



# Waterloo CSD Device Handbook

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# Waterloo CSD Device Handbook

## Developing Students to lead the 21<sup>st</sup> Century

### Program Overview

The purpose of our 1:1 initiative is to put current technology into the hands of all students to help enhance, personalize and further develop our academic program. We believe this will also ensure all students a quality, equitable, rigorous, adaptive curriculum which is responsive to an ever-changing world. This will guarantee that all students are receiving the highest quality education that will ultimately prepare them to be global employees as well as global citizens.

Every student in Waterloo has unique needs, abilities and interests, educational technology enables students to experience a more personalized curriculum to gain the 21<sup>st</sup> Century skills necessary to be successful in college and/or career.

Long-Term Goals of the 1-to-1 initiative are to:

- Increase student engagement with curriculum
- Personalize instruction to meet student's needs, abilities and interests
- Foster the growth of the 4 C's – Collaboration, Communication, Critical-Thinking, and Creativity

Keeping these goals in mind as we progress through our planning and implementation of this 1-to-1 technology initiative, we believe will result in a transformation in our learning environments that will accelerate student learning.

All Students in grades Kindergarten through 12<sup>th</sup> grade will get an HP x360 11 laptop to use for school purposes. Starting in 6<sup>th</sup> grade, students will be able to take their assigned devices home once they have shown proficiency on the digital citizenship curriculum requirements and have completed and turned in the 1-to-1 device program checklist and acknowledgement form. Students are accountable for ensuring the care of the equipment entrusted to them. Students in grades 6-12 assigned HP laptops will receive a computer, charger, and Stylus. Proper care for each of these items is the responsibility of the student. It is the responsibility of each student to bring their device to school each day as no extra devices are available.

## Digital Citizenship

All students will be introduced to principles of Digital Citizenship and receive instruction to address the following topics.

1. **Digital Access** - Are students aware that not everyone has access to technology resources?
2. **Digital Communication** - Do students understand what is appropriate to share through email, texting, video chatting, and social media?
3. **Digital Literacy** - Do students know how to use various digital technologies and how to assess legitimacy of web resources?
4. **Digital Etiquette** - Do students know when to use technology appropriately and always in a positive manner?
5. **Digital Law** - Do students know how to use and share digital content legally and how to respect content ownership by citing sources?
6. **Digital Rights and Responsibilities** - Do students understand they have a right to safe and friendly digital communications and a responsibility to report instances that threaten this?
7. **Digital Health** - Are students aware of the physical and psychological dangers of excessive internet usage?
8. **Digital Security** - Do students know how to stay safe by using difficult passwords, backing up data, and being aware of identity theft, phishing, and other online scams?

## Family Partnership

The use of personal computers for teaching and learning in the Waterloo School District is an immense opportunity to accelerate the learning for all our students and to enhance an already strong academic program. The success of this endeavor, though, must be built on a strong partnership and open communication between the school, students, and parents. To help ensure the best learning experience possible, here are some helpful ideas for families:

- Help kids find a safe place to store and charge their device when at home.
- Set expectations of how and when the device will be used at home.
- Engage students in conversations about how they are using their device's.
- Communicate concerns and/or ideas with the Waterloo School District. (Help us help your kids!)

# Acceptable Use of Technology—Students—Policy

## Purpose of Technology Use

The Waterloo Central School District provides technology resources to its students solely for educational purposes. Through technology, the District provides access for students and staff to resources from around the world. Expanding technologies take students and staff beyond the confines of the classroom, and provide tremendous opportunities for enhancing, extending, and rethinking the learning process. The goal in providing these resources is to promote educational excellence in the District by facilitating resource sharing, innovation, and communication with the support and supervision of parents, teachers, and support staff.

## Section 1: Devices

- I. Appropriate Use:
  - a. Access to the Waterloo Central School District Technology resources is a privilege and not a right. Each employee, student and/or parents will be required to follow the district Computer/Internet Acceptable Use Policy/Regulations for Staff and/or Students.
- II. Receipt of a device
  - a. Receiving your device:
    - i. Devices will be distributed during scheduled times to students once parents, guardians, and students sign the device agreement/acknowledgement form. This policy outlines procedures and policies for families to protect the device investment for the district.
  - b. Collection of your device:
    - i. Devices, such as laptops are District-owned and students may be requested to turn in their devices and any accessories for maintenance or inspection at any time. All devices will be collected at the end of each school year. Instructions will be given later how this will be conducted.
  - c. Returning you device:
    - i. Any student leaving the district must return their device to the Technology Department prior to their last day. *Any device that is not returned will be considered stolen property, and law enforcement will be notified*
- III. Monitored Use:
  - i. All files stored on the District Technology System are the property of the district and are subject to regular review and monitoring
  - ii. WCSD reviews and monitors all activity on the computers/network for responsible use. Internet history and e-mail checks may occur at least once a month. They will be random and unannounced.
  - iii. Changing any computer settings without permission is not allowed.
- IV. Student Owned Devices:
  - i. Personal student devices will not be supported by IT.

## Section 2: Requirements

- I. General Requirements:

- a. The devices and technology system are to be used solely for educational support of student learning.
- b. All regulations are in effect before, during, and after school hours, for all computers/devices.
- c. Students may use headphones at the discretion of the teacher
- d. Students should not connect devices to Ethernet jacks at school.
- e. Device use is for instructional purposes only.
- f. Messaging is only allowed for instructional purposes.**

II. Requirements for use in School:

- a. General Expectations
  - i. All student use of computers or other technology should be in support of their education.
  - ii. All use of technology must comply with the District Policy as well as the Acceptable Use Policy. The student in whose name a device is issued will be responsible at all times for its appropriate use.
  - iii. All use of the Internet must comply with district requirements. Log files are maintained on each device with detail history of all sites accessed. These files may be reviewed periodically.
  - iv. All devices contain a remote content filter for use on and off school grounds.
  - v. WCSD staff are responsible for monitoring student device use at school, especially Internet access.
  - vi. Students who identify or know about a security problem are expected to report the details of the problem to their teacher without discussing it with another student.
  - vii. Students are expected to notify a staff member immediately if they come across information, images or messages that are inappropriate, dangerous, threatening, or make them feel uncomfortable.
- b. Student Expectations
  - i. All users are expected to comply with existing copyright laws.
  - ii. Students may only log in under their assigned username. Students may not share their passwords with other students.
  - iii. Students are responsible for charging the device battery each day.
  - iv. Students are expected to care for the devices. If a device is deemed to be intentionally damaged by a student, the student may be subject to discipline and the student/parent/guardian will also be responsible for the full cost of the 1-to-1 device repair.
  - v. Students are expected to report any damage to the computers immediately. Spot inspections of devices will occur regularly. Students who do not report damage or abuse will be subject to both repair costs and discipline.
  - vi. Students are expected to keep track of all equipment issued to them. If components are lost, the student/parent/guardian will be responsible for the full cost of replacement.
  - vii. Students may not loan device components to other students for any reasons. Students who do so are responsible for any loss of components.
  - viii. Devices come with a standardized image already loaded. These images may not be altered or changed in any way.
  - ix. Students may not load or download any software, music, pictures, etc. on the device without specific instructions from a teacher to do so.
  - x. Educational games may be used at the discretion of the teacher.

- xi. All students have access to their One Drive on which to store data. It is the responsibility of the student to see to it that critical files are backed up regularly to this location.
- xii. The district will cooperate fully with local, state, or federal officials in any investigation concerning or relating to violations of computer crime laws.

III. Requirements for use at Home:

- a. The use of devices at home is encouraged for grades 6-12.
- b. Device care at home is as important as at school
- c. Transport your device in an protected environment (such as your backpack).
- d. Messaging is allowed at home if all the following conditions are met:
  - i. The content of the messages is school appropriate
  - ii. The messages are in support of education
  - iii. You have permission from your parents/guardians

### Section 3: Terms of Use

I. Acceptable Use Policy

- a. All users of the WCSD technology system and equipment must comply, always, with the *Waterloo Central School District Student Use of Computerized Information Resources and Waterloo Central School District including [Acceptable Use Policies](#) and Student/Parent Acknowledgement form*, which you and your parents' sign. Any failure to comply may end your right of device possession effectively immediately. You may also be subject to disciplinary action.

II. Liability

- a. If the property is not returned or is intentionally damaged, the student is responsible for the cost of repair or the replacement value on the date of the loss. In the case of theft, a police report must be filed within 48 hours and provided to the school, the building principal, and the Technology Services Department. Failure to report the theft to the proper staff and follow the proper filing procedure will result in a full fine to the student. If the device is lost because of negligence, the student is responsible for the full replacement cost of the device.

III. Repossession

- a. Failure to fully comply with all terms of this agreement and the student/parent agreement form may result in the confiscation of the device by the district at any time.
- b. Unsupervised devices will be confiscated by staff. Disciplinary action may be taken for leaving your device in an unsupervised location.

IV. Scheduled and Unscheduled Evaluations

- a. Spot inspections of the devices will occur regularly by technical support staff. Some of the inspection will be scheduled through email and others will take place via remote connection to the device. Students with damaged devices who fail to report the damage will be subject to fines and to discipline. Students with inappropriate content or programs will be subject to discipline and may also be fined.

### Section 4: Device Rules and Regulations

*Violations of these rules and requirements will result in disciplinary action*



## Acceptable Use Requirements

The requirements are provided here so that students and parents are aware of the responsibilities students accept when they use district-owned computer hardware, operation system software, application software, stored text, data files, electronic mail, local databases, digitized information, and Internet access. In general, this requires efficient, ethical and legal utilization of all technology resources.

- I. Device Use and Care
  - a. NO food or drink should be near devices.
  - b. When moving the device use two hands. Do not pick it up by the monitor. Close the device lid whenever you are not using it, or if you are moving it around.
  - c. Never leave the device unattended in the hallway or any other public space for any reasons. Never pile items on top of your device.
  - d. When placing your device on a table or desk, gently position it on the surface. Do NOT slam/swing the device on to the surface. Center the device on desks or tables to avoid it being bumped and falling to the floor.
  - e. Keep your volume muted unless directed by a teacher.
  - f. Lock your device when it is not in use (do so by holding pressing down the windows key and the “L” key at the same time).
  - g. When moving between classes, put your computer on Standby (simply by closing the lid). When leaving for the day, be sure to completely shut down your device.
  - h. If possible, do not leave your device in the car. If you must leave it, lock it in the trunk or somewhere out of view.
  - i. Be sure to protect your device from exposure to extreme heat or cold. This includes when leaving it in a vehicle.
- II. Prohibits and Network Etiquette
  - a. Students are prohibited from placing stickers on the devices, cases, batteries, or chargers
  - b. Students are prohibited from defacing WCSD issued equipment in any way. This includes but is not limited to, marking, painting, drawing or marring any surface of the devices or any stitching on the case. If such action occurs, the student will be fined the cost of repair.
  - c. Be polite; messages typed in capital letters on the computer are equivalent to shouting and are considered rude.
  - d. Use appropriate language; swearing, vulgarity, ethnic or racial slurs, and any other inflammatory language are prohibited
  - e. Pretending to be someone else when sending/receiving messages is considered inappropriate.
  - f. Transmitting obscene messages or pictures is prohibited
  - g. Revealing personal addresses or phone numbers of the user or others is prohibited.
  - h. Using the network in such a way that would disrupt the use of the network by other users is prohibited.
- III. Music/Movies: At School
  - a. Listening to music on your device is not allowed on the devices during school hours without permission from a teacher or staff member
- IV. Games: At School
  - a. Online gaming is not allowed during school hours unless you have been given permission by a teacher. Any games utilized must be in support of education
- V. Messaging: At School

- a. Messaging is only allowed for instructional purposes.
- VI. Desktop Backgrounds and Screensavers
  - a. Students will have the ability to customize their desktop background by selecting one of the preloaded themes or images. They may also choose to use the standard background. Beyond that, students may not change the desktop background and/or screensaver.
- VII. Profile Images
  - a. Students will have the ability to customize their profile images. Profile images should be appropriate and of the student or their avatar only. Profile images will not include other staff, students or inappropriate images/text as defined in this document.
- VIII. Printing
  - a. A purpose of the devices is to cut down on printing. Ultimately the district would like to go paperless.
- IX. E-mail
  - a. E-mail is to be used as a communication tool for school and should be used solely for educational purposes. One of the most common violations of the Acceptable Use requirements by students is the sending of social or non-school related e-mail.
  - b. E-mail transmissions, stored data, transmitted data, or any other use of online services by students, employees or other users is not confidential and may be monitored by staff at any time to ensure appropriate use.
  - c. All e-mail and all contents are property of the Waterloo Central School District
  - d. Classroom-based compliance checks may be conducted at any time. This means that teachers and staff can check your e-mail.

## **Examples of Unacceptable Use**

The following list covers the answers to some of the most frequently asked questions as well as the most common violations. This is not a comprehensive list.

Unacceptable conduct includes, but is not limited to the following:

- Using the network for illegal activities, including copyright, license, or contract violations, downloading inappropriate materials, viruses, and/or software, such as but not limited to hacking and host file sharing software.
- Using the network for financial or commercial gain, advertising, or political lobbying.
- Accessing or exploring on-line locations or materials that do not support the curriculum and/or are inappropriate for school assignments, such as but not limited to pornographic sites.
- Vandalizing and/or tampering with equipment, programs, files, software, system performance or other components of the network. Use of possession of hacking software is strictly prohibited. Causing congestion on the network or interfering with the work of others, e.g., chain letters or broadcast messages to lists or individuals.
- Gaining unauthorized access anywhere on the network
- Revealing the home address or phone number of oneself or another person. Invading the privacy of other individuals.
- Using another user's account, password, or allowing another user to access your account or password.
- Coaching, helping, observing, or joining any unauthorized activity on the network.
- Forwarding/distributing E-mail messages without permission from the author.
- Posting anonymous messages or unlawful information on the system.

- Engaging in any form of harassment or using objectionable language in public or private messages, e.g., racist, terroristic, abusive, sexually explicit, threatening, stalking, demeaning or slanderous.
- Falsifying permission, authorization, or identification documents.
- Obtaining copies of, or modifying files, data or passwords belonging to other users on the network.
- Attempting to access or accessing sites blocked by the WCSD filtering system
- Downloading music, games, images, videos, or other media without the permission of a teacher or staff member.

## **Section 5: Technology Discipline**

The discipline policies at each school encompass the 1-to-1 environment.

The privilege of having a computer/device comes with a new set of responsibilities.

Waterloo Central School District may remove a user's access to the network without notice at any time if the user is engaged in any unauthorized activity.

## **Section 6: Device Security**

Each of the devices are managed by WCSD. We have tried to strike a balance between usability of the equipment, and appropriate security to prevent the units from being damaged or used to cause damage to the Waterloo Central School District technology system. Two Primary forms of security exist:

- I. Desktop security
  - a. Security is in place on the desktop to prevent and/or track certain activities. These include downloading or installing software on the devices, removing software, changing system settings, etc.
- II. Filtering/Monitoring Software
  - a. WCSD maintains an Internet filtering/monitoring solution. This program automatically filters all student access to the Internet and monitors student activities on the computer both in school and at home. Please note, however, that there is not a better security tool than an involved adult!

## **Section 7: Device Damage**

- I. Damaged Equipment Repairs
  - a. Occasionally, unexpected problems do occur with the devices that are not the fault of the user (computer crashes, software errors, etc.). The Technology Services Department is prepared to assist students in resolving these issues. These issues will be remedied at no cost to students or their families.
- II. Loaner devices for devices being repaired
  - a. Temporary replacements are also available in the Technology Services Department so that student learning is not disrupted by the repair process. Students are responsible for the care of the temporary device while it is issued to them. All the same rules and regulations apply to loaner devices, and students are expected to treat them as if they were their own. Students are required to save all files to their OneDrive account in case the need to be issued loaner device
- III. Accidental Damage vs. Negligence

- a. Accidents do happen. There is a difference, however, between an accident and negligence. The price that the district paid for the device includes: the device, case, and a one-year warranty. The device warranty will cover normal wear and tear along with other damage that might occur during normal use of the device. After investigation by school administration, if the device is deemed to be intentionally or negligently damaged by the student, the student may be subject to discipline and the cost of repair or replacement, and a loaner device will NOT be provided.

## **Section 8: Lost or Stolen Equipment**

### **I. Lost Equipment**

For this subsection, “equipment” refers to devices, chargers, and cases. 1-to-1 devices and other equipment are issued as an educational resource. The conditions surrounding this equipment can be equated to those of a textbook or a school issued calculator. Students are expected to keep track of and care for this equipment for the time it is issued to them. Students/families may be fined for damaged or lost equipment.

#### Lost equipment reporting process

If any equipment is lost, the student or parent must report it to the school immediately. Students can let a teacher or administrator know, and the staff member will assist him/her

The circumstances of each situation involving lost equipment will be investigated individually.

### **II. Stolen Equipment**

#### Stolen Equipment Reporting Process

If any equipment is reported as stolen, a police report must be filed within 48 hours and a copy of the report must be provided to the building principal or the Director of Technology by the student or parent. If there is not clear evidence of theft, or the equipment has been lost due to student negligence, the student and parent will be responsible for the full cost of replacing the item(s).

### **III. Student Safety**

It is always a high priority to ensure the safety of our students while at school and we hope these precautions will help student be safe on their trip to and from school.

Student safety always comes first. If a student is faced with an unsafe situation, such as theft, the student is advised to let the assailant have the equipment and to immediately contact the police.

The circumstances of each situation involving stolen equipment will be investigated individually.

## Section 9: Financial Responsibility

### I. Fees, Fines and Repair Cost

- a. Students are expected to keep the devices in good condition. Failure to do so will result in fines as specified below.
- b. Students are expected to report any damage to their devices as soon as possible. This means no later than the next school day
- c. Spot checks of devices will occur regularly
- d. Students who fail to report damage or abuse will be subject to fines and to discipline.
- e. Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drugs, and/or gang related symbols will result in disciplinary action, or loss of device privileges.

### II. Charges for Gross Negligence or Theft

- a. If your laptop and/or AC power adaptor has been defaced or damaged beyond the normal wear of a computer which has been handled safely and responsibly, students and their families may be liable for repairs or replacements. Willful damage of the device or cord will be subject to discipline according to our code of conduct and restitution. Families may also be charged for replacements if laptops are lost or stolen due to students leaving them unattended or unsecured. We understand that damage may occur accidentally, and that theft is possible even under a watchful eye; in either case, students should notify administration as soon as possible so an investigation may take place. Please note that the laptops are equipped with geotrackers, keyloggers, and other theft-recovery capabilities. In addition, they are designed to only be used by authorized Waterloocsd.org domain users.

<b>Estimated Item Replacement Cost for 1:1 Devices</b>	
<b>Item</b>	<b>Estimated Cost</b>
Student Stylus (HP Active Pen)	\$25
Power Cord	\$35
1:1 Device (HP Probook x360)	\$600
Full Package	\$660

## Frequently Asked Questions (FAQ)

### 1. What is a laptop?

A Laptop is a device that mostly stores its programs and files online “in the cloud” instead of on the device itself or on a local area network. They are less expensive than traditional Windows or Apple laptops, login quickly, are less prone to viruses, and align well with the Office365 Apps for Education platform that the district so heavily utilizes.

### 2. What model Laptop are we using?

We are using HP x360 11 Laptops which are specifically built for the rigor of a school environment. They have special features such as 360° hinges, sealed keyboards, crack-resistant touchscreens, and rugged protective cases. As technology changes and new products become available, the district will consider new manufacturers and models for the device program.

### 3. What about damage?

The district a 3-year parts and labor manufacturer warranty and has a repair service COSER available through BOCES. However, we anticipate there may be accidental damage on occasion. If that occurs, we will repair or replace devices that are not covered under the manufacturer’s warranty. Students and their families may be liable for some or all the replacement cost.

### 4. Will I have to pay repair fees if my child damages or loses their laptop?

If your Laptop and/or AC power adaptor has been defaced or damaged beyond the normal wear of a computer which has been handled safely and responsibly, families will be expensed for repairs or replacements. Families may also be charged for replacements if Laptops are lost or stolen due to students leaving them unattended or unsecured. We understand that damage may occur accidentally, and that theft is possible, even under a watchful eye; in either case, students should notify teachers or administration as soon as possible so an investigation may take place. If there is a suspected theft, a police report should be filed.

### 5. Can anyone login on a district-owned Laptop?

Only Waterloocsd.org accounts issued to staff and students can be used when logging into the laptop. The “guest mode” capabilities and use of non-district Office365 accounts have been disabled. To help maintain student account security, the laptop will automatically sign out the student when the lid is closed, and when the laptop goes into sleep/standby mode.

### 6. What about battery life?

Our laptops typically hold an 4-6-hour charge when fully charged. The white LED will illuminate when charging and will turn off once it reaches 100%. To help extend battery life when using the laptop, users can lower the screen brightness.

### 7. What if a student forgets their laptop at home?

Students will be expected to bring fully charged devices to school every day in the same way that they are expected to bring other supplies to class. Chronically forgetting supplies may lead to disciplinary consequences including phone calls home.

### 8. Is this program too expensive for our school?

Laptops are nearly a third of the cost of a traditional Windows desktop or laptop and have a longer shelf life due to the continual updates coming from Office365. Since we no longer will be replacing as many Windows based PCs, **the cost is lower** to maintain a Windows 10 OS platform versus a Windows platform. We will rely on our existing purchase agreements with BOCES, meaning we will receive reimbursement at a rate of around 76% for technology purchases. After all costs, the program ends up being about \$30/per student per year to provide every child a computing device as part of their education.

**9. Why not only use a BYOD (Bring Your Own Device) approach?**

While we understand that many students have their own laptops, tablets, and smartphones, because there are so many different models, it would be impossible to become experts about each of them. We also know that many families cannot afford devices that would be effective in a school environment. We want the device to be as easy to support as possible so that students and teachers can spend more time focusing on the content. We also want everyone to have equal access to high quality devices.

**10. Can our network support this many devices?**

An ongoing project includes installation of a wireless network capable of supporting a 1:1 program. Wireless access points have been installed in every classroom and common gathering places. Our internet bandwidth is provided by our regional BOCES, who constantly monitors usage and adjusts our capacity as needed.

**11. Can students get additional programs or apps themselves?**

To prevent malicious apps, themes, or extensions from being installed, students may be restricted to installing content that has been “whitelisted” (approved) by district teachers and administrators. This will ensure that Laptops are not bogged down with running unnecessary apps or extensions that are not needed for educational purposes. Teachers and administration have the capability of force-installing apps as they are needed. This policy will continuously be evaluated to determine the most efficient way of students obtaining content.

**12. Is there a camera built into the device?**

Our laptops have a webcam built into the top of the monitor, which allows students to take pictures and video and use in videoconferencing situations such as Microsoft Teams. There are also many apps that will allow for lesson recording and the ability to demonstrate specific functionality. The camera functionality will be enabled by default, though if distractions caused by cameras outweighs the benefit of having them, they can be disabled.

**13. Is virus protection software needed?**

Laptops are unfortunately prone to viruses. To help protect devices all district devices have anti-virus protection software installed on them by the district.

**14. What if parents refuse to allow their kids to bring devices home?**

This is certainly a possibility, and parents know their children best. If parents choose not to permit their children to bring Laptops off campus, students will need to pick up Laptops each morning and turn them in at the end of the day in certain designated locations (ex. first period classrooms). The responsibility lies on the student to ensure their laptop is returned each day to the designated location.

**15. What if a family has no home internet access?**

Laptops can be used offline, however work created on them won't save until the student gets online. Teachers will instruct students on how to make specific Office365 Drive files available offline, so they can do so prior to leaving our school campus each day.

**16. Will internet use at home (or anywhere off the school campus) still be filtered?**

Yes, internet content will be filtered in compliance with CIPA regulations using an approved filter, which works directly on the device regardless of where the student is obtaining their network connectivity.