



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.

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

*Fees can be paid via check, cash, or EZpay. 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](#). This process will prompt the District staff to remove the Chromebook fee.

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, an FMX Tech Ticket | Information Security Incident Report 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 file an FMX Tech Ticket for repair. All Virtual Learning students will use the online [Break/Fix Form](#) for repairs.

Q: What happens if the Chromebook is not working or damaged?

The District will support broken devices and have loaner devices available when a student's assigned device is not working. Students will need to notify their first period/homeroom teacher who will fill out an FMX Tech Ticket for repair and help coordinate the loaner device.

Q: What if a student loses his/her charging cord?

The charging cord can be replaced *only* through the TCSD. The cost to replace the charging cord is \$20. Students may notify their homeroom teacher who will put in an FMX tech ticket and the technology department will coordinate a replacement charger.

Q: What is the process if a student wants to 'Bring Your Own Device' (BYOD)?

Students are permitted to use their own devices, i.e. laptops or personally owned Chromebooks. 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 #5136.01](#) 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 BYOD wireless network with their network credentials, not to the guest Wi-Fi.

Q. How will I notify the school if I decide that my child will bring his/her own device to school? Will there be a form that I need to complete and submit so that school personnel know that my child will be carrying his/her own device?

Yes. Students & their parents or guardians need to go to the TCSD Website, locate the For Parents tab and click the Forms link. The [BYOD Student User Agreement](#) must then be completed for device use within the Twinsburg City School District network.

Q: Can you provide specifications/recommendations for family-provided Chromebooks or devices?

When sending your family-provided device to school, the technology department recommends a device that has a battery life of 8-10 hours. The expectation for students is to arrive at school each day with a fully-charged device. Moreover, device memory (Chromebook or traditional laptop) is recommended to be at a minimum of 4 GB because much of what students will be working on is in the "cloud."

Q: Is this a mandatory initiative?

Using a District-owned device is not mandatory; however, using a device for instructional purposes has become a classroom expectation for all students.

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. Permanent adhesives such as nail polish, regular stickers, Duct tape, Sharpie, etc. are *not* permitted.

Q: What happens when students forget Chromebooks at home or they are not charged?

The building will have a limited number of loaner Chromebooks. Students **will be** required to charge their Chromebook every evening at home.

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: 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.

Q: How will software be added to my own device if needed?

The TCSD will not load software to personal/family-owned devices. However, students can load approved apps and extensions from the Chrome Web Store with parental discretion.

Q: Will the students be able to download programs or documents? How will this be monitored?

Students will not be permitted to install Chrome Extensions or Apps unless they have been TCSD approved (visit the TCSD Technology website for approved apps and online tools).

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.

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

Return the Chromebook AND charger to the building administrative assistant upon checkout for withdrawal. Failure to return the Chromebook will result in a fine for the cost of a replacement device and 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: What should I do with my son/daughter's Chromebook if it needs to be repaired over the summer?

Students are invited to fill out the online [Break/Fix Form](#) for Chromebook repairs during summer months.

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?

No.

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

TCSO 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. More information about our internet filter can be found on the Twinsburg High School homepage.

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: Where can I find a listing of fees that will be charged if my child's device needs to be repaired after the first "break/fix/repair"?

Cost for the repairs will be paid to the Twinsburg City School District upon receipt of the repaired device. Prices of parts change frequently, and families will ONLY be charged the market price for replacement parts.

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 Chromebook has an issue that is a factory level issue, the student and his or her family will not be held responsible.

Q: If my child brings his/her own device, what kind of case will be acceptable for him/her to carry his device in? I know that my child is not permitted to carry a backpack. Will this regulation be relaxed if he/she carries the laptop or other device in the backpack?

If your student chooses to bring his/her own device, he or she will be encouraged to have a carrying case or sleeve to protect the device. However, a book bag will not constitute a carrying case as the school handbook prohibits the use of book bags for student use during the school day. Book bags with sleeves for devices are also prohibited. Only a technology approved device carrying case will be permitted.

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 at Twinsburg High School 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 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, which do not have Internet filtering, may have access to apps/extensions that have not been vetted and approved for safety and security measures.

HP Chromebook replacement parts estimated cost:



Motherboard: \$120.00	Keyboard & touchpad: \$80.00	Power Adaptor: \$20.00	Battery: \$40.00
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Top Cover: \$45.00	Bottom Cover: \$45.00	LCD Bezel: \$15.00	LCD Screen: \$35.00
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Shell Case: \$20.00	DC Charging Plug: \$20.00	USB Port: \$30.00	Camera Board: \$20.00
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LCD/Camera cable: \$20.00	Complete Chromebook: \$225.00
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