

Frequently Asked Questions

Google™ Apps for Education



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Frequently Asked Questions

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About Google Apps for Education

What is Google Apps for Education?

Lester B. Pearson School Board (LBPSB) Google Apps from Google for Education (GAFE) is an integrated communication and collaboration solution, hosted by Google and managed by LBPSB. GAFE will provide the ability for LBPSB students, faculty and staff to communicate, store files and collaborate on documents, spreadsheets, and presentations in real time from school, work, or home.

How will it be used?

Google Apps will provide the ability for students and teachers to store files and collaborate on documents, spreadsheets, and presentations in real time from school or home. The tools will be used to enhance teaching and learning no matter where the student is working from.

What can my child do with Google Apps?

Students will be able to create documents, slide presentations, drawings etc. using Google Apps. Students will have easy access to their documents, spreadsheets, and presentations within Google Docs. As the development of Google Apps continues, there may be other features that are added.

Services are enabled or disabled by grade level. The table below shows our default settings. In some cases services may be enabled or disabled based on educational requirements in specific circumstances.

Grade	K-3	4-6	7-8	8-11
Service				
E-Mail	OFF	INTERNAL	EXTERNAL	EXTERNAL
Google+	OFF	OFF	OFF	ON
Sharing	INTERNAL	INTERNAL	EXTERNAL	EXTERNAL
Drive	ON	ON	ON	ON
Hangouts	OFF	OFF	ON	ON
Blogger	TEACHER	TEACHER	ON	ON
Calendar	ON (INTERNAL)	ON (INTERNAL)	ON	ON
Sites	OFF	ON	ON	ON
Groups	OFF	OFF	OFF	OFF
Classroom	ON	ON	ON	ON

Costs and Fees

How much is the LBPSB paying for this?

Google Apps for Education is free.

Computer Access

What if I don't have a computer?

The use of LBPSB Google Apps from Google for Education is part of the instructional program at LBPSB. Students will have many opportunities to work within Google Apps during the school day, using school devices. LBPSB Google Apps from Google for Education is secure, safe and web based; it can be accessed from anywhere with an internet connection. Some of the functionality is also available offline.

Should I get my child their own computer?

The use of LBPSB Google Apps from Google for Education does not require students to have their own computer or any other personal device. That is an individual family decision.

How will my child access LBPSB Google Apps from Google for Education?

With teacher guidance, students must first activate their GAFE account and set their password from a computer at school. Once the student has an active account, there are a variety of ways to log in:

- Go to <http://www.google.com> and log in using his or her full GAFE mail address (username@lbpearson.ca) and password.
- Teachers may choose to provide a link from within their own school or classroom website; however your child will always need to enter his or her GAFE username and password to successfully log in to LBPSB Google Apps.
- Signing into Chrome on a personal device will allow students to access all of the services without needing to login each time. It will also allow data to be synced between multiple devices.

We recommend that you use the latest version of Google Chrome to access Google Apps for Education.

[Chrome Browser - Google](#)

Will my child be required to access GAFE at home?

Decisions about the use of GAFE in the classroom are made at the school level by teachers. Since GAFE is accessible from any device with access to the Internet, your child has the opportunity to login to his or her LBPSB Google Apps account from home, to access their information or work on their documents, and collaborate on shared documents with other students and/or their teacher.

Can Students send or receive email to people outside the school board?

For students in kindergarten to Grade 3, email is turned off unless a school specifically asks for it to be on for pedagogical purposes (if enabled, it is only available internally). For students from Grades 4 through 6, LBPSB Google Apps is a "walled garden", which means that students in these grades have access to the email app, but may not send email to anyone who does not have an @lbpearson.ca address. They will also be unable to receive email from anyone outside LBPSB. Students in high school have access to email and may send and receive email to and from any email address.

Why can't students use their personal Gmail account?

GMail is only one of the applications offered. There are many specific services that Google makes available to Google Apps for Education customers that are not available through a regular account. In addition to this, our Google Apps administrator can control student access, and can ensure that the user groups shown in the table above are maintained. This functionality is not available through a regular GMail account.

Do these apps work on an iPad or other tablet?

Yes Google Apps works on an iPad and android tablets. Although there is not full functionality Google is constantly updating their apps for mobile devices.

Parent Access

Can parents use it?

Only LBPSB employees and LBPSB students can access LBPSB Google Apps from Google for Education.

Can I see what my child is doing on Google Apps?

Parents are encouraged to explore Google Apps with their children by logging in together. You will be able to have your child log in to his or her LBPSB Google account at home and show you what they are currently working on in class, as well as items that have been “turned in” and commented on by the teacher.

Privacy and Security

Why is my child's LBPSB Google Apps account her first initial and last name?

All LBPSB email addresses begin with the first initial and last name of the account owner. In most cases a two digit number is added just prior to the @ symbol to avoid the creation of duplicate addresses (i.e Sam Smith and Susan Smith may have ssmith01@lbpearson.ca and ssmith02@lbpearson.ca).

What about Privacy?

Information about GAFE security & privacy can be found at www.google.com/edu/trust/.

What assurances has Google given LBPSB that they will not collect data on my child?

LBPSB and Google have an agreement based on the following terms:
www.google.com/apps/intl/en/terms/education_terms.html Please see Section 7.

LBPSB Google Apps from Google for Education is compliant with the Family Educational Rights and Privacy Act (FERPA) and Children's Online Privacy Protection Act (COPPA.)

Can I store confidential data in Google Apps?

We recommend that you try to avoid storing confidential information electronically. No matter where this information is stored there is always a risk that it could fall in someone else's hands.

Who has access to my child's account?

The Google Apps Terms of Service Agreement with LBPSB contractually ensures that our institution (students, faculty, and staff) are the sole owners of their data. Google will only access content stored on Apps when an administrator from LBPSB grants Google explicit permission to do so. One example would be to investigate inappropriate use.

Does my child retain copyright of their creations?

The same copyright rules apply to content in GAFE that would apply to any other creation, provided the student is the sole owner.

What protection will LBPSB provide so that my child is not accessing inappropriate content on the web?

There are no advertisements used with Google Apps for Education. GAFE is an online collaboration tool that is accessed using a web browser and requires a login and password. As well, safe-search has been enabled within the GAFE domain which adds additional search protection.

Google Apps in the Classroom

What apps are available and how can I expect my child's teacher to use them?

LBPSB Google Apps from Google for Education will provide students with secure and easy online access to documents, spreadsheets, presentations and communication tools that can be accessed easily from home or school and enhance teacher and student collaboration in the classroom and beyond.

For example, teachers can use Google Apps to facilitate group projects and use the revision history tool to see the level of participation of each student in a group. Teachers will be able to give feedback to students directly in documents shared with a teacher.

What if another student deletes their work?

The owner is the only person who can delete a document. Once a document is deleted, no one can access it, including those with whom it was shared. It is important to note that both the owner of the file and the GAFE administrator can recover the file for 30 days following its deletion. Google Apps makes it harder for students to delete their own work by mistake as it automatically saves every change made to the cloud, and also allows students to go back in time using a feature called revision history.

How will Google Apps reflect in their grade?

The use of Google Apps for Education will not in itself impact grades. Consult with your child's teacher/s about individual class requirements.

Why Use Google Apps for Education?

Why is the school system doing this?

"Digital Citizenship" and "21st Century Skills" are concepts that help teachers, technology leaders and parents to understand what students/children/technology users should know to use technology appropriately. Digital Citizenship and 21st Century Skills are more than just a teaching tool; using these tools can be a way to prepare students/technology users for a society full of technology. For more information about Digital Citizenship visit <http://dcp.lbpsb.qc.ca> or you find resources focused on parents at <http://www.common sense media.org/>

What are the pedagogical advantages of having email access?

GAPE provides students with a closed email address (depending on grade level) allowing for streamlined collaboration among their peers and teachers, and providing a consistent digital tool that can be accessed from home and at school. This will also allow email to become an instructional tool and allows students to participate in authentic online learning in a safe environment.

Why do we need Google Apps for Education when we already have the LBPSB portal?

The LBPSB edu-groupe portal is now over ten years old and will be retired at the end of the 2014-2015 school year. Google Apps for Education replaces and provides a considerable upgrade to the services currently available within the edu-group portal. The single-sign-on functionalities to school board purchased resources (i.e. LEARN, Discovery Education, encyclopedias, etc.) will be replaced with a solution developed by LBPSB.

Accessing Google Apps

What if students have forgotten their student email password?

The GAFE administrator will be giving teachers the ability to reset a password for a student in their school (in a manner similar to how they have reset Edu-Groupe portal passwords for their students). If teachers forget their passwords, the operators manning the IS help desk phones will be able to reset GAFE account passwords.

What happens when a student leaves the LBPSB or when he/she graduates?

The Google account will become inactive within the six months after leaving. Students own their data, therefore, they are able to use Google Takeout to take their data with them. They may choose to migrate this data to another service or keep a local copy of their data. More information about Takeout can be found at <http://www.google.com/takeout>

Requirements and Languages

Which web browsers can I use with Google Apps?

Google Apps supports the latest version of Google Chrome (which [automatically updates](#) whenever a new version of the is available). Google Apps also supports the current and previous major releases of Firefox, Internet Explorer, and Safari on a rolling basis. Each time a new version is released, they begin supporting that version and stop supporting the third most recent version.

What languages does Google Apps support?

The interface for Gmail and Google Calendar are available in over 50 languages. For a list of the available languages and instructions on how to set a different language, see the [Gmail Help Center](#).

NOTE: Many of these questions (and their answers) come from a number of Google Apps for Education FAQ websites. Some answers have been modified to reflect the LBPSB reality. Sources include the [Fairfax County Public Schools](#), the [Calgary Board of Education](#), [Reed College](#) and [Google for Education](#)