TCSD Tiger Chromebook Initiative
Frequently Asked Questions

Q: What is a Chromebook?
A Chromebook is a personal laptop computer running Chrome OS as its operating system. The devices are designed to be used with resources that reside on the web, rather than traditional applications that reside on the machine itself.

Q: Will students be allowed to bring their Chromebooks home?
Yes, just like textbooks, students will need to use the Chromebooks at home to fully engage in the curriculum. Grades PK-3 will have a cart model (students will take home at the teacher/parent discretion) | Grades 4-12 will take devices home each evening.

Q: Will parents/guardians need to sign off on their student receiving a Chromebook?
Yes. The Acceptable Use Policy Acknowledgement will need to be signed electronically via PowerSchool Registration at the beginning of each school year.

Q: My child is provided a Chromebook through CVCC, can he/she use that one?
Eleventh & twelfth graders are encouraged to use the CVCC provided device.

Q: What does the annual Chromebook fee cover?
The cost of the Chromebook, power adapter, Chrome License, and Internet filter is covered by the Twinsburg City School District. The TCSD Chromebook fee covers the following items:
- Annual, ongoing support and maintenance of the Chromebook initiative
- Cost of the materials for a single repair
- Cost of labor for a single repair
- Available loaners for use during device repair

*Fees can be paid via check, cash, or PaySchools. Please make checks payable to the Twinsburg City School District.

Q: If a repair is not made on a student Chromebook, will the fee be refunded or carried over to the next school year?
No, the Chromebook fee is annual and covers the aforementioned list.

Q: Will the TCSD Chromebook fee be charged if my child is bringing his/her own device?
No. The TCSD Chromebook fee will only be charged for school issued Chromebooks. However, the Chromebook fees are bulk assigned, and those students/families who wish to BYOD (Bring Your Own Device) MUST FILL OUT the following BYOD Student User Agreement. If your student is already assigned a TCSD device, he/she must return the device prior to the fee removal. This process will prompt the District staff to remove the Chromebook fee.
Please note: non-district devices will not be supported or repaired & loaners will not be provided.

Q: What is the process if a student wants to 'Bring Your Own Device' (BYOD)?
It is STRONGLY recommended that a student uses a TCSD device. However, students are permitted to use their personally owned laptop or Chromebook. Families will assume responsibility for student-owned devices that are in need of repair, lost, or stolen. District Chromebook loaners will not be available for student-owned devices. Linked is the Board's Policy #5136.02 regarding Bring Your Own Device. Students will need to complete the BYOD Student User Agreement located in the Forms link found under the For Parents tab on the TCSD website. Students will connect to the Twinsburg guest network.

Q: What software will be loaded onto the school-issued device versus what would need to be loaded onto my own device?
There are a variety of District approved Chrome apps and extensions that will be available for students to load. *Please note: When students login to any device using TCSD credentials, software is automatically loaded e.g. web filter, classroom management software, etc.

Q: Is this technology initiative mandatory?
Yes. A working/fully charged device for instructional purposes has become a classroom expectation for *all* students.

Q: What if the Chromebook is lost or stolen?
Students and parents will be responsible for the Chromebooks once they are assigned to a student just as they are responsible for the cost of lost or stolen textbooks. If the device is lost or stolen, please report this to a classroom teacher immediately. At that time, a technology ticket will be completed with the hope of finding the device.

Q: How will Chromebooks be supported or serviced?
If the District-owned Chromebook is broken or not working, students will need to notify their first period/homeroom teacher who will submit a technology ticket for repair.

Q: What if a student loses his/her charging cord?
The charging cord can be replaced *only* through the TCSD. Families will be charged the replacement cost of a new charger. Students may notify their homeroom teacher who will put in a technology ticket, and the technology department will coordinate a replacement charger. *Please note: using a non-district issued charger may result in a damaged chromebook and additional fines.

Q: Will students be permitted to personalize the exterior of the Chromebook?
Yes, however, students will only be allowed to add "skins" or personalization that is *not* permanent. Adhesives such as nail polish, regular stickers, Duct tape, Sharpie, paint, etc. are *not* permitted and may result in a fine. *Please note: Replacement parts or repairs may impact personalization.

Q: What happens when students forget Chromebooks at home or they are not charged?
Students **will be** required to bring a charged Chromebook to school each day. Each building has a limited number of loaner Chromebooks.

Q: What if I do not have internet access at home?

Chromebooks can be used in an offline mode to continue working on existing projects. All work completed offline will be synced with cloud storage once the Chromebook reconnects to the internet. For more information, click [here](#).

Q: Will there be repercussions, as far as behavior with the Chromebooks i.e. if students are not using them correctly at school?

Yes, current Board policy related to discipline and Acceptable Use of Technology apply. There is a specific Chromebook agreement as well. There are also administrative and financial repercussions for intentional damage to TCSD technology.

Q: What if I am moving and withdrawing my child from the school district?

Return the Chromebook AND charger **CLEAN** and in good working order to the building administrative assistant upon checkout for withdrawal. Failure to do so will result in a fine for the cost of a repair or replacement of the device and/or charger.

Q: Do the students get to keep the device after 4 years?

No, the Chromebooks will be repurposed by the school district.

Q: Is the device wiped clean when turned back in?

Yes, the Chromebook will be reset to factory settings when returned.

Q: Will the students keep the Chromebooks over the summer?

Yes, for most grades, the students will keep the Chromebooks over the summer.

Q: How will students be protected from objectionable internet content?

The District's internet filtering software will apply both on and off campus. However, it is still the parents' responsibility to monitor usage at home.

Q: Will the District's internet filter be loaded/used on family provided Chromebooks?

Yes, when students are logged in using TCSD credentials, devices must have an internet filter installed to comply with Children's Internet Protection Act (CIPA) content filtering.

Q: Can I opt out of the internet filter on a District-issued Chromebook?

No. TCSD Chromebooks must have an internet filter installed to comply with Children's Internet Protection Act (CIPA) content filtering.

Q: What are the monitoring procedures for students and maintaining privacy?

By accessing the District's network, the Chromebooks as well as devices from home would go through the District's content filter, meaning that students would not be able to access unauthorized sites. The internet filter will be used on District-issued Chromebooks for filtering websites at home.

Q: Will there be remote access to video and microphone?

No. There is no remote access via internet filter to the camera and microphone.

Q: What will I be charged if my child's device needs to be repaired after the first "break/fix/repair"?
Cost for the repairs will be applied to the student account and paid to the Twinsburg City School District. Parent/guardian i.e. primary email contact will receive an email detailing the repair and/or fines.

Q: Can I take my son/daughter's Chromebook somewhere else to be repaired?
No. District-owned equipment must be repaired by the Twinsburg City School District.

Q: Do warranty covered repairs constitute a "break/fix/repair" for the family? e.g. the item is not damaged but simply is not functioning.
No. If the repair is covered by the manufacturer's warranty, then the family will not be held responsible.

Q: Are Chromebooks replacing textbooks?
The Chromebooks will not be replacing textbooks at this time. As textbooks are adopted, we will assure the new textbook has online access. At this time, not every text we use within the Twinsburg City School District has online access.

Q: What information is being collected on my child?
Students who logon to the District-issued Chromebook will use the Twinsburg City School District student network username (i.e. YN100345) and password.
Google account creation uses Twinsburg issued student ID (i.e. YN100345), first and last name.

Online tools used by Twinsburg City School District staff members have been vetted via the Curriculum & Technology Department. The approved tools will use only student ID, first and last name. Vendors who provide the District approved online tools do not collect personally identifiable information (PII) per the Terms of Service and Privacy Policy statements. The District cautions that students using their own devices/personal accounts may have access to apps/extensions that have not been vetted and approved for safety and security measures.

*Parents/guardians grant permission to use these online tools via the COPPA form in PowerSchool Registration.