

Queen Creek Unified School District  
**Device Handbook**



**2024-2025**

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## Introduction

Select Queen Creek Unified School District sites will have the opportunity to use a student device (Chromebook) to support their education. Under the careful guidance of their teachers, students will use the devices to support their education in a variety of ways. This handbook outlines the basic information needed to successfully participate in the program.

## Parent/Guardian Responsibilities

A strong partnership between school and home will help students be successful in the Digital Learning 1:1 Program. Parent/Guardian responsibilities are to:

- Review the information in this handbook.
- Determine whether to select the **Device Protection Plan** offered by the district or assume the financial responsibility for damage, loss, or theft. Details on page 5.
- Monitor student use away from school.
- Ensure the device is properly cared for outside of school.

## Student Responsibilities (Acceptable Use & Digital Citizenship)

### Acceptable Use

Students must use the device in compliance with governing board policy, which outlines appropriate technology use. Students and parents must acknowledge they have read this policy, including its regulation, and understand that violation of this policy will result in a loss of privileges and further disciplinary action taken by the school's administration. Policy IJNDB and IJNDB-R can be viewed at <http://bit.ly/QCUSDpolicy>.

### Digital Citizenship

Queen Creek Unified School District works to build a positive school culture to address the safe and responsible use of technology. The curriculum includes digital citizenship lessons designed to empower students to think critically, behave safely, and participate responsibly in our digital world.

### Using the Device Securely

Students are required to enter their district-assigned user ID and password to operate the device. The device has security features and filtering intended to protect and prohibit your student from accessing inappropriate material on the Internet, unless the student has taken specific action to bypass these features. Security features and filtering are in effect for their device at school, and at home or on other Wi-Fi enabled networks, including public libraries, restaurants, etc.

### Privacy

The district retains control, custody and supervision of all district technology. The district reserves the right to monitor student usage of all district technology. Students have no right of privacy in their use of district technology, including email and stored files.

## Receiving and Returning Your Device

To receive the device, a student must submit a signed Technology Device User Agreement to acknowledge receipt of the device and understanding of responsibilities related to the device. The agreement is on page 11 and must be completed each school year.

The device must be returned to the school

- prior to graduation
- upon withdrawal or transfer to another school
- at the request of the school

It must be returned clean and in working order with all parts and accessories included or the appropriate fees will be assessed. Only school issued chargers will be accepted and must be the charger that was originally checked out to the student, or a lost fee will be charged to the account. The fee schedule is on page 6.

## Caring For Your Device

Proper use and care of your Chromebook is essential. This includes caring for the included charger. Please follow these guidelines.

### At all times

- Protect your device from damage due to food, liquids, or extreme heat or cold.
- Do not place items inside or on top of your device.

### At school

- Do not leave your device unattended.
- Secure your device properly in your bag or backpack when not in use and keep your belongings in your possession. Do not keep your water bottle and device in the same backpack.

### At home

- Charge your device every night. Students are expected to come to school with a fully charged device.
- Do not leave your device unattended where it could be accidentally damaged by food, liquids, pets, or small children.

### Traveling to and from school

- Do not leave your device in a vehicle or on the school bus.
- Secure your device properly in your bag or backpack while traveling. Ensure that your water bottle is not in your backpack when transporting your device.

### Device care

- Use a soft, dry microfiber or lint-free cloth to clean your device screen.
- Report any issues with your device promptly to a parent, teacher, or school official.
- Do not remove the district barcode or school identification sticker from your device.
- Do not install, uninstall, or modify any application, game or operating system component without school authorization.
- Do not deface the device exterior or interior, including unauthorized stickers.

## Device Protection Plan (DPP)

As part of the district's 1:1 technology initiative, parents have the option to enroll in Queen Creek Unified School District's Device Protection Plan (DPP). Enrollment in the plan will minimize the potential repair and/or replacement fees associated with the device.

By selecting this plan, you agree to pay an **annual fee of \$20** to be enrolled in the device protection plan. If the device becomes damaged, your student will take it to the school's Bookstore.

### Device Protection Plan Details

#### Repair Incidents

The first incident of accidental damage is covered 100%. After the second incident, the DPP repair cost will be assessed. Upon the 3<sup>rd</sup> incident, within the school-year term of the plan, the full replacement cost will be charged as outlined in **Repair/Replacement Costs**. These fees apply for each occurrence after the first incident.

#### Lost

If the device is lost, a fee of \$265 will be assessed. If the charger is lost, a fee of \$25 will be assessed. A refund will be issued for a recovered device or charger that is turned in within the same school year that the fine is assessed.

#### Stolen

Stolen devices are covered under the DPP with a police report. If the device is stolen while at school, the incident must be reported by the student to campus administration or a designee within 24 hours. If the device is stolen outside of school, the parent/guardian must file a police report within 48 hours. A copy of the report must be turned into the school's Bookstore.

#### Family Maximum

The DPP will have a family maximum of \$60 based upon the enrollment of more than three students for families with multiple students.

There are no refunds given on the original DPP purchase if a student leaves a QCUUSD school or upon graduation. Special circumstances will be evaluated by school administration in collaboration with Technology Services.

#### Enrollment

Enrollment in the DPP does not begin until the annual \$20 payment has been received and must be completed within two weeks of the first day of school. Students enrolling in Queen Creek Unified School District after the first day of school will be given 2 weeks after their official QCUUSD enrollment date to enroll in the Device Protection Plan. The coverage ends at the start of the next school year.

#### What's covered under the plan?

- Accidental damage, such as cracked screens or cases, broken keyboards, etc.
- Replacement of stolen device. If the device is stolen, a police report must be filed within 48 hours. A copy of the report must be sent to the school's Bookstore.

**A lost device and intentional damage to the device and/or charger are NOT covered under the plan.**

## Repair/Replacement Costs

Parents and students who choose NOT to purchase the Device Protection Plan are responsible for 100 percent of all repair and replacement costs not due to manufacturer issues or normal wear and tear, including the video cable and charging ports.

The following prices are estimates, as exact costs for each repair will be made upon further inspection of the damaged device.

	With DPP			Without DPP
	1st Incident	2nd Incident	3rd Incident	
Device Replacement (lost)	\$265			\$265
Device Replacement (stolen, with police report) *one replacement per year	\$0			\$265
Charger	\$25			\$25
Cleaning fee for removal of stickers, marker, wrappers, etc.	\$20			\$20
Barcode reprint fee for removal of district barcode or school identification sticker	\$5			\$5
	1st Incident	2nd Incident	3rd Incident	
System Board	\$0	\$75	\$150	\$150
Bezel/Top cover	\$0	\$15	\$30	\$30
Screen replacement	\$0	\$15	\$30	\$30
Keyboard/Palm rest	\$0	\$30	\$60	\$60
Hinges/Bottom Cover	\$0	\$15	\$30	\$30

**All repairs must be made by a QCUSD technician.**

## Repair Procedures

When a student device is defective, damaged, or needs repair, the student will take it to the Bookstore for an evaluation and determination of the next steps necessary to provide the student with a repaired or replacement device.

## **1:1 Program – Frequently Asked Questions (FAQs)**

### **What are Chromebooks?**

A Chromebook is a device intended for accessing and working with Internet based resources. It has the ability to work off-line on a variety of tasks. It is fast and light, making 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 while providing 8+ hours of battery life. It connects with Google's suite of applications, which can be used by every student and staff member in Queen Creek Unified School District.

### **What does 1:1 mean?**

Every QCUSD student participating in the program will receive a device to use for their course work while at school, including note taking, collaboration with other students and teachers, project creation, assignments, tests, and research. Students will use their devices in class and take them home to use for homework.

### **Why is the district participating in a 1:1 model of instruction and learning?**

Technology is an important learning and teaching tool. Key areas of focus in education today are student engagement, access to higher level questions and activities, student self-assessment, parent monitoring of student progress and teacher assessment of learning. Technology usage is an important component of post-high school challenges including college, university, and work. As students and teachers become more familiar with the device, software, and applications, teaching and learning activities will evolve and become more in depth. The 1:1 model will better prepare students for success in high school and beyond.

### **When will these devices be issued to students?**

Students will receive their devices at the beginning of the school year. Distribution will occur during the first week of school, Bookstore Days, or enrollment.

### **What is required for a student to receive a device?**

Students must submit a signed Technology Use Agreement and Technology Device User Agreement to receive a device. The Agreement requires a parent signature and must be updated annually.

### **Are these devices considered school property?**

Yes, devices are checked out to students much like textbooks and students will be required to return the devices in good working condition. Care and use expectations can be found on Page 4. Failure to return the device may result in appropriate collection efforts and a possible stolen property report to law enforcement.

### **In addition to the device, what other items will be issued to the student?**

Each device comes with a charger. This is also considered property of Queen Creek Unified School District and the school issued charger must be returned prior to graduation, upon withdrawal or transfer to another school, or at the request of the school or the replacement cost will be assessed to the student's account.

### **Can a student "opt out" of the 1:1 initiative?**

If a parent wishes to have their student *opt out* of receiving a student device, they will need to work with the site administration. However, Queen Creek Unified School District encourages all students to have the technology skills to become successful in the future. The district does not allow personal devices. The district issued device is a tool that will promote a student's learning process, similar to a textbook.

### **How will the 1:1 distribution impact students with special needs?**

Each child's IEP team will determine the best strategy and tools for the student's success.

**Will my student turn in his or her device at the end of the school year?**

No, the student will retain the device until graduation, upon withdrawal or transfer to another school, or at the request of the school. Devices will be checked for damage and/or misuse when turned in.

**Costs and Protection Plan**

**Are student rental/use fees associated with the 1:1 program?**

There are no costs for students/parents to participate in the 1:1 program. However, students/parents will be held responsible for any damages to the device. Parents have the option to purchase a **Device Protection Plan** at the cost of \$20 per device to help minimize their financial risk of potential damage. See Pages 5-6 for details.

**Will my family homeowners insurance cover damage to my student's device?**

Please contact your personal insurance provider to inquire about policy coverage.

**If we decide not to purchase the protection plan initially, can we purchase it later?**

No. The enrollment in the DPP does not begin until the \$20 payment has been received and must be completed within two weeks of the first day of school. Students enrolling in Queen Creek Unified School District after the first day of school will be given **2 weeks** after their official QCUSD enrollment date to enroll in the Device Protection Plan.

**Are there additional out-of-pocket costs under the protection plan?**

No, unless the device is intentionally and maliciously damaged or if the Chromebook and/or charger is lost. The first accidental incident will be covered by the plan for specific parts. Additional incidents for specific parts will be covered at a prorated cost. Some items are not covered by the plan. (See pages 5-6 of this handbook for details and the fee schedule)

**What type of damage or repairs does the protection plan cover?**

The protection plan covers accidental damage and general repairs, such as fixing cracked screens, cracked casing, or broken keyboards.

**Who is responsible for loss, theft, or damage to the device while at school or home?**

Parents and students are 100 percent responsible for the assigned device. This includes the costs to repair and/or replace the device. Parents may purchase a **Device Protection Plan** from the district to help minimize liability. Situations at school will be handled by the school administration.

**What should students do if their device needs to be repaired?**

Students should take the device to the Student Bookstore if it is in need of repair. The Bookstore Technician will assist them in the repair process. The district repair technician will examine the device and assess the cost of repair. The applicable costs and estimated repair completion date will be sent to the Bookstore.

**What if the student moves or transfers to another school or district?**

Students are required to return the device to the school if they transfer to another school or withdraw from the district. The device must be clean (free of stickers, writing, etc.), in good working order and be returned with all components, including the school issued charger.

**Can my child leave the Chromebook at school? If so, where?**

No. If a parent does not want the device to go home, students may make arrangements with the site administration to be charged overnight.



**Will students be able to complete coursework without a device, while it is being repaired?**

Upon evaluation and determination of the repair requirements, students will be advised of the procedure for completing their coursework.

**Usage/Classroom/Educational Issues****Will students have unlimited access to the Internet?**

No. This technology requires the students to enter their district-assigned user ID and password to operate the device. When students use their district-assigned user ID, the student device has security features and filtering intended to protect and prohibit students from accessing inappropriate material on the Internet, unless specific action has been taken by the student to bypass these security features. The security features and filtering are in effect on their student device at school, and at home or on other Wi-Fi enabled networks, including public libraries, restaurants, etc.

**Will the Chromebooks be filtered from inappropriate material?**

Yes. The district has a web-filtering program, Securly, that is used while the device is at school and when off campus. The Chromebooks are managed both at the device level as well as the user account level.

**What if we do not have Internet access at home?**

Although Internet access maximizes the functions of a Chromebook, students can still use the device without the Internet. Textbooks and many assignments will be accessible without an Internet connection. Many resources can be downloaded on the device and available offline. Chromebooks can store the student's work on the device itself, allowing the student to edit offline. The edited version is then uploaded once an Internet connection is established.

**What if we have trouble connecting my Chromebook to Wi-Fi at home?**

Here is a link to a troubleshooting website from Google Support Forums: <https://goo.gl/Mf1mV9>

**When can my student access the school's Internet Wi-Fi capabilities?**

The district's QCUSD Wi-Fi is always available. Students will be able to access it whenever they are on campus.

**Will this 1:1 initiative eliminate the need to bring textbooks home?**

No. This program will not eliminate all textbooks. However, curriculum will evolve to use the technology to the fullest extent, which will reduce the number of printed textbooks being used. This will be determined on a course-by-course basis.

**How will students be trained on the use of the devices?**

At the beginning of the school year and throughout the year, each teacher will train students on the technology needed for their classrooms.

**Can my child print at home?**

Yes. See the link below for help. The district goal is to minimize the amount of printing required. (For more information: <https://support.google.com/chrome/answer/1069693?hl=en>)

**Can my child use headphones and a mouse with a Chromebook?**

Yes. Students can use headphones, combination headphones with a microphone, and a wired or wireless mouse. Most students will not need a mouse, as the track pad that is included is easy to use and highly functional. (For more information: <https://support.google.com/chromebook/answer/1047367?hl=en>)

**Can students use their own devices?**

**Not on campus.** Only QCUSD managed devices are allowed on the campus secured network. The Technology Department is only able to fully manage and maintain QCUSD devices. QCUSD devices are kept up to date with OS and security patches, as well as required applications, monitoring, and filtering. The devices are also updated and configured to meet mandated state testing requirements. Unmanaged personal devices on the QCUSD network would present a security risk and could potentially impact other district systems. Students who sign into their QCUSD student accounts on their personal devices at home are still monitored for harmful or inappropriate activity in the Google Workspace.

**What are the consequences for inappropriate use of the device?**

Students must use the device in compliance with Governing Board Policy regarding appropriate use of technology. The student and parent acknowledge that they have read this policy, including its regulation, and understand that violation of his policy will result in a loss of privileges and further disciplinary action.

**What will students do with their device during PE and extracurricular classes?**

Instructors will give students directions about device needs as they enter the classroom. During PE and other extracurricular classes, devices should be secured in the student's locker or the coach's office unless the device will be used during the class or activity.

**Is the device heat-sensitive?**

Yes. Students should use care when storing their devices and should not leave them where they could get damaged by the weather or other elements.



**TECHNOLOGY DEVICE USER AGREEMENT**

Queen Creek USD will loan a Chromebook (device) to the student named below under the following conditions:

- The parent and student must sign this agreement annually.
- The parent and student understand that the device is only being loaned to the student and it remains the property of the district.
- The device and charger must be returned to the district in working order with all accessories upon the earliest of: (i) withdrawal from the district or transfer to another school or district school, (ii) a request from the school, or (iii) prior to graduation.
- The student must use the device in compliance with the rules in Governing Board Policy IJNDB - Use of Technology Resources In Instruction (and its regulation), the Student Device Handbook, and this agreement. The student and parent acknowledge that violation of the rules may result in a loss of use of the device and further disciplinary action.
- Accessing or downloading VPNs or other proxy-avoiding extensions with the intent of bypassing district security features and filtering is prohibited. Such behaviors will result in disciplinary action and device suspension.
- The student will properly care for and use the device. Do not attach unauthorized stickers or deface the device's exterior or interior, including writing or drawing. The student may be subject to a \$20 cleaning fee for stickers, marker, pen, etc. removal.
- Parents are financially responsible for the repair/replacement costs of the device as outlined in the Student Device Handbook if the device is damaged, lost, or stolen.
- Device Protection Plan: Parents will be given the opportunity to purchase a protection plan through the district. Plan costs will be \$20 per device each school year and include no fee for the first incident. The plan includes a \$0 fee for a stolen device with a submitted police report within the required timeframe. The district recommends parents purchase this plan to protect against more substantial losses. Payments for the Device Protection Plan are non-refundable. Review the QCUUSD Student Device Protection Plan for details.

\_\_\_\_\_ I/We decline the offer of a Device Protection Plan for this device

- The student or parent must report any lost, stolen, or damaged devices to the school immediately. If the device is stolen, the theft must be reported to a law enforcement agency and a copy of the police report must be delivered to the school.
- If the device is not returned when required by this agreement, after notice to the parent and student the district may report the loss to a law enforcement agency as willful failure to return loaned property in violation of A.R.S. 13-1802 or seek other legal remedies.
- The student must not alter the configuration of the device or accompanying software. Copying or installing software on the device is prohibited.
- This agreement will also govern any additional devices loaned to the student while this agreement is in effect.

BY SIGNING THIS FORM, WE, THE UNDERSIGNED STUDENT AND PARENT, CONFIRM THAT WE UNDERSTAND AND AGREE TO COMPLY WITH THE TERMS OF THIS AGREEMENT.

Does the student have access to a home computer? YES \_\_\_ NO \_\_\_

STUDENT NAME: \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_

PARENT NAME: \_\_\_\_\_

PARENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

STUDENT ID: \_\_\_\_\_

DEVICE BARCODE: \_\_\_\_\_

CHARGER BARCODE: \_\_\_\_\_