



Arrow Academy of Excellence
1:1 Device Program and Policy
Guidelines, Procedures, and
Information Parent/Student Handbook

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Arrow Academy of Excellence Charter School will reach each child with the assistance of technology, we will personalize instruction, provide student choice and expand educational opportunities for our students so they can be productive citizens of our global community and successful lifelong learners. This 1:1 program addresses that goal. The 1:1 program ensures that students can access what they need when they need it – whether in the classroom, at home, or in any public area that has an Internet connection.

The policies, procedures, and information within this document apply to all devices in the 1:1 program.

*School Administration may set additional requirements for use in their classroom.

1. GENERAL INFORMATION

1.1 Receiving Your Device

- Devices will be distributed after the parent/guardian attends an orientation or meet with school personnel and signs the AAE Device Agreement.
- Parents & students must have the Device Agreement and Acceptable Use Policy (AUP) on file before a device can be issued to their child.

1.2 Device Check-in

- Devices will be returned before the end of the school year, on a date to be provided, so they can be checked for serviceability and to be stored for the summer. If a student transfers out of the Arrow Academy of Excellence Charter School during the school year, the device, charger, and any other associated items provided will be returned at that time.
- If a student fails to return the device, charger, and any other associated items provided at the end of the school year or upon termination of enrollment, that student will be subject to criminal prosecution or civil liability.
- The student will also pay the replacement cost of the device, charger, case, and any other associated items. Failure to return the device, charger, case, and any other associated items may possibly result in a filed theft report.

1.3 Check-in Fines

- If at any point during the school year there is damage, loss, or theft of a device the student must contact administration immediately.
- Any technical issue with the device must be brought to the attention of administration or technology support staff immediately. This includes but is not limited to: the device OS (operating system), battery issues, loss of Internet connectivity, failure of apps to launch, etc.
- Any hardware/software repairs that are not due to misuse or damage will be

covered without cost; however, any damage that appears intentional to the device will require the user to pay the cost of repair.

- All reports of damage will be investigated and addressed on a case by case basis.
- Student's parents must reimburse the school for any outstanding bills including, but not limited to lost, broken, destroyed, or unreturned school property or fees before the student is allowed to participate in promotion celebrations. Parents and students with financial needs may discuss a payment plan and special needs with the school principal.

2. TAKING CARE OF YOUR DEVICE

Students are responsible for the general care of the device assigned to them. Devices that are broken or fail to work properly must be taken to the school IT point-of-contact for an evaluation of the equipment.

Students are responsible for backing up their data to protect from loss. Users of AAE technology have no rights, ownership, or expectations of privacy to any data that is, or was, stored on the device, school network, or any school issued applications and are given no guarantees that data will be retained or destroyed.

2.1 General Precautions

- Devices are school property and all users will follow these guidelines and the Arrow Academy of Excellence Charter School's AUP for technology.
- Only use a clean, soft cloth to clean the screen, no cleansers of any type.
- Cords and cables must be inserted carefully into the device to prevent damage.
- Devices must remain free of any writing, drawing, stickers, or labels that are not the property of the Arrow Academy of Excellence Charter School.
- Devices must never be left in an unlocked car or any unsupervised area.
- Students are responsible for keeping their device's battery charged for school each day.
- Devices are very sensitive to extreme heat and extreme cold. Therefore, leaving them in cars, direct sunlight, etc. that may expose them to these conditions is potentially harmful to the device and should be avoided.
- Do not stack any books, heavy materials, etc. on top of the device as it could cause it to break.

2.2 Screen Care

The device screen can be damaged if subjected to rough treatment. The screens are extremely sensitive to damage from excessive pressure on the screen.

- Do not lean on the top of the device when it is closed.
- Do not place anything near the device that could put pressure on the screen.
- Do not place anything in a backpack or carrying case that will press against the cover.
- Clean the screen with a soft, dry cloth or antistatic cloth.
- Do not “bump” the device against lockers, walls, car doors, floors, etc. as it will eventually break the screen.
- Do not carry the device by the screen.
- Do not throw or sling backpacks containing the device
- Do not close the device with pens/pencils, etc. on the keyboard as the screen could be damaged.

3. USING YOUR DEVICE AT SCHOOL

Devices are intended for use at school each day. In addition to teacher expectations for the device use, school messages, announcements, calendars, and schedules may be accessed using the device. Students must be responsible to bring their device to school, unless specifically instructed not to do so by their teacher.

3.1 Devices Left at Home

- If students leave their device at home, they are responsible for getting the class work completed as if they had their device present.
- If a student repeatedly (three or more times as determined by the teacher) leaves their device at home, they may be placed in the “Loaner” program—meaning they will check out a device in the morning and return it at the end of the school day (time to be determined by school). Students in the “Loaner” program will not take their device home.
- Students may come off the “Loaner” program after period of time (set by the teacher or administrator), the device will be returned for student use at home. If this incident occurs again, the student may be referred to the school principal.
- If a student leaves their device at home for two consecutive days, they may be required to bring in the device and have a mandatory inspection of said device.

3.2 Devices Undergoing Repair

- Loaner devices may be used by students when they leave their device for

repair. Please note that there may be a delay in getting a device should the school not have enough to distribute.

- Loaner devices must remain at school as part of the “Loaner” program—loaner devices will not be sent home with students.
- Loaner devices will only be issued for use in school until all costs of replacement have been paid should there be any cost associated with repairs.

3.3 Charging Your Devices Battery

- Devices must be brought to school each day in a fully charged condition. Students need to charge their devices each evening.
- Repeat violators may be subject to disciplinary action and result in phone calls home and/or referrals to school administration.
- In cases where use of the device has caused batteries to become discharged, students may be able to connect their device to a power outlet in class.

3.4 Photo Library/Screensavers/Background photos

- Inappropriate media should not be on the device and may not be used as a screensaver or background photo.
- Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, and gang related symbols or pictures will result in disciplinary actions and may also result in a loss of device privileges.
- Photos/videos require a large amount of storage space on the device. Only photos that are for an educational purpose should be saved to the device. All other photos/videos should not be taken or stored.

3.5 Sound, Music, Games, or Programs

- Sound must be muted at all times unless permission is obtained from the teacher for instructional purposes or the teacher allows for headphone use.
- Data Storage on the device is limited and should be managed by the students so that the full educational potential of the device is available.
- Students may be directed by school personnel to remove pictures, music, videos if the storage of instructional materials is compromised.
- Only music/sound files that are obtained legally for educational purposes are allowed.

3.6 Printing

Printing will not be available with the device. Students may print school assignments using a laptop or desktop computer in an area designated by the school.

3.7 Home Internet Access

- Students are allowed to set up access to home wireless networks on their devices. This will assist students with the ability to complete, retrieve, access, etc. educational content used in classes with the device successfully. It is not the responsibility of AAE to assist students in accessing any network

outside of the school environment.

- To protect students, software is installed on the AAE network, and on the student 1:1 devices that will filter or block any content deemed inappropriate or harmful by AAE. This includes but is not limited to child pornography; obscenity as defined; and non-educational social media or social networking spaces. The software will filter web content when the 1:1 device is on or off of the AAE network. Web content filters are not 100% accurate and sometimes allow access to content that should be blocked. If a teacher, parent, guardian, or student sees questionable content on a AAE assigned device, they will need to contact school administration immediately. There may be times that the AAE filter is not accessible outside of the network due to maintenance, or reasons beyond the control of the AAE Technology Department. Should this happen, the student 1:1 device will not be able to access the internet during that time.

4. MANAGING YOUR FILES & SAVING YOUR WORK

4.1 Saving to the device

- Students will save work to their online portal accounts via the device.
- Storage space will be available on the device, but since it has storage limitations it is vital that the storage space be privileged for educational use only. It is also important to note that devices will NOT be backed up by the school district in cases of resetting or re-imaging.
- It is the student's responsibility to ensure that their work is backed up and therefore not lost due to mechanical failure or accidental deletion.
- Device malfunctions are not an acceptable excuse for not submitting work.

4.2 Network Connectivity

Arrow Academy of Excellence Charter School makes no guarantee that their network will be up and running 100% of the time. In the case that the network is down, the school district will not be responsible for lost or missing data. Students will not be penalized if the network is down and a completed assignment cannot be accessed for class projects, presentations, etc. as this type of network outage will affect all students and staff in the school building.

5. SOFTWARE ON DEVICES

5.1 Originally Installed Software

All originally installed by Arrow Academy of Excellence Charter School must remain on the device in usable condition and be easily accessible at all times.

From time to time, the school may add software applications for use in a particular class.

5.2 Additional Software

Any attempt to “jailbreak” the device or change the configuration will result in an immediate disciplinary action.

5.3 Inspection

- Students may be selected at random to provide their device for inspection.
- Reasons for device inspection may include but are not limited to the following: functionality, maintenance, serviceability, and various violations of student acceptable responsibilities when using the device.

5.4 Procedure for Re-loading Software

- If technical difficulties occur or illegal software are discovered, the device may be restored from backup. The school does not accept responsibility for the loss of any software or documents deleted due to a need to reformat and/or reimage any device.
- Students are highly encouraged to create a backup of all device documents and work as identified in section 4 above.
- Students are highly encouraged to manage their backup data to ensure that enough space is available for school created content.

5.5 Software Upgrades

- Apps installed from the administration console will not need updates
- The devices OS (Operating Software) updates automatically; however, students may need to periodically check the device to ensure the OS is up-to-date.

5.6 Guardian Software

- The Guardian Software solution will allow Arrow Academy of Excellence Charter School the ability to locate any devices that are lost or stolen.

6. ADDITIONAL RESPONSIBILITIES AND EXPECTATIONS

6.1 Parent/Guardian Responsibilities

- Talk to your children about values and the standards that your children should follow on the use of the Internet just as you do on the use of all media information sources such as television, telephones, movies, and radio.
- Become increasingly active participants by asking your child/children to show you what sites they are navigating to and/or what apps are being used and how they work.
- The following resources will assist in promoting positive conversation(s) between you and your children regarding digital citizenship as it relates to Internet safety, conduct, and Netiquette:

- o <http://www.netsmartz.org/presentations/parents>
- o <https://www.commonensemedia.org/parent-concerns>
- Ensure that siblings and other family members are not using the device for personal use.

6.2 School Responsibilities are to:

- Provide Internet access options and online material access to its students.
- Provide Internet filtering and blocking of inappropriate materials as able.
- Arrow Academy of Excellence Charter School reserves the right to review, monitor, and restrict information stored on or transmitted through or on a Arrow Academy of Excellence Charter School' owned device and to investigate inappropriate use of resources.
- Provide staff guidance to aid students in doing research and help ensure student compliance of the acceptable use policy.

6.3 Students are responsible for:

- Using devices in a responsible and ethical manner.
- Obeying general school rules concerning behavior and communication that apply to technology use.
- Using all technology resources in an appropriate manner so as to not damage school equipment. Taking a proactive role to aid Arrow Academy of Excellence Charter School in the protection of devices/computer systems by contacting an administrator about any security problems they may encounter.
- Complying with trademark and copyright laws and all license agreements. Ignorance of the law is not immunity. If you are unsure, ask a teacher or parent
- Plagiarism is a violation of the Arrow Academy of Excellence Charter School Code of Conduct. Give credit to all sources used, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, movies, music, and text.
- Using or possessing hacking software is strictly prohibited. Violation of applicable state or federal law may result in criminal prosecution or disciplinary action by the school district.
- If a student should receive messages containing inappropriate or abusive language or if the subject matter is questionable, he/she is to make a teacher or administrator aware immediately.
- Returning devices to the appropriate school IT point-of-contact at the end of each school year. Students who graduate early, withdraw, are suspended or expelled, or terminate enrollment at Arrow Academy of Excellence Charter School for any other reason must return their individual school device and other peripherals on or before the date of termination.
- Monitoring all activity on their account(s).

6.4 Unacceptable Use:

Students MAY NOT engage in any conduct that violates this AUP or the Code of Student Conduct. For example, a student MAY NOT:

- Bypass or attempt to bypass AAE' filtering software;
- Swear, use vulgarities, or any other inappropriate language in any electronic communication;
- Access web pages or Internet content that is inconsistent with the educational objectives of AAE;
- Participate in cyberbullying which is defined as the use of electronic media to support deliberate, repeated, and hostile behavior by an individual or group with the intention of physically or psychologically intimidate others;
- Use the network/Internet for any illegal activity, including violation of copyright law, violation of contracts, or transmitting any material in violation of any federal, state or local law;
- Send, receive, view, or download illegal or otherwise prohibited material via AAE's computer system;
- Install or download media, without authorization, to any AAE or non-AAE electronic devices while connected to the AAE network;
- Use AAE's computer system for private financial or commercial gain or advertising;
- Use resources wastefully (e.g. bandwidth, file space, paper, and ink/toner) or fail to respect the AAE resource limits;
- Gain unauthorized access to resources or entities;
- Post material authored or created by another without his or her consent;
- Submit, post, publish or display any obscene, profane, threatening, illegal, or other inappropriate material;
- Use AAE's computer system while access privileges are suspended or revoked;
- Vandalize AAE's computer system, including, but not limited to, modifying or rearranging keyboards, individual key caps, any other peripheral equipment, or destroying data by creating or spreading viruses and/or by any other means;
- Forge, intercept, or interfere with electronic mail messages;
- Post personal contact information about oneself or others including, without limitation, name, address, telephone, school/work address, without the prior written approval of the school principal or other designee of AAE;
- Use AAE's computer system to disrupt others;
- Read, modify or delete data owned by others; and
- Violate any School Board policy or procedure or the Code of Student Conduct while using AAE's computer system.

6.5 Device Care

Students will be held responsible for maintaining their individual device and keeping them in good working order.

- Device batteries must be charged and ready for school each day.
- Only labels or stickers approved by the Arrow Academy of Excellence Charter School may be applied to the protective case and not directly to the device.
- Devices that malfunction or are damaged must be reported to the school IT point-of-contact. The school district will be responsible for repairing devices that malfunction. Devices that have been damaged from student misuse, neglect or are intentionally damaged will be repaired with cost being borne by the student. Students will be responsible for the entire cost of repairs to devices that are intentionally damaged or lost.
- Device damage: Students may be responsible for any and all damage as circumstances warrant.
- Devices should be stored in a designated area in the school. It is the student's responsibility to ensure that the device is in a safe and secure location.
- Devices that are stolen must be reported immediately to the teacher and school administration.

6.6 Student Discipline

If a student violates any part of the policies, procedures, expectations outlined in this document, the Code of Student Conduct or school district policies, he/she will be disciplined in accordance with our discipline policy (outlined in the Code of Student Conduct and the AUP).

7. Student/Parent Technology Assistance for Remote Learning

AAE will provide technology assistance for all parents/students during the remote learning timeframe. AAE will only address technology issues with school provided equipment (Chromebooks for students, laptops for staff) and school applications (Google GSuite, IXL, ClassDojo, Eureka, Journeys, etc.) Support will not be available for personally owned equipment (laptops, Apple products, cell phones, routers, wireless access points etc.) or issues with your local Internet Service Provider or ISP (Comcast, AT&T, etc.) Be aware that your local ISP connection speed will be the limiting factor for at-home response time and nothing can be done at the school level to address connectivity speeds.

If Internet access is not available at home, contact your local Internet Service Provider for assistance. Comcast has a program called Essentials => <https://www.internetessentials.com/>, AT&T has a program called Access => <https://www.att.com/support/article/u-verse-high-speed-internet/KM1094463/>. Other providers may have similar programs. The school is working to obtain at-home hotspots that will provide limited connectivity that can be used to access remote learning. We will let you know when those will be available.

7.1 Tech Support

If your teacher cannot resolve the issue or answer your question, students/parents and staff can submit an eLearning Help Desk ticket by clicking <https://forms.gle/im4SKU6aVUiLT2sCA>

If Internet access is unavailable, IT Support can be contacted at (901) 207-1891. This line will be monitored from 8:30 AM – 3:30 PM. Each call will be returned as soon as possible to open a Help Desk ticket and determine next steps. This number is limited to use only if Internet access is unavailable.

To help AAE IT staff observe Shelter in Place and social distancing requirements, all equipment swap or break/fix eLearning technology support will be provided on an appointment basis only. Service appointments will be available Monday - Friday from 10:00 AM to 2:00 PM. Appointment details will be arranged as part of the Help Desk ticket process. To allow AAE IT to make all necessary preparations for quick service turnaround, please follow the Help Desk or call processes as described above. Please do not go directly to the school seeking IT support.

8. PROTECTING & STORING YOUR DEVICE

8.1 Device Identification

The Arrow Academy of Excellence Charter School will maintain a log of all devices including: device serial number, asset tag code, name and ID number of the student assigned to the device. Each student will be assigned the same device for the duration of the 1:1 period during the school term. They will be collected at the end of each school year.

8.2 Storing Your Device

- When students are not using their device, they should be stored in a designated area in the school. It is the student's responsibility to ensure that the device is in a safe and secure location.
- To prevent damage, nothing should be placed on top of the device.

8.3 Devices Left in Unsupervised Areas

- Under no circumstances should a device be left in unsupervised areas. Unsupervised areas include the school grounds and campus, the lunchroom, computer lab, locker rooms, library, unlocked classrooms, and hallways.
- Any device left in these areas is in danger of being stolen. If a device is found in an unsupervised area, it will be taken to the Library Media Center or the main office and may result in disciplinary action. The student will be

responsible for reimbursement of any device that is stolen while left unattended.

9. ACTIONS REQUIRING DISCIPLINARY ACTIONS

As mentioned throughout this document, misuse of devices has the potential to earn disciplinary consequences such as, but not limited to, time out, silent lunch, In School Suspensions, and Out of School Suspensions.

Examples of conduct warranting disciplinary action include, but are not limited to the following:

- Downloading inappropriate apps and media.
- Leaving device unattended.
- Deleting school installed settings from a device.
- Resetting device to factory defaults.
- Placing device in developer mode.
- Adjusting settings on someone else's device.
- Adding a credit card to purchase music/unapproved apps.
- Logging in under personal Google account to download purchased apps for yourself or another student(s).
- Leaving device at home. Lack of preparation for classes.
- Loaning of student device to other students inside and outside of school.
- Multiple damage instances caused by lack of care for the device and other peripheral devices.
- Lack of adequate care for device, case, charger, etc.

10. DIGITAL CITIZENSHIP

School issued devices should be used for educational purposes and students are to adhere to the AUP and all of its corresponding administrative procedures at all times. While working in a digital and collaborative environment, students should always conduct themselves as good digital citizens by adhering to the following:

1. **Respect Yourself.** I will show respect for myself through my actions. I will select online names that are appropriate. I will use caution with the information, images, and other media that I post online. I will carefully consider what personal information about my life, experiences, or relationships I post. I will not be obscene. I will act with integrity.
2. **Protect Yourself.** I will ensure that the information, images, and materials I post online will not put me at risk. I will not publish my personal details, contact details, or a schedule of my activities. I will report any attacks or inappropriate behavior directed at me while online. I will protect passwords, accounts, and resources.
3. **Respect Others.** I will show respect to others. I will not use electronic mediums

to antagonize, bully, harass, or stalk people. I will show respect for other people in my choice of websites: I will not visit sites that are degrading to others, pornographic, racist, or inappropriate. I will not enter other people's private spaces or areas.

4. **Protect Others.** I will protect others by reporting abuse and not forwarding inappropriate materials or communications. I will avoid unacceptable materials and conversations.
5. **Respect Intellectual Property.** I will suitably cite all use of websites, books, media, etc. I will acknowledge all primary sources. I will validate information. I will use and abide by the fair use rules.
6. **Protect Intellectual Property.** I will request to use the software and media others produce. I will purchase, license, and register all software or use available free and open source alternatives rather than pirating software. I will purchase my music and media and refrain from distributing these in a manner that violates their licenses.

11. WEBSITE AND SOCIAL MEDIA GUIDELINES

1. Be aware of what you post online. Website and social media venues are very public. What you contribute leaves a digital footprint for all to see. Do not post anything you wouldn't want friends, enemies, parents, teachers, future colleges, or employers to see. (THINK, is it True, Helpful, Inspiring, Necessary, Kind?)
2. Follow the school's Student Code of Conduct when writing online. It is acceptable to disagree with other's opinions; however, do it in a respectful way. Make sure that criticism is constructive and not hurtful. What is inappropriate in the classroom is inappropriate online.
3. Be safe online. Never give out personal information, including, but not limited to, last names, phone numbers, addresses, exact birth dates, and pictures. Do not share your password with anyone besides your teachers and parents.
4. Linking to other websites to support your thoughts and ideas is recommended. However, be sure to read and review the entire website prior to linking to ensure that all information is appropriate for a school setting.
5. Do your own work! Do not use other people's intellectual property without their permission. Be aware that it is a violation of copyright law to copy and paste other's thoughts. (Plagiarism) It is good practice to hyperlink to your sources.
6. Be aware that pictures may also be protected under copyright laws. Verify that you have permission to use the image.
7. How you represent yourself online is an extension of yourself. Do not misrepresent yourself by using someone else's identity.
8. Online work should be well written. Follow writing conventions including proper grammar, capitalization, and punctuation. If you edit someone else's work, be sure it is in the spirit of improving the writing.
9. If you run across inappropriate material that makes you feel uncomfortable or is not respectful, tell your teacher or trusted adult right away.

10. You will have access to YouTube. You are expected to use it for school provided/related links only.

11. STUDENT DEVICE AGREEMENT

The school division is pleased to be able to begin to offer students devices for their academic use. Devices offer mobility and the ability to take them home to complete work for school.

Students who are issued a device must agree to the following terms and conditions:

1. Devices are the property of the Arrow Academy of Excellence Charter School and may only be used for educational purposes. **It may only be used by the student to whom it is assigned. The student must understand and agree that he/she has no expectation of privacy in materials sent, received, or stored on the device. The School Board is not responsible for malfunction of the device, nor any unauthorized charge or fee resulting from the use of the device.** *Note: No Internet filter is 100% effective. A filter may still allow information that is objectionable or potentially offensive to students to be accessed. Students need to report sites that should potentially be blocked to their teacher.*
2. Devices may be taken home or to other locations after school hours by the student. However, the student is responsible at all times for its care and appropriate use. The student understands that he/she is being issued the original power supply for the device. No additional power supply will be provided for the student by the division. Replacement of lost, damaged, or stolen power supplies are the sole responsibility of the student.
3. Students assigned a device must have a signed copy of the Arrow Academy of Excellence Charter School Acceptable Use Policy on file.
4. Students assigned a device **MUST** notify their teacher immediately if the device is lost or stolen. If the student fails to notify the teacher, he/she will be responsible for damage caused by such failure, including, but not limited to, any damages caused by the breach of the school system's network server or the loss of confidential information.
5. Devices are configured to be used on the school network. The Technology Department will not be able to assist students at their homes in order to connect it to other Internet providers.
6. Students must periodically check devices for updates. All devices must be turned in at the end of the school year.
7. Division and school policies regarding appropriate use, data protection, computer misuse, and safety must be adhered to by the user. Please refer to Arrow Academy of Excellence Charter School' Acceptable Use Policy. **No software Apps or applications may be installed on division devices by the student.**
8. Loss or damage to the device resulting from misuse, neglect, or abuse will require that the student reimburse the school for the cost of replacement.

**Arrow Academy of Excellence Charter School
1 to 1 Guidelines Agreement**

Parent:

Printed Name: _____

Signature: _____

Student:

Printed Name: _____

Signature: _____

Student Number:

Device Type: _____

Device serial number: _____