

Chromebook Frequently Asked Questions

What if a student forgets their Chromebook at home?

Students are expected to charge their Chromebooks nightly at home and bring them to school fully charged. Loaners may not be available and your student may be without the Chromebook for the day.

How should a student carry their Chromebook between classes?

Chromebooks should not be transported while open as even gentle handling can damage the screen. Chromebooks should be safely closed and placed in a case or carried by the handle before they are taken from classroom to classroom, or to and from school.

Where can you get an Internet connection if the building's wireless connection is not working?

The devices will only connect to the web wirelessly. If the district's WiFi network is down during school, the Chromebooks will not have connectivity to the web. However, some features, such as access to the student's Google Drive, will still work on a limited basis. The work that is done off-line will not be backed up until a wireless Internet connection is restored.

What happens if the Chromebook is damaged?

If a device is damaged, the student should report it immediately to the Technology Department where appropriate action can be taken. The district encourages families to purchase the optional accidental breakage insurance to limit the liability to the family.

Can you print from the Chromebooks?

Digital online file sharing between staff and students is one of the great advantages of the Chromebooks and is an easy and efficient way to distribute and turn in assignments without printing. It also saves on paper, ink and toner use, thereby saving the district money. There are ways to print from the Chromebooks, but it's not encouraged. Most printing of school work should be done at school. However, we are encouraging staff to try and limit printing of assignments going forward.

What if another student damages my student's Chromebook?

In such cases, circumstances will be investigated on a case-by-case basis. School administration and the School Resource Officer may be involved if it is suspected to be an intentional act or act of vandalism.

How would you go about repairing a Chromebook that is not functioning?

Damaged or non-functioning devices should be reported to the Technology Department. District technology staff will evaluate and address any issues that they are able to. If the issue with the device cannot be fixed or repaired internally and it is deemed to be a warranty repair or if the family purchased insurance coverage through the district's 3rd party vendor, the district will coordinate with the families to facilitate the repair.

Students who are without their device due to repairs will be issued a loaner through to use during school only. Loaner devices must be returned at the end of the school day.

What software is installed on the Chromebook?

All Chromebooks are supplied with the latest build of Google Chrome Operating System (OS), and many other applications useful in an educational environment. The Chrome OS will automatically install updates when the computer is shutdown and restarted. Chromebooks seamlessly integrate with the G Suite for Education suite of productivity and collaboration tools. This suite includes Google Docs, Spreadsheets, Presentations, Drawings, Forms, and Sites. All work is stored in the cloud.

Additional Chromebook software is delivered via the Chrome Web Store. These are web-based applications that do not require installation space on a hard drive. Some applications, such as Google Drive, are available for offline use.

From time to time the school may add software applications for use in a particular course. This process will be automatic with virtually no impact on students. Applications that are no longer needed will automatically be removed by the school as well.

Can students install their own apps?

Students are allowed to install appropriate Chrome web apps and extensions from the Chrome Web Store. Students are responsible for the web apps and extensions they install on their Chromebooks. Students should only install apps that are approved by the School. Inappropriate material will result in disciplinary action. Some web apps will be available to use when the Chromebook is not connected to the Internet.

How much storage do students have on their Chromebooks?

Students using Chromebooks will have a minimum of 16 gigabytes (about 16,000 megabytes) of storage on the machine, plus unlimited gigabytes of online “cloud” storage that is attached to their Google GSuite account and accessible via the Google Drive application.

What devices can be connected to a Chromebook?

A Chromebook can connect to:

- USB storage devices, mice and keyboards
- SIM cards
- SD cards
- External monitors and projectors (via HDMI)
- Headphones, earbuds, microphones

How can students submit work or assignments via their Chromebooks?

Google Drive has features built into it that allow work to be “shared” between teachers and even classmates. Students can create documents, spreadsheets, drawings, photos, presentations and even videos. Google Classroom is an application that teachers can use to push down assignments to students, receive student submitted work and provide feedback and grades. There are several methods for students to submit work electronically.

What if a student is out of school for an extended period (illness, travel, family emergency, etc.)?

With the devices, it will become even easier for students to receive work from their teacher. Assignments, readings, and other resources can be placed online and shared with the student who is absent. The student can do the work online from home and share it back with the teacher.

Can the Chromebooks be used at home?

Yes, if your home has a WiFi network.

If you don't have a WiFi network at home, students can still use them, but in a limited capacity. Some applications will work “offline” (such as Google drive) but content saved to the device will not be backed up online until it an Internet connection is available for the device.

How long should Chromebooks last?

Chromebooks have very few moving parts in them and generate very little heat. Therefore the life expectancy — so long as they are treated appropriately — is fairly significant. Five years or more is not unrealistic. Additionally, the devices have powerful processors, adequate memory, and automatically update the latest software and security features without anything needing to be done by the student.

Can the district track web history?

Yes. The district can track information on what sites students were on, when they were on them, and how long they were on those sites. Students should only visit sites that are approved by the district and those that are not in violation of the Responsible Use Policy. Violations of the policy can result in disciplinary action, including the student being suspended from using the school network and device use.

How do we ensure that students are using the Internet appropriately?

In general, students would be subject to the District's Responsible Use Policy. The district is required to adhere to the Children's Internet Protection Act which requires that we have protection measures in place that filter and/or block inappropriate content as well as monitor student access. We have a filtering solution in place that meets these requirements. We also control student activities through the firewall, network configuration, and management software.

At home, parents would select one of two options:

- Closed: Students would only be able to use the Chromebook through their school-sponsored Google account, which is managed by the district.
- Open: Families would also be able use the Chromebook through their own Google account(s).

In addition, we would continue to ask parents to monitor their students technology use at home. Internet filtering on student's chromebooks is activated for students in Grades 7 and 8 outside of school.

Can parents use the Chromebooks?

Yes, the Chromebooks may be used with other Google Gmail accounts. By parent request, we can restrict the login to the chromebook to only be used with a school sponsored account.

Can my child opt out of having a Chromebook?

No. Chromebooks are expected to become an integral part of the education all students receive at the Bedford School District and we want them to take advantage of the powerful learning resources available with it.

Can student work be transferred from their Chromebook to another device?

Student applications, emails, bookmarks, documents, presentations and just anything done in the Chrome browser while a student is logged in is available on another Chrome browser on another device when the student logs in with his or her district email address. The content will be the same on the Chromebook as it is, say, on a desktop computer, so long as student is using a Chrome browser and their email login. Data can also be saved to a USB drive and transported between devices.

Are Chromebooks susceptible to viruses?

Chromebooks use the principle of "defense in depth" to provide multiple layers of protection against viruses and malware, including data encryption and verified boot. There is no need for additional virus protection.