

**Naperville Community Unit School District 203**  
**Digital Learning Initiative**  
**Frequently Asked Questions (FAQs) for Students**  
**School Year 2017 – 2018**

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 or see the school Computer Support Associate (CSA) in the User Support Group area. 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 their teacher or see the school Computer Support Associate (CSA) in the User Support Group area. A help desk ticket will be opened and the device will either be repaired or another device will be issued. 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, Assistant Principal or designated school leadership. D203 School Resource Officers (SRO) can assist. At the high school level a 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 or see the school Computer Support Associate (CSA) in the User Support Group area. A help desk ticket will be opened and the device will either be repaired or replaced.

### Can I bring my own device?

Students should not bring in their own device. The preferred device for Digital Learning at District 203 for grades 2-12 are District issued Chromebooks, and for grades K-1 are District issued iPads.

### 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 GSuite Education applications (Google Docs, Google Slides, Google Sheets and Google 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 an Internet connection is detected. A student can start a project at school and finish it at home, even without an Internet connection.

- All schools have Internet access available before and after school to provide access to study time, homework or projects. In addition, many Naperville and surrounding area coffee shops and libraries provide free Wi-Fi connections.
- NaperNet is free Wi-Fi in the downtown Naperville area. NaperNet coverage extends from Washington St. on the east, Van Buren Avenue on the North, Main Street on the west and Chicago Ave on the south.
- All schools have Internet 'hotspots' available for check-out from each school library. Although all District-issued devices have automatic filtering, these hotspots have on-board filtering so any non-District computer used at home to connect to the Internet through this hotspot will be filtered. Hotspots are intended to provide short-term (check-out based) connectivity from home or other locations. Check with your school library for checkout timeframes and details.
- The Naperville Public Library has 10 District 203 Chromebooks available for checkout as well as Internet hotspots
- Naperville area Comcast provides a reduced price connection program for qualifying families. That program can be found at <http://www.internetessentials.com/>

### 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. Upon discovery of gaming apps or extensions on your Chromebook, District IT may remove those products without warning or permission.

### Where do I get tech support during the school day?

If a student has any kind of problem with their Chromebook, they should go to their teacher or see the school Computer Support Associate (CSA) in the User Support Group area. A replacement device will be issued.

What do I do if my battery goes dead 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 always 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 the Google Suite for Education. 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 disfigure 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 Digital Learning is to allow for learning to happen both inside, and outside of school. Your Chromebook can be used anywhere an Internet connection is available, as well as in a limited fashion with the Google GSuite of Education applications like Google Docs, Google Sheets, Google Drawings and Google Slides without an Internet connection. 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 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 are scanned and entered into a technology asset inventory allowing a quick determination of whom a particular Chromebook has been issued. Chromebooks issued to students in lower grades will be labeled with the student's name.

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, any usage logs created can be reviewed by the District.

Where can I print from my Chromebook at school?

Follow this link for a list of printers at all schools =>

<https://drive.google.com/drive/folders/0ByPHi3oBw0QEbm9YN0tHUFh0QVU?usp=sharing>

How can I print from my Chromebook at home?

Unlike Windows computers where a printer may be directly connected to the laptop/desktop, Chromebooks operate in an Internet or Cloud connected fashion, so printing at home must be done from a printer that is also connected to the Internet. Cloud ready printers have been on the market for years and are available at any larger electronics store. For more information, 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 your Chromebook offline.