

# 2017 FREQUENTLY ASKED QUESTIONS

## **How will this Initiative better prepare our students for the future?**

Our students are graduating into a world where they will be required to do modern work on digital tools. Our ACPS Chromebook Initiative will better prepare students for this new reality and will help level the playing field of opportunity for all of our students. Employers and higher education institutions now report that they review students' online presence or experience. It is our duty as educators, community members, and parents to ensure our students are prepared to meet this new reality by creating a powerful, positive digital footprint.



## **Device Deployment Questions**

### **When will my child get a device?**

We are anticipating deployment starting in middle of September.

### **How will the Chromebooks be handed out?**

Each school will stage deployment during the school day. Students will receive a Chromebook and power cord.

## **Insurance Questions**

### **Do I have to pay for my child to use these devices?**

Yes, a usage/insurance payment is required. The annual cost is \$35.

### **What does the insurance cover?**

Accidental Damage, Theft, Fire, Flood, Natural Disaster, Power Surges, Vandalism and Mechanical Malfunctions. This insurance policy will provide full replacement cost coverage and will protect the item on and off school grounds.

### **What does this insurance NOT cover?**

Deliberate or negligent damage, as determined by Amelia County Public Schools.

### **Do I have to pay repair costs for damage?**

If for any reason the device is damaged during the time that it is issued to the student, the student and the student's parent/guardian may be financially responsible. No fees will be charged for repair or replacement of the device that is fully covered by a manufacturer's warranty or by the insurance.

### **What if the device my child is issued gets lost or stolen?**

Lost or stolen devices must be reported immediately, and in the case of suspected theft, a police report must be provided. Fees may be assessed.

### **How/Where can I pay my insurance fee?**

During parent night or a later date at school. Please make checks payable to Amelia County Public Schools.

### **What if I can't afford to pay the insurance fee?**

Families can apply for financial assistance, confidentially, through the school principal.

### **How do I file a claim if my Chromebook has issues?**

You will need to contact our technology department by phone at 804-561-9389 or via email at [chromebooks@ameliaschools.com](mailto:chromebooks@ameliaschools.com)

## **Chromebook Specifications**

### **What is a Chromebook?**

A Chromebook has a traditional physical shape of a laptop but does not run a traditional operating system (think Windows). Chromebooks run Google's operating system; the Chrome operating system is built for (1)

the web, (2) security and (3) Chromebooks. Advertised specs vary from model to model. Light weight and long battery life are a staple of each model.

### **Are Chromebooks safe?**

Yes! There are many layers of safety and security involved with our Anytime, Anywhere Learning Initiative. The safest way to use a computer is under the supervision of an adult. We also ensure that our students grow each year as digital citizens. Technology helps us to increase our levels of safety and security. Here are a few ways our technology helps to increase student safety and security:

- Chromebooks have built-in anti-virus software that is always up-to-date.
- Chromebooks are secure. You can read all of the technical info here (internet link noted here for online document) if you would like to read how the devices are engineered to be secure computing devices.
- Google Apps and the Google environment is managed by our school division. No student personal information is tied to their accounts.

### **Will there be Internet filters on the Chromebooks? How will these work when my child has to do research for projects or assignments on the Internet at home?**

The Chromebook Initiative is a joint partnership between the school, students, and their parents. The devices will be subject to the same Acceptable Use Policy restrictions and discipline procedures applied to all other technology infractions. The school's web program filters inappropriate content. We are in the process of providing this filtered access at home soon or shortly after deployment. At home, we encourage parents to work together with their children to monitor the

access to inappropriate content and to provide their own filtering process if needed.

### **I don't have wireless Internet at home. Can my child still use a Chromebook?**

Yes. Chromebooks run the Google Apps suite, of which several apps can be utilized offline. These include word processing, presentations and spreadsheets. There are also many apps that work offline and more will be added to the approved ACPS Web Store as they are reviewed.

### **Will students have the ability to use a mouse with a Chromebook?**

The selected Chromebook has a track pad and ACPS will not provide a mouse. Students, however, may insert their own USB portable mouse if they prefer.

### **What device are we getting?**

For this rollout we have again selected the HP Chromebook 11G4. The device is light weight, under 3 pounds and has a 11.6" display screen. It has a long battery life, nearly 9 hours.

### **Do Chromebooks support Flash?**

Adobe Flash Player is directly integrated with Google Chrome and enabled by default. Available updates for Adobe Flash Player are automatically included in Chrome system updates. While Chrome supports Flash, it does not support other plug-ins like Java and Silverlight.

### **Do Chromebooks support Microsoft Office products?**

Chromebooks are designed to work seamlessly with Google Apps for Education products rather than Microsoft Office products.

1. The computer skills that students learn on a Chromebook are easily transferable to Microsoft Office products. Google Docs are very similar to Microsoft Office products. The look may vary, but the ways in which each tool can be used are the same. Therefore, the skills that are

learned using Google Apps for Education can be quickly and easily transferred to other types of software such as Microsoft Office.

2. The use of Google Apps is becoming more and more prevalent. Currently, there are 120 million users of Google Drive and more than 5 million businesses and institutions using Google Apps. Furthermore, industry experts predict that up to 50 percent of all businesses will use Google Apps by the end of the decade. With the rapid changes in technology, it is essential that students develop skills that can be easily transferred to new and emerging technologies.

3. Google Apps for Education provides students with anytime, anywhere access. Google products are available from any machine at any time. Because Google Docs are cloud-based, students will have access to their work even if they do not have access to their Chromebook. Students who do not have access to the Internet can still complete their work in offline mode.

### **Can I log into my student's account to check up on what they are doing?**

We encourage parents to be vigilant in monitoring student work and use, just as teachers and staff will monitor at school.

### **Student Use**

#### **Will students be able to take their Chromebooks home?**

Yes. Because the Chromebooks represent a deliberate effort to expand learning beyond the boundaries and schedule of school, it is vital that they be used at home. That's what anytime, anywhere learning is all about! This also helps us extend the formal learning community to include parents, siblings and other people important in the lives of each student.

**Will students be able to keep their Chromebooks over the summer?**

No. Like other class materials, all Chromebooks will need to be returned at the end of the school year.

**Will students be able to download and install software on their Chromebook?**

No. At this time, Chromebooks do not support software installation. Rather than running traditional software, Chromebooks rely on web applications. Amelia County Public Schools will install or make available various educational applications from the Chrome web store.

**Will students be able to add apps from the Chrome web store?**

There are numerous apps and extensions that can be added to Chrome. They are listed under Amelia County Schools in the web store.

**Will students be able to charge their Chromebooks at school?**

One of the strengths of the Chromebook is its exceptional battery length. When fully charged, the Chromebook battery should last the entire school day. Chromebooks should be charged nightly at home so students can bring a fully charged device to school each day.

**How will students get Chromebook training if needed?**

Students will be trained on how to use the Chromebook by their teacher. Training documents and videos will be available online for students to refer to when needed. One of the goals of Amelia County Public Schools is to help students become self-directed learners. Students need to know how to find information to solve real-world problems. Needing help with a Chromebook can provide an authentic setting in which students can practice problem-solving and research skills. Resources can be found on the web.

ACPS will also build a web-based, self-help resource. Chromebooks leverage the power of Google Apps for Education. Learning to use Google Apps for Education will help leverage the power of the Chromebook.

Of course, students also have a great resource in their teacher. If you have questions that you cannot find on your own, write it down and bring it into your teacher! They would love to help.

### **Can students use their own laptops or tablets instead of a Chromebook?**

The Chromebook is the required device chosen by Amelia County Public Schools. It will allow the school system to monitor student use at school and push out applications that students can use for classwork. While many other devices exist, ACPS selected the Chromebook 11G4 for numerous reasons, including its light weight, long battery life, integration with Google Apps for Education, security, compatibility with management tools, integrated keyboard and cost. ACPS issued Chromebooks will contain additional services and filters that non-county purchased Chromebooks will not.

### **Can students use Google accounts they have already created?**

Amelia County Public Schools has adopted Google Apps for Education and the account that ACPS created will be the account supported on the Chromebooks. ACPS has also purchased apps and services that will only function with the ACPS account. Students will continue logging into their Amelia County Public Schools credentials to access the content and tools used to support blended learning and anytime anywhere learning.

### **Will students with disabilities receive Chromebooks?**

The devices that students with disabilities use will be determined individually by their individualized education program (IEP). For some students this may be a Chromebook and for others it may be a specialized device that allows for access and meets the unique needs of the student. Devices will not be removed and replaced without consideration given to each individual situation. In the case where a

Chromebook is not the appropriate electronic device another type of device will be considered to assist the student in accessing the curriculum.

### **Can students personalize their Chromebook?**

Students can personalize their Chromebook as long as the items used can be removed at the end of the school year. If desired, students may use their own case. Removable covers/skins are okay, but stickers should not be used since they may not come off easily.

### **Can students print from their Chromebook?**

Students will be able to print from their Chromebooks at home, however, printing inside of school will not be supported. ACPS will be unable to troubleshoot any difficulties that may be encountered when interacting with home printers. Students can pull up Google Documents from any computer connected to the internet. If students already have an internet capable computer wired to a printer, students can pull up their account and print from that machine.

### **If students are absent, will they be able to get their missing work through the Chromebook?**

When a student is absent, they might be able to get their missing work through the Chromebook. If a teacher posts an assignment on a Learning Management System (LMS) like Google Classroom or shares an assignment through Google Drive, students would definitely be able to complete this type of assignment from home on their Chromebook. However, if the assignment requires face-to-face instruction from the teacher, students will not be able to complete this type of work until they return to school. For specific questions regarding makeup work, please contact the classroom teacher or review their classroom policy.

## **Do students have email accounts through Google Apps for Education (@gmail)?**

Amelia County will be providing email access to all high school students. While their username may look like an email address ([user@example.com](#)) when they are signed into Google Apps for Education, the functionality of email is not enabled. Email functionality will be provided through the Office 365 Web Suite and can be accessed by going to <http://www.ameliaschools.com>

## **How do I change my profile picture on a Chromebook?**

Please follow the instructions below to change your profile picture. Remember, the purpose of your profile picture is to identify the Chromebook owner. Your profile picture must depict your face, and only your face (no hats, sunglasses, hockey masks etc.), at all times!

1. Click on your picture in the lower right corner of your Chromebook. Choose "Settings".
2. Scroll down until you see the section labeled "people". Click on your profile picture to change it.
3. Click on the camera icon to take a new picture.
4. Click on the green camera icon to take the picture, then click "Done".