

Frequently Asked Questions - FAQs

Q: Will my child receive a Chromebook?

A: All students in grades 4-12 will receive Chromebooks issued by the North Kingstown School Department. Students in grades 1-3 will have access to classroom carts of Chromebooks that remain in the school. Students in Kindergarten will have access to iPads.

Q: Will I have to purchase a Chromebook?

A: No. NKSD will provide a Chromebook for each student.

Q: Can my child take his/her Chromebook home?

A: Yes. It is expected that students in grades 4-12 will take their Chromebooks home to extend their learning. Students are expected to return their devices to school daily, charged and ready to be used.

Q: Will my child receive a Google account with his/her Chromebook?

A: Yes. All students in grades K-12 will receive a Google Apps for Education (GAFE) account from the North Kingstown School Department. This account is owned by NKSD and students can use the account during their tenure in North Kingstown. Upon a student's exit from NKSD, he/she can download all of their data/content using [Google Takeout](#). Students in grades K-3 will have restricted accounts that can only send and receive messages to other students/faculty within our domain (@nksd.net). Students in grades 4-12 will have fully functional GAFE accounts.

Q: What happens if my child breaks his/her Chromebook?

A: The student shall be responsible for the proper care of the borrowed device. NKSD does offer insurance for the take home device. Please see the Chromebook Insurance form at [this link](#) for pricing. In the event that insurance coverage is declined, the student/legal guardian will be responsible for all costs associated with any repair.

Q: Do I need Internet access at home for my child to use his/her Chromebook?

A: Students will need Internet access to operate many of their Chromebook apps, but there are many applications that have offline capabilities. Students will still be able to use Google Drive to complete their work without Internet access. Please see this [Google Chromebook help page](#) regarding offline work.

Q: Does the North Kingstown School Department provide Internet access for my child at home?

A: No. However there are reduced-fee internet services available. Please go to <http://everyoneon.org/> for more information.

Q: What kind of filtering is used on student devices?

A: At school, the entire district network is protected by a filtering system called iBoss. This system is provided by our internet provider, OSHEAN. The iBoss filter will continue to work when your child is off-campus.

Q: Do I need to purchase a computer for my son/daughter at home?

A: Purchasing a home computer is not necessary. The Chromebook should be sufficient to complete all work assigned.

Q: Can software be downloaded on the Chromebook?

A: Chromebooks are a web-based device. Therefore, software can not be loaded on the device. However, there are a variety of Apps and Extensions that students can add to their devices.

Q: Will there be opportunities to charge my Chromebook at school?

A: We expect that each student will come to school with a fully charged Chromebook. In the event that a student's Chromebook needs to be charged, a loaner Chromebook may be available for temporary use but can not be taken home. If a loaner is not available your child may be without a Chromebook for the day.

Q: What do I do if my son or daughter is having a problem with his/her Chromebook?

A: Students should follow the protocol that has been established by the

school principal.

Q: What login will students use to get into the device operating system?

A: Students will each have NKSD-issued email addresses that serve as their login usernames. Students cannot change their usernames. At the secondary level, students may change their passwords though it is discouraged. The district cannot recover passwords. Students must remember them to ensure successful logins.

Q: Can the Chromebooks be used with other usernames?

A: No. Students and staff must use their district-assigned email addresses in order to log in to district-owned Chromebooks. District-owned Chromebooks will not accept personal Gmail accounts as logins. However, if a student logs into the Google Chrome browser using a different device (laptop, school desktop computer, etc., or has a mobile device with the Chrome app installed) all of their information (bookmarks, emails, documents, applications, etc.) will be available to them on that device.

Q: Can you print from the devices?

A: 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 schoolwork should be done at school. However, we are encouraging staff to try to limit printing of assignments going forward.

Q: What if another student damages my student's device?

A: The circumstances surrounding the damage will be investigated on a case-by-case basis. School administration and the School Resource Officer may be involved if it is suspected it was an intentional act or act of vandalism.

Q: What devices can be connected to a Chromebook?

A: A Chromebook can connect to:

- USB storage devices, mice, and keyboards
- SIM cards
- SD cards

- External monitors and projectors (via HDMI)
- Headphones, earbuds, microphones

Q: How can students submit work or assignments via their devices?

A: 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. Each item can be shared with a teacher prior to its due date. The teacher can then see the work on his or her own computer for grading and review.

Q: Will devices be kept by students over summer?

A: No. Devices will be turned in at the end of the school year so the district can complete any necessary maintenance. Devices will be re-issued at the start of the school year to continuing students. Devices issued to students who leave the district (move, graduate, etc.) will be reformatted and re-issued to other students on an as-needed basis.

Q: How long should Chromebooks last?

A: Chromebooks have very few moving parts and generate very little heat. Therefore the life expectancy — as long as they are treated appropriately — is fairly significant. Five years or more is not unrealistic. Additionally, the devices have powerful processors, and adequate memory. The latest versions of software and security features can be automatically updated by simply restarting the Chromebooks once a week.

Q: Are other districts doing this?

A: Yes. We've been in contact with other districts around the state that have done one-to-one technology rollouts for students, including using Chromebook devices.

Q: How can you prevent student copying and/or plagiarism?

A: There are ways within the software systems to check and see if work is copied between students. We are also looking at software to help prevent cheating from happening.

Q: Can parents use the Chromebooks?

A: When a student is logged into the Chromebook, parents can use it to check student work, view browsing history or connect with teachers through

our Aspen parent portal or via the student's email. The Chromebooks are not intended for personal use for the student or parents.

Q: Can my child opt out of having a Chromebook?

A: No. Chromebooks are expected to become an integral part of the education all students receive at the North Kingstown School Department and we want them to take advantage of the powerful learning resources that accompany it.

Q: What about computer viruses getting onto the Chromebook?

A: Since the applications run through the online browser, there is little worry about having viruses infect the Chromebook's software or hardware.

Q: What will it cost to charge the Chromebook at home?

A: The electricity costs should be minimal to families over the school year, and the total cost is based on usage. Below is a formula to help you develop an estimate.

The device draws about 40 watts, according to the manufacturer's specifications. To estimate electricity usage or kilowatt hours, use this formula:

$$(Wattage \times Hours \text{ plugged in per day} \times \text{number of days per year}) / 1000 = kWh$$

Then multiply the answer by the [cost of electricity per kilowatt hour in Rhode Island](#) (about \$0.09). That is your estimate for the total annual cost.

If your child uses or charges his/her Chromebook at home (they charge while being used, too) every day after school for one hour, the annual cost to parents is about 80 cents.

$$(40 \text{ watts} \times 1 \text{ hour per day} \times 180 \text{ school days per year}) / 1000 = 7.2 \text{ kWh}$$
$$7.2 \text{ kWh} \times \$0.09 = \mathbf{\$0.65}$$

Q: Will unsafe or inappropriate websites be filtered on the devices?

A: We do our best to ensure your child's online experience is safe. Before each Chromebook device connects to the internet, it must pass through district network firewalls and filters. This happens whether the device is browsing on-campus on school-owned networks, or off-campus using

another WiFi router that is providing the Internet connection. Because of security settings built into the device, it must first route through the district security settings (firewalls and filters) before any website or online resource is accessible. If your child is using the Chromebook at school, at home, or at a public library, it will always pass through our web filtering and network firewall system before he/she can see/access web content. Our web filters are programmed to block inappropriate content as much as possible.

Q: How much storage do students have?

A: Students using Chromebooks will have 16 gigabytes (about 16,000 megabytes) of storage on the machine, plus virtually unlimited online cloud storage that is accessible via their Google Apps for Education accounts.