

**Frequently Asked Questions**  
**About 1-to-1 Chromebook Program**  
**A Device for Every Student: Connected, Communicating, Collaborating**  
**2021-2022 School Year**

The Coatesville Area School District provides a Chromebook for each student. This is known in education as a 1:1 learning environment -- that is, one device for every one student. Our goal is for students to use technology to foster critical thinking skills, to support our curriculum, and improve problem solving, communication, and collaboration inside and outside of the classroom. The 1:1 program will also enable teachers and students to continue to create student-centered, personalized learning environments. Students will take greater control of their own learning and teachers will mentor them through this process. Chromebooks were selected for their ease of use, portability, and durability. The Chromebooks provided to students are CASD property and parents/legal guardians and students are expected to share an annual cost for accidental damage/loss coverage. Coatesville Area School District uses Canvas as our Learning Management System. Through Canvas, students can access their schedules, complete, and turn in work, track their grades, communicate with teachers, and access resources. The district maintains a partnership with Project 10 million which will support families with at-home internet access.

Classroom and Home Use Care Guidelines:

General Usage:

- While on school property, your device should be secured at all times.
- Students are not permitted to disassemble the Chromebook's for any reason.
- Do not apply any unauthorized stickers to your device or case. This will be considered vandalism.
- Do not draw on or mark your device. This will be considered vandalism.

Classroom:

- Each teacher will decide whether students should use the device during that period.
- Keep the device flat on the center of the desk.
- Close the device lid before you stand up and check for obstructions before closing the device.
- Never leave the device unlocked. If you leave class (ex: bathroom break), log out of your device.

#### At-Home:

- Charge the device every night. Students are provided a charger with their device. Students are expected to bring a fully charged Chromebook to school every day unless told otherwise, just as they are expected to bring other learning materials.
- Use the device in a common room of the home.
- Keep the device on a desk or table. Never place the device on the floor.
- Protect the device from:
  - Extreme heat or cold
  - Food and Liquids
  - Small Children
  - Pets
  - Smoking Environments
  - Other potential hazards Traveling to/from School
- Do not leave the device in a vehicle where high temperature could damage the laptop and/or it could be stolen.
- Devices that are lost or stolen while on school property should be reported to the principal and technology team immediately.
- Devices stolen while off school grounds should be reported to the police. A copy of the report must be provided to the school Principal and technology team as soon as possible.

#### **Q. I am a family new to the CASD. How do I secure a Chromebook for my child?**

A: Please contact your school to schedule an appointment to secure a Chromebook if you did not receive a Chromebook as part of the registration process.

#### **Q: When new students receive their Chromebooks, what is the process to secure a username and password for the purpose of logging in to the device?**

A: Usernames and passwords will be generated by the Technology Department and login credentials provided to the student during their deployment. Students will be asked to login before departing to ensure their logins work.

#### **Q: When will my child receive a computer/device?**

A: As part of the registration process, CASD will provide a Chromebook to each student in grades K-12 as part of our 1:1 initiative.

#### **Q: Does the device stay with my child from year to year?**

A: Devices must be turned in at the end of the 2021-22 school year.

#### **Q. My child must replace his/her Chromebook. What are the steps I must take?**

A: Please inform your school to make arrangements to replace the Chromebook. The front office will contact the building technician to arrange for them to meet your student.

**Q: Do I have to pay for my child's Chromebook?**

A: No.

**Q: What happens if the Chromebook is damaged and must be repaired or replaced?**

A: All Chromebooks are insured by the district to offset the district's liability and it is expected that parents/guardians will opt-in to off-set accidental liability or to pay for intentional/malicious/non-covered damages. In the event the Chromebook is damaged, and the family has not opted for insurance offered by CASD, the district will charge for repairs.

**Q: How do I make my payment for insurance?**

A: We kindly ask that payments are made through our [RevTrak](#) system. Click [here](#) to access RevTrak. If you are unable to make a payment through RevTrak please contact your school.

**Q: How do I report a lost/stolen/damaged device?**

A: All lost/stolen/damaged devices MUST be reported to the Principal and Technology department immediately. Failure to do so may result in a coverable claim being denied through insurance. Contact the technology department at [ITHelpDesk@casdschools.org](mailto:ITHelpDesk@casdschools.org) or by phone 610-466-2400 x10007

**Q: How many times can a device be replaced/repaired?**

A: The number of replacements and repairs is at the discretion of the building principal. The district will have every repairable device repaired to maintain enough equipment to continue our 1:1 initiative but this does not entitle the student to multiple occurrences.

**Q: How will my child learn how to use the Chromebook to access resources?**

A: Canvas tutorials are provided on our website. Click [here](#) to access these resources. If your teacher has found a resource specific to his or her class, they will provide instruction on how the resource can be accessed by the student.

**Q: Are we still using Zoom?**

A: CASD is still licensed for Zoom and teachers may utilize this if instruction is occurring virtually. Zoom may be accessed for virtual field trips.

**Q: What monitoring is done on the device?**

A: CASD utilizes CIPA compliant hardware and software filtering to block non-educational and distracting content. Student screen activity may be viewable by staff e.g., principal, administrator, support staff or the teacher in the classroom. The Technology Department has the ability to remotely assist a student. To do so requires the student, parent, or guardian to accept the incoming connection. CASD is not able to turn on cameras or microphones without consent or knowledge of the student, parent, or guardian.

**Q: We are moving out of the district; how can we return equipment issued to us?**

A: Please schedule with your building office staff and a building technician (IT) will meet you when you arrive. If we do not receive the device, the CASD will not send records to the new school until such time the device is returned.

**Q: I have forgotten the password to login, how can we have this reset?**

A: For network (Chromebook, Canvas, E-mail/Office 365) passwords we will need to verify your identity after which our Technology department will reset. Please ask your teacher or front office staff to enter a help desk ticket.

**Q: If I have forgotten my Chromebook or have forgotten to charge my Chromebook for class, can I borrow another one?**

A: This is at the discretion of the building principal and may not be available. If a device is provided as a loner, it must be returned to the staff member who provided it to the student and may not go home with the student.

**Q: Where can students charge their device throughout the day?**

A: Elementary - Charging carts are available in each classroom. Secondary - Teachers may have a power strip/extension cord and designated area of the room for charging purposes. The student is responsible for the device at all times.

**Q: Can I bring my own device?**

A: No. Each student is provided a device through our 1:1 initiative.

**Q: What happens if I need a replacement charger?**

A: Our Chromebooks use a 45W USB-C charger. Unfortunately, CASD does not provide additional chargers. The chargers can be purchased at a local electronics store or on Amazon.

**Q: I do not have internet access at home, what options are available to me?**

A: [Comcast Internet Essentials](#) is one option for your household.

**Q: Will CASD provide a case for the Chromebook?**

A: CASD will not provide cases; however, these can be purchased at a local electronics store or on Amazon. Our device size is an 11" screen.

**Q: Will CASD provide headphones?**

A: CASD will not provide headphones; however, these can be purchased at a local electronics store, Five Below or on Amazon. The connection should be a single 3.5mm jack and should be a headset/microphone combination.

**Q: What is the Acceptable Use Policy?**

A: Acceptable Use (Board Policy 815)

All students are expected to conduct their online activities in an ethical and legal fashion. The use of these resources is a privilege, not a right. Misuse of these resources may result in the suspension or loss of these privileges, as well as possible disciplinary, legal, or other action

deemed necessary. Examples of inappropriate or unacceptable use(s) of these resources include, but are not limited to, those uses that violate the law, are contrary to the Acceptable Use Policy and consistent with Board Policy 815 or the 1:1 Handbook, and any actions or activities that would disrupt the educational environment or hamper the integrity or security of the school network.

**Additional FAQs posted on our website - <https://www.casdschools.org/Page/7380>**