



DEPARTMENT OF
TECHNOLOGY

2023-2024

K-12 Mobile Device Handbook

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OVERVIEW

RECEIVING YOUR DEVICE

Each student will receive a Chromebook that will be distributed at the beginning of the school year. It is the district's recommendation that no student be restricted access to any learning resource granted to all other students. 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 district technology office. If the request is initiated by parent/guardian, approved by a school administrator, and placed on file with the school office and technology office, 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" status does not release the student from financial responsibility for the device hardware.

Devices for students with disabilities will be determined individually by their individualized education program (IEP) or other appropriate plan. For some students it may be a specialized device that allows for access and meets the unique needs of the student. Devices will not be removed and replaced without consideration given to each individual situation. In the case where a standard device is not the appropriate electronic device, another type of device will be considered to assist the student in accessing the curriculum.

RETURNING YOUR DEVICE

Student devices will be collected during the last week of the school year (depending upon the year, high school students may keep their devices over the summer). The IT department will check the condition of the device and note any damage(s) and the student will sign off that the device was returned to the school. If a student withdraws, is expelled, or terminates enrollment at Lebanon R-III for any reason, he or she is responsible for returning the device to the technology office.

Furthermore, the parents/guardians will be responsible for any damage to the student device, consistent with the device protection plan and must return the computer and accessories to the technology office in satisfactory condition. If the device protection plan has not been paid, the parent/guardian will be responsible for full cost of replacement of the device. Should the device fail to be returned the parents/ guardians will also pay the replacement cost of the student device.

CARE OF DEVICE

Students are responsible for the general care of their district-supplied student device. Student devices that are broken or fail to work properly must be taken to the building library or technology department in the high school, where a mobile device technician will complete an evaluation of the equipment. If subjected to rough treatment, severe damage can occur to a device. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on the top of the device when it is shut.
- Do not place anything near the device that could put pressure on the screen.
- Clean the device with a soft, dry cloth or anti-static cloth.
- Do not “bump” the device against walls, floors, etc. as it will eventually break the device.
- Before closing the device verify that there is nothing in between the screen and keyboard.

GENERAL PRECAUTIONS

The student device is school property and all users will follow this policy as well as the Lebanon R-III School district acceptable use policy for technology.

- Only use a clean, soft cloth to clean the screen, no cleansers of any type.
- Cords and cables must be inserted carefully into the student device to prevent damage.
- Student devices must remain free of any writing, drawing, stickers, or labels that are not the property of the Lebanon R-III School District.
- Student devices must never be left in an unlocked car or any unsupervised area.
- District labels on the devices may not be removed by the student or any other person.

USING YOUR DEVICE AT SCHOOL

Student devices are intended for use at school each day. In addition to teacher expectations for student device use, school messages, announcements, calendars, and schedules will be expected to be accessed using the Chromebook. Students who

take their device home each day are responsible for bringing their charged device to school.

CHARGING YOUR DEVICE

Student devices must be brought to school each day in a fully charged condition. Students need to charge their device each evening. In cases where use of the student device has caused batteries to become discharged, students may be able to connect their student device to a power outlet in class (at teacher discretion and power availability).

HOME INTERNET ACCESS

While on school grounds the students may only access the Internet using the district’s wireless (filtered) network pursuant to board policy [EHB](#) and [EHB-AP\(2\)](#). Students may access wireless networks other than the school’s network on their student device while off campus. Use of the device outside of school property will only have filtered access. Eligible students who need WiFi at home will have an option to check out a free wireless hotspot device (during the regular school year) that can go home with them. More information on this is located in the frequently asked questions section at the end of this document.

NETWORK CONNECTIVITY

Lebanon R-III Schools makes no guarantee that the network will be fully functioning 100% of the time. In the rare case that the network is down, the district will not be responsible for lost or missing data.

ACCEPTABLE USE

The use of Lebanon R-III Schools technology resources is a privilege, not a right. The privilege of using the technology resources provided by Lebanon R-III Schools is not transferable or extendible by students to anyone outside the school and terminates when a student is no longer enrolled. The Lebanon R-III Schools Acceptable Use Policy (AUP) Board Policy [EHB](#), Technology Usage; and [EHB-AP](#) (Technology Safety) are provided to make all students aware of the responsibilities associated with efficient, ethical, and lawful use of technology resources.

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. By using the district’s network and technology resources, all users are consenting to having their

electronic communications and all other use monitored by the district.

Electronic communications, downloaded material and all data stored on the district's technology resources, including files deleted from a user's account, may be intercepted, accessed, monitored or searched by district administrators or their designees at any time in the regular course of business.

If a student violates any part of the AUP or Lebanon R-III terms of use, privileges may be restricted or terminated, access to school district technology resources may be denied, and appropriate disciplinary action shall be applied. All damages incurred by the district due to a user's intentional or negligent misuse of the district's technology resources, including loss of property and staff time, will be charged to the user. District administrators have the authority to sign any criminal complaint regarding damage to district technology. *Violations may result in disciplinary action up to and including suspension/expulsion for students. When applicable, law enforcement agencies may be involved.*

PARENT/GUARDIAN RESPONSIBILITIES

- Talk to your children about the values and standards your children should follow when using the Internet, just as you do on the use of all media information sources such as television, telephones, movies, and radio.
- Parental discretion should be used when the device is used at home.
- Though the device's *internet traffic* is filtered at all times, the district is not responsible for student activity while off campus.
- For more information about Internet safety please see the resources at [Google](#) and [Common Sense Media](#).

SCHOOL RESPONSIBILITIES

- Provide Internet and e-mail access to its students at school.
- Provide Internet filtering in accordance with Policy [EHB](#).
- Provide staff guidance to aid students in doing research and help assure student compliance of the Acceptable Use Policy.
- Administration reserves the right to revoke access to devices on a case-by-case basis.

STUDENT RESPONSIBILITIES

Students will be held responsible for maintaining their device and keeping it in good working order.

- Any device malfunction or damage must be reported to the Help Desk by email at helpdesk@lebanon.k12.mo.us or by phone at 417-657-1812. The district will be responsible for repairing devices that malfunction due to manufacturing defects.
- Accidental damage will be repaired up to two times throughout the school year. Subsequent damages will be charged at the full cost of the break.
- Parents/guardians will be responsible for the entire cost of repair/replacement to student devices that are intentionally damaged as determined by school administration.
- Student devices that are stolen must be reported immediately to the Help Desk and the Police Department (in the town where the device was stolen).
- Comply with trademark and copyright laws and all license agreements. Ignorance of the law is not an acceptable excuse. If you are unsure, ask a teacher or parent.
- Plagiarism is a violation of intellectual property rights such as copyrights and district policy. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, movies, music, and text.
- Use or possession of hacking software is strictly prohibited and violators will be subject to the building student handbook and/or existing district policies. Violation of applicable state or federal law will result in disciplinary action by the district and/or criminal prosecution. Inappropriate media may not be used on the student device.
- Sound should be muted at all times unless permission is obtained from the teacher for instructional purposes during the school day.
- Student device game playing is not allowed during the school day unless specifically authorized by the teacher.
- Applying for a user ID under false pretenses or using another person's ID or password is prohibited.
- Sharing user IDs or passwords with others is prohibited, and users will be responsible for any actions taken by those using the ID or password. A user will not be responsible for theft of passwords and IDs, but may be responsible if the theft was the

result of user negligence. Using student devices in a responsible and ethical manner.

- Obeying general school rules concerning behavior and communication which apply to device use.
- Using all technology resources in an appropriate manner so as to not damage school equipment.
- Protecting Lebanon R-III student devices and systems by contacting an administrator about any security problems they may encounter.
- Monitoring all activity on their account(s).
- Students should always turn off and secure their device after they are done working to protect their work and information.
- If a student should receive e-mails, texts or view social media containing inappropriate or abusive language or if the subject matter is questionable, he/she is required to take it to their parent, teacher or principal.

PROHIBITED STUDENT ACTIVITIES

- Illegal transmission of copyrighted materials.
- Any action which violates the Acceptable Use Policy, any existing Board policy or public law.
- Sending, accessing, uploading, or distributing inappropriate media as defined Board Policy [EHB](#), Technology Usage; and [EHB-AP](#) (Technology Safety).
- Cyberbullying committed by transmission of a communication including, but not limited to, a message, text, sound or image by means of an electronic device including, but not limited to, a telephone, wireless telephone or other wireless communication device, computer or pager (Board Policy [JFCF](#)).
- Use of websites or other means of plagiarizing or purchasing papers, book reports, etc.
- Changing of student device settings (exceptions include personal settings such as font size, brightness, etc.).
- Spamming-sending of mass e-mails.
- Gaining access to other student's accounts, files, and/or data and sharing of logins to gain access to apps.
- Use of the district Internet/e-mail accounts for financial or commercial gain or for any illegal activity.
- Students are cautioned when giving out personal information over the Internet. This includes, but is not limited to, setting up Internet accounts including those necessary for chat rooms, eBay, e-mail, etc.

- District provided e-mail accounts should not be used to sign up for any type of social media or anything that is not required for school functions.
- Participation in credit card fraud, electronic forgery or other forms of illegal behavior.
- Deletion of an educational application without teacher permission.
- Bypassing the Lebanon R-III School District Internet filter through a web proxy, VPN, or other medium.

ID & RECOVERY OF YOUR DEVICE

Student devices will be labeled in the manner specified by the school. Student devices can be identified in the following ways:

- Record of serial number
- Lebanon R-III School District asset tag

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. Devices will automatically be enrolled with this software, however, does not guarantee your device will be located if lost.

STUDENT DEVICES LEFT UNSUPERVISED

Under no circumstances should devices be left in unsupervised areas. Unsupervised areas are not limited to but include the school grounds and campus, the lunchroom, locker rooms, computer lab, office, unlocked classrooms, and hallways. Any device left in these areas is in danger of being stolen or damaged. If a student device is found in an unsupervised area, it should be taken to the building library or technology office at the high school.

DEVICE PROTECTION PLAN

A \$10 fee for students in grades 2-12 will be applied to the student's account each year and will remain there until it is paid in full. The cost for families with four or more students will be capped at \$30. Failure to do so will result in the device not being enrolled in the device protection plan and all costs for repair/replacement will be at the user's expense.

This fee will include repairs for the student device outlined in the Damage Waiver Deductible for Claims table (below). Parents can purchase the damage waiver through the SiS Parent Portal.

COST OF REPAIRS

The device protection plan covers two claims in full for breakage of any parts per school year (unless full replacement is required). **Claims after the second will be at a total cost of device replacement or repair to the student.** If repairs require the need for full replacement of the device, the cost will be \$75. Only one, \$75 full replacement cost will be allowed each school year. Subsequent claims (during the same school year) requiring full replacement will be at the full cost of the device.

The table on the following page details the costs associated with repair or replacement. In the case of theft, vandalism and other criminal acts, or fire, a police/fire report **MUST** be filed by the student or parent for the waiver coverage to take place. A copy of the police/fire report must be provided to the principal's office.

INTENTIONAL DAMAGE

Any damage deemed as intentional on a district-supplied device will be fined to a student for full cost of repair and/or replacement. The device protection plan does NOT cover intentional damage of the device or any associated components as determined by school administration. Intentional damage includes marker, paint, and sticker residue.

DEVICE PROTECTION PLAN DETAILS

The Lebanon R-III School District recognizes that there is a need to protect the investment by both the district and the student/parent. The following outlines the various areas of the device damage waiver:

Claim Details (Per School Calendar Year)	
1st and 2nd Claim	Free (unless full replacement is required)
3rd Claim (and beyond)	Total cost of repair and/or replacement
<ul style="list-style-type: none"> Claims 1-2 that require full replacement: \$75 (limit of one per school year, unless manufacturer defect is found). Lost/stolen/destroyed device: \$75 for first claim, subsequent claims will be full cost. Payment plan may be arranged with administrator approval. 	

- Only one charger will be covered under the device protection plan per school year.

WHAT IS COVERED	WHAT IS NOT COVERED
<ul style="list-style-type: none"> Accidental damage, such as drops. Chargers (limit 1) Spills Liquid submersion Fire Flood Natural disasters Power surge by lightning Vandalism (requires school and police report) Theft (requires school and police report) Damages to loaner/replacement device 	<ul style="list-style-type: none"> Purposeful or negligent damage as determined by administration. Lost or misplaced charging cord Picking keys off If a student moves out of district and does not return Chromebook to High School. Any dishonest, fraudulent, malicious or criminal acts. Any use not in accordance with district Acceptable Use policies. Additional loss caused by the failure to use all reasonable means to protect the device after it has been damaged.

ITEM	REPLACEMENT COST
Chromebook	\$350
Charger/Power Adapter	\$30
Screen Assembly	\$160
Hinge Set/Hinge Cover	\$20
Keyboard/Touchpad/Palmrest	\$60
Screen Cover	\$40
Bottom Case	\$40
Secondary Board (Volume controls, audio jack, power button)	\$30

The table above lists the most commonly replaced parts. If a repair is necessary that is not listed in the table, the student will be responsible for the actual cost of the hardware as referenced from our available vendor quote(s).

DEVICE PROTECTION PLAN AGREEMENT

The device protection plan is an annual damage waiver payment for coverage of accidental damage, theft, loss or damage by fire/flood, water. I understand the payment is non-refundable. The annual coverage begins from the date of enrollment and will end at the end of that academic calendar year.

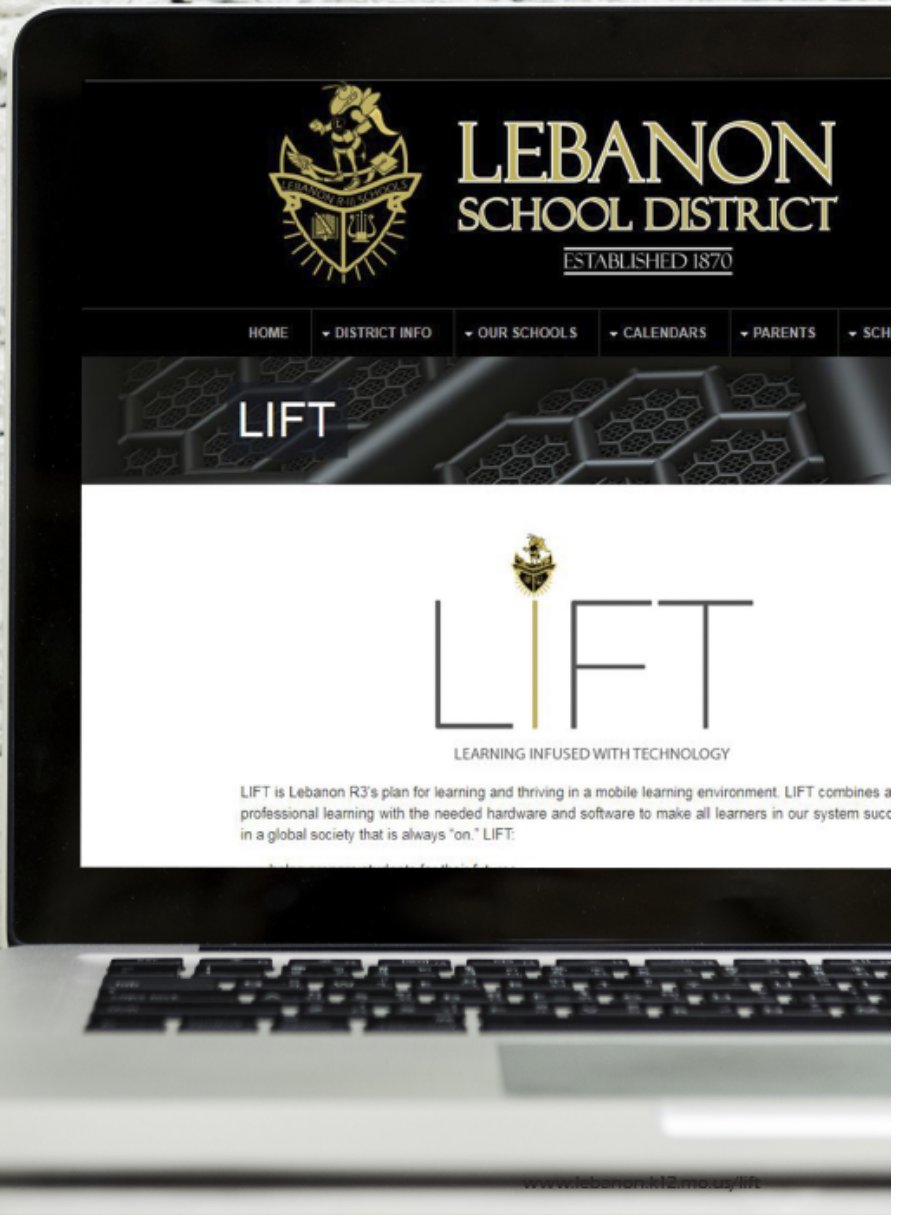
Students new to the district during the school year outside of the enrollment window will have an opportunity to enroll at that time. Students will still need to pay for the device protection plan and re-enroll each school year for as long as they are a student at Lebanon High School. Further, I understand that the device protection plan DOES NOT cover INTENTIONAL DAMAGE. Students/Parents are responsible for full replacement costs of intentional damages to student devices. I understand in the case of theft, vandalism and other criminal acts, or fire, a police/fire report MUST be filed by the student or parent for the damage waiver coverage to take place. Further, I understand that the device protection plan DOES NOT cover INTENTIONAL DAMAGE. Students/Parents are responsible for full replacement costs of intentional damages to student devices.

LEARNING INFUSED WITH TECHNOLOGY

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.

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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.

DEVICE RELATED QUESTIONS

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. Please note, charging personal devices such as cell phones or tablets reduces the Chromebook battery life.

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.

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 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 school building and technology office. If the request is initiated by a 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 building library and the “as needed” status does not release the student from the financial responsibility of repairs.

DEVICE PROTECTION PLAN

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

- A \$10 device protection plan will be used to provide accident protection for devices. The fee will protect your student from the full cost to repair your district-issued device and limit their responsibility.

Who is in charge of collecting the payments?

- The SiS Parent Portal will be used to facilitate the financial transactions for those enrolled in the device protection plan program. Financial obligations for devices will be assessed as a fine to the student’s account and needs to be paid prior to the end of the school year.

How much is the device protection plan? (paid every school year)

- Premium for all students: \$10
- Maximum premium (per family): \$30

- Families with more than 3 students should contact the helpdesk at helpdesk@lebanon.k12.mo.us or 417-657-1812 to modify their household premium.

How do I pay for the device protection plan?

- The payment must be completed through the SiS Parent Portal. You may pay with a credit card or debit card.

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?

1. If the student is having problems with the device at school and classroom troubleshooting is unsuccessful, the Chromebook should be taken to the building library or the Help Desk (located in the High School near Boswell Gym, room 256) before or after school or at the discretion of the teacher.
2. IT will troubleshoot and determine if a repair is necessary.
3. *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.
4. The loaner device must be returned when the student receives their device back from repair. Loaner device is only available on a first come, first serve basis.

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

- There is no cost for the first and second incident. The third 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?

- Damage is deemed 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 a manufacturing 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?

- If available, a student whose device is in for repair is eligible to take a spare device home. There will not be spare devices or chargers available for students who forget to bring their device or charger 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.

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.
- The device protection plan covers up to two device breaks. Students will be responsible for the full cost of repair or replacement and a fine for the amount of the cost of repair will be placed on the student's account for breaks three and beyond. Full details can be found in the tables beginning on page seven.

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 in the Mobile Device 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. However, the district makes no guarantee that the device will be located.

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 principal's office.
- A cost of \$75.00 will be charged for a lost or stolen device. After the first time, the student will be charged full price.
- 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 or sps.org (for Launch students) account. A message on the Chromebook will appear, “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**” in the event the device is reported lost or stolen.
- If a student believes their Chromebook was lost or stolen at school they should report the incident immediately to building administration.
- 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. Do not use ammonia-based cleansers on the screen.

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.*

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 Chromebook or laptop, however, 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. The district will not be responsible for any lost or damaged personal electronic devices.

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.

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 who need WiFi at home will have an option to check out a free wireless hotspot device (during the regular school year) that can go home with them. Students will need to talk with their school counselor if a hotspot is needed. 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 to 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 building 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.
- 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 utilizes computer labs or classroom desktops for courses requiring special software. 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

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

- Eligible students (students enrolled in a virtual course) may contact their school counselor to check out a wireless hotspot. After completing a verification form, the student will be able to pick up the hotspot in the main office at the high school, located at 777 Brice Street. The student 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 G-Suite 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 onto the Chromebook, only an @lebanon.k12.mo.us or @sps.org account will be allowed to sign in.

ONLINE 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](#)
- [Corporate Partnerships](#)

CHROMEBOOK HELP

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

REPAIRS

- Phone: 417.657.1812
- 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](#)
- [Google Applied Digital Skills](#)
- [ISTE Standards for Educators](#)