

# HANCOCK COUNTY PUBLIC SCHOOLS TECHNOLOGY HANDBOOK



## TECHNOLOGY DEVICE PROCEDURES AND EXPECTATIONS FOR STUDENTS AND PARENTS 2020-2021

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# DISTRICT POLICIES AND PROCEDURES

## EXPECTATIONS

### RECEIVING A TECHNOLOGY DEVICE

System-wide process for training and deployment will occur for each school's student deployment.

- Parents/guardians are required to read and review the guidebook and parent requirements.
- Parent/guardian and student must sign and return the Hancock County Schools Technology Device Agreement before the device can be issued to the student.
- Each homeroom teacher will administer the technology survey during the first week of school. Based on results provided by students/parents, chromebooks will be distributed based on the results of the survey in the event of closure or extended absence.
- For any student or parent who needs to fill out the needs assessment survey, here is a link: <https://docs.google.com/forms/d/e/1FAIpQLSfDbSkwTieJo-z1xIOX14jEV0aNb9l3t8SN859Vx5eg4MBGKQ/viewform>
- Students will use technology devices in a manner consistent with All Board of Education policies and district procedures and school rules.

**Students will not receive their technology devices until their parents/guardians have reviewed the guidebook and signed the appropriate paperwork.**

### RETURNING A TECHNOLOGY DEVICE

- The individual's school technology device and accessories (technology device and charger, as well as any additional protective covering provided by the school) must be returned to the school at the end of each school year.
- Students who graduate early, withdraw, are suspended or expelled, or terminate enrollment for any other reason must return their school technology device on the date of termination. School records will not be released until the device and adapter are returned or paid for.
- If a student fails to return the technology device at the end of the school year or upon termination of enrollment, that student/parent/guardian will be subject to the replacement cost of the device. The technology devices are property of Hancock County Schools.
- The student will be responsible for any damage to the technology device, charger, or protective covering. The student will be charged for any needed repairs, not to exceed the replacement cost of the technology device.
- At the end of the school year any remaining charges or missing devices or adaptors, damage to devices will result in the student becoming only a day user the following year in which the

student will not be allowed to take the device home and must check out a loaner device from his/her classes.

**Throughout the remainder of this document, the term Technology Device includes the device and charger.**

## **TECHNOLOGY DEVICE USE**

- The care of the district technology device is the student's responsibility. Students should not lend their technology device to another person. If a student lends their device to another, the student who lent the device is responsible for any damages that take place as a result. Each technology device is assigned to an individual student and the responsibility for the care of the technology device rests solely with that student.
- Students should never leave the technology device unattended. When not in a student's possession, it should be in a secure, locked environment.
- The technology device is the property of Hancock County Schools and may be collected and inspected at any time. Students have no right to privacy for any material on a district technology device.
- Each technology device has a unique serial number and asset tag. Students should not modify or remove the tag. Students should not write on, draw on, or add stickers or labels directly to the technology device. No other form of tampering will be permitted.
- If a student's technology device is not working or is damaged, the student must report the problem immediately by calling the student's individual school or the helpdesk.
- If a student's technology device is lost or stolen at school, the student must report the loss immediately to the school administration. If a student's technology device is lost or stolen outside of school, parents/guardians must report the loss immediately to the local police and obtain a police report. If a student's technology device is lost or stolen at an unknown location, please treat it as if it had been lost or stolen outside of school.
- Students are responsible for using the technology device according to school and district policies and procedures.

## **VIRTUAL AND TIMELY ACCESS FOR ALL**

- If a student does not have internet accessibility available at home, the school district will ensure timely and consistent accessibility by:
  - a) providing wifi access in the parking lots of both Hancock County Elementary School and Hancock County High/Middle School.
  - b) providing a storage device per student for those with limited transportation

c) providing individual student and family plans as needed. The student's homeroom teacher will be in charge of creating individualized contracts based on the need of the student.

- This wifi access will remain open for all Hancock County Schools users in the event of closures.
- If transportation to a wifi hotspot is unavailable, please contact [Joseph.Southern@hcsk12.com](mailto:Joseph.Southern@hcsk12.com) or (423) 733-4848.
- Vulnerable students populations will have a personal device as well the option of a mobile wifi hotspot for his or her home.
  - Any student with an IEP and has an issue with a need for device or internet accessibility, please contact [Misty.Rasnic@hcsk12.com](mailto:Misty.Rasnic@hcsk12.com) or (423) 733-8094.
  - Any other student who is in need of a device or has home that contains multiple students sharing a device, please contact [Ashely.Hopkins@hcsk12.com](mailto:Ashely.Hopkins@hcsk12.com) to be placed on the priority list for a home device.

## TECHNOLOGY DEVICE GUIDELINES

### CARE & MAINTENANCE

- Devices should **NEVER** be picked up by the lid. Students should close the technology device before it is picked up.
- Students will use the school issued protective covering/bag.
- When carrying the device to and from school campus, it is expected that the device will be placed in a backpack, bag, or other carrying case.
- It is recommended that if students use a backpack, then the technology device should always be placed in the backpack with the port-side facing up. Technology devices should be kept at room temperature and should **NOT** be exposed to extremes of hot or cold. Students should **NOT LEAVE** their technology device **IN AN AUTOMOBILE**. Students should not leave their technology device outside.
- Liquids and food should not be used/consumed in the vicinity of the technology device.
- Cleaners, sprays, alcohol, ammonia or abrasives should not be on the technology device.
- Devices should be cleaned with a soft, lint-free cloth.
- The device should remain in the protective cover when not in use. The device should not be in a place where someone could accidentally sit or step on it.
- Devices can be tripping hazards when they are charging. Please be very careful to charge your device in such a manner that others will not trip over the wire.

## **CONTINGENCY PLAN**

If technical assistance or further troubleshooting is needed please contact [Tim.Goan@hcsk12.com](mailto:Tim.Goan@hcsk12.com) or (423)733-2591 for further assistance. You may also submit a help request on the [hancockcountyschools.com](http://hancockcountyschools.com) website under Technology Assistance.

- A student experiencing this situation should be contacted within two school days and this issue will be communicated to each student's teachers. If a legitimate issue has occurred, this event will be treated as an EXCUSED absence and make up work will be provided.

## **TECHNOLOGY DEVICE PARENT/GUARDIAN GUIDE**

- Monitor your child's home and school use of the Internet, set filtering on school device at home, and set the language sentiment analysis tool to warn you of cyberbullying and self-harm.
- Provide a place in an open area of your home, such as the kitchen or family room, where the technology device will be used.
- Use the Internet with your child to help develop safe Internet habits.
- Frequently ask to see your child's technology device and ask how it is being used.
- Review with your child the programs installed on the technology device and ask them what each program does.
- Do not hesitate to contact your school if you have any questions or concerns about the technology device.

## **MAXIMIZE BATTERY LIFE**

Students should use the technology device in a way that maximizes its battery life.

- Energy: The Energy Saver control panel offers several settings that determine power levels for the technology device. The technology device knows when it is plugged in, and runs accordingly. When on battery power, it will dim the screen and use other components sparingly. If you change this setting to maximize performance, your battery will drain more quickly.
- Brightness: Students should dim the screen to the lowest comfortable level to achieve maximum battery life. For instance, when watching a video in a dark room, you may not need full brightness.
- Bluetooth Wireless: Likewise, you can turn off Bluetooth to maximize your battery life, as it also consumes power when not in use.
- Applications: quit applications when not in use.

## **REPAIR AND REPLACEMENT GUIDELINES**

The following is designed to be a guide and reference for dealing with issues related to student technology device damage with the understanding that the goal is for every student to have an operational device. Typically, issues will arise over one of the following: Theft, Non-preventable Damage, Preventable Damage/Negligence, and Willful Damage/Recklessness.

### **THEFT/NON-PREVENTABLE DAMAGE**

- The theft must be reported as soon as possible.
- An administrator will conference with the student and parent/guardian in order to investigate the theft.
- A police report is required to document a theft.
- After a police report is submitted, the student will be a day user during the time of the investigation. Upon finalizing the report, a student may be issued a new computer.
- For non-preventable Damage (these are rare, but examples might include, but are not limited to: auto accident, house fire, etc.), an administrator will meet with a student to investigate the incident and discuss with parent/guardian as necessary.
- Upon determination of a verifiable accident, the student will be issued another computer.

### **PREVENTABLE DAMAGE/NEGLIGENCE**

- Damage must be reported as soon as possible, preferably within a window of one week from the time of the damage.
- The parent/guardian and student have accepted responsibility for the technology device and therefore are liable for the damage penalty explained in the damage matrix.
- If the computer is still functional it is then considered level 1 damage, the damage penalty can be paid through May 10th and the student will still be able to use the device while waiting for repair. If another incident of level 1 damage occurs, there will not be an additional penalty.
- If the computer is no longer functional or internal components are exposed, it is level 2 damage. In this case, the computer needs to be turned in immediately and the penalty will be due at that time.
- If the adaptor is damaged and must be replaced, the parent/guardian and student are liable for the cost of replacement. School adaptors cannot be replaced by aftermarket adaptors. Students must return their original adaptor or purchase a new one from the school. .
- An administrator will contact the student to investigate the incident and discuss with parent/guardian as necessary.

## **WILLFUL DAMAGE/RECKLESSNESS**

- The parent/guardian/guardian and student have accepted responsibility for the machine and therefore are liable for the cost of the repair or replacement of the device.
  - An administrator will contact the student to investigate and discuss with the parent/guardian as necessary.
  - The replacement cost of the machine cannot be satisfied by families themselves purchasing their own replacement device.
  - The replacement cost of the charger or bag cannot be satisfied by families themselves purchasing their own replacement chargers or bags.
  - The cost of repairs will be assessed for each reported incident.
  - Please note that willful damage also includes asset tags and power supply identifiers. It is not acceptable for a student to intentionally remove asset tags and identifiers.
- Multiple offenses should be handled appropriately and in consultation with the district office if necessary.

**If a student owes a penalty at the beginning of the school year based on the previous school year, the penalty will have to be paid before a device can be checked out.**



## DAMAGE MATRIX

The following table summarizes the consequences of the various damage scenarios for the Chromebook and/or loaner Chromebooks:

| <b>Damage</b>   | <b>Financial Consequences With Paid Insurance</b> | <b>Financial Consequences <u>without</u> Paid Insurance</b> | <b>Additional Consequences</b>                           |
|---|---|---|--|
| Unintentional/First Offense/Level 1 Damage (even if there is more than one incident in the school year) | \$0 penalty                                       | Cost of repair  |  |
| Unintentional/Second Offense (excluding Level 1 damage)   | \$0 penalty                                       | Cost of repair  | 1 month probationary period as a day user                |
| Unintentional/Third Offense   | \$50 additional penalty                           | Cost of the repair  | Day user for the remainder of the school year            |
| Unintentional/Fourth Offense  | \$50 additional penalty                           | Cost of the repair  | The student will only be able to use classroom devices   |
| Intentional Damage  | Cost of repair or replacement                     | Cost of repair or replacement                               | The student will not be allowed another checkout device. |

## ACCEPTABLE USE POLICY

### Department of Education

# Hancock County

P.O. Box 629

Sneedville, TN 37869

Phone: (423) 733-2591

**Dr. Michael Belcher, Director of Schools**

## INTERNET SAFETY AND ACCEPTABLE USE POLICY (AUP)

### of Electronic Media

**I. ACCEPTABLE USE:** The purpose of Hancock County's Internet Safety and Acceptable Use Policy provision of access to the Internet is to support research and education in and among schools and academic institutions in the U.S. by providing access to unique resources and the opportunity for collaborative work. The use of your account must be in support of education and research and consistent with the educational objectives of the Hancock County School System. Transmission of any materials in violation of any U.S. or state organization is prohibited. This includes, but is not limited to: copyrighted material, threatening or obscene material, or materials protected by trade secret. Use for commercial activities by for-profit institutions is not acceptable. Use for product advertisement or political lobbying is also prohibited. The Hancock County School System will integrate Internet safety in the K-12 curriculum and instruction. Students will be given appropriate instruction in Internet safety as a part of any instruction utilizing computer resources. Students will be educated and monitored on appropriate online behavior, including interacting with other individuals on social networking websites and in chat rooms and cyberbullying awareness and response. Internet safety information will be provided for students, parents, grandparents, caregivers, and community stakeholders via the school system's website, [www.hancockcountyschools.com](http://www.hancockcountyschools.com), in order to raise awareness of the dangers posed by the Internet and ways in which the Internet may be used safely. Professional

development opportunities for teachers and staff will be provided for the school district. The Hancock County Board of Education will review, evaluate, and revise this policy biennially.

**II. PRIVILEGES:** The use of Hancock County School's network services is a PRIVILEGE, not a right, and inappropriate use may result in a cancellation of those privileges for faculty as well as students. The network administrator, Director of Schools, and school board will deem what is inappropriate use, take appropriate action and determine consequence. Also, the network administrator may close an account or deny access at any time as required. The Director of Schools and/or school board may request the network administrator to deny, revoke, or suspend specific user accounts.

**IV. NETIQUETTE (NETWORK ETIQUETTE):** The use of an account/access requires that you abide by accepted rules of network etiquette. These include, but are not limited to, the following:

BE POLITE. Do not send abusive messages to ANYONE.

USE APPROPRIATE LANGUAGE. In all messages, do not swear or use vulgarities or any other inappropriate language. Anything pertaining to illegal activities is strictly forbidden.

PRIVACY. Do not reveal the personal address or phone numbers of yourself or any other person. All communications and information accessible via the network should be assumed private property. Do not forward/distribute an email message without permission from the author. Conduct relating to or in support of illegal activities must be reported to appropriate authorities. Note that the school network and e-mail is not guaranteed to be private.

While electronic information resources, such as electronic mail, chat rooms, and other forms of direct electronic communications offer tremendous opportunities of educational value, they also offer persons with illegal or unethical purposes avenues for reaching students, teachers, and others, including parents. The following represent some of the inappropriate uses that may occur:

- using copyrighted material in reports without permission
- using "Chat" (IRC) or instant messaging without prior approval in writing from the Principal, Director of Schools, or Technology Coordinator.
- using the network to access a file that contains pornographic pictures or other inappropriate material
- using the network to send/receive messages that are racist
- using the network to send/receive inflammatory messages

- creating a computer virus and placing it on the network
- using the network to send/receive a message with someone else's name on it
- using the network to send/receive/display a message or picture that is offensive
- using the network to access data that may be considered to be vulgar and/or obscene
- using the network to request home phone numbers and, later, making obscene phone calls to the numbers
- using the network to provide addresses or other personal information of minors that others may use inappropriately
- using the network for “hacking” or other unlawful activities
- using the network for “bullying” or harassment
- using the network for business transactions
- using the network for gambling
- using the network to harass, insult, defame or attack others
- damaging computers, computer systems or computer networks
- trespassing in another’s folders, work or files
- intentional misuse of resources
- using another’s password or other identifier (impersonation)
- using the network for commercial purposes
- buying or selling on the Internet
- using the network for unauthorized disclosure, use, and dissemination of personal identification information regarding minors and others

**IV. SERVICES:** Hancock County Schools provide filtered Internet service to every school and location for instructional and administrative purposes which restricts minors from accessing inappropriate content on the Internet. Although filtered Internet is provided and is deemed sufficient to protect minors from obscenity, child and adult pornography, and other harmful content, it is possible for students to access inappropriate material. Therefore, students are responsible for appropriate conduct using the Internet/network. An authorized person may disable the blocking or filtering measure during any use by an adult to enable access for a bona fide research or other lawful purpose. Students are permitted access to the Internet with a signed Internet Safety and Acceptable Use Policy. Hancock County Schools will not be responsible for any damages you may suffer. Use of any information obtained via Hancock County School's network services is at your own risk. We deny any responsibility for the accuracy or quality of information obtained through network services. Users with network access shall not utilize district resources to establish electronic mail accounts through third-party providers or any other nonstandard electronic mail system. All data including e-mail communications stored or transmitted on the school system computers and personal computers/devices which are allowed to be used at the school shall be monitored. Personal laptops and electronic devices and the content of the devices are subject to search by a teacher and administrator at any time without

permission. Students/teachers should have no expectation of privacy with regard to such data. E-mail correspondence may be a public record under the public records law and may be subject to public inspection. Students must understand that the use of personal computers/devices in the classroom is at the teacher's discretion and must support instructional activities. Personal computers/devices allowed to be used in the school will be treated as school property. Students must abide by the rules of this policy when allowed to use personal computers/devices on the school network. Failure to abide by these rules and regulations when using personal computers/devices will result in the equipment being confiscated.

**V. VANDALISM:** Vandalism may result in cancellation of privileges and/or criminal prosecution. This includes, but is not limited to, contamination, deletion or reconfiguration of data or degradation of system performance in any way.

## **VI. SANCTIONS OR CONSEQUENCES:**

- **1<sup>st</sup> Offense** - Banned from Internet for a period of six months. After the first offense, parents/guardian must meet with the Principal, Director of Schools, and Technology Coordinator prior to students receiving Internet access.
- **2<sup>nd</sup> Offense** - Banned from Internet access for a period of one calendar year. After the 2nd offense, parents/guardian must meet with the Principal, Director of Schools, and Technology Coordinator prior to students receiving Internet access again.
- **3<sup>rd</sup> Offense** - Banned from Internet access forever (through Hancock County Schools).

Teachers of the Hancock County School System shall promote this agreement with the student. Teachers will instruct the student on acceptable use and safety of the Internet/network and proper network etiquette. Teachers will report any misuse of the information system to the Hancock County School's network administrator. Misuse can come in many forms, but can be viewed as any messages/pictures sent or received that indicate or suggest pornography, unethical or illegal solicitation, racism, sexism, inappropriate language, and other issues described above.

Parental consent shall be required prior to the student being granted access to electronic media involving district technological resources. This policy must be signed by the parent/legal guardian of minor students (those under 18 years of age) and also by the student. This signed policy shall be valid unless the parent/legal guardian provides a written notice that consent is withdrawn. In order to rescind the agreement, the student's parent/legal guardian (or the student who is at least 18 years old) must provide the Director of Schools with a written request. Violations of this policy or a procedure promulgated under its authority shall be handled in accordance with the existing disciplinary procedures of the school district

"I understand and will abide by the above terms and conditions set forth in this policy. I further understand that any violation of the regulation above is unethical and may constitute a criminal offense. Should I commit any violation, my access privileges may be revoked, school disciplinary action may be taken and/or appropriate legal action pursued."

(If user is under the age of 18, a parent or guardian must also read and sign this policy agreement.) As the student, I have read and agree to the Terms and Conditions for use set forth above pertaining to accessing the Internet/network and using the Internet work services. I understand that these privileges are designed for educational purposes. I will not hold Hancock County Schools responsible for material acquired or problems related to the use of the material acquired on the Internet/network. I will utilize the Internet/network appropriately and certify that the information contained on this form is correct.

**Student Name:( please print)** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

**Parent or Guardian Network Responsibility Contract:** (If user is under the age of 18, a parent or guardian must also read and sign this policy agreement.) As the parent or guardian of this student, I have read and agree to the terms and conditions for use set forth above pertaining to accessing the Internet/network and using the Internet work services. I understand that these privileges are designed for educational purposes. I will not hold Hancock County Schools responsible for material acquired or problems related to the use of the material acquired on the Internet/network. I hereby give my permission for my child to utilize the Internet/network and certify that the information contained on this form is correct.

**Parent or Guardian Name (please print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/\_\_\_