# Newport City School System



## Technology Deployment Plan

## 2020-21

## Grades K-8

**August 12, 2020**

**General Concept:** The Newport City Board of Education will provide families of students in Grades K-8 with chromebook and internet hotspots on an as needed basis in order to provide students the capability to receive instruction online during the Covid-19 pandemic. Parents/guardians will have the option for the 2020-21 School Year for their students to receive instruction virtually instead of in person. In the case of school/district closure, technology would be provided to families on an as needed basis for students in Grades K-8. Devices will be provided to schools to augment their current resources so that all families who need devices will have access to them. Internet hotspots will be issued to families by the district upon request and based on demonstrated need. It is important that everyone understand that the district will not be able to provide a hotspot to every student. We do believe that with the current assets we have in our schools, and with the additional devices being purchased with funds from the CARES Act, every student in the district will be able to access online instruction.

**Learning Platform:** G-Suite, which includes Google Classroom, will be the virtual learning platform used by the Newport City School System. All teachers will be trained in the use of the platform.

**Methods of Deployment**

Parent Choice to Use Virtual Learning: Newport Grammar School currently possesses computers that can be used for virtual learning. These devices will be issued to families who choose virtual learning as part of a virtual learner registration day. The Systems and Assessment Supervisor is responsible for ensuring that all provisions of this plan are provided to parents and devices are properly issued.

District / School Closure: Newport Grammar School will issue devices to families with support from the Systems and Assessment Supervisor's Office. Devices will be provided based on need and may be limited to one per family.

**THE VISION FOR TEACHING AND LEARNING IN NEWPORT CITY SCHOOLS**

It is a goal of the Newport City School System to provide a rigorous, high quality, and interactive online learning experience for students. Not only do we want to ensure that all students have access to a device, we want the virtual experience to enrich their learning and meet the needs of families. We expect teachers to use technology in their classrooms every day to empower students to become facilitators of their own learning and prepare them for the possibility of closures. We want the transition from classroom to online to be seamless. Technology can serve as a catalyst for developing the required knowledge to succeed in the information age.

**EQUIPMENT OWNERSHIP**

The Newport City School System retains the sole right of possession and ownership of all devices utilized in the system's virtual learning initiative, and grants permissions to the student to use the device during the regular school year in accordance with the policies, guidelines, and procedures established in this document and the district's Acceptable Use Policy. Failure to comply with these terms will result in disciplinary action, including but not limited to confiscation of all devices issued to the student and the revocation of access to the Newport City School System technology and its network. Newport City School System reserves the right to monitor and log the use of its technology and network by users and to review user files and materials as necessary. The district retains the

right to collect and inspect devices at any time, including via electronic remote access, and to add or delete installed software or hardware. The system also reserves the right to collect and redistribute devices as needed. The student or parent does not have ownership of the device.

## CONDITIONS OF ISSUANCE

Newport City School System will lend a device to all full-time students at Newport Grammar School in the grade(s) of distribution for 24-hour access during the regular school year upon meeting the following criteria:
- The student and parent/guardian attend a virtual learner training session.
- The student and parent complete and sign the following forms:
  o Student Acceptable Use Form
  o Virtual Learner Attendance Form
  o Virtual Learner Contract

## CONTENT FILTERING AND DISTRICT MONITORING

Newport City School System provides content filtering of its Internet for students in accordance with The Children's Internet Protection Act (CIPA), which was enacted by Congress in 2000 to address concerns about children's access to obscene or harmful content over the Internet. Further, the act requires that school districts monitor the online activities of minors and provide education to them about appropriate online behavior, including interacting with other individuals on social networking websites and in chat rooms, as well as cyber-bullying awareness and response. Students waive any right to privacy in anything they create, store, send, share, or receive on the Newport City School System device, network, or Internet.

No filtering is 100% effective, but rather requires the efforts of parents, teachers, and responsible adults in providing supervision. The best filtering software in the world cannot match the effective combination of education and supervision at school and at home. A log is maintained of all sites visited. It is the responsibility of the student to use the device, the network, and internet in a responsible manner in compliance with the Acceptable Use Policy, school and district policies, and this plan. The Newport City School System will not be responsible for any harm suffered while on the network or the Internet. Students are required to notify an administrator or teacher if a message is received or if information is accessed that is inappropriate, dangerous, threatening, or that makes the student feel uncomfortable.

Users on the Newport City School System network must not engage in activities that will consume excessive amounts of bandwidth, especially the downloading, streaming, or uploading of non-school related content. Any user violating the Acceptable Use Policy may be denied access to the device and the network.

## LEGAL RIGHTS OF THE DISTRICT

Newport City School System retains the right to take legal action for failure to return the device or using the device for non-school purposes without the written consent of the Superintendent of Newport City School System or his/her designee. Because Newport City School System retains ownership and operates the equipment and software that comprise the district's network, the district is obligated to take measures to ensure its property is used legally. This includes all content created, sent, accessed, or downloaded using any part of the Newport City School System network resources. Newport City School System monitors its network and may investigate electronic incidents during the

school hours and outside of the school day. Newport City School System reserves the rights to remotely access, open, and/or delete electronic files that violate this or any other Newport City School System policy.

## LIMITATION OF LIABILITY

Newport City School System (Newport City School System) account holders take full responsibility for their access to the district's network resources and the internet. Specifically, Newport City School System makes no representations or warranties of any kind and is not responsible for any damages suffered by the user or responsible for the following:
- The content of any advice or information received by the account holder;
- The costs, liability, or damages incurred as a result of access to school network resources or the Internet, including financial costs for unauthorized transactions conducted over the network;
- Any consequences of service interruptions, loss of data, or delivery failures/missed deliveries, for whatever reason; and
- Any damage or harm to persons, files, data, or hardware.
- While the district employs CIPA compliant filtering and other safety and security mechanisms, and earnestly endeavors to ensure proper function, it makes no guarantee of their effectiveness.

### Responsibility for Electronic Data
Students have online storage available for file storage through Microsoft Office 365. Students are encouraged to frequently and appropriately store documents and files. Any time that the device requires repair or maintenance, all data and documents stored on the device may be lost and cannot be retrieved by DOIT staff.

## DEVICE USE AND CONDUCT

STUDENTS WILL:
- Only access the Newport City School System network for educational purposes.
- Use appropriate and respectful language with others online, as offline in the classroom.
- Not use the network to engage in bullying, cyber-bullying, or harassment as defined by this plan, school and district policies, and Tennessee Code Annotated § 49-6-1014- Tennessee Code Annotated § 49-6-1019.
- Maintain the privacy of usernames, passwords, and any personal information.
- Return the device upon request for inventory, re-imaging, and updates.
- Observe and respect license and copyright laws.

STUDENTS WILL NOT USE Newport City School System NETWORK RESOURCES TO:
- Copy school software.
- Install software not authorized by the Newport City School System Instructional Technology Department.
- Access the account or data of others.
- Access, view, download, display, transmit, create, possess, or disseminate any material that contains pornography or obscenity; is sexually explicit, lewd, and vulgar; or contains inappropriate language, text, sounds, or visual depictions.
- Download, stream, or listen to Internet-based music, videos, or files not intended for sch oolwork. The district will monitor for violations of this provision of use.

- Access any webpage blocked by the district's filtering.
- Conduct commercial business not directly related to a school assignment.
- Alter in any manner the files that impact the configuration of the device or the network itself.

ADDITIONALLY, STUDENTS MAY NOT:
- Store passwords on the device. This is for safety and security of the student assigned to the device.
- Change assigned usernames and passwords assigned by the Newport City School System IT Department. If you suspect that your username or password has been compromised, seek immediate assistance from the Help Desk.
- Record or take images of students or staff without their permission or knowledge. This includes, but is not limited to, the following: cell phones, cameras, laptops, webcams, tablets, or any other digital device. This applies to all facets of the school campus including but not limited to classrooms, common areas, buses, restrooms, locker rooms, gym, offices, and other locations.
- Forward junk mail, spam, or chain mail.
- IM (instant message) or chat during class time unless specifically instructed to do so by the classroom teacher in the learning management system.
- Allow others to use your personally assigned device.
- Troubleshoot, diagnose, or repair the assigned device. Seek assistance from the Help Desk.

**DIGITAL CITIZENSHIP**

Individuals who use a Newport City School System device are expected to abide by the principles of digital citizenship. This includes respecting copyright laws and citing sources. The International Society for Technology in Education (**ISTE**®), a nonprofit organization serving educators and education leaders, defines digital citizenship through nine distinct elements:
- Respect Digital access: Advocating for equal digital rights and access is where digital citizenship starts.
- Digital etiquette: Rules and policies aren't enough; we need to teach everyone about appropriate conduct online.
- Digital law: It's critical that users understand it's a crime to steal or damage another's digital work, identity, or property.
- Educate Digital communication: With so many communication options available, users need to learn how to make appropriate decisions.
- Digital literacy: We need to teach students how to learn in a digital society.
- Digital commerce: As users make more purchases online, they must understand how to be effective consumers in a digital economy.
- Protect Digital rights and responsibilities: We must inform people of their basic digital rights to privacy, freedom of speech, etc.
- Digital safety and security: Digital citizens need to know how to protect their information from outside forces that might cause harm.
- Digital health and wellness: From physical issues, such as repetitive stress syndrome, to psychological issues, such as Internet addiction, users should understand the health risks of technology.

**NETIQUETTE AND INTERNET SAFETY**

- Keep your online identity secret. Do not give out any information that a predator could use to locate you. Even providing the name of your school or a team or activity in which you are participating may be used to locate you, as does the "locator" feature in some digital pictures.
- Your username and password should never be shared. Friendships change over time.
- The Internet has a long memory. Keep your memory and reputation clean! Whether it is a photograph, a comment, or an activity, a digital footprint is never removed.
- Do not illegally download music or videos, hack other's devices or use their passwords, write rants of anger, or make threats. Written threats are taken just as seriously as any other threat. In all cases, someone is monitoring your activities and activities online are traceable.
- The FBI gives an all-out blanket warning: "Never meet anyone in person that you meet online." You never know who that person really is or their intent. People tend to live in a fantasy world online and falsely portray who they are.

**ACCIDENTAL DAMAGE, LOSS, AND THEFT**

By taking possession of the Newport City School System device, ***the student and parent agree to assume full responsibility for the safety, security, and care of the Newport City School System device***. In case of a complete loss, the parent or guardian agrees to pay the replacement cost for the device. If the loss or theft occurs away from school, the parent or guardian must report the incident to law enforcement officials within 48 hours and provide a copy of the official report to school officials as quickly as possible. Fraudulent reports of theft will be turned over to the police for prosecution.

Accidents do happen. There is a difference, however, between an accident and negligence. After investigation by school administration and determination by the authorized repair company, if the laptop is deemed intentionally or negligently damaged by the student, the student may be subject to discipline and the parents and guardians will be charged for the full replacement cost of a device or the repair charges for the device that has been intentionally misused or abused.

Device insurance will be available to all students/families for purchase to cover the cost of damage or loss/theft of a device. The student and parent must complete and purchase this insurance directly from the issuing insurance agency (School Device Coverage).

**PARENT LIABILITY**

The parent/guardian will be responsible for compensating Newport City School System for any losses, costs, or damages, which are not covered by the warranty. This may include the full replacement cost of the device. Students with damaged devices who fail to report the damage may be subject to disciplinary action.

**DISTRIBUTION AND COLLECTION OF DEVICE**

Deployment of the district devices to eligible students will occur when necessary for virtual learning. It is the responsibility of the school, under the supervision of the Systems and Assessment Supervisor, to conduct the deployment process. At or prior to the deployment, parents and students will attend training, sign and return the district's Acceptable Use Policy and 1:1 Digital Learning Student and Parent contract, receive the device, charger, and loaded software, and log onto the network to assure that the device is in good working order. The school will record the serial number of the deployed device and the student name. Parents are requested to bring proof of identity, such as driver's

license, to the deployments. The device will be collected once the need for virtual learning has been ended either by the parent or the district.

The school will establish a schedule for the return of laptops during the school day. If a student doing virtual learning withdraws from school during the school year, the device must be returned at the time of withdrawal. Failure to do so may result in grades being held from release and/or the filing a report of theft to law enforcement. Parents/guardians are financially responsible for payment in full of the cost of the device, charger, bag with straps, and attached asset tags for those items not returned. Students and parents will be assessed at the end of the year or upon withdrawal for any damage or loss of the device, the charger, and the protective bag with straps. The school will verify that the device service tag number is the correct device at the time of collection.

## FEES AND PAYMENT OF FEES

Newport City School System (Newport City School System) provides a device and ancillary equipment to qualifying students to borrow for the current school year. No Technology Usage for the usage of school-owned equipment. Parents may purchase optional device insurance directly from the issuing insurance company (School Device Coverage). There is no refund of insurance fees or prorating of fees for students who exit the district during the school year.

## PRIVACY

There is no expectation of privacy in the use of any technological device or resource of the Newport City School System (Newport City School System). This includes files or communications created, downloaded, or transmitted utilizing district resources or stored on the hard drive of a district device or district services. Administrators of the system or those designated by the superintendent of schools may review files and content on the Newport City School System device if inappropriate activity is suspected. Newport City School System and its personnel will not turn on the device's webcam for the purpose of monitoring or observing student activity.

Students will be issued a username and password for access to the device and the Newport City School System network. Students must never share their username or password with another student. If this information is shared, then the student will be accountable for all Internet and network activity that takes place as the result of another student posing as them. Any student that attempts to hack into another system or steal staff or student information will be subject to school disciplinary measures and legal actions if deemed warranted.

## PASSWORDS AND USERNAMES

Student passwords and usernames are not to be shared with any person other than a parent/guardian or teacher. Students sharing their personal password are accountable for activity on the network while using their password. Additionally, disciplinary consequences will result for students logging in as another individual or activating unauthorized passwords to the device, system, or network.

**WIRELESS INTERNET ACCESS**

Students with access to home WiFi or other connections may use the district device to access the Internet. It is the desire of the district to provide the same level of filtering experience on other networks as at school. Connection to the Internet on a Newport City School System device may be re-routed through the district server. In those situations, sites blocked at school will be blocked on other networks. Newport City School System recommends that parents/guardians monitor their student's time and activities on the Internet. The district has a limited number of WiFi hotspots that can be issued to families who do not have internet access.

**SOCIAL NETWORKING AND PERSONAL SAFETY**

The Newport City School System network is designed to limit student access to social network sites or those sites with chat room features. Students should be aware that what one posts online becomes a permanent footprint, including photos, wikis, blogs, and video sharing sites. Consider what you would like for friends, family, and future employers to see. Safety demands that you never give personal information, such as name, address, phone number, financial information, birthdate, social security number, or where you plan to be at a certain time and place. Students should never agree to meet someone who was met on the Internet. Never misrepresent yourself as someone else. Similarly, do not share your username or passwords with other people other than parents or teachers. When communicating, use appropriate language. No filtering system is flawless. If you find inappropriate content, messages, images, or anything else that makes one concerned for personal safety, please report the site to your teacher or parent immediately. Students who fail to abide by these guidelines are subject to losing privileges with district devices and/or access to the district network resources.

**CYBER BULLYING AND CYBER THREATENING**

Pursuant to Tennessee Code Annotated § 49-6-1014, a safe and civil environment is necessary for students to learn and achieve high academic standards. Harassment, intimidation, bullying, or cyber-bullying is conduct that disrupts a student's ability to learn and a school's ability to educate its students in a safe environment.

The Center for Safe and Responsible Use of the Internet in a 2007 publication defined cyber bullying as "being cruel to others by sending or posting harmful material or engaging in other forms of social aggression using the Internet or other digital technologies. It may take several forms:
- Flaming: Online fights using electronic messages with angry and vulgar language.
- Harassment: Repeatedly sending nasty, mean, and insulting messages.
- Denigration: "Dissing" someone online. Sending or posting gossip or rumors about a person to damage his or her reputation or friends.
- Impersonation: Pretending to be someone else and sending or posting material to get that person in trouble, in danger, or to damage that person's reputation or friendships.
- Outing: Sharing someone's secrets or embarrassing information or images online.
- Trickery: Talking someone into revealing secrets or embarrassing information, then sharing it online.
- Exclusion: Intentionally and cruelly excluding someone from an online group.
- Cyberstalking: Repeated, intense harassment and denigration that includes threats or creates significant fear.

## CYBER THREATS

Cyber threats are either direct threats or "distressing material"—general statements that make it sound like the writer is emotionally upset and may be considering harming someone else or harming himself or herself. Do not make threats online. There are criminal laws against making threats. If you make a cyber-threat, even if you consider it a joke, it may result in disciplinary action including suspension, expulsion, or criminal prosecution.

## LOANING EQUIPMENT TO OTHERS

Students may not loan their device or its components to other students for any reason. This includes members of the student's family. Parents or guardians may use the device to assist their child with homework or an assignment.

## PERSONALIZING THE DEVICE

The device must remain free from any writing, drawings, stickers, or other items that might damage the finish of the device. If the device is not clean when returned, a fee will be assessed to replace the device case or bezel. While students may add appropriate media to their device, personalized media are subject to inspection and must follow the Acceptable Use Policy of the Newport City School System.

## DOWNLOADS

Users may be able to download file types, images, or videos that are available through the Internet filter. Such downloads should only be from reputable sites and for educational purposes. Streaming video or audio is strictly prohibited during the school day unless directed otherwise by a school official. Student devices are subject to monitoring and inspection.

## COPYRIGHT

All students are expected to abide by federal copyright laws. Copyright law is extremely broad and includes ideas, text, graphics, music, and software. It is a violation to copy, distribute, download, or upload information onto the web any item covered under these laws. Ignorance or innocence is no excuse under the law. Copyright and Fair Use Guidelines from the U.S. Government may be accessed at http://copyright.gov/fair-use/

## DISCIPLINE

Any student who violates the rules and expectations relative to this plan will be subject to disciplinary action. If there is evidence that a violation has occurred, then an Newport City School System administrator or designee will decide appropriate consequences in accordance with district policy, school policy, and the law. Disciplinary action could include but is not limited to, verbal warnings, loss of technology privileges, up to and including suspension or expulsion from school, and civil and/or criminal prosecution. In addition, inappropriate use of the machine may result in the user losing

his/her right to use the device and/or accessories. In some cases, the administration may revoke the student's right to take home the device, enforcing a no-take-home-policy. The school will cooperate fully with local, state, or federal officials in any investigation related to any illegal activities conducted through the school's electronic system or devices. The interpretation, application, and modification of this policy are within the sole discretion of Newport City School System. Any questions or issues regarding this policy should be directed to the building principal.


## LOSS OF PRIVILEGE

The use of the district's device, technology, and network is a privilege and not a right of the student. As a result, it may be denied to students who display behaviors or a pattern of behaviors that is considered to be potentially unsafe or unhealthy for the user, other students, personnel, the technology device or network itself, or the general learning environment of the school. Failure to comply with the Acceptable Use Policy, school and district policies, and/or this plan may result in the loss or restricted use of the device and network. If such situations arise, an administrator will meet with the student and parent/guardian. Students and parents/guardians are responsible for notifying school administrators if they are aware of inappropriate or unauthorized use of the device on the network. Likewise, employees are to notify their supervisors if they are aware of inappropriate or unauthorized use of the device or the network. If a student does not return the device as scheduled, criminal charges may be filed to recover the district's property.
The district is entitled to declare the student and parent in default of the Student Parent
Contract and to visit the residence of the student or location of the device to take possession of the district's property. Default on the payment plan will also result in the repossession of the device.

**All technology funds are non-refundable and will not be prorated**. The district accepts cash payments or payments through the online application, My Payments Plus, on the district's webpage


## TIMELINE FOR REPAIRS

It is anticipated that the vast majority of issues and repairs of the device can be managed in-house with Newport City School System staff, while other repairs will require the assistance of the vendor or third party. Devices that require outside repair will be processed in the order that they are received. There are no provisions for expediting a repair. Some repairs may take up to 30 days due to warranty claims. A loaner device will be provided for repairs that take over a week or that require the device be shipped to a third party for repair.


## REPAIRING OR REPLACING YOUR DEVICE

Do not attempt to gain access to the internal electronics or repair the device. If a device fails to work or is damaged, report the problem to the Help Desk at the school. Please do not contact the vendor of the device for repair questions. Direct these questions to the personnel at the Help Desk. Additionally, attempting to "jail break" the device will result in disciplinary action, as these actions void the warranty on the device.

Please be aware that repaired devices will be reset to the original factory imaging as first received. If the device cannot be repaired within 5 minutes, the device will be reset to the original imaging. It is important for the student to keep the device synced to available cloud storage so that documents and

class projects will not be lost. Any personal information that cannot be replaced should be kept at home on an external storage device.

Many of the needed repairs due to normal or typical use are covered by the warranty of the device. In cases of lost, stolen, or damaged devices in the care, custody, or control of a student, families may want to check with their homeowners' or renters' policy to determine if the policy will provide some limit of coverage for the "damage to the property of others" under the comprehensive personal liability coverage part of the policy and if it requires a deductible. Contact your insurance agent for the exact coverage provided by your policy.

## REPAIR AND REPLACEMENT COSTS

If the Systems and Assessment Supervisor deems repairs of the device as feasible and economical, those repairs will be made. However, if the damage makes the device inoperable or the damage is likely to increase after redistribution resulting in need of repair by future users, then the parent or guardian is responsible for the cost or repair of a damaged device. **Repairs and replacement costs are based on district pricing from vendors and are subject to change.**

SCHEDULE OF REPAIR AND REPLACEMENT COSTS

| Item | Item Cost | Item | Item Cost |
|---|---|---|---|
| LCD Screen | $100 | Hard Drive | $70 |
| LCD Bezel | $5 | Battery | $57 |
| Top Lid Assembly | $20 | Bottom Assembly | $20 |
| Keyboard | $17 | AC Adapter & Cord | $65 |
| Palm Rest | $27 | Entire Device | Current Replacement Cost (approximately $700) |
| Motherboard | $234 | Protective Device | $30 |

## ASSET CODE TAGS

All devices and chargers will be marked with an asset code tag and/or engraving. The  sticker or engraving may not be modified or tampered with in any manner. Asset code tags and engravings may be checked at any time. Turning in a device, charger, or backpack without the Newport City School System asset code, with a tampered asset code, damaged engravings, or with missing serial numbers may result in charges to the student up to the full replacement cost of the item.

## DAMAGES TO THE DEVICE

By taking possession of the device, the student and parent/guardian assume full responsibility for the care, safety, security, and responsibility for the property of the Newport City School System. Students must report incidents of damage to an administrator within 48 hours of the incident. The technology usage fee does not cover the repairs stemming from the following incidents:

- Damage from loaning the device to another student, leaving the device unattended, negligence, or misuse.
- Damage from removal of an asset tag, service tag, or serial number.
- Damages that are cosmetic in nature but do not impact functionality of the device.
- Damages from batteries or other consumable part, unless the damage is due to defects in material or workmanship as determined by Newport City School System IT Supervisor.
- Damage from modifying a part or product to impact functionality or capability of the device without the express written permission of the Newport City School System IT Supervisor.
- Damages caused by repairs not performed by a member of the Newport City School System IT staff.
- Damage caused by a product not deployed by Newport City School System.
- Damages resulting from a broken screen. Do not place pens, pencils or other objects on the keyboard or base of the device.
- Damages resulting from abuse, accident, misuse, flood, fire, earthquake, lightning, power surges, natural disasters, or other external causes.
- Damage caused by animals, pets, friends, or family.
- Damages caused by food, beverages, liquids, lotions, nail polish, nail polish remover, makeup, colognes, medicines, ice cream, and other causes.
- Damages caused by cleaning products. Do not spray or rub any liquid on the device, including the case, screen, and keyboard.
- Damages from placing foreign objects in any of the device's ports.
- Damages from placing wet or damp items on the device or its keyboard.

**GENERAL DEVICE CARE**

- Treat the equipment with the same care as personal property.
- Close the lid when not in use to prolong battery life.  For extended periods of inactivity, completely shut down the device before closing to conserve the battery. Dimming the screen can also conserve battery life.
- Do not remove or tamper with asset codes, engravings, or serial numbers.
- Do nothing to permanently alter the device in any manner, including but not limited to adding stickers or items to the device.
- Take care while inserting cables, cords, or other removable storage devices.
- Never attempt to repair or reconfigure the laptop. Do not open or tamper with internal components, screws, or any other action that will result in a voided warranty.
- Keep the laptop on a flat, solid surface that allows for air circulation. Placing the device directly on a lap, bed, or carpet may cause damage due to overheating, as well as static electricity.
- Backup your data. Electronic files are not safe when only stored on the device.
- Do not expose the device to extreme temperatures, direct sunlight, or UV light as this may result in damage to the device. Exposure to magnets and magnetic fields can damage, corrupt, or erase your data. Such magnets/magnetic fields include large speakers, amplifiers, transformers, vacuum cleaners, etc.
- Wash hands frequently when using the device.

**KEEP THE DEVICE AWAY FROM FOOD AND DRINK**

- Liquids, food, and debris can damage the device that will result in damage charges. All liquids, even those with lids, can destroy the device. Do not put bottles of liquids, even sealed liquids in the backpack or sleeve with the device. Do not eat or drink around the device!
- Do not sit or lean on the device.

**CLEANING THE DEVICE/SCREEN CARE**

- Disconnect your laptop from the power outlet before cleaning.
- Do not place anything near the device that could exert pressure on the screen.
- Do not place a pen, pencil or other item on the device keyboard before closing.
- Avoid touching the screen with fingers, pens, pencils, or other sharp instruments. Clean the device with a lint-free, anti-static cloth. NEVER clean the screen or device with window cleaner, liquids, or other chemical. Pre-moistened individually wrapped eyeglass lens cleaning tissues may be used to clean the screen.
- If you are unable to clean the device by the above method, seek assistance at the Help Desk.

**SHUTTING DOWN THE DEVICE**

- Fully shutdown the device when it is not used for a prolonged period of time. Putting the device in sleep mode for several days may drain the battery to the point that it will not keep a charge.
- Shut the device down each night, and then connect the charger. Power on as needed in the morning. This allows the device to perform necessary updates.  If updates are not completed, certain program may cease to function.  The device should be shut down(not put to sleep) on a daily basis.

**CARRYING THE DEVICE**

- Never walk from one area to another with an open device at school or at home. Close the lid before moving the laptop.
- Never pick-up or carry the device by the screen or lid.
- The device is not designed to withstand drops or abusive handling.
- The device and its components are to be carried in the school-provided backpack or sleeve at all times in shutdown or standby/hibernate mode. Remove cords, accessories, or peripherals before moving or placing the device in the protective sleeve of the backpack. Do not throw, slide, drop, or toss the device, even while it is in the issued protective sleeve.
- Do not store any other item, including the adapter/charger in the same protective pocket in the backpack as the device. No books should be placed on the device.

**EQUIPMENT PROVIDED**

Each eligible student will be issued a device, a protective bag and strap, an AC charger, asset tags, and software. In this handbook, these items are collectively referred to as the device. Newport City School System will retain records of serial numbers and the Newport City School System asset tags on provided equipment.

**DEVICE WARRANTY**

The manufacturer warrants the device from defects in material and workmanship for a period of three years **from the date of purchase by Newport City School System**. This limited warranty covers normal use, mechanical failures, and defective construction. The manufacturer will provide replacement parts or necessary repairs in these situations. If necessary, the manufacturer will replace the device. However, this warranty DOES NOT provide in cases of damage from misuse, abuse, or accidents. Report all problems with the device to the Help Desk located in the school. If the device becomes defective as determined by the Supervisor of Instructional Technology, but at no fault of the student, the district will provide a refurbished device at no charge.

**TECHNICAL SUPPORT SERVICES**

A Help Desk can be contacted by calling Newport Grammar School at (423) 623-3811. The school receptionist or main office will coordinate with the on-duty enrichment teacher, network technician, or Systems and Assessment Supervisor to route your technology need. The need for repairs will be routed to the Systems and Assessment Supervisor or network technician to assure repairs are made as quickly as possible.

Technical support services include the following:

- Hardware maintenance and repair
- User account support
- Application information
- Coordination of warranty repairs
- Re-imaging hard drives
- Distribution of loaners
- Laptop battery issues
- Operating systems
- Software maintenance
- Software configuration support

**HELP DESK INFORMATION**

District Help Desk Hours: 8:00AM to 3:30PM, Mon thru Fri (when school is in session)
    Phone #: 423-623-3811