



LIFT

LEARNING INFUSED WITH TECHNOLOGY

GOING
1:1

45 QUESTIONS
ABOUT
MOVING
TOWARDS 1:1
ANSWERED

one **1** one
one **2** one
one **1** one
one

**MOBILE
DEVICE
INITIATIVE**

@ LEBANON High School

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The Lebanon R-III School District is excited to announce our mobile learning device initiative for our teachers and students at Lebanon High School. This initiative will equip our talented educators and future-ready students with needed hardware and software to enhance and extend learning inside and outside of the classroom.

With a focus on mobile learning teachers will be able to transform their classrooms and unleash learning by partnering with students in a relevant curriculum steeped in collaboration, critical thinking, communication, citizenship, character education, and creativity. By having a mobile device teachers will be able align teaching practices with collaborative projects that spark student interest and choice while providing additional opportunities for ongoing feedback for learning.

The purpose of the mobile device initiative at Lebanon High School is to equip the future-ready learner with the modern tools, resources, and experiences needed to facilitate and demonstrate student learning. The increase in equity and accessibility of software and hardware reduces the digital divide allowing for all learners at Lebanon High School to have the opportunity to personalize their learning at their own pace, time, or place.

The procedures and information within this document apply to all devices used at Lebanon High School, including any other device considered by the administration to come under this policy. Teachers may set additional requirements for use in their classroom.



LEARNING INFUSED WITH TECHNOLOGY

RECEIVING YOUR DEVICE

Each High School student will receive a Chromebook and will be distributed at the beginning of the school year. *Families may purchase an optional insurance waiver with One2One Risk at one2onerisk.com.* The One2One Risk Device Damage Waiver outlines the requirement for families to protect the device investment for the school District. Please review the One2One Risk Device Damage Waiver included in this handbook for more information.

Parent/Guardian-Initiated Accommodations: 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 High School. If the request is initiated by parent/guardian, approved by a school administrator, and placed on file with the 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.

Students with Disabilities: 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 at the IT storage room (room 254) during the last week of the school year. The IT department will check the condition of the device and note any damage(s) and student will sign off that the device was returned to the school. Students participating in summer school may check their device back out for summer school and return it upon completion. 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 High School office. If a student fails to return the device at the end of the school year or upon the date of withdrawal, expulsion, or enrollment termination at Lebanon R-III, the student's parents/guardians will be subject to criminal prosecution or civil liability. Failure to return the student device will result in a theft report being filed with the Lebanon Police Department. Furthermore, the parents/guardians will be responsible for any damage to the student device, consistent with the optional

One2One Risk Device Damage Waiver (insurance) and must return the computer and accessories to the Lebanon High School office in satisfactory condition. If the device is not enrolled in the optional *One2One Risk Device Damage Waiver* (insurance) 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 Help Desk in room 254 at the High School for 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.

GENERAL PRECAUTIONS

- The student device is school property and all users will follow this policy as well as the Lebanon R-III and 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 must be responsible to bring their 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. This will assist them with device use while at home. Use of the device outside of school property will only have filtered access. For more wireless options outside of school access, please check the Lebanon R-III [website for business partners](#) and broadband access.

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.



The Lebanon R3 School District is excited to announce our mobile learning device initiative, *one*. This initiative allows for *one* device for each teacher and student and provides needed hardware and software to enhance and extend learning inside and outside of the classroom. Combined with the aligned professional learning elements of *LIFT*, *one* allows for learning and practice to happen at the same time for teachers and increases access and opportunity for our High School students. With any change brings questions and the best place to start is by reviewing the Help Desk contact information and resources found on page 19.

LEARNING INFUSED WITH TECHNOLOGY

If a student violates any part of the AUP or Lebanon R-III terms of use, privileges may be 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 can be used when the device is used at home.
- 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. The school District will be responsible for repairing devices that malfunction due to manufacture defect.
- Student devices that have been damaged from student misuse, neglect or are accidentally damaged will be repaired with cost being borne by the parents/guardians or as consistent with the optional *One2One Risk Device Damage Waiver* (insurance) policy.
- Parents/guardians will be responsible for the entire cost of repair/replacement to student devices that are *intentionally damaged* as determined intentional 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 [Lebanon High School Student Handbook](#). 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 JCFE](#)).
- 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 ed app 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.

STORING YOUR DEVICE

Nothing should be placed on top of your device when stored. Students will take their device home everyday after school, regardless of whether or not they are needed.

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,



Help Desk

Contact Information

Room Number: 256

E-Mail: helpdesk@lebanon.k12.mo.us

Phone: 417.657.1812

Website: www.lebanon.k12.mo.us/lift



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, should be taken to the Help Desk.



ONE2ONE INSURANCE OVERVIEW

The *One2One Risk Device Damage Waiver* (insurance) is optional for students and parents to cover student device replacement in the event of theft, loss, or accidental damage and to provide support and maintenance. This fee is nonrefundable and will not be prorated. The damage waiver cost is \$30.00 (\$60.00 max per family) annually for each student device. Free and reduced lunch student cost will be \$15.00 (\$30.00 max per family) annually for each student device. If a family feels that they are unable to pay the cost of the damage waiver, they may request a meeting with High School administration to discuss options. This plan will include repairs for the student device outlined in the Damage Waiver Deductible for Claims table (below). Parents can purchase the damage waiver through one2onerisk.com. *If a student/parent elects to not enroll in the optional damage waiver (insurance), full repair and/or replacement cost for a device and its components will be the responsibility of the student and their parent/guardian. Visit one2onerisk.com for more information.*

COST OF REPAIRS

The *One2One Risk Device Damage Waiver* (insurance) will cover one claim in full for breakage of any parts per school year (unless full replacement is required). Families will be responsible for a \$25 fee for the second and third claim. Claims after the third 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. *Students/parents who choose not to enroll in the optional One2One Risk Device Damage Waiver will be responsible for the full cost of repair or replacement.* The table on the following page details the costs associated with repair or replacement, assuming student is covered by the optional damage waiver through *One2One*. 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 principals office.

Damage Waiver Deductible for Claims (Per School Calendar Year)	
1st Claim	Free (unless full replacement is required)
2nd-3rd Claim(s)	\$25 fee each claim
4th Claim (and beyond)	Total cost of repair and/or replacement
<ul style="list-style-type: none"> Claims 1-3 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. 	

WHAT IS COVERED	WHAT IS NOT COVERED
<ul style="list-style-type: none"> Accidental damage, such as drops 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	\$263
Charger/Power Adapter	\$40
Screen Assembly	\$160
Touchscreen Digitizer Module	\$100
Hinge Set/Hinge Cover	\$20
Keyboard/Touchpad/Palmrest	\$61
Battery	\$35
Screen Cover	\$40
Bottom Case	\$40
Power/Volume Key & Audio Jack	\$25
Motherboard	\$170
Flex connectors (for motherboard, touchpad, and/or screen)	\$20
Camera	\$22



INTENTIONAL DAMAGE

Regardless of whether enrolled in the optional *One2One Risk Device Damage Waiver*, any damage deemed as intentional on a District-supplied device will be fined to a student for full cost of repair and/or replacement. *One2One Risk Device Damage Waiver* does NOT cover intentional damage of the device or any associated components as determined by school administration. Students/Parents who chose not to enroll in the optional damage waiver are always responsible for the full costs of repair/replacement, regardless of intentionality of damage to the District-issued device.

ONE2ONE RISK DEVICE DAMAGE WAIVER

The Lebanon R-III School District recognizes that with the implementation of the mobile device initiative 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.

ONE2ONE RISK DEVICE DAMAGE

WAIVER AGREEMENT

One2One Risk 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 to the end of the school year. The enrollment window will be held during the month of August. Students new to the District during the school year outside of the enrollment window will have an opportunity to enroll at that time. Student will still need to pay the Damage Waiver and reenroll with *One2One* for each school year for as long as they are a student at Lebanon High School if they choose to continue the optional coverage.

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 *One2One Risk Device Damage Waiver* DOES NOT cover INTENTIONAL DAMAGE. Students/Parents are responsible for full replacement costs of intentional damages to student devices.

PARENT HANDBOOK SIGN OFF

I have received a copy of the Lebanon R-III High School Mobile Device Initiative Handbook. I understand the program conditions and my parent/guardian and student responsibilities in using the Chromebook.

Today's Date: _____

Student's Full Name: _____

Grade (please circle): 9 10 11 12

Student's Signature: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Parent/Guardian e-mail address: _____

Parent/Guardian Best Contact Phone Number: _____

ONE2ONE DEVICE DAMAGE WAIVER

The optional damage device waiver must be completed by August 31st at www.one2onerisk.com. Failure to do so will result in the device not being enrolled in the device damage waiver program and all costs for repair/replacement will be at the user's expense. (Please choose your response below)

YES: I will enroll in the optional damage waiver through One2One and understand all processing of payments for enrollment and deductibles will be handled through this organization. Selecting "yes" does not automatically enroll the student's Chromebook with one2one Risk Solutions. Please visit www.one2onerisk.com to complete your registration.

Parent/Guardian Signature: _____

NO: I will not enroll in the optional damage waiver through One2One and understand all costs for repair and/or replacement will be at my expense.

Parent/Guardian Signature: _____

INTERNET ACCESS

Does your home have Internet access?

- ☐ Yes. Cable modem.
- ☐ Yes. DSL modem.
- ☐ Yes. Dial up.
- ☐ Yes. Tethering to a Smartphone or Tablet.
- ☐ Yes. Laptop with embedded wireless modem.
- ☐ No. We do not have Internet access.

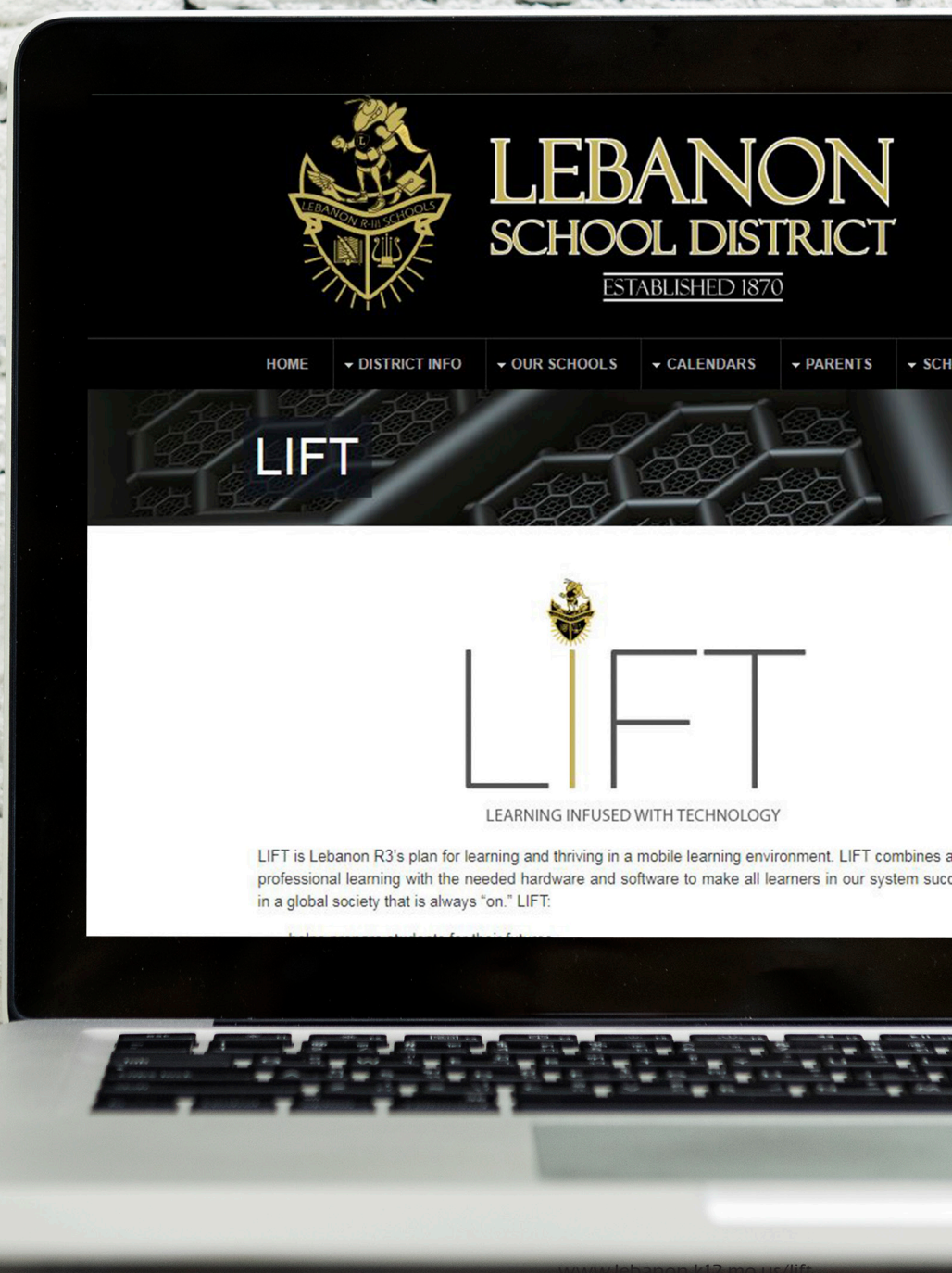
If you do not have Internet access at home, do you have an alternate method for accessing the Internet?

- ☐ No. We cannot access the Internet.
- ☐ Yes. My child stays after school / goes before school.
- ☐ Yes. Access at a local restaurant or business establishment.
- ☐ Yes. Access at the local library.
- ☐ Yes. Borrow an Internet enabled device from a family or friend.
- ☐ Yes. Access at a friend or family member's home.
- ☐ Other

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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DEVICE RELATED QUESTIONS

What are the Chromebook device specs?

- [Lenovo N23 Yoga Chromebook](#) specifications

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 fullproof 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.

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.

Will students be able to keep their Chromebook over the summer?

- No. All student devices will be collected prior to the end of the school year. Students participating in summer school may check their device out prior to the beginning of summer school and return at the conclusion of summer school.

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 9th through 12th grade 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 High School. If the request is initiated by 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 High School library.

OPTIONAL INSURANCE

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

- [one2one Risk Solutions](#) will be used to provide accident protection for our 9th-12th grade Chromebook take home environment. Registering with one2one and purchasing the device damage waiver (insurance) will protect you from the full cost to repair your District-issued device and limit your responsibility to a per occurrence deductible.

What if a parent/guardian declines the optional insurance program for the Chromebook?

- By declining the optional insurance, the parent/guardian assumes all risk and responsibility for actual costs of repair and/or replacement of a Chromebook.

Who is in charge of collecting the payments?

- [one2onerisk.com](#), an online company, will facilitate the financial transactions for those enrolled in the Device Damage Waiver program. Financial obligations for devices not enrolled in the Device Damage Waiver program will be assessed as a fine to the student’s account and needs to be paid prior to the end of the school year.

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Annual Optional Insurance Cost (paid every school year)

- Premium for non free/reduced student: \$30
- Maximum premium out of pocket (per family) for non free/reduced student: \$60
- Premium for free/reduced student: \$15
- Maximum premium out of pocket (per family) for non free/reduced student: \$30

How do I pay for the optional insurance?

- The payment must be completed online at www.one2one-risk.com. You may pay with credit card, debit card, online check (ACH).

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?

- If the student is having problems with the device at school and classroom troubleshooting is unsuccessful, the Chromebook should be taken to the Help Desk (located in the High School near Boswell Gym, room 256) before or after school or at the discretion of the teacher.
- IT will troubleshoot and determine if a repair is necessary.
- 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. Student will complete a checkout form and present their student ID before taking the device.
- The loaner device must be returned (within two weeks from time of checkout) when the student receives their device back from repair. Loaner device is only available on a first come, first serve basis.
- For devices with insurance: A claim must be submitted and paid within two weeks by the parent/guardian on the one2one website prior to repair. One2One will notify payment has been received and alert the IT department to proceed with the fix.
- For devices without insurance: A fee/fine for the full cost of repair will be assessed to the student's account where the fee/fine will remain until paid. Any outstanding fees must be paid prior to the last day of school.

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

- There is a [tiered fee system for claims](#). There is no cost for the first incident. The second and third incident are \$25 each. The fourth 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?

- Lenovo considers damage to be 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 manufacture 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?

- A student whose device is in for repair is eligible to take the device home *only if the student has insurance on their device*. There will not be spare devices available for students who forget to bring their device 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.
- Students who have a broken device need to (a) verify if they have insurance on their device, (b) have IT verify that the device is broken, and (c) if found broken the student will then be issued a spare device to use until their device is repaired.

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, regardless of insurance enrollment.
- Students not enrolled in the optional One2One Device Damage Waiver (insurance) program will not receive a spare loaner device and a fee/fine for the full cost of repair will be assessed to their student account where the fee/fine will remain until paid.
- Students who are enrolled in the optional One2One Device Damage Waiver (insurance) program will not be charged for

the first claim. Student/parent must file claim at one2one within two weeks of fix. If claim is not filed within this time, a student fine according to the Damage Waiver Deductible for Claims table will be applied to the student's account.

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 the Mobile Device Initiative 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.

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 principals office.
- A cost of \$75.00 will be charged for a lost or stolen device for those enrolled in the one2one Device Damage Waiver insurance program.
- Full cost of replacement will be expected for those devices not enrolled in the one2one Device Damage Waiver insurance program.
- 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 account. In the event the Chromebook is "lost" or "stolen" and turned on a message will appear that says, "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."
- If a student believes their Chromebook was lost or stolen at school they should report the incident immediately to building administration.



LEARNING INFUSED WITH TECHNOLOGY

- 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. If necessary, the cloth may be dampened slightly to assist in cleaning areas that do not appear to be coming clean with the dry cloth.

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. Sleeves or other protective measures that fit the Chromebook properly are allowed but the following guidelines must be followed:
- The promotion of products which are illegal for use by minors such as alcohol, tobacco, or drugs. The displays of obscene material, profanity, or references to subversion are not appropriate. Computer cases should show respect for yourself, those around you, the school and the community. Computer cases not appropriate for a school setting will be asked to be removed.

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 Chromebooks or laptops, but 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.

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.

Is the network infrastructure at the High School capable of supporting the new Chromebooks and student cell phones?

- It will support the Chromebooks and district provided devices. The student WiFi will be disabled during the school year as the Chromebook will provide access to the Internet for the students. Students may use their data plan for their own personal cell phone use, however, the phone will not be supported or needed as an educational "tool" for learning purposes as this is the intent and purpose of the Chromebook.



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 with “free” status who need WiFi at home will have an option to check out a free wireless hotspot device from the High School library that can go home with them. This device will be filtered, have a monthly data limit, and 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 on 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 High School 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.

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- 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 will not be removing all computer labs. 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

Will elementary and middle school students be issued a device to take home and subject to a device fee?

- No. The High School is the only building where students will bring a device home.

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

- Students with “free” status may check out the wireless hotspot from the High School library and 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 GSuite 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 in onto the Chromebook, only an [@lebanon.k12.mo.us](mailto:lebanon.k12.mo.us) account will be allowed to sign in.

Are any other school Districts near us or in Missouri sending devices home?

- Yes, we have discovered several other Districts across the state which have completed or are in the process of a one-to-one technology roll out, including using Chromebook devices. School Districts including [Willard](#), [Reeds Spring](#), [Republic](#), [Clever](#), [Joplin](#), [Neosho](#), [Blue Springs](#), [Fort Osage](#), [Lee's Summit](#), [Ozark](#), [Nixa](#), [Raytown](#), Camdenton, and [Springfield](#) are using the Chromebook to extend and enhance learning for students.

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](#)
[Kajeet SmartSpot](#)
[Corporate Partnerships](#)

CHROMEBOOK HELP

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

REPAIRS

Phone: 417.657.1812
Visit the Help Desk in room 256
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](#)
[21 Things for Teachers](#)
[Google Applied Digital Skills](#)
[ISTE Standards for Educators](#)

INSURANCE

[one2one Risk Solutions](#)



LIFT

LEARNING INFUSED WITH TECHNOLOGY

GOING
1:1

45 QUESTIONS
ABOUT
MOVING
TOWARDS 1:1
ANSWERED

one  one
1
one

**MOBILE
DEVICE
INITIATIVE**

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