at home or at a public library, it will always pass through our web filtering and network firewall system before they can see or access web content. Our web filters are programmed to block inappropriate content as much as possible.

What happens if students have been visiting inappropriate websites?
The district meets all state requirements for content filtering for schools. However, some websites are not blocked or are able to bypass our filters. Teachers and parents are encouraged to randomly check the browsing history of student Chromebooks on a regular basis. Browsing histories cannot be deleted by the students. The district will also conduct random checks of student browsing histories. If you discover any inappropriate web activity, please contact your child's school administration. Inappropriate web browsing is a violation of the district Authorized Use Policy and may result in disciplinary action.

Can the district track web history?
Yes. The district 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 district and those that are not in violation of the Acceptable Use Policy. Violations of the policy can result in disciplinary action, including the student being suspended from using the school network and their device.

What happens if the device is damaged or lost?
Students and parents will be responsible for district-owned technology property that is issued to them, just as they are for other district-owned items such as textbooks, calculators, cameras, athletics equipment or library books. The district will repair or replace the device, but students and parents will be responsible for the cost of those repairs or replaced devices. However, the liability on families/students can be reduced significantly by taking part in the Chromebook Insurance Program. For $30 (non-refundable) per year, per device this $30 fee provides a full Accidental Damage Protection warranty known as ADP. This covers anything that could ever happen to the device including liquid spills, damaged screens, and anything else these students can throw at them. This warranty has zero deductible and no limit to the amount of times this warranty can be used. To put it in perspective, an iPad Applecare protection covers the same things but has a $49.00 deductible and can only be used twice until it is voided. The same protection on an iPhone is $10 per month and has a $79.00 to $199.00 deductible. It also can only be used twice until it is voided. Free/reduced lunch eligible students, qualify for a reduced fee, see your school's administration for information. Lost or stolen Chromebooks replacement costs ($386) will be the responsibility of the family/student. The replacement cost for a charger is $20.

Choosing to enroll in the Chromebook Insurance Program is optional. If you choose to opt out of the insurance program, you will be responsible for the complete costs associated with repair or replacement. Enrollment in the program is an option, but strongly recommended when signing the Chromebook Policy form.

Can you print from the devices?

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. It also saves on paper, ink and toner use, thereby saving the district money. Student printing is disabled at school, but is enabled for home use.

What if another student damages my student's device?

Any damage to a Chromebook should be reported immediately to a building administrator. In such cases, circumstances will be investigated by school administration. The School Resource Officer may be involved if it is suspected to an intentional act or act of vandalism.

How would you go about repairing a Chromebook that is not functioning?

Damaged or non-functioning devices should be turned in to the main office so repairs can begin. District technology staff members can repair many problems in-house, which may take a day or two. Other problems may require the devices being sent out for repair, which can take a several days or perhaps longer in which case a loaner device will be provided.

How much storage do students have?

Students using Chromebooks will have 16 gigabytes of storage on the machine, plus unlimited online "cloud" storage that is attached to their email and accessible via the Google Drive application. This should be more than enough space for class work each year.

What applications are already available on my child's device?

Different applications will appear on student devices depending on what grade the student is in or what classes they are enrolled in. For instance, a student in an agriculture class at the high school may have different applications on their desktop than a student who is not in the class. The same goes for online textbooks.

Can students download apps?

Yes, Students will have limited access to downloading apps. 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.

What devices can be connected to a Chromebook?

A Chromebook can connect to:
- USB storage devices, mice and keyboards
- SD cards
- External monitors and projectors (via HDMI)
- Headphones, earbuds, microphones

Students are NOT permitted to charge cell phones with a Chromebook, as this will rapidly deplete the battery life of the device.

How can students submit work or assignments via their Chromebook?

All teachers at both the middle school and high school will be using Google Classroom with students. Google Classroom makes the process of assigning and submitting student work simple and efficient.   Google Drive also has features built into it that allow work to be "shared" between teachers and even 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 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, travel, family emergency, etc.)?

With these devices, it will become even easier for students to receive work from their teachers. Assignments, readings, 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. Students who are absent from school are expected to regularly check Google Classroom and with their classroom teachers to ensure that they are staying current with school work.

Can the Chromebooks be used offline?
If you don't have a WiFi network at home, students can still use them, but in a limited capacity. Some applications will work "offline" (such as Google drive) but content saved to the device will not be backed up online until it an Internet connection is available for the device.

Are other districts doing this?
Yes. We've been in contact with other districts around the state that have done one-to-one technology rollouts for students, including using Chromebook devices. Pelham, Hampton, Madison, Tamworth and Freedom, NH are such districts. Before our Chromebook launch, we've sought advice on how to move forward from other one-to-one districts, learning from them what's worked well and how to avoid certain problems. There are also online resources about one-to-one programs in K-12 schools and we are using tips and advice from those sources, as well.

Can parents use the Chromebooks?
When a student is logged into the Chromebook, parents may use them for such things as to check on student work, view their browsing history or connect with teachers through our PowerSchool parent portal or via the student's email. Chromebooks are not intended for personal use for students or their parents.

Can my child opt out of having a Chromebook?
No. Chromebooks are expected to become an integral part of the education all students receive at the Epping School District and we want them to take advantage of the powerful learning resources available with it.

Can student work be transferred from their Chromebook to another device?
Yes. Student applications, emails, bookmarks, documents, presentations and just about anything done in the Chrome browser while a student is logged in is available on another browser or another device when the student logs in with his or her district email address. The content will be the same on the Chromebook as it is on a PC desktop computer or alternate device as long as students are using a Chrome browser and their email login. Data can also be saved to a USB drive and transported between devices.

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