



Dear PPS Students and Families:

As part of the division's efforts to support families with the upcoming virtual reopening of schools, PPS is providing every student with a mobile device to take part in daily learning online. This mobile device is an important part of your school's curriculum, and the safekeeping and maintenance of the device is vital to your success in this virtual learning. As such, please make sure to review the device handbook below to understand your commitment as an owner of a PPS-issued device.

Introduction

The following information refers to the use of an individual student computing device, (Chromebook, iPad, Laptop, etc...). In addition to this agreement, students are required to follow all the guidelines outlined in Portsmouth Public Schools' current "Technology Acceptable Use Policy (AUP)." As Portsmouth Public Schools' technology initiative centers on new devices, applications (apps), and educational methodologies, additional policies will be continually reviewed and this set of policies updated. Please refer to the Portsmouth Public Schools website (<https://ppsk12.us>) for the most up-to-date information.

Expectations and Care

CARE AND MAINTENANCE OF THE DEVICE, CASE, CHARGER, ETC.

1. Do not attempt to gain access to the internal electronics or repair your device. If your device fails to work or is damaged, report the problem to your teacher or school's designee as soon as possible. Device repair/replacement options will be determined by the school administration. You may be issued a temporary device or other materials until your device is working properly or replaced.
2. Never leave a device unattended. When not in your personal possession, the device should be in a secure, locked environment. Unattended technology will be collected and stored in the school's office.
3. Never expose a device to long term extremes in temperature or direct sunlight. An automobile is not a good place to store any technology for any significant length of time.
4. Technology does not respond well to liquids. Avoid applying liquids to the device. The device can be cleaned with a soft, dry, lint-free cloth.
5. Never throw or slide any technology or device.
6. Your device comes with ports for charging and other accessories. Care must be exercised when plugging and unplugging accessories. Student-issued device accessories are the responsibility of the student.
7. Be extremely careful when closing the screen (Chrome books and Laptops) or placing the device in a bag not to shut headphones, writing instruments, etc. between the keyboard and screen.
8. Each device has a unique identification number and at no time should the numbers or labels be modified or removed.
9. Do not lend your device to another person. Each device is assigned to an individual and the responsibility for the care of the device rests solely with that individual.

10. Your device is an electronic device and care must be exercised when handling. Never throw a book bag that contains a device. Never place a device in a book bag that contains heavy or sharp objects, food, or liquids.
11. Your device is designed for daily use; therefore, each device must be charged and ready for use each school day. **Your device should be charged each night.**

General Terms and Conditions of Use

1. Students will abide by all policies outlined in the Student Code of Conduct (School Board Policy JFC and JFC-R). You and your parents are required to sign this document at the beginning of each school year.
2. Portsmouth Public Schools (PPS) provides all students access to the Internet and other digital resources as a means to enhance their education. All technology resources are provided under the expectations and restrictions delineated in this document.
3. The device that is issued for student use is the property of Portsmouth Public Schools and must be returned as follows:
 - a. Within three (3) school days of withdrawal from a Portsmouth schools
 - b. Immediately upon the request of a teacher or administrator.
4. Transmission or creation of any material in violation of Federal, State, or local law, ordinance, School Board policy, regulation or the Code of Student Conduct is prohibited.
5. The Internet filtering provided through PPS exceeds the Children's Internet Protection Act (CIPA) requirements. Access to the Internet is filtered through a commercial filtering system.
6. PPS may provide students with access to online educational services and websites through contracts with educational companies and vendors. Students may be provided with a username and password to access educational content on these websites. Such websites may collect personally identifiable information from students including usernames and passwords. Specific website company/vendor privacy policies should be consulted regarding collection of information, including information for students under the age of 13. Please contact PPS at any time regarding privacy questions or concerns or to request to review what personally identifiable information has been provided by the school and/or division. As requested, PPS can also provide contact information for the educational companies and vendors for such websites for parents to contact directly. Parents can also contact PPS (and/or the website company/vendor) at any time to request that they delete the personally identifiable information of their child and disallow further access. Please note that this removal could prevent the student from having access to critical instructional materials.
7. PPS has the right to inspect any provided computer or other electronic device and the contents contained therein on demand with or without notice to the user. Remote monitoring of computers on the network will occur at each school site.
8. Students will adhere to these terms and conditions of use each time the device is used, including while not on school grounds.
9. If provided, students agree to transport their PPS-issued device in the school-approved carrying case or cover (if supplied).
10. Students will bring their PPS-issued device, fully charged, with them to school each day (if required).
11. Students will make available for inspection by any school administrator or teacher any messages or files sent or received on their PPS-issued device.

Acceptable Use and Internet Safety

1. Students will use technology with responsibility, integrity and for educational purposes.
2. Students will take responsibility for the choices they make and the actions they take while using technology.
3. Students must manage the personal data on their devices. This includes backing up educational material regularly (if applicable). Appropriate non-educational files are allowed, but should not negatively impact instructional use nor degrade device performance.
4. Students will report to responsible school personnel any incidents of inappropriate electronic communications transmitted in any form using PPS-owned technology.
5. Files and data on student computers must adhere to the following guidelines:
 - a. All files and data must be legally obtained and distributed under United States copyright laws.
 - b. All files and data sought, possessed, or distributed must be acceptable in a school setting. This forbidden content includes, but is not limited to: hacking tools, computer viruses, violent content, pornographic content, vulgar content, and obscene content.
6. Students will maintain the security and integrity of their usernames and passwords.
 - a. Students must keep their usernames and passwords confidential.
 - b. Students will only log in with their own usernames and passwords.
7. Students will maintain the integrity of the computer hardware and software.
 - a. Students will not dismantle or otherwise physically alter computers. This includes affixing stickers or other decorations.
 - b. Students are prohibited from altering or deleting files that are not in their 'home' directory.
 - c. Students are prohibited from installing additional software or altering existing software in any way.
8. Students are responsible for obeying all PPS standards for conduct when communicating using technology.
 - a. Students may use PPS or school approved communications mediums under teacher direction.
 - b. Communications will be clear and precise. Intentionally obscuring communication through code words or other means is not permissible.
 - c. Students will adhere to rules regarding cyber bullying, harassment, hate speech and other forms of verbal assault.
 - d. Students must understand that content published online is public, visible, and representative of the author.
9. Students will respect the rights, privacy, property and work of all users.
 - a. Students will neither seek nor reveal personal information about others.
 - b. Students will not attempt to access, alter or use another user's files without their permission.
10. Students will operate within established PPS filtering and security environments.
 - a. Students will not attempt to evade or bypass PPS Internet filters.
 - b. Students will not attempt to conceal, disguise, or change their user information, nor the identity of their computer.
 - c. Students will not attempt to disable any security or monitoring software.
11. The use of PPS technology for commercial activities is prohibited unless explicitly permitted by the School Board. Commercial activity includes, but is not limited to, the following:
 - a. Any activity that generates revenue for the user;
 - b. Product advertisement or political lobbying;
 - c. Any activity that requires entry into an area of services for which the school will be charged a fee.

With Teacher and/or Administrator Approval and for Instructional Purposes, Students may:

1. Use approved email, chat rooms, instant messaging, message boards, and other communication methods;
2. Publish or edit web pages;
3. (In school) Wear headphones;
4. Share files;
5. Play educational games/activities.

Students are PROHIBITED from:

1. Using technology for any illegal purpose;
2. Creating unauthorized networks of any kind;
3. Downloading, uploading, importing, or intentionally viewing material that promotes the use of illegal drugs, alcohol, pornography, or illegal and/or violent behavior;
4. Introducing non-approved software, hardware, or resources into the PPS network or clients.

Failure to honor the above regulations may result in the restriction of Internet privileges and/or the restriction of other technology access in addition to disciplinary action up to and including criminal charges. Examples include but are not limited to: (i) Computer hacking or trespassing, (ii) harassment, threats, or cyber bullying via computer, and (iii) computer fraud (see Title 18.2 of the Code of Virginia).

Damage or Loss/Stolen

If loss/theft or damage occurs, students and their parent(s) or guardian(s) agree to any applicable charges outlined below. **The charges are intended to promote good habits and responsible handling of PPS-issued mobile devices.** Devices reported as stolen outside of school require that parents notify police and send an official police report to their school administration. Theft on school grounds is to be reported to school administration.

First incident: No charge for *accidental* damage to mobile device; letter to parents. Full price of repair or replacement for an *intentionally* damaged mobile device and a parent/guardian meeting with administrator required. For stolen devices, a police report must be completed within 10 business days and a copy provided to the school administration. For lost devices, a fee of \$100 will be assessed to the parent or guardian.

Second and subsequent incidents: No charge for *accidental* damage to mobile device; letter to parents. Full price of repair or replacement for an *intentionally* damaged mobile device and a parent/guardian meeting with administrator required. For stolen devices, a police report must be completed within 10 business days and a copy provided to the school administration. If school administration does not receive the police report as outlined above, a charge of \$100 will be assessed to the parent or guardian. For lost devices, full replacement cost will be assessed to the parent or guardian up to \$240.

Students who un-enroll from Portsmouth Public Schools during the school year or summer program must return the device, along with any issued accessories, at the time they leave the district. The device and all accessories should be returned to the school's main office. Failure to

return a device in a timely fashion may result in legal action and assessment of full replacement cost.

Repair Procedures

School Year

During the school year any device that needs repair should be taken to your building designee. A device repair form will be filled out and the device will be sent to the technology department for repair. A spare/loaner device will be issued during the repair process.

Summer

During the summer months, if your device needs repair, please adhere to the student help desk hours of operation designated by your building administrator. Once repaired, you will receive a call when the device is ready for pick-up.

Holidays and Breaks

During observed holiday closures and breaks, technical support will not be available for the device. If it needs repair please adhere to the student help desk hours of operation designated by your building administrator once school is in session again. Once repaired, you will receive a call when the device is ready for pick-up.

Screen Care

The device screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen or from drops.

- Do not lean on top of the device.
- Do not carry the device by the screen (Chrome book or Laptop).
- Do not place anything near the device that could put pressure on the screen.
- Do not place anything between the case and cover, especially something that will press against the cover.
- Do not write on the screen.
- Do not place anything on the keyboard before closing the lid, e.g., pens, pencils, notebooks, earbuds (Chrome books and Laptops).
- Clean the screen with a soft, dry anti-static or microfiber cloth. Do not use window cleaner or any type of liquid or water on the device. You can also purchase individually packaged pre-moistened eyeglass lens cleaning tissues to clean the screen. These are very convenient and relatively inexpensive.

Using your device at School (Classroom Expectations)

When schools reopen, the device is intended for use at school each and every day. In addition to teacher expectations for device usage, school messages, announcements, calendars, academic

handbooks, student handbooks and schedules will be accessed using the device. Students must be responsible for bringing their device to all classes unless specifically advised not to do so by their teacher or building administrator.

Using your device at Home

All students are required to take their device home each night throughout the school year for charging. If required, devices must be brought to school each day in a fully charged condition. It is recommended that students not carry the AC Adapter power cord (charger) to school. If fully charged at home, the battery will last throughout the day. If power cord (charger) is lost, a replacement (**at cost**) will need to be procured from the school's library or building designee.

Sound

Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes.

Printing at School

Printing functionality from the device will not be available at school. Teaching strategies will facilitate *digital* copies of homework. If printing is deemed necessary by the building administration, printing is available from designated classroom or library desktop computers.

Printing at Home

The device will not support a physical printer connection. Instead, users may print to their home printers using either the Google Cloud Print service for Chrome books or the use of an Air-print enabled printer for the iPad. A wireless home network is required for these services to function. More information is available at:

<http://google.com/cloudprint>

<https://support.apple.com/en-us/HT201311>

Managing Files and Saving Work

Students may save documents to their Google Drive, or they may save to an external memory device such as a miniSD card or USB flash drive. Saving to Google Drive will make the files accessible from any computer with internet access. Students using Google Drive to work on their documents will not need to save their work as Drive will save each keystroke as the work is being completed. It will be the responsibility of the student to maintain the integrity of their files and keep proper backups.

Virus Protection

Virus protection is unnecessary on the Chromebook and the iPad due to the unique nature of their design. Windows based systems will utilize virus protection software.

Procedure for Restoring the Device

If technical difficulties occur, technical support staff will use the "5-minute" rule for resolution. If the problem cannot be fixed in 5 minutes, the device will be restored to factory defaults. In a One-to-One environment it is impossible for support staff to maintain a working environment for all if too much time

is spent fixing every glitch that may arise. Restoring the device to the state in which the user originally received it will fix most issues. All student-created files stored on an external mini or micro SD card, USB flash drive or Google Drive will be intact after the device is restored. All other data (music, photos, documents) stored on internal memory that has NOT been synced will not be restored.

Device Identification Labels

The student device will be labeled to uniquely assign and identify the device from all other devices. Under no circumstances are students to modify, remove, or destroy identification labels.

Internet Filtering

All devices will be set up to filter inappropriate content. Filters, while extremely accurate, will never filter 100 percent of inappropriate content. Inappropriate content including games, images, etc. are added just about every second of the day and a filter can only update so fast. **Please supervise your student and set up expectations with them prior to the device being used. This is a great time to sit down and talk with your child about Internet safety and good digital citizenship.**

Storing the Device

When students are not monitoring their device in a school setting, it should be stored in areas designated by the building administration or the classroom teacher. Nothing should be placed on top of the device when stored. Students need to take their device home with them every night. The device is not to be stored at school outside of school hours. The device should be fully charged each night at the student's home. The device should never be stored in a vehicle.

Storing Chromebook at Extracurricular Events

Students are responsible for securely storing their device during extra-curricular events.

Devices Left in Unsupervised / Unsecured Areas

Under no circumstances should a device be stored in unsupervised areas. Unsupervised areas include the school grounds and campus, the cafeteria, library, locker rooms, dressing rooms, hallways, bathrooms, extra-curricular or activity bus, in a car or any other entity that is not securely locked or in which there is no supervision.

Frequently Asked Questions

Q: Which grades have a devices issued to them?

A: For 2020-21 all Pre-Kindergarten through 12th grade students in the district will have a device issued to them.

Q: What happens if my device is damaged, lost or stolen?

A: The device is the responsibility of the student. Should a device be damaged, lost or stolen, the student and parent/guardian should immediately notify the school administration.

In the event that a device is damaged intentionally the student will be charged up to \$240 for the repair or replacement of the device and case (if issued) that was purchased by the school district. If the device is stolen, the filing of a police report by the parent/guardian will be required. Portsmouth Public Schools may deploy location software to aid in recovering the device.

Q: What happens if a charging cord or other accessory is broken, damaged or malfunctions?

A: During the first year, Lenovo provides a limited warranty for faulty or malfunctioning equipment. The school district will provide a replacement to the student in warranty situations. The replacement of damaged or lost items will remain the responsibility of the student and parent/guardian. All damage reports/repair requests are made through your school's library or building designee. If the device is broken or has other warranted repair issues, a device repair form will be filled out by the student when they take the device to the school's library or building designee.

Q: Do parents or students need/have to sign a contract?

A: Parents must view and acknowledge agreement of the Acceptable Use Policy (AUP) as well as the terms and conditions in the mobile device handbook each year. This is completed as part of the Online Returning Students Registration process for each student each school year.

Q: What happens if I do not accept the agreement(s) for my child?

A: Your student will not receive/have a device and their account will be deactivated.

Q: Will the device be filtered for student-accessed content?

A: PPS uses a filtering solution division wide. The mobile client will provide the same filtered protections both on and off campus.

Q: Who will repair non-operable devices?

A: The PPS technology staff will work to ensure that all students have an operable device.

Q: Will students be able to keep their device during the summer?

A: Students will keep their device year round until they graduate or come to the end of the life cycle on the device (approximately every 3-4 years). Periodic audits may happen as needed.

Q: How do I clean my device?

A: The device can be cleaned with a soft, dry, lint-free cloth. Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean the device.

Q: If I have additional questions or concerns about this initiative, whom can I contact?

A: You may contact the building principal and/or their designee.

Student Expectations

- I will take good care of my device.
- I will never leave my device unattended in an unsecured or unsupervised location.
- I will never loan my device to other individuals.
- I will know where my device is at all times.
- I will charge my device battery to full capacity each night.
- I will keep food and beverages away from my device since they may cause damage to the device.
- I will not disassemble any part of my device or attempt any repairs.
- I will protect my device by always carrying it in a secure manner to avoid damage.
- I will use my device in ways that are appropriate for education.
- I understand that the device I am issued is subject to inspection at any time without notice and remains the property of **Portsmouth Public Schools**.
- I will follow the policies outlined in the **Mobile Device Handbook** and the **District Acceptable Use Policy**.
- I understand my parent/guardian and I are responsible for any damage to or loss of my PPS issued device.
- I will keep the device and power cord/charger in good working condition and report damage and repairs needed immediately to my school's library or building designee.