1:1 Chromebook FAQ

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General Questions

Will Juniors and Seniors receive a chromebook?
- Juniors and Seniors will not receive a chromebook. We have moved all of the chromebook carts from South Campus to Central Campus to provide over 1,100 chromebooks throughout each school day. Since they will not receive a chromebook their Technology fee will not increase like the Freshmen and Sophomores.

What is a chromebook? Why did we pick this device?
- A [chromebook](#) is a device that is primarily meant for working with Internet-based resources with access to working off-line on a variety of tasks. It is fast and light, which makes it easy to use and carry around. The device is relatively inexpensive [compared to other technologies on the market](#), yet it is easy to support. It provides 8+ hours of battery life and connects with Google's suite of applications, which are used by every student and staff member in Minooka Community High School. The key factors include:
    - All students within a grade level will be provided with the same opportunity to access electronic textbooks and resources.
    - Chromebooks seamlessly integrate with Google Apps for Education, which is the platform at MCHS for communication and collaboration.
    - A chromebook comes with an integrated keyboard and mouse, which makes online creation of products easier for many students.
    - A chromebook's battery life will allow students the capability to work through an entire school day without charging.

- The district will be able to manage the device and monitor student use at school through an enterprise management console. The district will also be able to put the device into a "test mode" to comply with a variety of online-based assessments.
- Although chromebooks update their operating system, the district will have the ability to push out applications and tools to students.
- The district will have the ability to lock anyone out of a stolen or lost chromebook, thus making it unusable and serving as a deterrent for theft.
- The chromebook offers a full-featured browser for working on the Internet that includes support for flash, a requirement for some online resources.
- All work completed on a chromebook ultimately backs up to the cloud. As a result, a student will rarely, if ever, lose his or her work. If a device stops working, another chromebook can be substituted and the student can continue working as if he or she were using the original device.
- A chromebook also comes with the ability to add on external storage through USB flash drives or SD cards. Students can pull in and access work done on other Windows-, Mac-, or Linux-based systems and work with large files that do not easily store on a mobile device or in the cloud.

What are some of the attributes of the selected Google Chromebook in comparison to other options?
- A general overview is available here: http://goo.gl/iDeD2. Devices of various formats were used in department carts for several years. Combining a device with SAMR based instructional practices improves the learning process, and the chromebook is the best device at this time for MCHS.

Did the district ever consider using Apple products?
- Yes, many products were evaluated including the Apple line of products. However, the integration with Google Apps for Education, management tools, integrated keyboard, ease of maintenance, and cost were factors that resulted in selection of the chromebook. The feeder schools also use chromebooks.

Many kids already own a Macbook, iPad or a PC laptop. So why add and require a chromebook?
- The chromebook is the required 1:1 device. It will allow us to monitor student use at school and push out applications that students will use for course work. It also allows us to configure the devices within minutes to enable testing applications for certain testing days. The integration with Google Apps for Education, the management tools. integrated keyboard, ease of maintenance, 8+ hour battery life and cost were all factors in selecting the chromebook. This document outlines some of the considerations between devices: http://goo.gl/iDeD2

Are we able to keep the chromebook after our four years of high school?
- Yes, when you purchase it you own it after 4 successful technology fee payments.

Can the district pursue grants or other money for students to have Internet access paid for at home?
- Students that are on fee waivers can pursue Comcast Internet Essentials http://www.internetessentials.com/ for low cost Internet access.

I already have a laptop/chromebook do I need to buy one through the school?
- Yes, a student owned chromebook will need to be purchased through MCHS. This will ensure all students have the same device, it is compatible with applications for classes,monitored by the filtering license purchased by the school, as well as the school having the correct parts for any quick fixes.

Is the information on a Chromebook or in Google Apps for Education private - meaning will Google sell or share our information?

- The information in Google Apps for Education is private, secure, and is not used or sold in any way
  http://www.google.com/edu/privacy.html

What other school districts in our area are using/requiring chromebook technology for all of their students?
- Channahon School District, Joliet Township District (West & Central), District 230 High Schools (Stagg, Andrew, and Sandburg), Yorkville School District, Troy, Minooka #201, Saratoga, and many more.

Why did the school make this change? What happens when my child ends up failing a class because an ebook is too difficult to use?
- This was a change in instruction that was approached with equity in mind, where every student has access to a broader set of resources. Teachers have, and will continue to receive staff development on best practices for using the devices and textbooks or ebooks with their students and those unique features will be taught to students as well.

Will students be expected to use this only for school related activities or can they add other content?
- Students can access any web-based resource at school that is allowed through the school's Internet filter. They can access anything at home that their parents allow.

How will students submit research papers and other formal works where formatting is vital? Will MS Office remain a central feature like it is in the business world.
- The formatting features have improved greatly in the Google suite of tools over the past few years and offer many of the features available in other desktop publishing tools. Office will also be available in locations where there are dedicated computer labs.

Are these chromebooks touchscreen?
- The chromebooks are not touchscreen.

Sales and Purchasing

How much will the Chromebook cost for parents?
- The chromebook, management software, and case will cost $258, which will be paid through the technology fee over the students 4 years at MCHS (There is no markup or profit to MCHS through chromebook sales. After full payment of the device, the students will keep the device and it will be unenrolled from MCHS filtering.

If a family is on free or reduced lunch, will the student be receiving a discount for the chromebooks? And if they do receive the discount, will they still be keeping the chromebooks after they graduate, just like all the other students?
- Students on fee waivers will receive a chromebook on loan at no cost. The device remains the property of the district if the student leaves or when they graduate.

My 3 children do not qualify for the free/reduced lunch program, Does this mean I will have to buy 3 chromebooks that I can't afford . . . even on the payment plan?
- We will work with individual families to meet financial needs. Please work with your school's administration if there are financial challenges.

Please explain the cost. Does it include 4 years of insurance or maintenance of the computers (antivirus software, batteries, etc.).

- Chromebooks run on the linux operating system and do not run the risk of viruses, so there is not antivirus cost. All of the software is self updating at no cost. We expect the battery to last 4 years as it is similar hardware technology to mobile phones and the industry is seeing 4 year battery life from these devices. 4 year accidental and lost/stolen insurance is included with the purchase of the device.

What does the additional cost on top of the chromebook include? Cost Chromebook is sometimes less in other places. Will students have a choice of case? Can we purchase one on our own? I would have thought with the district purchasing volume there would be a discount.
- There is a significant savings in the school's purchase and the district does not profit from these purchases The price breakdown for 2020-21 is:
- [Chromebook](#) $285
- Yes the laptop comes with an UZBL Hard Shell Case
- The device also has to be paid through MCHS

What is the cost of the insurance to cover loss/theft? You say that the Chromebook is the same responsibility as a textbook to the families; however, a Chromebook is more likely to be stolen than a textbook and much more expensive to replace.
- The cost of the insurance is included with the purchase of the devices for all 4 years. If a chromebook is stolen we have the ability to make it unusable for anyone, thus eliminating its value and reducing the likelihood of theft. Once a police report is made, we provide it to Trinity 3 to obtain a new device.

What is the per unit cost of each chromebook to District 111? How much profit is District 111 receiving from the sale of each chromebook and where is that profit being directed?
- The per-unit cost for the entire package is $258. The district is not profiting from the sales of the chromebook. There is no markup and any savings we achieve from bulk purchasing will be directly passed on to families when they purchase the chromebook.

What is the yearly cost to insure the Chromebook? What does the insurance cover?
- All chromebooks received a 4 year warranty for damage (accidental/stolen/lost). The warranty covers a full unit replacement for either scenario.

Loss, Breakage, and Theft

How will the school deal with students who habitually lose their devices or even loaner devices? What if one of those students is low income and the parents can't pay for replacements?
- We will closely monitor students who are forgetting or losing their devices through our check out program.

Is the district anticipating thefts of the chromebooks within the students?
- Yes this may happen. However, devices purchased through the district can be locked down so that they cannot be used by anyone after it is stolen, thus making it worthless.

What exactly does the insurance cover? What if a student's chromebook is stolen at school? Who will be responsible for maintenance/IT support on them if something goes wrong? (malfunctioning software, virus, etc.) Will Insurance will cover breakage or loss?
- The chrome operating system is not at risk of viruses and self-maintains its software. We will have a

location in each school where students can get help with the chromebook. Included insurance on the device covers accidental damage and if it is lost/stolen. If the device malfunctions we will fix the device quickly or provide the student with a loaner until their device is fixed.

What responsibility is the school going to hold if the chromebook is damaged at school?
- Any chromebook that is accidentally damaged will be sent back to Trinity 3 for repairs. In the meantime, a student will be given a replacement. If the breakages continue to happen, disciplinary action may be taken by the deans.
- If the computer is lost/stolen MCHS will work with the student to find the device or get them a replacement. The chromebooks are rendered useless when stolen because they can be locked out from the administrative console.

Will the computers be labeled, or marked, in a way that would make it easy for someone to return a lost laptop. Also, will these labels and/or markings permanently affect the chromebooks?
- We will inventory and tag all student devices so they can easily be distinguished whos device it is and that it is owned by MCHS.

Student Use and Access

Will students be using the same chromebook, for all four years of High School?
- Yes, students can use the same chromebook for all 4 years.

Will the Chromebooks be ours, or will they be returned at the end of the school year?
- Those purchased by students and their families will belong to the student and their families. They will not be returned at the end of the year or after graduation.

Will the school have a "spare pool" in the event a student has to send his/her chromebook out for repair?
- Yes, there will be loaner devices available in the library.

Technical

How will students get support if they need it?
- The student helpers along with technology staff members provide chromebook support in the Chrome Zone located near the library in each school.

What happens if a loses a device or it is stolen?
- If the device is stolen, please notify the technology department and the family must file a police. It will then be sent to Trinity 3 to be replaced through their warranty.

Can the building support potentially charging of thousands of chromebooks simultaneously? Or if a student loses power due to say a late class, will there be charging stations?
- Students will charge their chromebooks at home. The chromebook batteries are strong enough to last through the day. There are limited locations in the school that will allow for select charging. If a student's chromebook battery runs low it can be dropped off in the library for a charge and the student can check out a loaner.

Will the battery last the full four years?

- The battery is rated to last 5 years worth of daily charges.

Is there a rental program for laptop being charged? How do you keep track of rented laptops while the assigned laptop is charged?
- There are a number of devices available for checkout in each school through the library checkout program. We keep track of these devices through our checkout software..

What will they connect to for wireless?
- Students connect to a dedicated wireless access network.

Will 2800+ users affect the wifi network in addition to the non supported devices on the wifi network.
- Yes. We also continue to upgrade the network each year as needed to provide adequate bandwidth.

Are there any plans to upgrade Internet service at the school(s)?
- Yes, we continue to upgrade our bandwidth and will have over 1Gbps per school with redundant fail overs. We can increase bandwidth, on demand, as required.

What if students do not have wireless Internet at home?
- Wireless is available in many locations in the community. Students that are on fee waivers can pursue Comcast Internet Essentials http://www.internetessentials.com/ for low cost Internet access

Will students be able to access non-web apps from home?
- Google Docs and many other apps are available offline.

How will printing to the variety of printers the school currently has deployed. How will the district print server be used with Chromebooks?
- Students will have printers in the library available before, during (resource), and after school. However, printing should decrease as more of the resources and activities are digital.

How will Chrome Web Apps from the Chrome App Store work?
- Students will have a core suite of apps that we will manage centrally. Students can also add apps from the store. Paid apps provided by the district follow an approval process.

Specialized programs outside of google apps. Will we be going to a virtualization model?
- At this time we can only support what will run natively on the chromebook. As technology changes we will adapt with it and are strongly investigating virtualized environments.

Digital textbooks on Chromebook - How will the books comply with publishers restrictions?
- This is worked out at the department level, however most publishers are offering a web browser version and are not limiting it to device specific software.

All systems are going with touch screens in the near future will these computers have that. Also the new operating system is windows 8 or 10. Will the computer have a camera? Will it have voice recognition ? Typing is not the way of the future.
- The chromebooks are not touch screen as this increased the cost of the chromebook. The chromebook does have a camera and does have speech-to-text and text-to-speech capabilities. The operating system is Linux and not windows. This will be kept up to date through the Gsuite Administrative Console.

Are we allowed to use a mouse instead of the track-pad for the Chromebooks?
- Yes, however the student would need to provide that.

How big is the Chromebook? (How large is the screen?)
- Specifications are available [at this link](#).

Is there a backup in case the system goes down?
- All student work is backed up to the cloud (Google Drive).

Will steps be taken to prevent computer viruses from disrupting the learning process?
- The chromebook is built on a Linux infrastructure and is not at as much risk for computer viruses and the operating system automatically updates so it can patch any vulnerabilities that arise immediately.

Can the chromebook support flash technology to play animations that are used in class?
- Chromebooks support flash. Flash's end of life date is the end of 2020. The transition is to HTML5 which is supported by chromebooks as well.

What happens if a student has technological difficulties or loses the chromebook? Is the information within, including notes, able to be backed up easily? What if the chromebook is damaged? Do parents then have to buy another one?
- All of a student's work on a chromebook is backed up to the cloud (on the Internet) automatically. If the chromebook is damaged beyond repair when a student signs into a different chromebook all of their information is automatically transferred.

Classroom issues

Storage while students are in PE class, etc. Is current locker good enough? We have break-ins without chromebooks in the lockers. Will there be more break-ins with chromebooks in them?
- Chromebooks are best stored in the student's primary locker or gym locker (with lock secured).
  - Due to Covid-19, students may have the chromebook in their backpack during Fall of 2020.

Can the Chromebook enable a greater variety of classes with different content and levels? Class size is no longer limited by seats in a room. Customize the class to the students abilities. Let more students get the attention they need to learn.
- The chromebook can be a piece in making classroom changes and we are investigating more varieties of instruction that will have pieces of these ideals over time.

How will this affect the student's ability to interact with each other? How do you expect teachers to regulate what students do with the computers during class?
- We will have tools in place to monitor student use, such as Go Guardian. Communication and collaboration will depend on the goals of the classroom or the activities.

Will Students and Teachers collaborate with other 1:1 schools around the world?
- This will be classroom project specific, but some of this is already occurring through the use of Google Apps and other web-based tools. We anticipate that these tools will make this even easier and natural to take place between our schools and other schools

Can it be assumed that for labs such as CAD, the chromebook won't be used?
● There will be several curricular areas that require dedicated labs, which will remain.

Practice and Procedures

Does MCHS provide a loaner to students who forgot to bring theirs? If so, what incentive do students have for them to bring theirs to school?
● There are loaner devices available in the Chrome Zone. The incentive is that there will not be enough loaners for everyone and we make contact with parents of students that frequently check out loaners. Discipline action may also be used if a student in constantly forgetting their device or in need of a loaner device.

Can dean's office handle the extra workload of disciplining student who don't bring their chromebooks?"
● This would follow the same course of action that is currently followed for textbooks or homework. We do not expect to see an increase in workload because of the chromebooks.

What will the replacement / loss / theft inventory be and storage for replacements? Policy regarding replacement?
● This will be handled by MCHS through the Trinity 3 insurance policy.

Do students take their chromebooks with them if they leave the district?
● The student (outside of students with fee-waivers) will own the device once they have fully paid for the device.

Are students going to be taking these devices home?
● Yes for homework and possible E-learning days.

What if they already have a Chromebook?
● The model of the chromebook must have a 8-10 hour battery life. It will also not fall under the repair warranty through Trinity 3. This can only be guaranteed through purchasing the device chosen by MCHS.

What if they already have a Laptop, an iPad, or other computing device?
● It must be a chromebook so that students have access to the district's resources and can be managed, ensures a full-day's battery life, allows for printing, and creates a common learning environment.

Can my student use their own google account on the chromebooks?
● Each student is assigned a MCHS google account and that is the account that will be used for logging into the chromebook.

How does the school plan to limit the use of the chromebook to keep students focused on school? The school must teach appropriate use of technology. How do I know my student will not be playing games all day and ignoring lessons?
● The classroom activities will leave little time for game playing. The devices will also have a filter (Go Guardian) that will limit access to unnecessary websites.

What are the parameters going to be will there be a use policy or access restrictions when the chromebooks are being used on school grounds. Will there be software be installed to govern and track proper use
- We are adding a product (Go Guardian) that allows teachers to monitor their students screens while on campus. All Internet traffic within MCHS is filtered in accordance with federal CIPA policies.

Textbooks and Electronic Books

Are annotation capabilities available in the electronic textbooks? Are advanced functions like cut and paste, bookmarks, highlight, and sticky notes supported, similar to Adobe Acrobat?
- Many of the textbooks have a wide variety of tools for note taking and annotating. There are tools available for web-based and pdf resources as well.

Can textbooks be converted into PDF files and saved onto the Chromebooks so students who have Internet access issues at home can still read the relevant material?
- That is resource specific and a possible issue with copyright laws. We will help students identify how to access resources and find WiFi when needed.

Have we checked if current textbooks in use at all levels are chromebook compatible (especially those at the freshmen and sophomore levels)?
- Yes. The books that have been identified for this program are browser based and will work on a chromebook.

If my child is in the first class to use this system then she will obviously be in the same class as students who are not using the system. Will the books be the same? Will one student be at an advantage over the other?
- The ebooks will only be used in classes where all students have a 1:1 device. However in mixed environments students with a device would have other access to online resources along with a traditional printed text.

Other than cost and weight what benefits does an e-book have over a print textbook? Revisions, Updates, Multimedia, alternative learning, comments, author feedback, collaboration, content mastery paced learning... What is the future of the e-book?
- The features mentioned in this question vary depending on the individual textbook. However, an ebook is a much more adaptable resource than a print textbook and kept up to date.

Will Chromebooks eliminate all classroom books, including novels in English classes?
- There will be a blend of print and electronic books. Curricular resource decisions are made by the Director of Curriculum and Instruction as well as the Department Chairs.

Will students be able to download their textbooks for offline viewing?
- That is dependent upon the resource. Some can be downloaded, others cannot.