



Chromebook 1:1 FAQs



"Everyone Succeeds"

Google
for Education

Reference
School

Parental purchase scheme requirements:

- Chromebook best in class for the money
- 3 year warranty
- Case / sleeve
- Full Insurance with no excess and a swap out scheme
- Support for parental engagement evenings and training
- Licence to run the software
- Security, filtering and management whilst on the school network

School examples:

<https://www.sdcc.net/parents/chromebooks-purchase-scheme>

<https://drive.google.com/open?id=12PMebGVQefZ6qm6kb1IIMns1VyoqoXGX>

<http://www.glynschool.org/355/technology-for-learning-strategy>

https://www.tarletonacademy.org/files/Chromebooks_Acceptable_Use_Policy_October_2016.pdf

<https://www.tring.herts.sch.uk/390/google-reference-school>

Impact on Learning

How will the Chromebooks enhance learning at DHSB?

The following are examples of how students' learning will be enhanced by having their own equipment:

- Create, share and collaborate using the Google Suite tools to increase the potential of peer assessment and collaborative learning approaches.
- Organise homework and classwork through Google Classroom allowing easy access.
- Easy access to Homeworky and Classcharts.
- Managed Chromebooks in class provide further options in Google for Education - such as locking internet access when completing assessments
- Managed Chromebooks allow staff to push out useful apps for all students
- Use excellent learning resources from our web based tools, including up to date and relevant e-textbooks, where appropriate.
- Use digital tools to support research and writing. For example, academic bibliography and citation tools, read aloud and voice recognition tools to promote independent learning.
- Think and behave creatively across subjects using Cloud Apps for design, planning, animation, mind-mapping, image editing, sound editing, video recording, etc.
- Use subject related apps in the classroom and at home.
- Greater opportunities of differentiation within the class to meet students' needs.
- Effective assessment for learning in and out of the lesson to both redirect the lesson and aid long term planning based on students' learning.
- Access to online resources which most departments now use or have purchased to enhance the subject. These include online books and revision material.
- Speed of access and adaptability within the home and school environment.

Does this mean exercise books will be outdated?

Most definitely not! Traditional methods of learning and teaching still have an important place in education and will continue in our school. Chromebooks should be seen as an additional educational tool, a tool to enhance learning rather than replace these methods. This will ensure students' handwriting skills continue to be developed.

Why have we selected Chromebooks?

There is a wide range of tablet and laptop-style devices available on the market. We have conducted extensive research when considering the type of device that would be best suited to students in our school. As a Google reference school it makes sense to integrate with a Google device.

A Chromebook looks like a laptop in appearance, but operates in a very different way with students accessing services and apps online. The Chromebook operating system is produced by Google, who provide a wealth of apps and services specifically designed to support students in education. Chromebook devices boot-up in a matter of seconds and have a battery life that lasts up to eight hours, dependent on use. Chromebook devices will be managed centrally by our IT Support Team to ensure that access is safe and secure whilst on our network.

Can parents access Google Classroom?

We can set Google Classroom up to enable parents to receive summary email notifications of the work their son / daughter has been set within Google Classroom. This could be classwork or homework which has been set by the teacher. All homework that is set will be logged by teachers on our homework setting platform so you are able to view this on Homeworky. This applies even if the teacher has set the homework using Google Classroom, the teacher will make sure it is replicated onto Homeworky.

Have other schools benefited from Chromebook roll outs?

Yes, we have spoken to a range of schools who are using the Google Suite tools and Chromebooks to great effect. They believe the quality of feedback, ability to collaborate, assessment of students' learning and the ease of differentiation are some of the greatest benefits to students learning that they have experienced. A case study of Google Suite tools and Chromebooks in a specific school is available using this [link](#).

When can the Chromebooks be used?

The introduction of Chromebooks will provide students with constant access to the resources they require as directed by teaching staff. Students will also be able to use their Chromebooks at break and lunch in the Learning Commons or the Sixth Form study area (Years 12/13).

General Information


When will the Chromebooks be released?

The Chromebooks will be released in a phased programme starting with Year 7, 8 and 9 students in September 2019. This will then be followed by a second phase where the rest of the school will be able to purchase their own using the same scheme.

My child already has a similar device, so can they use that instead?

If students already have a Chromebook they are welcome to use that instead. The device will however need to be restricted in the same way a device purchased via our school would be. This is to ensure we can monitor that students are using the device appropriately and their online safety is not compromised whilst in school. There will be a charge of £25 to enrol and manage the device on the DHSB school network. This means that even with own devices we can make sure students are always connected, that the appropriate safeguards are in place and students have access to all the school based products whilst on our network. It also allows us to make sure students have the correct updates installed so does not stop them from learning. The devices purchased via our scheme will come with a three year warranty, protective case and insurance, including tech support which means the device will always be protected. As we are a school we can get these in at a competitive rate which means we pass on the savings to you.

All other devices (tablets and phones etc) will not be allowed. Other devices may not be fully compatible with the Google Apps and add-ons that we will be using for learning and teaching, may not have sufficient battery life for a day's usage, boot up within eight seconds and may cost considerably more. In addition to this, the IT support service will not be able to support or fix multiple types of devices, nor can our teachers be expected to understand the different problems that they will present in the classroom. For example, if a



student is struggling to connect to the wifi during a lesson, there will be issues trying to find the settings for that particular device and the different routes associated with that device's operating system. This is why we will be asking for a management fee to purchase the licences so we can make sure that the devices are ready to learn and does not impact on teaching and learning.

As part of our safeguarding procedures and the Prevent agenda, we also need to ensure we can enrol the device on to our system for security and management. We would need to deploy the Google Management Software and Impero to all devices. These Apps allow us to manage students' devices whilst in school and log any incidents of inappropriate behaviour.

Who owns the Chromebook?


The device will solely belong to the student, unless the device is subject to a payment plan – in this case, the student will be able to use the device 24/7, but they will not completely own the device until the final payment is made. If opting for the longer payment plan parents will be asked to sign an agreement form regarding ownership and payment commitments. Once all balances are paid the device is owned by the student/family.

Could we buy a cheaper Chromebook model ourselves and 'opt out' of the DHSB School scheme?

We will be offering the Lenovo 500e model as part of the scheme as it has a range of excellent features including touch and flip screen and two cameras. We believe it is robust enough to be used in a school setting. There are cheaper Chromebook models on the retail market and you are welcome to purchase one of these for yourself, but please be aware that DHSB IT support services will be unable to repair these devices should they be damaged. We will also require you to pay £25 to the school to enrol and manage the device to work with our Chrome management software. Your own Chromebooks will also not be insured unless you have your own policy. We the school will not be held responsible for loss, damage or technical support of a device outside of our scheme. This responsibility lies with you personally.

Could we 'opt out' of the scheme all together?

We truly believe the introduction of Chromebooks and the use of Google Suite tools will enhance learning and teaching at DHSB. It will enable teachers to really utilise technology



to benefit students learning and therefore ultimately their progress. That said, if you do not want to be involved in the scheme teachers will ensure your child's learning is not negatively affected. We will have some chromebooks available for teachers / students to book out. However these will not be available to take home.

Is the battery life sufficient for school use?

Chromebooks have a battery life of up to 12 hours and can be fully charged from 0% in 4.5 hours. This varies depending on what the Chromebook is being used for (eg web browsing is very different to using YouTube). As long as students charge the Chromebook overnight, it will last all day. An energy research body has calculated the cost of charging a Chromebook for a year to be 87p if charged every other night.

Can power banks be used to charge Chromebooks?

Yes, there are a range of power banks on the market which provide portable charging solutions for the Chromebooks. The power bank will plug into the USB-C port and require an output of 30W in order to charge at maximum speed. You will need to purchase this yourself as the school believe there will be sufficient power if the chromebook is brought in fully charged.

What will happen to the current IT suites?

Initially, we will be maintaining our investment in the IT suites that run specialist software, including our suites for Media, Computer Science, Music and Technology. As the phased roll out of Chromebooks progresses, we will consider if a reduction in IT suites is appropriate. As we have become a Google Reference School and have embedded the use of G Suite and chrome based apps, the need for stand alone IT rooms has become less. Our students and teachers have embraced and started to master the use of the Chromebooks within their lessons. However if all students had one with them it would also reduce the loss of learning time transitioning to a traditional IT suite as they can operate within their own classroom spaces.



Can my child put their own content on to the Chromebook (eg music, video, apps)?

Yes, your child should treat the Chromebook as their own when at home. A big part of the success of this scheme will rely on students valuing the Chromebook as part of their wider life and therefore taking care of it, charging it and bringing it to school every day. Therefore, students are able to download non-educational apps to enjoy at home once they are appropriate in content. As the cloud storage space is provided via the Google domain that DHSB own, students will not be allowed to download music, videos and movies onto their Chromebooks for use in school. Our Buzz software will inhibit access to such files as these may have been downloaded from an unsecure site. This is why we will have a requirement of the management software to protect the student as part of our commitment to child protection and online safety whilst on our network. This responsibility will pass to the parent whilst on home or outside networks.

Have we considered the ergonomics?

Yes. The devices can be used in a range of ways to suit the users needs. In addition to this, the blended approach to learning which we will be taking will ensure the devices are used alongside traditional approaches. This will enable us to utilise the benefits of bringing technology into the classroom without compromising students working environments. The specific Chromebook we have chosen is dynamic and flexible. It is also an educational recommended product which has been ruggedised to ensure it can withstand the daily use by a student.

Expectations

What happens if a student fails to charge their Chromebook?

Students are responsible for bringing their Chromebook to school with sufficient charge to use during the day. If students fail to meet this expectation, they will receive an appropriate sanction in line with the school's behaviour policy and provided with the opportunity to charge their Chromebook in the classroom. We will provide a limited number of power banks in each block just in case of this so that teaching and learning is not disrupted. It is and will be the student's responsibility to make sure it is charged and ready for the school day.

How will you deal with inappropriate use of the Chromebook at school?

Students will be expected to bring their charged Chromebook to school and use it appropriately, following the teacher`s instructions. The school's Behaviour for Learning Policy will be amended to incorporate Chromebook usage.

Payments

How much will the Chromebooks cost?


The Chromebook package will either cost a one off payment or optional payment plans these will be displayed on the portal. This will include the cost of the device, a soft sleeve, and Chrome management license, three year warranty and three years full insurance. We do not make any profit on the Chromebook sales, and as it is an educational purchase we also do not pay VAT and that saving is passed on to parents and carers. We will be achieving economies of scale to purchase the Chromebooks that we believe genuinely offers good value for money. If purchased independently from a retailer with the same insurance and warranty package, it would cost a great deal more therefore demonstrating the considerable saving the scheme provides if bought via DHSB. Pupil Premium students are NOT being subsidised by this scheme. The pupil premium package is clearly outlined and funded via pupil premium money. You can find details of this on our school website.

How will I make payments?

Payments will be made online via a payment portal via our school website. Once you have placed your order, the company will be in touch with the details on how payments are made.

Can I pay in instalments?

We will be offering families pay in full, 12 month, 24 month and 36 month payment plans. This will include, for instance, paying by instalments over a number of months. Those families who qualify as Pupil Premium Free School Meals will be eligible for a device under the PP strategy as per yr 7 deployment rules. This is separate to this scheme and will be



funded from pupil premium. Therefore there are no hidden costs to offset PP students devices.

Will we need to buy any other equipment?

Students will be required to use earphones with their device from time to time, which in general most students currently have. No additional equipment will be required with the devices. Replacement accessories such as a power cable may be required if the original is lost or damaged. All accessories supplied by the school are genuine products and will be sold at cost price, representing a significant saving.

What happens when I leave DHSB?

As soon as the Payment has been paid off the device will be yours. If you leave the school before the end of the plan then you are still liable for the final payment.


Security

What happens if the Chromebook is damaged?

The Chromebooks will be fully insured as part of the payment plan. There will be clear guidelines to what consents as a repair under the insurance terms and conditions. This will sit directly with the insurance cover. There will be no excess charge for this. You will be provided with a swap out until yours is returned and fixed. As there is a three year warranty and fully comprehensive insurance package as part of the scheme any damage or breakage will fall under these policies. The student will always have a device and never be without one. Gtech our partner will provide a bank of replacements and deal with any insurance/ warranty claims for you.

Are the Chromebooks robust enough for a school setting?

We believe the devices will be robust enough for a school setting. Although we suggest not testing this, the Good Housekeeping guide highlights the devices critical components can withstand drops from 1.2 metres and the keyboard is spill-proof. Due to the touch flipped



screen capabilities of the device, it provides the flexibility of a tablet with the capability of a laptop. Further information is available by clicking this [link](#).

What happens if the Chromebook is lost or stolen?

The Chromebook will be fully insured as part of our scheme. DHSB IT support service will be able to remotely disable the device, rendering it unusable and unfit for resale. We will be encouraging students to register their device on the police `Immobilise' database. `Immobilise' is the world's largest free register of possession ownership details and, together with its sister sites NMPR and CheckMEND, forms a very effective tool in helping to reduce crime and repatriate recovered personal property to its rightful owners. Further information is available at www.immobilise.com. The devices are also fully insured as part of the scheme so you will be able to follow the insurance guidelines on claiming for a new device.

What about safety while travelling to and from school?

In our research with other schools who have introduced 1:1 devices, it is clear that this is not an issue they have experienced. However, it is sensible to reduce the risk of theft through some common sense measures. Students should keep their Chromebook in their bag on the way to and from school, both for road safety and crime prevention reasons. This is advisable both if travelling by bus or on foot. Also whilst on the school site if they have a locker then it would make sense for the Chromebook to be stored safely. For example during games, PE lessons or at break time if they do not wish to use them.

Why can't the school provide these devices free of charge?

With ever tightening budgets the school has a limited amount of funding for ICT in school and this primarily pays for the maintenance of our school network. As we are asking families to invest in a Chromebook it will belong to the pupil and therefore can be used to continue learning outside of the school day. This supports the provision of access to learning and developing our students' ability within all of their subjects at DHSB.

[Technical Questions](#)



What technical support will there be for students?

DHSB IT support service will be able to help resolve many technical issues, but one of the major advantages of the Chromebooks is that they rarely go wrong. Due to the web-based approach of the Chromebook, they update automatically. We are going to be running a weekly Chromebook surgery for students to come to with any problems or questions they have. We already have over 300 devices in the school which are students are used to using them. By having your own it makes teaching and learning more dynamic and gives the students wider access to resources in class time. In addition, we will be training selected students to be Google Gurus to provide more support for students. Students will be able to use the email address support@dhsb.org to gain further support.

How do I connect the Chromebook to the internet in my house?


Chromebooks use wireless to connect to a network, so you will need wifi at home to use the Chromebook on the internet there. If you have wifi, your network security key can be added to the Chromebook before log on. If you **do not** have wifi at home, the Chromebook will still work offline but you will not be able to browse the internet or use some of the functions. However in offline mode you can still produce work which will upload once you're connected to the internet.

Will the school's wifi be able to cope with the increased demands?

DHSB IT team has assured us our current wifi provision will be able to cope with the increased the number users brought about through the roll out of Chromebooks. However we are under the process of investing further into our network. This investment into infrastructure will continue to make sure that the Chromebooks are connected and working and future proof then school. By taking off the network the personal devices and upgrading our backbone to 10GB we have more than enough capacity to enable every student to be operating effectively on our network.

How will the Chromebook be backed up?

The Chromebook is always backed up, and our students have unlimited storage space in the Google Cloud. This is already set up and associated with their DHSB email address. When students leave DHSB they will need to move any files they which to keep onto their



own Google account. We will, of course, ensure we support students with this migration process.

What are we doing to reduce e-safety concerns with the Chromebooks?

We already operate a very effective internet and email filtering policy. We also monitor the computers for inappropriate behaviour and can take control for remote support or classroom management, which we will extend to Chromebooks. In time, we will also be able to offer an opt-in e-safety filter, which can extend the protection to the device when at home. This opt-in e-safety filter will focus on the following categories: adult/pornography, violence/race hate, illegal drugs, criminal skill/activity, gambling.

How long will the Chromebooks last?

Chromebooks update automatically for five years after the device US release date, November 2024 in this case. After that point the device can still be used, but would not be running the latest software.

<https://www.google.com/chrome/devices/eol.html>

Support


Are there any Chromebook guides available?

Yes, there is a lot of free guidance available on the internet. This link is a particularly useful one:

<http://www.chromestory.com/chromebook-user-guide/>

We will make sure all our students receive the teaching input to get them up and running with their new Chromebooks. During tutor time, there will be some Chromebook skills development sessions as well as in Yr 7 Business and Enterprise sessions. We are also inviting parents and carers to a range of free training sessions during the academic year for those interested in improving their own skills with their son or daughter's Chromebook. It is important to us that everyone (teachers, students, parents and carers) feel capable and confident with the Chromebooks. Our Director of the Learning Commons, Ms Buckler, will be organising these sessions.

How are teachers being supported to maximise the potential of Chromebooks?



We have been trialling Chromebooks for a little while but, importantly, we have all been working with the Google Suite tools (which will provide the main part of our learning apps). Teachers' expertise has been growing throughout this time with regular training events and high quality video guides. Students already work with Google Apps and associated Cloud storage. We are also developing a specialist teacher team of Chromebook users, referred to as Google Guru's, who will provide support to other colleagues to enable them to maximise the Google Suite opportunities. We will be running dedicated CPD sessions on the use of Chromebooks within lessons and improving our teaching and learning.

Will any support be provided for parents?

We will be delivering a range of support sessions for parents. These are to be arranged and will include how to:

- Best utilise a Chromebook,
- Use the Google suite tools effectively,
- Stay safe online,
- Support your child in a digital age.