

Digital Learning Initiative FAQ - Students

What if I forget the device at home?

Students are expected to bring their fully-charged device to school every day as part of their regular school supplies. If a student forgets to bring their device to school, the student is to inform their teacher who will contact the school Computer Support Associate (CSA). A help desk ticket will be opened and a loaner device will be issued for the student to use during the remainder of the school day. Students that regularly forget to bring their device to school may be subject to disciplinary action.

What do I do if my device is damaged, lost, or stolen?

If a student's device appears defective or fails to operate properly, the student is to inform the teacher who will contact the school Computer Support Associate (CSA). A help desk ticket will be opened and the device will either be repaired or a loaner device will be issued for the student to use during the remainder of the school day or until the student's original device is repaired and returned. The District will not charge a student for the repair of a device due to system failure or normal wear and tear. Should a device be clearly broken or intentionally damaged by action of the student, the District may charge the student the cost of repair, up to and including the replacement cost of a new device.

If a device is lost or stolen, the student or their parents/guardians must submit an immediate police report to the school Principal. At the high school level, the School Resource Officer (SRO) or Dean may be involved in this process. The District reserves the right to charge a student a replacement fee up to the cost of a new device.

Where do I store my device at school if my teacher isn't using it?

Students should store their device in a secure location such as their locker, or carry it with them throughout the day in the case provided or their backpacks.

How long will the device work if the battery is fully charged?

A fully charged Chromebook battery will last approximately 8 hours. Students are expected to bring their devices to school fully charged each day.

What do I do if I can't log onto my device?

If you cannot log onto your device, inform your teacher who will contact the school Computer Support Associate (CSA). A help desk ticket will be opened and the device will either be repaired or a loaner device will be issued for the student to use during the remainder of the school day or until the student's original device is repaired and returned.

Can I bring my own device?

Students should not bring in their own device. The preferred device for Digital Learning at District 203 are District issued Chromebooks.

Can I share my device with a friend?

Your Chromebook is your personal device issued by the school district for Digital Learning. It is not to be shared with others.

What if I do not have Internet access at home?

Most GAFE applications (Docs, Slides, Sheets and Drawings) allow students to work in offline mode so classwork can be completed at home without Internet access. Files are saved locally to the Chromebook, then automatically updated the next time a wireless connection is detected. Within the GAFE Suite as described above, a student can start a project at school and finish it at home, even without an Internet connection. When the student returns to school the next day, any work done at home will be automatically updated to their Google Drive.

Many Internet connection options are available, and Naperville area Comcast provides a reduced price connection program for qualifying families. That program can be found at <http://www.internetessentials.com> Naperville also offers free WiFi at various locations including our public libraries.

Can I use the device for gaming or recreation?

The primary use of devices issued to students as part of Digital Learning is educational, therefore gaming applications or recreational websites are blocked and prohibited on District-issued devices.

Where do I take my Chromebook if I cannot log in or if my Chromebook is not working properly during the school day?

If a student has any kind of problem with their Chromebook, they should go to their teacher or to the Computer Support Associate (CSA) at their school. A spare or replacement device will be issued while the student's original Chromebook is repaired.

What do I do if my battery is out of charge during the school day?

Each classroom will be provided with an outlet strip for charging up to 8 devices at a time, as well as an extra Chromebook power supply. Students may charge their devices during class if the lesson design and room configuration allow for charging while learning. Students should arrive to class with charged devices.

How will I be trained to use my Chromebooks in class?

Students will view student orientation videos or review usage plans at the start of the school year to understand their Chromebooks and the use of Google Apps for Education (GAFE). Teachers will also support students as the devices are integrated into classwork and assignments.

Can I personalize my device with stickers or other unique identifiers?

The device should not be personalized with stickers or any other unique identifiers that permanently alter the machine. Students in lower grade levels may have name stickers applied to their Chromebook by District IT or their teacher.

Can I use my device outside of school - at home, public library, or other hotspots?

A major component of DLI is to allow for learning to happen both inside, and outside of school. Your Chromebook can be used anywhere a Wi-Fi connection is available. While the District provides guidelines, policies and Internet filters, there is no replacement or substitute for Good Digital Citizenship.

Will I be able to keep my device over summer break?

Students will retain their devices over summer break unless the District recalls the device for refresh purposes or replacement purposes.

Will I be financially responsible for my device if it is stolen or badly damaged?

See the information on the District 203 website for information on how lost, stolen or damaged Chromebooks are handled => <http://www.naperville203.org/Page/5205>

If I misplace my Chromebook at school, how will someone know it belongs to me?

All Chromebooks have attached asset tags that can be scanned to determine to whom a particular Chromebook has been issued.

Will the District be able to view my online activity at school and away from school?

Chromebooks are District issued devices and District property to be used for educational purposes. Once logged into the Naperville 203 Google domain, both at school and at home, the usage logs created can be reviewed by the District.

Where can I print from my Chromebook at school?

Visit <http://www.naperville203.org/Page/5384> for a list of available printers at both high schools. A list of printers at junior high schools will be posted shortly.

How can I print from my Chromebook at home?

Visit <http://www.naperville203.org/site/Default.aspx?PageID=5450> for directions on how to print from Chromebooks at home.

How can I use my Chromebook offline?

Visit <http://www.naperville203.org/site/Default.aspx?PageID=5457> for directions on how to use Chromebooks offline.