

# Parent and Student One-to-One Program Handbook

## What is the Purpose of Hope Academy's One-to-One Program?

The focus of the one-to-one program at Hope Academy is to provide tools and resources to the 21<sup>st</sup> century learner. Our goal is to empower students to maximize their full potential and to prepare them for post-secondary education and the workplace. The one-to-one program offers many benefits to our modern-day classroom and learners. One of these tools is the use of a Hope Academy issued device (Laptop, Chromebook, or iPad). The purpose of the device is to increase student engagement, provide access to learning materials and engage in real-time inquiry as their questions arise. The devices allow the students to research, collaborate, and produce content that can be shared with peers, teachers and parents.

The immersion of technology into the classroom does not diminish the vital role of the teacher. Effective teaching strategies integrate technology into the curriculum to support anytime, anywhere learning. Hope Academy's goal is to provide a student-centered learning environment where technology supports curriculum.

## Why does Hope Academy provide students with a device?

By issuing students of the same grade the same type of device (NOTE: the word "device" includes Laptops, Chromebooks, and iPads), we hope to make technology access and learning opportunities equitable. All students have the same tools aligned with teaching and designed to best support their learning. Students are expected to utilize the Hope Academy issued laptop to ensure their safety, efficient classroom instruction, and technology support.

## What are the components of Hope Academy's One-to-One program?

### Microsoft Office 365

Microsoft Office with office automation tools, email and file storage. This safe and secure environment allows students and teachers to collaborate on files anywhere, anytime.

### Antivirus & Web Filtering

To keep students safe, Hope Academy deploys multiple scanning and filtering solutions. These solutions are designed to prevent students from going to inappropriate or harmful sites. The solutions are designed to prevent viruses and malware on the computers and reduce the risk of losing personal identifiable information.

### Hope Academy Issued Device

Hope Academy issues all students a device.

- Grades K-2 – each student has access to an iPad
- Grades 3-8 – Chromebooks are issued to each student
- Grades 9-12 – Windows based laptops are utilized

## Expectations and Policies

Responsible use of Hope Academy's technology resources is first and foremost a reflection of Jesus Christ to each other and those outside the Hope Academy community, and therefore should be ethical,

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respectful, honest, and supportive of the school's mission. The school expects all members of the school community to avoid computer activities which interfere in any way with the learning process, spiritual growth and character development. Some activities are expressly prohibited by law; other activities are inappropriate as defined by the administration of the school. This document is intended to clarify expectations for conduct, but should not be construed as all-inclusive, as we cannot outline every possible behavior with technology. We require students to use technology in accordance with general expectations for appropriate student behavior as outlined in various other school policies located in the Hope Academy Student Handbook. Violating any portion of the expectations outlined in this document may result in disciplinary review, including possible suspension or expulsion from Hope Academy, and/or legal action. Hope Academy will cooperate fully with law enforcement officials in any investigation related to any potentially illegal activities conducted through our network.

## Consequences

Failure to abide by items set forth in this handbook will generally be addressed via disciplinary procedures listed throughout the Hope Academy Student Handbook based on the type of offense (i.e. cheating, theft, inappropriate material, etc.) that occurred through the use of a device. Classroom teachers have the authority to set expectations for appropriate use of technology in their classroom in addition to this document. The administration reserves the right to apply disciplinary action on a case-by-case basis. The policy will apply regardless of device used (Laptop, Chromebook, or iPad).

If an offense constitutes harassment or otherwise significantly impacts instruction or the operation of the school, the student will automatically receive a suspension and the student's future at Hope Academy will be discussed with the parents and administration.

Hope Academy reserves the right to apply disciplinary consequences for computer-related activities conducted off-campus, regardless of device or system used, if such activity adversely affects the safety or well-being of students, employees or other members of our community, negatively impacts classroom instruction, or constitutes cheating or behavior not in alignment with Hope's values.

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## Parent/Guardian Responsibility

In order for students to take a Hope Academy device home, the student and parent/guardian must sign the Student Technology Equipment Use Agreement found at the end of this document and agree to follow all applicable Hope Academy policies and procedures.

The parent/guardian is responsible for the cost of repair or replacement of their student's Hope Academy issued device and accessories. The cost includes but is not limited to these situations:

- Not returned at the student's termination or completion of school
- Student damaged device intentionally
- Damaged or lost due to negligence
- Stolen but no police report filed with the school in a timely manner

## Monitoring Student Use

The parent/guardian will monitor student use of the device (laptop, Chromebook, or iPad) while their student is away from school. The best way to keep students safe and on-task is to participate in what they are doing. Please note that Hope Academy's internet filtering will not work away from the school building. It is the parents responsibility to implement desired internet filtering in the home.

The following are some suggestions:

- Have your student share their password with you. This will allow you to review their work and progress. Students should only share their password with the parent/guardian.
- The device should be used in a common space in the home and not isolated behind closed doors.
- Ask your student to show you what they are doing and start a conversation around their work.

## Support Online Safety

If a parent/guardian identifies any activity on their student's device that is inappropriate, dangerous, or threatening, they should contact the principal, school administration or the Technology Department at [support@hopeschool.org](mailto:support@hopeschool.org).

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## Student Acceptable Use Policy

The following policies apply to all Hope Academy students and cover all aspects of the Hope Academy network. The Hope Academy network includes wired and wireless computers/devices and peripheral equipment, files and storage, e-mail and Internet content, and all computer software, applications, or resources licensed to Hope Academy. Hope Academy reserves the right to prioritize the use of, and access to, the network.

### Computer and Network Access

Hope Academy expects students to exercise good judgment and use computer and network resources in an appropriate manner. All use of the computer and network must support education and research and be consistent with the mission of Hope Academy. Use of the electronic resources provided by Hope Academy is an expectation and privilege. In order to maintain the privilege, students agree to learn and comply with all the provisions included in this document.

### Acceptable Computer and Network Use

Includes:

- Creation of files, projects, videos, web pages and podcasts.
- Participation in blogs, wikis, bulletin boards, and social networking sites administered in a controlled environment, ensuring student safety.
- The online publication of student-created original educational material, curriculum related materials and student work. Sources outside the classroom or school must be cited appropriately and all copyright laws must be followed.
- Connection of any personal electronic device is subject to all guidelines in this document.

### Unacceptable/Prohibited Computer and Network Use

Includes but is not limited to:

- Commercial Use: Using the Hope Academy network for personal or private gain or benefit, commercial solicitation and compensation of any kind is prohibited.
- Illegal or Indecent Use: Using the Hope Academy network for illegal, bullying, harassing, vandalizing, inappropriate or indecent purposes is prohibited.
  - Illegal activities are any violations of federal, state, or local laws (for example, copyright infringement, publishing defamatory information, or committing fraud).
  - Harassment includes slurs, comments, jokes, innuendoes, unwelcome compliments, cartoons, pranks, or verbal conduct relating to an individual that have the purpose or effect of creating an intimidating, hostile, or offensive environment or interfering with an individual's work or school performance, or with school operations.
  - Vandalism is any attempt to harm or destroy the operating system, application software, or data.
  - Inappropriate use includes any violation of the purpose and goal of the network.

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- Indecent activities (including accessing, storing, or viewing pornographic, indecent or otherwise inappropriate material) are in violation of generally accepted social standards for use of Hope Academy equipment.
- Disruptive Use: The Hope Academy network may not be used to interfere or disrupt other users, services, or equipment. For example, disruptions include distribution of unsolicited advertising (“Spam”), propagation of computer viruses, distribution of large quantities of information that may overwhelm the system (chain letters, network games, or broadcasting messages), and any unauthorized access to or destruction of Hope Academy computers or other resources accessible through the Hope Academy network (“Cracking” or “Hacking”). Hope Academy will not be responsible for any damages suffered by any user, including but not limited to, loss of data resulting from delays, non-deliveries, mis-deliveries or service interruptions caused by its own negligence or any other errors or omissions. Hope Academy will not be responsible for unauthorized financial obligations resulting from the use of, or access to, the network or the Internet.

## Computer and Network Security and Privacy

Passwords are the first level of security for a user account. System logins and accounts are to be used only by the authorized owner of the account, for authorized purposes. Students are responsible for all activity on their account and must not share their account passwords. Password sharing is only allowed between students and their parents/guardians.

The following procedures are designed to safeguard network user accounts:

- Change passwords according to Hope Academy procedure;
- Do not use another user’s account;
- Do not insert passwords into e-mail or other communications;
- If you write down your account password, keep it out of sight;
- Do not store passwords in a file without encryption;
- Do not use the “remember password” feature of Internet browsers; and
- Lock (Windows button + L key) the screen, or log off, if leaving the computer.

## Filtering and Monitoring

Filtering software is used at the Hope Academy building to block or filter access to visual depictions that are obscene, and all child pornography in accordance with the Children’s Internet Protection Act (CIPA). Other objectionable material could be filtered. The determination of what constitutes “other objectionable” material is a Hope Academy decision.

While filters make it more difficult for objectionable material to be received or accessed, filters are not a solution in themselves. Every user must take responsibility for his or her use of the network and Internet and avoid objectionable sites.

Any attempts to defeat or bypass Hope Academy’s Internet filter or conceal Internet activity are prohibited. These may include; proxies, https, special ports, modifications to browser settings or any other techniques designed to evade filtering or enable the publication of inappropriate content. This includes the use of cellular or public wifi networks to bypass filters.

Staff members who supervise students, control electronic equipment or have occasion to observe student use of equipment online, must make a reasonable effort to monitor the use of this equipment to assure

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that student use conforms to the mission and goals of Hope Academy. Staff must make a reasonable effort to become familiar with the Internet and to monitor, instruct and assist effectively.

## Copyright

Downloading, copying, duplicating and distributing software, music, sound files, movies, images or other copyrighted materials without the specific written permission of the copyright owner is generally prohibited.

## Student Data

Hope Academy staff will maintain the confidentiality of student data.

## No Expectation of Privacy

Hope Academy reserves the right to monitor, inspect, copy, review and store, without prior notice, information about the content and usage of: the network; user files and disk space utilization; user applications and bandwidth utilization; user document files, folders and electronic communications; e-mail; Internet access; information transmitted or received in connection with network and e-mail use. No student should have any expectation of privacy when using Hope Academy's network. Hope Academy reserves the right to disclose any electronic message to law enforcement officials or third parties as appropriate.

## Liability

Hope Academy cannot guarantee the availability of technology resources and will not be responsible for any information that may be lost, damaged, or unavailable due to technical or other difficulties. Hope Academy cannot ensure that all electronic transmissions are secure and private and cannot guarantee the accuracy or quality of information obtained. Hope Academy will employ technology protection measures to filter or block material defined to be objectionable. However, no known process can control or censor all illegal, defamatory, or potentially offensive materials that may be available to the user on systems accessible through technology resources.

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## General Expectations

### Devices Left At Home

If students leave their device (laptop, Chromebook, or iPad) at home, they are responsible for getting the course work completed as if they had their laptop at school. Repeat violations may result in disciplinary action.

### Charging Your Device's Battery

Devices (Laptop, Chromebook, or iPad) must be brought to school each day in a fully charged condition. Students should be careful about charging devices at school since it is easy to forget about where the device was left to charge. Devices should only be charged at school in areas where the student can keep an eye on the laptop. Repeat violations may result in disciplinary action.

### Additional Software

In general, no additional software should be installed on the Hope Academy issued device (Laptop, Chromebook, or iPad). If additional software is required to complete school required work, the student should ask the teacher to request that software from the Technology Department.

## Annual Check-out and Check-in of devices

### Device Check-Out

Student devices will be distributed at the beginning of the school year. To receive a device, parents and students must read this handbook and sign the Hope Academy Student Technology Equipment Use Agreement found at the end of this document.

### Device Check-In

Student devices will be returned the final week of school after their classroom use is completed, so they can be examined for serviceability. During check-in, students are required to return all components they were issued. This includes the device and power charger. Any missing items will result in a fee for student. The same device and accessories will be issued back to returning students in the fall.

### Return Policy

Students who withdraw, complete graduation coursework early or terminate enrollment at Hope Academy for any other reason must return their student device and accessories on the date of termination. If a student fails to return the device including accessories at the end of the school year or upon termination of enrollment, the student will be subject to paying various costs (replacement cost of the device and/or accessories), criminal prosecution and/or civil liability. Failure to return the Hope Academy laptop can result in a theft report being filed and may delay obtaining Hope Academy student records.

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## Taking Care of Your Hope Academy Device

### Inspection

Students will be selected at random to provide their device for inspection. If a student's device is requested for an inspection, the student will provide their password to unlock the laptop.

### Food and Drinks

At no time should students have any type of beverage or food within two feet of the device. All damage caused by liquid is considered negligence and the repair costs must be covered by the student and/or parent/guardian.

### Carrying Your Laptop

The laptop should always be stored in the Hope Academy issued case when not in use. The case protects the laptop and provides protection when carrying. The laptop should be carried in the case or by placing Hope Academy issued case in the student backpack.

### Screen Care

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

Students should not do any of the following:

- lean on top of the laptop when it is opened or closed.
- place objects on the keyboard.
- place anything near the laptop that could apply pressure to the screen.
- place anything in the case that could apply pressure to the screen.
- bump or drop the laptop against lockers, walls, car doors, floors, etc., as it could possibly break the screen.

Cleaning of the screen should only be done with a soft, dry microfiber cloth or anti-static cloth.

### Storing Your Device

When students are not using their device, they should be stored in their locker (if available) or kept with the student. Nothing should be stacked on the device if placed in a locker. Students are required to take their devices home every day, regardless of whether they are needed. Additional at-school storage options are being investigated.

### Storing of Device During Extracurricular Activities

Students are responsible for their Hope Academy device both in and out of school, including extracurricular activities. Costs associated with a lost, stolen or damaged device as stated in this handbook, also apply to extracurricular activities.



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## Traveling with the Device

Students should completely shut down (power off) the device before traveling anywhere, including between home and school. The device should never be left unattended in a vehicle. If unavoidable, it should be locked in the trunk before reaching your destination.

If a student is ever in a situation when someone threatens them for their device, the student should give it to them and tell a Hope Academy staff member or guardian as soon as possible.

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## Damage/Theft/Loss of Hope Academy Issued Technology

Whenever students encounter issues with their Hope Academy issued device, or there is any damage to their device, they are required to report the issue/damage to their teacher, principal or Technology Department. The student may also be asked to turn in their device and be assigned a loaner device. The Technology Department will examine the device and then send it in for repair, at which point the technology repair shop will evaluate and repair the device. The technology repair shop will also indicate to the best of their ability how the damage occurred. If damage appears to be due to negligence, the Technology Department will inform the school administration. After the school administration has completed their investigation, appropriate costs may be incurred by the student based on the results.

### Hope Academy Device Warranty Coverage

All Hope Academy technology is purchased with a warranty to cover manufacture related issues. These repairs typically are the failure of internal and external parts due to normal usage. Whenever there is a repair covered under warranty there is no charge to the student/guardian.

### Hope Academy Device Non-Warranty Coverage

Any repairs that are not covered by warranty fall into one of five categories. These categories are listed below and include a short description:

Accidental	Is an unfortunate happening that occurs unintentionally and results in damage or loss
Negligence	A state of being careless, the lack of ordinary care of property
Gross Negligence	To consciously or voluntary disregard the need to use reasonable care
Lost	To lose a device due to negligence or gross negligence without filing a police report
Stolen	When a device is stolen not due to negligence and a police report has been filed

For each of these 5 categories, fines can range from nothing to the full cost to replace/repair the device.

- **Accidental**  
When it has been determined the damage is accidental, there is no charge for staff or student to get the device repaired.
- **Negligence**  
After an investigation is completed by the school administration and/or Technology Department, if the damage to the device is deemed negligence, the student/guardian will pay for the cost of repair.
- **Gross Negligence**  
When damage has been deemed gross negligence, student/guardian will be responsible for the current value to replace the student's device or the full cost of repairs.

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- **Lost Devices**

If a device is lost, the student/parent must report it to the school immediately. The student/guardian will be billed at the current value of the lost device. Hope Academy will provide a replacement device to the student.

- **Stolen Device**

The student and/or parent must file a police report and a copy must be provided to the school by the student/parent in a timely manner (within three school days). If there is not clear evidence of theft or the equipment was lost due to student negligence, the student/parent will be responsible for the current value of the device. If the device was deemed to be stolen, but the student was not negligent, Hope Academy will cover the cost of the replacement. A student making a false report will be subject to disciplinary action.

## Technology Accessories

All accessories that are issued to students are the responsibility of the student to maintain and return at the end of the school year. If a technology accessory is lost, stolen or damaged, it is the student’s responsibility to cover the cost to replace.

## Loaner Devices

When a student’s Hope Academy issued device (laptop, Chromebook, or iPad) has been turned in for repair, the school Technology Department will issue the student a loaner device. The loaner device is provided so that learning is not disrupted. Students are responsible for the care of the loaner device, which means students are responsible for costs associated with damage to loaner devices.

## Students Technology Cost Breakdown

This section will cover the replacement cost for student devices and accessories. If a device is not returned or is damaged beyond repair the parents will be charged for replacement based on this table.

### Devices

Below is a current list of devices currently in service. The table shows the depreciated replacement cost for the life span of the device.

Device	Year 1	Year 2	Year 3	Year 4
Laptop	100%	75%	50%	25%
Chromebook	100%	65%	35%	0%
iPad	100%	75%	50%	25%

Current replacement base cost by device is as follows:

	iPad	Chromebook	Lenovo Laptop	Dell Laptop
<b>Base price of Device</b>	\$325	\$325	\$650	\$650

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## Accessories and Parts

This section covers the estimated replacement cost for student technology accessories and parts. With technology accessories, Hope Academy DOES NOT apply any depreciation to them. This is because Hope Academy will generally have incurred the amount listed to replace or repair the item. Actual cost of replacement/repair may be different than the values shown.

Damage Caused by Negligence	iPad	Chromebook	Lenovo Laptop	Dell Laptop
Cracked Screen	\$150	\$150	\$50	\$200
Cracked Case/Damaged Body	\$100	\$100	\$50	\$100
Broken Hinge	n/a	\$50	\$50	\$100
Damaged Keyboard	n/a	\$50	\$50	\$50
Lost/Stolen Device	\$250	\$200	\$100	\$400
Device won't power on/boot	\$250	\$200	\$100	\$400
Lost/Damaged Power Cord/brick	\$50	\$50	\$50	\$50
Lost/Damaged Carrying Case	\$25	\$25	\$25	\$25
<b>Unreturned Device</b>	<b>\$325</b>	<b>\$325</b>	<b>\$650</b>	<b>\$650</b>

## Examples of Incidents

	Accidental – No Charge	Negligence – Cost or Repair	Gross Negligence – up to full cost of repair/replacement
<b>Damaged</b>	Dropped – chipped corner	Liquid spilled on keyboard	Throwing laptop onto hard surface
<b>Lost</b>			Left on bus or playground
<b>Stolen</b>	Locked in trunk of car or from your house, include a Police Report		Left on front seat of unlocked car in plain view and a police report filed


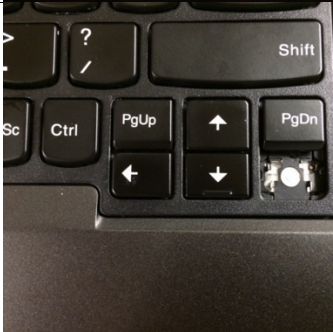
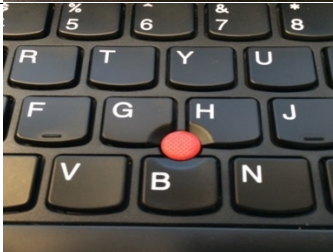
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## Visual Guide for Assessing Damage

The following are general guidelines to follow when assessing student device for damage. The technology department will determine the level of damage and approximate repair amount. The administration staff can then determine which category the damage falls into: Accidental, Negligence, or Gross Negligence.

For accidental damage there is no cost, for negligence the cost of repair is charged, and for gross negligence the cost could be up to the full cost of the device.

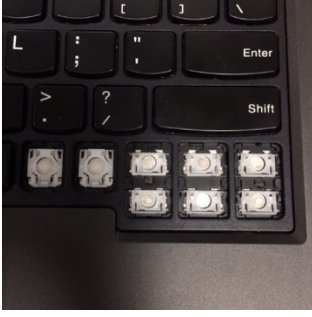
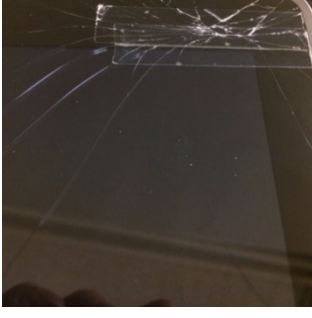

### Accidental and/or No Fine types of damage

<p>Minor Case Chip – These types of chips will be epoxied and returned to the student.</p>		
<p>One or Two keys missing – if determined they came off from normal wear and tear, there is no charge to fix.</p>		
<p>Red TrackPoint Button – if missing, there will be no charge nor will it be replaced.</p>		

### Negligence or Gross Negligence types of damage

Based on our experience, the damages shown below are typically a result of negligence or gross negligence. The cost for repairs caused by negligence is the actual cost of repair and up to full cost to replace the device for gross negligence. There will be a percentage of them that the cause was accidental, and no cost will be charged.

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<p>Many keys missing – if determined the student popped the keys off, the cost is the cost of a new keyboard.</p>	
<p>Screen cracked or shattered – There will be a minimum cost of the cost of a new screen and up to the full replacement cost for gross negligence.</p>	
<p>Deep scratches on the screen – There will be a minimum cost of the cost of repair or up to the full replacement cost.</p>	

# Student Technology Equipment Use Agreement

Student Name: \_\_\_\_\_ ID: \_\_\_\_\_ Grade: \_\_\_\_\_

## Instruction Delivery (Circle One)

**100% In-Person**  
Cohort A or B

**100% Distance**  
Cohort A or B

**50/50 Hybrid**  
Cohort A or B

## Student Agreement

- I have read the *Hope Academy Parent and Student One-to-One Program Handbook*, which can be found on the Hope Academy website, under the Technology FAQ link.
- I will bring my device (laptop or other Hope Academy issued device) to school each day with a full charge and ready to use.
- I will not leave my device unattended at any time while at school or in a public place.
- I will not remove any labels or mark the device in any way with markers, stickers, scratches, engravings, etc.
- I will not remove the hard drive and/or modify the device's operating system in any way.
- If I have problems with the device, I will stop using it and ask my teacher or the Technology Department for assistance.
- I understand that I may lose my technology equipment privileges because of inappropriate behavior and may be financially responsible for damage to or loss of any Hope Academy issued equipment and may be subject to disciplinary actions.
- I will return the Hope Academy equipment when requested or at the end of the school year. I understand that I will be charged for any damage to or loss of Hope Academy issued equipment.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Parent/Guardian Agreement

- I have read the *Hope Academy Parent and Student One-to-One Program Handbook*, which can be found on the Hope Academy website, under the Technology FAQ link.
- I understand that my student may lose his/her technology equipment privileges as a result of inappropriate behavior, damage, neglect, or loss.
- Hope Academy is providing warranty coverage only. Students/Families will be responsible for repair and/or replacement costs related to damage done to the device issued to the student. Hope Academy reserves the right to charge the user the full cost for repair or replacement when damage or loss occurs due to gross negligence as determined by school administrators.
- I understand my student must return the equipment when requested or at the end of the school year. I understand that the student/family will be charged for any damaged or missing equipment (laptop, charger, and bag).
- I accept responsibility to monitor and ensure appropriate use of the internet when my student accesses the internet outside of Hope Academy's network.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_