

## District-Owned Devices for Students: Frequently Asked Questions

**Q: Why is it important for students to have access to district-owned devices?**

A: CSD believes that the integration of technology is essential to motivating and engaging students in rigorous and relevant lessons. Assigning all students a district-owned device for them to use at school and at home, provides anytime/anywhere learning.

**Q: How will students be prepared for the responsibility of having their own computing device?**

A: Technology and devices have become a part of the student's everyday classroom experience. Students learn digital citizenship, internet safety, collaborative communication skills, and more. Students also learn how to care for and protect their device.

**Q: What are the expectations of responsible and appropriate use for the device?**

A: Please see the District's [Device Contract](#) and the [Acceptable Use Policy](#).

**Q: How will student devices be identified?**

A: Each device has a unique serial number and label.

**Q: Will students be required to bring their device every day?**

A: Yes. If the device is taken home, students are required to bring their device *fully charged* to school every day. There are limited charging locations in the school. Devices that are forgotten several times will need to be left at school.

**Q: Can students share charging plugs at school?**

A: Yes...and no. It is imperative the device connects to a charger that matches the same device model. Each model's charger works at a different voltage and amperage, so plugging a device into the wrong type of charger may damage the device.

**Q: What will happen if a student does not have their device at school?**

A: Students will still be responsible for the completion of their classwork, without the use of the device. These are the same expectations that would apply if a student forgot a textbook or other class resource. Any student who forgets their device can call home to see if their device and cord can be brought to school. Repeated issues will result in the device being left at school.

**Q: What if the student does not have Wi-Fi access at home?**

A: Wi-Fi access is available to students while at school. Students can also use community access points such as the public library or a local businesses. Please be aware Google Docs and many other apps are available offline. Low cost internet can be found at Schools and Libraries Lifeline program: <http://www.lifelinesupport.org/ls/>  
<http://www.cheapinternet.com/low-income-internet>

**Q: How will students print throughout the school?**

A: Students in upper grades have access to a variety of printers around the school, however, the need for printing is decreasing as more of the resources and activities are digital and many teachers prefer work be handed in electronically.

**Q: What happens if a family does not want their student to bring the device home?**

A: This is a decision that needs to be made by parents/guardians. More commonly in upper grades, students are responsible for the completion of all necessary work related to their classes which often require a device. We have found that very few families opt out of bringing their child's device home.

**Q: Where can students store their devices if they are involved in after school activities (sports, clubs, field trips, etc.)?**

A: As with any valuable item, the device should be kept in a safe and secure location. Students who participate in a CSD afterschool activity at CMS and CHS are encouraged to keep their device locked in their locker or in another secure location.

**Q: How were the devices selected?**

A: After reviewing the needs and the testing devices, laptops were selected for high school students and Chromebooks were selected for all other grades.

**Q: Does this mean students will not have non-digital items like textbooks?**

A: No, students will continue to utilize non-digital elements, however, they can expect fewer textbooks. Some students may be enrolled in courses that continue to utilize class sets of textbooks to supplement instruction. A textbook is just one of many resources used to deliver curriculum (just as the laptop is one tool for instruction).

**Q: Do discipline policies cover issues with district-owned devices?**

A: Yes. For example, if a student is determined to have stolen a device, the policy currently in place for theft is applicable.

**Q: What will prevent students from accessing inappropriate sites?**

A: The Children's Internet Protection Act (CIPA) requires the District to provide web filters for students while on campus. The web filtering does *not* provide protection while off campus. At home, we suggest parents set up guidelines for students. You can find answers to many internet safety questions at <https://www.common sense media.org/privacy-and-internet-safety>.

***Please be aware that student devices do not have filters at them once they leave school.  
We recommend parents/guardians monitor students as needed when using the device at home.***

**Q: Will the device need to be turned in at the end of each year?**

A: Yes. All students will return their district-owned devices so they can be inventoried and stored for the summer.

**Q: Will homeowners insurance cover the device?**

A: We encourage families to purchase an insurance plan from a 3rd party. Each family should check with their personal homeowners insurance agent to check for coverage. The school will provide information about insurance options or parents can check with their homeowners policy to see if they can cover the devices.

*3rd Party Insurance Carriers (annual insurance)*

<http://www.studentinsurancepartners.com/>

<https://www.worthavegroup.com/laptop-insurance/>

**Q: Will there be any cost to a parent/guardian?**

A: There will be no charge for the initial device and peripherals. However, cost for services, repairs, and/or replacements may incur. These fees cannot be charged to a student's account. Fees must be paid upon delivery of service.

**Q: Will students who qualify for the free/reduced program be required to pay the full cost for a lost device?**

A: Yes. This is in-line with our current policy which requires students on the free/reduced program to pay the full cost for a lost textbook.

**Q: What happens if a student's device is stolen?**

A: We encourage families to purchase a 3rd party insurance plan to cover this potential issue. If the device was stolen off campus, the theft of the device must be immediately reported to the police. A copy of the police report must be provided to the school on the following school day. If the device was stolen on campus, the theft of the device must be immediately reported to a principal. The school will investigate and make every effort to recover the device and make a determination on next steps. The parent/guardian will be responsible for the full replacement cost of the device unless they have insurance. All parents should discuss safety precautions with his or her child. Students are responsible for devices just as they are responsible for textbooks.

**Q: What happens if a student loses their device?**

A: We encourage families to purchase a 3rd party insurance plan to cover this potential issue. This initiative is the perfect opportunity for our families, community, parents, and staff to demonstrate the character attribute of responsibility. However,

if lost, parents/guardians will need to pay the full replacement cost of the device. The student should fill out a lost device IT ticket. If a student loses their device, they will still be responsible for all of the work related to their classes.

**Q: What happens if a device is not working?**

A: The student should fill out a helpdesk ticket on the school website. The student will be issued a replacement device or a loaner device while the issue is being resolved. Depending upon the issue or service required, students and families may incur costs to fix the device. There may be a \$25 per incident fee.

**Q: Who will provide technical support for the devices?**

A: The CSD IT Department, along with students working in the Genius Bar will provide technical support. The CSD IT Department will also travel to schools to fix and replace student devices.

**Q: If I withdraw my child from school, what must I do?**

A: If a student withdraws during the school year, they must return the device in working condition. Please be aware, fines may be assessed for any damages to the device. We will not release student records until payment has been received.

**Q: What is the process of paying for the repairs or replacement?**

A: Parents or students are asked to make a check payable to the Colchester School District. Payment can be given to the school main office or mailed in. We are happy to set up payment plans for families that request this.