Newark Central School District

Mobile Device Handbook

Lincoln | Perkins | Kelley | Middle | High

Table of Contents

Overview

The purpose of this document is to guide the safe and effective use of technology for all staff and students. This includes all iPads and laptops in Newark Central School District. The IT department will be creating mini-lessons and infographics to share best practices for device care to support our 1-1 device initiative.

Receiving Your Device

1. Issuing Devices

Devices and power adapters will be provided to students during the 2021-2022 school year. ***Parents/Guardians and students must review the Mobile Device Handbook and complete any required paperwork before the device can be issued to the student.*** Middle and High School students will take devices home. Devices at the elementary level will be stored in the classroom.

**The district collected student devices including iPads, 2-1 tablets, laptops, hotspots, and all cords towards the end of the 2020-2021 school year. Students in grades 3-12 who did not return 2-1 tablets or laptops will not receive an HP laptop until devices are returned. Staff devices will be exchanged for HP laptops later.

2. Device Returns

All devices are property of Newark Central School District and will be collected periodically. When this occurs, please comply with the request, and return devices (and peripherals) per communicated instructions.

Taking Care of Your Device

Students and staff are responsible for the general care of their device. In understanding accidents happen, HP devices purchased for students and staff have three-year accidental damage warranties and are sent off-site for repairs. We request damaged devices be reported immediately to classroom teachers and/or building administrators so the IT department may arrange repairs as quickly as possible.

**Purposeful damage to HP laptops is not covered under the accidental damage warranty. It is also possible to exhaust the accidental damage warranty due to repeated incidents. If a damaged device is not covered, or no longer covered under warranty, a repair estimate will be provided to the IT department and shared with building administrators. The repair estimate may then be shared with a parent or guardian. Newark CSD reserves the right to seek payment to cover device repair when our warranty repair company identifies a device with purposeful damage, or when coverage is exhausted.

iPads are purchased with one-year limited warranties which only cover manufacturer defect. Newark CSD reserves the right to seek payment to repair cracked screens, broken audio and charge ports, and other physical damage to iPads.

3. General Precautions

- Please avoid eating or drinking near your device.
- Be gentle when inserting charge cords or other peripheral equipment into a device.
- Close your device when walking to limit damage from accidental drops.
- Do not remove any labels used to identify the device.
- Never leave a device unsupervised.
- Do not wrap the power cord around the device when walking to limit stress on the charge port.
- Do not remove the device from its protective case.

4. Screen Care

Device screens may crack or break if pressure is placed on the screen. Below are tips to keep screens safe from damage.

- Do not lean or press on the top of the device when it is closed.
- Do not place anything on the keyboard before closing the lid (e.g. papers, pens, pencils, phones).
- Clean the screen only with a soft, dry, anti-static cloth or LCD screen cleaning wipes.
- Do not use any chemical cleaners on the screen as it will deteriorate the surface over time.
- Do not "bump" the device against lockers, walls, car doors, floors, etc. as it will eventually break the screen.

5. Personalizing Devices with Stickers and Labels

New 11.6" HP laptops will be issued in a clear case with rubber bumpers to limit damage from drops. Students and staff are welcome to personalize these cases with appropriate stickers and labels. ***Please do not add stickers or labels to the actual device.*** The chemicals used to remove glue residue may ruin the finish of the device. ***15.6" HP devices purchased in fall of 2021 do not have cases. Do not add stickers or labels to these devices.***

6. Devices Left in Unsupervised Areas

Under no circumstances should devices be left in unsupervised areas unless in locked lockers or classrooms at the elementary grade levels. Any device left in these areas is in danger of being stolen. If a device is found in an unsupervised area, it will be taken to the building office. Repeat violations of this procedure will result in disciplinary actions. Students involved in extracurricular activities are responsible for keeping their devices secure after school hours.

Staff members should not leave their laptops unsupervised in media centers, cafeterias, auditoriums, etc.

7. Storing Devices

Elementary and intermediate school students will have a designated storage/charging area within their classrooms. Middle and High School students are required to take their devices home every day for charging purposes, regardless of whether they are needed for assignments. When Middle and High students are not using their devices, they should be stored in locked lockers if available. If lockers are not available, transport devices in a zipped backpack whenever possible. Do not place items on top of devices. Devices should never be stored in a vehicle while at school or at home.

Staff members who leave their laptops in their classroom, or at their desk, should store them out of sight and in a locked drawer whenever possible.

8. Password Protection

Students are expected to keep their school issued passwords confidential. Students should notify their teacher or a building administrator immediately if a password change is necessary for any reason. If a student fails to keep the password confidential, appropriate disciplinary actions will be followed.

9. Laptop Case Expectations

The Gumdrop laptop cases purchased specifically for our new 11.6" HP devices and are meant to last the lifespan of the device. Do not remove cases under any circumstance. Laptop cases are not a part of the accidental damage warranty. The IT Department will post a link to replacement cases on our website in the event one is damaged.

10. Cost of Repairs

NCSD has purchased three-year accidental damage warranties and protective cases for the new fleet of 11.6" HP laptops. 15.6" laptops may come with a protective sleeve. This will cover most damages and malfunctions to the devices, though students/families may be charged for device repairs when it has been determined that theft or damage has been caused by negligence, or when repeated repairs has exhausted the warranty.

11. Replacement Chargers

NCSD will provide one replacement charger to students over the intended lifespan of the device which is four school years. The IT department will build and maintain a webpage dedicated to the new devices with links to replacement items. Any stolen charger should be reported to a teacher or school administrator immediately so staff members may support the situation.

12. Care Expectations & Student Discipline

Students may be subject to disciplinary measures if gross disregard of school equipment is to occur. School administrators should exercise their judgment in accordance with the NCSD Acceptable Use Policy/Responsible Use Guide for issues of vandalism, malicious use of district equipment, network access, network bandwidth, or other prohibited behavior. This device is property of Newark Central School District. For your reference, the following are some behaviors of concern with student computer use:

Tech-Related Behavior Violations	Equivalent "Traditional" Classroom Violations
Email, instant messaging, internet surfing, computer games (off-task behavior)	Passing notes, looking at magazines, games (off-task behavior)
Cutting and pasting without citing sources (Plagiarism)	Plagiarism
Cyber-bullying	Bullying, harassment
Damaging, defacing, or endangering laptop or accessories	Vandalism, property damage
Using profanity, obscenity, racist terms	Inappropriate language
Accessing pornographic material, inappropriate files, or files dangerous to the integrity of the network	Bringing pornographic or other inappropriate content to school in print form
Using an electronic resources account authorized for another person	Breaking into or using some else's locker
Audio/video recording without permission	Audio/Video recording without permission on personal devices

Behavior unique to the digital environment without a "traditional" equivalent:

- Using electronic resources for individual profit or gain; for product advertisement; for political action on political activities; or for excessive personal use
- Unauthorized downloading or installing software
- Attempts to defeat or bypass the district's internet filter
- Modification to district browser settings or any other techniques, designed to avoid being blocked from inappropriate content or to conceal internet activity
- Willfully and maliciously damaging hardware and/or related peripherals

Any failure to comply may result in disciplinary action. NCSD may remove a user's access to the network without notice at any time. NCSD reserves the right to confiscate the device at any time. Please refer to the Acceptable Use Policy/Responsible Use Guide for further discipline related information.

Using Your Device

Devices are intended to be used at school each day. In addition to teacher expectations for device use, school messages, announcements, calendars, and schedules may be accessed using the device. Students must be responsible for bringing their device to all classes, unless specifically instructed not to do so by their teacher.

13. Troubleshooting

- The first step in troubleshooting devices is to restart the device and try again.
- A student may ask for help from a classmate or teacher if appropriate.
- Middle and High School students may be directed to the media center for support if troubleshooting in the classroom is unsuccessful.
- Staff members may create a helpdesk ticket for themselves, or on behalf of students.
- Students and families may email techhelp@newarkcsd.org or call 315-332-3256 for IT support.
  - All IT support requests will be prioritized and responded to in the order they are received.

14. Device Undergoing Repair

Loaner devices may be issued to students when their devices are being repaired. This process will happen via the building library check-in/out system for Middle and High School students. Kelley School students may be directed to the main office. Personalized cases will travel with whatever device is assigned to the student.

15. Inappropriate Media

Inappropriate media may not be stored or displayed on the device. The presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols or pictures, or other potentially offensive representation will result in disciplinary actions. For more information, see Newark's Acceptable Use Policy/Responsible Use Guide.

16. Sound, Music, Games, or Programs

Sound should be muted unless permission has been granted by the teacher for instructional purposes. Games that are non-educational are not allowed on the devices during school hours. Do not save non-educational content to the hard drive, on OneDrive, or on Google Drive. All installed extensions, apps, and themes must be deemed appropriate for the educational setting. **The IT department has set limits on what apps and extensions may be downloaded by students and staff members.**

17. Charging the Device Battery

Middle and High School students must bring their device to campus fully charged each morning. Students should shut down and charge their devices overnight. Take fully charged devices off the charger to maximize battery life. In the event of a dead battery due to use during the school day, students may be able to connect their devices to an available power outlet in class or in charging cabinets located in the Middle and High School media centers.

18. Accessing Non-District Networks

Students are allowed and encouraged to access other Wi-Fi networks on their devices, however school personnel will not provide support for any network issues that occur while away from school. **Internet filtering and monitoring will still apply, regardless of the wireless network devices are connected to.**

Managing Your Digital Files

19. Saving to the Device

The devices have limited internal storage space so saving to the device's hard drive is not recommended. Instead, students should save documents and other items to their Microsoft OneDrive (1TB of cloud storage). Students using Microsoft Office 365 applications will find their work automatically stored on OneDrive whenever they have an internet connection. Students may also use these applications and many more offline, though they will not be backed-up to OneDrive until an internet connection is available.

20. Saving Data to Removable Storage Devices

Students may also use removable file storage (USB drives or micro-SD cards) as an alternative means of storage. It is the student's responsibility to ensure that work is not lost due to mechanical failure or accidental deletion. Computer malfunctions are not an acceptable excuse for not submitting work.

21. Network Connectivity

NCSD cannot guarantee that the school district network will be up and running 100% of the time. In the rare case that the network is down, the district will not be responsible for lost or missing data.

Device Software

NCSD may require Office 365 apps or extensions for use in a particular course. Teachers and/or students may have capabilities to self-install educational content when needed. The district will only "whitelist" apps and websites that have been pre-approved by the school's administration and IT department.

22. Inspection

Students may be selected at random to provide their device for inspection. If technical difficulties occur or illegal software is discovered, the device will be restored to the original settings by district IT staff.

23. Software Upgrades

Upgraded versions of licensed software and software updates will become available from time-to-time. These should be installed automatically on devices through our new method of device deployment. Devices may need to be restarted or shut down to apply available updates. This may happen at school or at home.

Frequently Asked Questions (FAQ)

1. What is a mobile device (as **defined by NCSD)?**

A mobile device is a convertible 2-in-1 tablet, laptop (or iPad at the Primary School level) that typically stores its programs and files online "in the cloud" instead of on the device itself. These devices login quickly, are less prone to viruses, and align well with the Microsoft Office 365 platform.

2. Which Device(s) are we using?

We are using HP laptops with 11.6" screens (at Kelley School, Middle School, and High School) which are specifically built for student use in a school environment. They have upgraded specifications including additional storage and memory space. Lincoln and Perkins school will utilize iPads. Additional HP devices with 15.6" screens were purchased in fall of 2021 and will be utilized for various purposes across the district.

3. What about damage?

The district purchased three-year accidental damage warranties for new HP devices. iPad's come with a one-year manufacturer warranty. Students and their families may be liable for some, or all replacement costs if negligence is found to be the cause of damage, or if a warranty is exhausted from repeated damage.

4. Will I have to pay for repairs if my child damages or loses their Device?

All damaged HP laptops will be sent to our repair vendor for assessment and repair. Families will not be responsible for repairs covered under the three-year accidental damage warranty. HP laptops in year four will also be assessed for repairs, although the decision to repair/replace will be made by the district depending on repair cost. Purposefully damaged laptops which are not covered under warranty, or damaged laptops where the warranty is exhausted, will be resolved on a case-by-case basis and may result in a request for reimbursement to the district.

5. Can anyone login on a district-owned Device?

Only Newarkcsd.org accounts issued to staff and students can be used when logging into the device. The "guest mode" capabilities and use of non-district accounts has been disabled. To help maintain student account security, the device will request a password to sign back into a device when the lid is closed, or when the device goes into sleep/standby mode.

6. What about battery life?

Our HP laptops are advertised as having a battery life of 11-hours when fully charged. We recommend shutting down the device when charging at home and removing the power cord when fully charged to extend battery life.

7. What if a student forgets their Device 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. We implemented a daily laptop loaner program towards the end of the 2020-2021 school year and may be able to support this again at the Middle and High School levels.

8. Is this program too expensive for our district?

The Covid-19 Pandemic has highlighted the need for 1-1 device programs across the country. The HP laptops we chose are cost effective and the three-year accidental damage warranties will help our district establish a four-year replacement cycle. iPads proved quite durable during the 2020-2021 school year and the IT Department is establishing a replacement cycle for these as well.

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, our IT staff is unable to support personal devices. We also want to offer all students equal access to high quality devices to support instruction.

10. Can our network support this many devices?

Both our network core and wireless network infrastructure were updated in the 2017-2018 school year. Access points were installed in every classroom and large instructional spaces. We also added higher capacity to our internal network bandwidth. Our internet bandwidth is provided by our regional BOCES, who constantly monitors usage and adjusts our capacity as needed.

11. Can students download and install 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, administrators, and the IT department. This will ensure that devices are not running unnecessary apps or extensions that are not required for educational purposes. This procedure will continuously be evaluated to ensure that students have access to the content they need.

12. Is there a camera built into the device?

Our devices have built in webcams, for pictures and video next to the keyboard and at the top of the screen. Webcams may be used with videoconferencing software like Zoom or Microsoft Teams. Camera functionality is enabled by default but may be disabled if the need arises. The camera at the top of the screen has a built in slider for privacy.

13. Is virus protection software needed?

HP laptops come with Windows 10 with Microsoft Defender anti-virus protection. We are continually working to improve device and account security.

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

If parents choose not to permit their children to bring devices *off* campus, students will need to work with the Middle or High School media specialist on a plan for pick up and turn in. The responsibility lies on the student to ensure their device is returned each day to the designated location and plugged in to an available power outlet.

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

Devices may be used offline, however work created on them won't save until the student returns to an area with internet access. Teachers will instruct students on how to make specific Microsoft Office files available offline, so they can do so prior to leaving our school campus each day.

**The IT department has [built a webpage](#) with information on free and low-cost internet families may apply for. We will also work to identify additional resources for NCSD families in need of reliable internet and share options as they are available.

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 iBoss, which works directly on the device regardless of how the student is connected to the internet.

17. What else does the district do to keep students safe online?

We plan to expand our use of GoGuardian to include their administrative features and Beacon software for risk assessment. This will improve our ability to monitor device usage across the district and provide supports when students' safety and security may be jeopardized. Additionally, our shift to Microsoft Intune for device deployment will allow devices to receive updates and policies on, or off campus.

18. Where are devices kept during the school day?

Lincoln School and Perkins School	iPads kept in classroom
Kelley School	HP laptops kept in classroom
Middle and High School	HP laptops travel between school and home

Mobile Device Handbook Signature Page	**Student Initials**	**Guardian Initials**
1.) I will not loan my device out to anyone or leave it unattended unless it is locked in a secure place.		
2.) I will report any damage immediately to my teacher. In the event of theft or damage by fire, I will file a police report within five (5) days of the incident.		
3.) If I'm a Middle or High School student, I'm responsible for the safe transportation of my device. I'll also charge my device each night and bring my Device to school every day. If I'm an Elementary student, I'll charge and store my Device in my teacher's classroom, and only bring it home with my teacher's permission.		
4.) I understand that I have no expectation of privacy on the device and that my use and content is monitored. I also understand that my device will be filtered and managed while at home and at school and I will not try to access inappropriate material.		
5.) I have read and understand our School District Code of Conduct and Acceptable Use Policy/Responsible Use Guide as approved by our Board of Education and agree to always follow them. I will not attempt to go around existing security measures such as internet filters or firewalls (this includes proxies/proxy servers).		
6.) I agree to be a good digital citizen and not harass, bully, or be insensitive to others when I am online. This includes protecting my identity and passwords and not placing myself or others at risk by sharing personal information online. This includes not making an audio or video recording without permission of parties.		
7.) I understand that I need to return the device, power adapter, and any other peripherals assigned to me when leaving the Newark Central School District.		

Student Name: _____   **Grade Level:** _____
(please print clearly)

Student Signature: _____   **Date:** _____

Parent/Guardian Name: _____   **Relation to**
(please print clearly)   **student:** _____

Parent Signature: _____   **Date:** _____