



2020-21





<https://support.google.com/chromebook/answe>

liquids, pets, or small children.

- Do not leave your device in a vehicle or o



## Frequently Asked Questions (FAQs)

### 1:1 Program

#### **What are Chromebooks?**

A Chromebook is a device intended for accessing and working with Internet based resources. It has the ability to work off-line on a variety of tasks. It is fast and light making it easy to use and carry around. The device is relatively inexpensive compared to other technologies on the market, yet it is easy to support while providing 8+ hours of battery life. It connects with Google's suite of applications, which can be used by every student and staff member in Gilbert Public Schools.

#### **What does 1:1 mean?**

Every GPS student participating in the program will receive a device and

Schools and must be returned at the end of the school year.

**Can a student “opt out” of the 1:1 initiative?**

If a parent wishes to have their student opt out of receiving a student device, they will need to work with the site administration. However, Gilbert Public Schools encourages all students to have the technology skills to become successful in the future. In today's technology-driven world, a device is a tool that will promote a student's learning process, similar to a textbook.

**How will the 1:1 distribution impact students with special needs?**

Each child's IEP team will determine the best strategy and tools for the student's success.

**Will my student turn in his or her device at the end of the school year?**

Yes, the school-provided devices will be distributed and collected, much like textbooks are distributed at the beginning and collected at the end of the school year. Devices will be checked for damage and/or misuse when turned in. Summer School Chromebook procedures will be determined each year. (Due to the current situation with the Covid-19 virus pandemic, changes may be made to device distribution and collection, please contact your school for specific questions)

**Costs and Protection Plan**

**Are student rental/use fees associated with the 1:1 program?**

There are no costs for students/parents to participate in the 1:1 program, Flex, or Online learning models related to the use of a student device. However, students/parents will be held responsible for any damages to the device. Parents have the option to purchase a **Device Protection Plan** at a cost of **\$25** per device to help minimize their financial risk of potential damage. See Page 6 of this handbook for details on repair and replacement costs.

**Will my family homeowners insurance cover damage to my student's device?**

Please contact your personal insurance provider to inquire about policy coverage.

**If we decide not to purchase the protection plan initially, can we purchase it later?**

No. The enrollment in the DPP does not begin until the \$25 payment has been received and must be completed by August 28th, 2020. Students enrolling in Gilbert Public Schools after August 28th, 2020, will be given **2 weeks** after their official GPS enrollment date to enroll in the Device Protection Plan.

**Are there additional out-of-pocket costs under the protection plan?**

No, unless the device is intentionally and maliciously damaged or if the Chromebook and/or cord is stolen or lost (See Page 5 of this handbook)

**What type of damage or repairs does the protection plan cover?**

The protection plan covers normal wear and tear, accidental damage and general repairs, such as fixing cracked screens, cracked casing, or broken keyboards. (See Page 5 of

this handbook)

**Who is responsible for loss, theft or damage to the device while at school or home?**

Students are 100 percent responsible for the assigned device. This includes the costs to repair and/or replace the device. Parents may purchase a **De ce P ec Pa** from the district to help minimize liability. Situations at school will be handled by the school

use the device without the Internet. Many resources can be downloaded on the device and available offline. Chromebooks can store the student's work on the device itself, allowing the student to edit offline. The edited version is then uploaded once an Internet connection is established.

**What if we have trouble connecting my Chromebook to Wi-Fi at home?**

Here is a link to a troubleshooting website from Google Support Forums.

<https://goo.gl/Mf1mV9>

**When can my student access the school's Internet Wi-Fi capabilities?**

The district's GPS Wi-Fi is always available. Students will be able to access it whenever they are on campus.

**Will this 1:1 initiative eliminate the need to bring textbooks home?**

NO. This program will not eliminate all textbooks. The Flex and Online learning models will have different requirements that are determined by the site.

**How will students be trained on the use of the devices?**

At the beginning of the school year and throughout the year, each teacher will train students on the technology needed for their classrooms.

**Can my child print at home?**

Yes. See the link below for help. The district goal is to minimize the amount of printing required.

(For more information: <https://support.google.com/ear> Near the dis

an issue.

**What are the consequences for inappropriate use of the device?**

The GPS Awareness Contract and Student Conduct Policy is discussed with students by administrators at each level in age-appropriate ways. Students are then asked to sign the form. In addition, this form requires parent signatures to electronically sign in grades K-12.

**What will students do with their device during PE and extra curricular classes?**

Instructors will give students directions about device needs as they enter the classroom. During PE and other extracurricular classes, devices should be secured in the student's locker unless the device will be used during the class or activity.

**Is the device heat-sensitive?**

Yes. Students should use care when storing their devices and should not leave them where they could get damaged by the weather or other elements.

**End of Year Procedures**

**Will personal student data be removed from the device after it is checked back into the school?**

Devices will be collected at the end of the school year or when the student withdraws from Gilbert Public Schools. If a student withdraws from GPS, district technology staff will reprovision the device and reset the device to original settings.

**If my student returns to the same campus next year, will he/she get the same device?**

Yes. If a student returns to the same campus the next year, they will be given the same device they had the previous year. That is the intent, but not guaranteed.

## Setting Filter Options on Home Router

Just about every router today has the option to block or filter websites ***built into the router***. You can block on a schedule or block all the time. Parents can set it up so that the sites are only blocked at night or during the hours you choose.

To access these settings it is necessary to log into the web interface **f** **e**.

Instructions for the most popular routers are available:

| Model         | Website                                                                                                                                                                                                                     |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Netgear       | <a href="http://www.netgear.com/lpc">http://www.netgear.com/lpc</a>                                                                                                                                                         |
| Linksys       | <a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>                                                                                       |
| Dlink         | <a href="http://support.dlink.com/Emulators/dir657/100/index.html">http://support.dlink.com/Emulators/dir657/100/index.html</a>                                                                                             |
| Trendnet      | <a href="http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm">http://www.trendnet.com/emulators/TEW-812DRU_V2.0R/basic/parental.htm</a>                                                                   |
| Asus:         | <a href="http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html">http://event.asus.com/2012/nw/dummy_ui/en/ParentalControl.html</a>                                                                                 |
| TP-Link:      | <a href="http://www.tp-link.us/faq-350.html">http://www.tp-link.us/faq-350.html</a>                                                                                                                                         |
| Buffalo       | <a href="http://www.buffalotech.com/search?keywords=parental%20controls">http://www.buffalotech.com/search?keywords=parental%20controls</a>                                                                                 |
| Belkin        | <a href="http://www.belkin.com/us/support">http://www.belkin.com/us/support</a>                                                                                                                                             |
| Cisco valet   | <a href="http://www.linksys.com/us/support-article?articleNum=134633">http://www.linksys.com/us/support-article?articleNum=134633</a>                                                                                       |
| ZyXEL         | <a href="http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf">http://www3.truecorp.co.th/assets/files/files/Setting_ParentalControl_BlockWeb_ZyxeIVMG1302_VDSL_E.pdf</a> |
| Trendnet:     | <a href="http://www.trendnet.com/support/">http://www.trendnet.com/support/</a>                                                                                                                                             |
| Apple airport | <a href="https://www.apple.com/support/airport/">https://www.apple.com/support/airport/</a>                                                                                                                                 |
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