

# LTISD Chromebook Handbook

## General Information for Families

In order to support and maintain long-term stability of technology resources for our learners, we implement a device standard 1:1 for Secondary students (grades 6-12). Chromebooks are available to equip every Secondary student with an individually-assigned Chromebook in a 1:1 distribution for classroom and offsite instructional use.

Primary grade levels (K-5) also have a 1:1 device standard but in the format of “Classroom sets” of Chromebooks that remain in the classroom. Just like with textbooks in the past, Chromebooks are placed into core classrooms at the primary level to be available any time technology can support learning. Primary grade level teachers are responsible for the Chromebooks in their classrooms as part of their overall classroom management.

## Device Information

Students in grades 6-12 are issued a District-owned Chromebook. These devices are assigned to the student and permitted to travel with the student to and from school as well as during the summer months.

## Bring Your Own Device (BYOD)

The District understands that many students in grades 6-12 may already have a personal device that they bring to school for academic purposes. Although students are free to continue bringing their own device to school, BYOD is not a substitute for a District-issued Chromebook. ***All Secondary students will be issued a District Chromebook regardless of a student’s preference to use a personal device. In an effort to ensure a consistent and equitable teaching and learning experience, use of the District-issued Chromebook by all students is required for on-campus instructional purposes, unless use of a personal device is approved by the appropriate teacher or administrator. Students will be required to use District-issued Chromebooks for state testing purposes and when directed by District personnel.***

# Device Distribution

## **High School:**

Freshmen and/or new high school students who have not received a device can pick up their Chromebook during orientation at Lake Travis High School (Round-up) between 8:30 and 11:00 am on Monday, August 16. Students will receive their Chromebook and AC adapter.

**Middle Schools:** 6th graders and/or new middle school students who have not received a device can pick up their Chromebook during orientation at their respective middle school (Round-up) between 4:00 and 7:00 pm on Monday, August 16. Technology staff members will be available to answer parental questions related to the distribution process.

Each Chromebook and the student to whom it is assigned will be recorded in the District's inventory system.

**New Students:** Middle school or high school students that enroll after orientation (Round-up) will need to visit their campus "Tech Depot" to check out a device. Students will need their student ID in order to receive their device.

**Students Not Returning to the District:** Students who are not returning to the District must return their assigned device during the withdrawal process with their school registrar or campus Tech Depot.

## Parent/Guardian Chromebook Agreement

As part of the annual back-to-school updates completed by families online, a Chromebook agreement page is included in the Returning Student Packet and new student enrollment process. This page will contain the District's Acceptable Use Policy as well as information on the families' responsibility for Chromebook care and repair costs. Once completed, these forms can be reviewed in [Skyward Family Access](#).

## Repair Fees and Optional LTShield Chromebook Protection Plan

Students will be provided a Chromebook and charging cable at the beginning of the school year. Each student will need to report any damage and request repair by visiting the campus Tech Depot. In most cases, repairs will be conducted onsite with minimal disruption to the student. If the Chromebook needs to be replaced due to first-time accidental damage or manufacturing defect, there will be no charge to the student. For any intentional damage or subsequent accidental damage, the student will be responsible for the cost of the repair or replacement if the device is not considered to be in acceptable condition.



Students are responsible for taking care of their District-issued Chromebook. In the event the Chromebook or AC adapter (charging cable) is damaged or lost, fees will be assessed at the time a repair claim is created using the fee schedule below. All fees will be available for payment online via RevTrak at <https://ltisd.revtrak.net/>.

Chromebook Repair/Replace Fee Schedule	
Damaged Item	Repair/Replace Cost
Chromebook replacement (lost)	\$603 ( <b>Chromebook Model #5400</b> ) per incident
Chromebook replacement (lost)	\$300 ( <b>Chromebook Model #3189</b> ) per incident
Chromebook repair	\$30 per incident (if not covered under protection plan)
AC adapter (charging cable)	\$40 per incident (replacement)

The District is providing an “OPTIONAL” LTShield Chromebook Protection Plan. For **\$25 per Chromebook per year**, a student’s Chromebook is covered for the following issues:

- Broken glass screen
- Charger port failure
- Theft (with a police report)
- Broken LED/LCD displays
- Accidental damage
- Power surge, fire and flood
- Water damage
- Loss (with a police report)
- Vandalism
- Screen or Touchscreen failure
- Electrical failures

Although not required, **the District strongly encourages families to purchase the LTShield Protection Plan for each student’s Chromebook each school year**. The \$25 is less expensive than a Chromebook repair for an unprotected device. For example, in the event a Chromebook is lost, the cost without a protection plan in place and no police report is (LTHS - \$604, Middle Schools - \$302). Instead, with a protection plan in place, lost Chromebooks with a police report are fully covered by paying for the \$25 LTShield Chromebook Protection Plan.

The LTShield Chromebook Protection Plan can be purchased at any time during the school year and only covers completed repair claims made AFTER payment has been received (i.e. coverage is not retroactive and does not cover repairs made/assessed prior to the payment of the LTShield Protection Plan). As a result, **families are highly encouraged to purchase the LTShield Protection Plan as soon as it is available via RevTrak Webstore at <https://ltisd.revtrak.net/> Select Other programs and Payments > Lake Travis ISD**



## Technology Department > Select Chromebook Protection Plan-LTShield.

Beginning in August, for each family with student(s) in grades 6-12, upon payment for the LTShield Protection Plan, the device issued to the student for whom payment was made will be covered for one (1) academic school year.

The LTShield Protection Plan is an annual program that must be renewed each school year. Also, the plan is applied **per Chromebook** and not per family. For example, in order to be fully covered, a family with two students in grades 6-12 would need to purchase two (2) Chromebook Protection Plans, one for each Chromebook.

Whether or not a Chromebook is covered by a LTShield Protection Plan, upon needing repair, students should follow their building's repair process. If, at the time a Chromebook repair ticket is submitted and the Chromebook is WITHOUT a LTShield Chromebook Protection Plan, a repair fee will be assessed and available for payment online via RevTrak Webstore at <https://ltisd.revtrak.net/>.

## LTShield Chromebook Protection Plan Limits

**AC adapters (charging cables) are NOT covered by the plan. If this accessory is damaged, lost, or stolen, the student will be charged according to the fee schedule regardless of whether or not a protection plan was purchased.** These fees will be made available for payment online via **RevTrak Webstore** at <https://ltisd.revtrak.net/>.

Damage to a Chromebook that is determined by building administration to be intentional is excluded from LTShield Protection Plan coverage. For any intentional damage or subsequent accidental damage, the student will be responsible for the cost of the repair or replacement if the device is not considered to be in acceptable condition.

### What is considered an “acceptable condition?”

Each student and his/her parent is responsible for maintaining and/or returning all District-provided electronic devices in acceptable condition. Per Board Policy [CMD\(LEGAL\)](#), electronic materials are considered to be in acceptable condition if all components or applications that are a part of the electronic instructional materials are returned; the electronic materials perform as they did when they were new; the electronic instructional materials do not contain a bug, virus, worm or malware; and the electronic instructional materials have not been installed with plug-ins, snap-ins, or add-ins without the prior approval of the District. Failure to return the devices in an acceptable condition will result in a charge or fee for repairing or replacing the device. Waiver of any fees imposed will be processed in accordance with Board policies [FP\(LEGAL\)](#) and [FP\(LOCAL\)](#).

## Reporting a Chromebook Issue

Students will be responsible for reporting when their Chromebook is damaged, lost, stolen, or not functioning properly. The process to report a Chromebook issue varies by school building:

### High School

Students will first create an Incident Report to the LTISD Help Desk by logging into the [Vizor Help Desk](https://ltisd.vizor.cloud) at (<https://ltisd.vizor.cloud>). Students will then take their Chromebook that is experiencing issues to the Tech Depot (service desk), room K100 between 8:10 and 8:50 am, during Genius Hour between 1:52 - 2:42 pm, or from 4:00 - 4:40 pm, when available. Students will sign out a loaner (if available) at this time. Students will receive an email from the LTISD Help Desk when their Chromebook is ready for pickup. Students must return their loaner (if applicable) and present their student ID when picking up their repaired Chromebook.

### Middle Schools

Students will first create an Incident Report to the LTISD Help Desk by logging into the [Vizor Help Desk](https://ltisd.vizor.cloud) at (<https://ltisd.vizor.cloud>). Students will take their Chromebook that is experiencing issues to their campus Tech Depot (service desk), BCMS RM503; LTMS RM503; HBMS RM762; between 8:10 - 8:50am or during “Go Time” between 1:51 - 2:24 pm for troubleshooting. Students must present their student ID when requesting assistance. If the issue(s) cannot be resolved, the student will create a helpdesk ticket and will sign out a loaner (if available). Students will receive an email from the LTISD Help Desk when their Chromebook is ready for pickup. Students must return their loaner (if applicable) and present their student ID when picking up their repaired Chromebook.

## Student Responsibilities

- Students in grades 6-12 are required to bring their Chromebook to school each day, **fully charged**. A forgotten Chromebook may result in a lack of participation in learning activities and additional work for a student to complete outside of class. Loaner policies and checkout locations per school are listed in the “Reporting a Chromebook Issue” section of this document.
- Repeated events will be addressed by building administration as a discipline matter. ***It is imperative that students bring their Chromebooks to school every day and fully charged.***
- District buildings and classroom spaces cannot accommodate charging for multiple student devices. Therefore, it is the student’s responsibility to take their Chromebook home each night and fully charge the device using the provided AC adapter.
- A small number of unsecured charging locations will be provided in each building or classroom to assist students with ‘emergency’ charging needs. These will be

on a first-come, first-serve basis and should not be relied upon for regular charging needs. Students are responsible for their device while it is charging and should never leave the device unattended.

- Repeatedly bringing a device that is not fully charged may be addressed by building administration as a discipline matter.
- ***If a student violates any of LTISD policies or guidelines related to the use of technology, the student may lose access to the LTISD-provided device.***
- Students should understand that their use of the Chromebook is subject to all applicable District Policies and regulations, the Student Code of Conduct, Acceptable Use Policy, and any campus or classroom procedures.

## Device Repair

- Students must immediately report a damaged Chromebook following the steps described for their school in the “*Reporting a Chromebook Issue*” section of this document.
- Chromebooks are the property of the Lake Travis Independent School District and should only be repaired by designated Lake Travis staff. Students should not attempt to repair their Chromebook.
- The process for having a Chromebook repaired varies by school. Please refer to the “*Reporting a Chromebook Issue*” section of this document for details.
- Loaner Chromebooks will be signed out to students who have submitted their device for repair.
- Loaner Chromebooks must be returned upon receiving a repaired device. If a loaner is not returned at the time of pick up, the repaired device will not be issued to the student.
- If a LTShield Chromebook Protection Plan has been purchased for the damaged device, there will be no charge for the repair (excluding damaged AC Adapter and/or carrying case). If no plan is in place, the repair fee will be \$30.

## Lost or Stolen

- If a LTShield Chromebook Protection Plan has been purchased for a lost device, it will be replaced under the terms of the plan. Otherwise, the full replacement cost of the device will be charged to the student's account.
- Students must immediately report a lost or stolen Chromebook following the steps described for their school in the “*Reporting a Chromebook Issue*” section of this document.
- Upon receipt of a police report acknowledging a device has been stolen, a replacement will be provided at no additional cost to the student if they have LTShield Protection Plan. Without the LTShield Protection plan, the student will be responsible for paying the full cost to replace the device (approx \$604 for 5400 and \$300 for 3189



Chromebooks). If the device is recovered during the same school year, the student will be refunded less damages.

- Lost or stolen Chromebooks will be disabled by the District's Technology Department.
- A student will be issued a loaner Chromebook until their Chromebook is found or replaced.

## Intentional Damage

- Students must immediately report a damaged Chromebook following the steps described for their school in the "Reporting a Chromebook Issue" section of this document.
- Damage to a Chromebook that is deemed by building administration to be intentional will be charged to the student/parent/guardian at full replacement cost.
- Intentional damage is not covered by the LTShield Chromebook Protection Plan.

## Chromebook Care

Students are responsible for the general care of the Chromebook issued to them by the school. Students should follow their school's Chromebook repair process if their device is damaged or not functioning properly (see Reporting a Chromebook Issue section).

## Guidelines

Just like any school property issued to students for individual use, students will be held responsible for maintaining their individual Chromebooks and keeping them in good working order. Therefore, general care is expected at all times. Students are responsible for any and all damage. Use the following guidelines to ensure proper care of your Chromebook:

- Use a clean, soft cloth to clean the screen; do not use cleansers or liquids of any type to clean the Chromebook.
- The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.
- Insert cords and cables in the appropriate locations; do not force any cords when plugging into the Chromebook or electrical outlets.
- Do not eat or drink over your Chromebook. Keep liquids out of your backpack or bag when your Chromebook is in it.
- Open the Chromebook only when it is resting on a flat surface such as a table or desk.
- Close the screen only when the Chromebook is resting on a flat surface such as a table or desk.
- Do not bump the Chromebook against lockers, walls, car doors, floors, etc.
- Do not disassemble or attempt to repair the device, or take the device to a third party for repair. All repairs must be made by the LTISD Technology Department.

- Store the Chromebook in a secure location. For instance, electronic devices should never be left in an unlocked locker, car, or any unsupervised area. Unsupervised areas include the school grounds such as gyms, locker rooms, library media centers, unlocked classrooms, hallways and school busses. Any Chromebook left in these areas is in danger of being stolen. If a Chromebook is found in an unsupervised area, it will be taken to the Library Media Center or school office. Repeat offenders may be addressed as a disciplinary matter.
- No stickers or other like items are to be placed on Chromebooks.
- Students should hold the Chromebook (cover closed) with two hands anytime it is carried.
- Never lift the Chromebook by the screen.
- Never carry a Chromebook with the screen in the open position.
- To open the Chromebook, use one hand to hold the keyboard against the table. Use the other hand to open the screen by grasping the screen's edge (in the middle) and gently moving the screen to the open position.
- All students will need to shut down their Chromebook before closing the lid. This needs to become a habit.
- Before closing the screen, make sure there is nothing on the keyboard to prevent the full closure of the device. Obstacles on the keyboard could cause broken screens or damaged hinges.
- Close the Chromebook using two hands—one at either corner of the screen.

## Protecting Your Chromebook

Electronic Device Identification: Each student's electronic device will be labeled in the manner specified by the Technology department and can be identified in the following ways:

- Serial number
- Lake Travis Independent School District label

Asset tags, labels, and identification stickers may not be modified or tampered with in any way. Students may be charged up to the full replacement cost of a Chromebook for tampering with a District asset tag or turning in a Chromebook without a District asset tag.

## Storing Your Chromebook

When students are not using their Chromebooks, they should be stored in a safe location. If a student is storing the Chromebook, nothing should be placed on top of the Chromebook. Chromebooks should not be stored in a vehicle at any time due to temperature extremes that can damage the device.

# Using your Chromebook

## Saving Work with Your Chromebook

Students will save work in their Google Drive which will be accessible on or offline. Each Chromebook has space for saving documents while offline, and students are able to create or edit documents while offline. It is the student's responsibility to ensure that work is not lost due to mechanical failure or accidental deletion. Chromebook malfunctions are not an acceptable excuse for not submitting work. Teachers will instruct students on methods of managing work.

## Network Connectivity

Lake Travis ISD makes no guarantee that the network will be up and running 100% of the time. In the rare case that the network is down, the District will not be responsible for lost or missing data. If you are creating documents online with Google Docs, all your work is automatically saved as you work.

## Installed Applications, Extensions and Add-ons

The applications originally installed by the Lake Travis school district must remain on the Chromebook. All apps, extensions and add-ons will be managed, installed and/or removed by Lake Travis ISD. From time to time, the District may add applications, extensions or add-ons. Periodic checks of the Chromebooks will be made to ensure that students have not removed required software/applications.

## Inspection

Students may be selected at random to provide their Chromebook for inspection. Chromebooks are the property of the Lake Travis Independent School District. Any staff member may confiscate any Chromebook at any time for safety and security purposes.

Students have no expectation of confidentiality or privacy with respect to any usage of a Chromebook, regardless of whether that use is for District-related or personal purposes, other than as specifically provided by law. The District may, without prior notice or consent, log, supervise, access, view, monitor, and record use of student Chromebooks at any time for any reason related to the operation of the District. By using a Chromebook, students agree to such access, monitoring, and recording of their use. Teachers, school administrators, and the Technology department staff may use monitoring software that allows them to view the screens and activity, including all documents or files on student Chromebooks no matter where or when the documents were created.

The LTISD Learner Centric Model (LCM) focuses on achieving deeper learning outcomes via various teaching strategies to ensure learners are actively engaged in diverse educational learning experiences.

Technology supports the Learner Centric Model by:

- Providing access to LT1 by Classlink (<http://LT1.Itidschools.org>) your one stop shop for all your district resources. Available anytime, anywhere, from any device.
- Providing access to Schoology, digital textbooks, and other education resources
- Supporting creativity and innovation
- Enabling Critical thinking and problem solving
- Enabling communication and collaboration
- Improving technology literacy skills
- College and career readiness

## Digital Citizenship

Digital Citizenship is essential to helping students achieve and understand digital literacy, as well as ensuring cyberbully prevention, online safety, digital responsibility, and digital health and wellness.

Each grade level has Texas Essential Knowledge and Skills (TEKS) standards and guidelines that reference digital citizenship and digital literacy. Digital citizenship education is also a federal mandate. LTISD is committed to building digital citizenship skills for all students by a multifaceted approach including a stand-alone curriculum and lessons integrated into the content area curriculum.

Examples of additional resource to explore:

- <https://www.commonsense.org/education/digital-citizenship>
- [https://beinternetawesome.withgoogle.com/en\\_us/resources](https://beinternetawesome.withgoogle.com/en_us/resources)

## Security

Lake Travis ISD leverages a multitiered approach to network security and content filtering. We utilize a web security service as well as onsite services that offer the best-in-class filters, virus, malware, and scanning utilities. These utilities are used to minimize exposure and maximum protection to our student population, faculty and staff. We use a suite of products for content filtering, granular application control, and malware protection to gain insight into and control over threats and vulnerabilities, to minimize time, to detection and remediation. Our solution also



leverages the internet's infrastructure to block malicious destinations before a connection is ever established. For Chrome devices, students are also protected with an additional Chrome-specific filtering solution.

## Content Filtering

All Lake Travis ISD provided internet access is filtered according to the Children's Internet Protection and Privacy Act (CIPPA). This act requires the District to block or filter internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors (for computers that are accessed by minors). We block or filter harmful content by leveraging policies that include "categories of content" deployed via the multitiered approach mentioned above. The following are categories included in our policies, but not limited to: Adware, Alcohol, Dating, Drugs, Gambling, Hate/Discrimination, Nudity, Lingerie/Bikini, Pornography, Proxy/Anonymizer, Sexuality, Tasteless, Terrorism, Weapons, etc.

As a result, our filters may also block relevant and practical web resources for teacher and student use. If teachers come across a site that may be blocked by our filter but feel this is in error, please submit a work order request for URL review. Conversely, if a teacher comes across a site with inappropriate content, please notify the LTISD Helpdesk immediately at extension 6565.

The District also enforces our internet/technology guidelines as outlined in our Acceptable Use Policy (AUP) which can be found in the Elementary Student-Parent Handbook, Middle School Student-Parent Handbook, High School Student-Parent Handbook, and Employee Handbook.

## District Resources

LT1 by Classlink is your one stop shop to access your District resources. This portal to all District resources is available from any devices with browser in-district or out-of-district.

Most applications will be delivered via LT1. If a specific application is not available or a specific Chromebook app or extension is desired, please submit a request for an app or extension review via a Technology work order request.

Please visit (<http://lt1.ltidschools.org>) and use your standard District login credentials. (This is the same information you log into the PC and Gmail).

