

## **Some ideas for Parental Contribution Scheme FAQ's**

### **Q What will the Chromebooks be used for by students?**

**A** The following are examples of what students will do at the School:

- Create, share and collaborate using Google Apps for Education (GAFE)
- Organise their homework and classwork through Google Classroom
- Use excellent learning resources from Google and other education specialists
- Use digital tools to support their 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 their subjects using cloud apps for design, planning, animation, mindmapping, image editing, sound editing, video recording etc
- Use subject related apps in the classroom and at home
- Collaborative learning

### **Q Why have we selected Chromebooks?**

**A** There are a wide range of tablet and laptop style devices available on the market, we have conducted pilot schemes and extensive research when considering the type of device which would be best suited to students in our school. 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 which are specifically designed to support students in education. Chromebook devices bootup in a matter of seconds and have a battery life that lasts up to 8 hours, dependent on use. Chromebook devices are managed centrally by our IT Support Team to ensure that access is safe and secure. Internet content is filtered for inappropriate content to ensure students can access everything they need for their school work.

### **Q Can I pay in Instalments?**

**A** We will be offering families alternative payment arrangements if they wish. It is a key element of our strategy that we are as flexible as we can be with the payment arrangements and this will include, for instance, paying in by instalments over a number of months. If you wish to take this option, or discuss a payment plan that is tailored to your personal circumstances, do not hesitate to contact [chromebooks@beaconacademytrust.co.uk](mailto:chromebooks@beaconacademytrust.co.uk). Pupil Premium students attending the School will be offered the opportunity to purchase a Chromebook at a reduced price, or it may be fully funded on a case by case basis.

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

**A** 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 logon. If you don't have WiFi at home, the Chromebook will still work for some apps, however, email and web browsing won't be accessible until the Chromebook is back within the

School network. Please talk to us if you do not have WiFi at home by emailing [chromebooks@beaconacademytrust.co.uk](mailto:chromebooks@beaconacademytrust.co.uk)

**Q My child already has a different device, can they use that instead?**

**A** No. These are not fully compatible with the Google Apps and add-ons that we will be using for teaching and learning:

- The battery will not last 6 hours on a single charge.
- The computer will not bootup within 10 seconds from a closed lid.
- The device will not be managed by the school and therefore will not be manageable as a class learning tool.

**Q Can we have different models to choose from?**

**A** In order to achieve the economies of scale with a manufacturer which make this scheme most affordable, we cannot offer a diverse choice of devices, as the numbers taking up each option would be too low.

**Q Did you look at Windows, iPads, Mac , Linux or Android as alternatives?**

**A** Yes, very seriously. We've visited other schools running 1:1 ipad and laptop programs and consulted in depth with our teachers. We learned that iPads are great tools for consuming media but they are not as good for creating content and allowing our students to work collaboratively. Whilst the range of applications available on iPads and Android is vast, many of the resources that teachers currently use in IT Suites would not be available. We also looked at traditional Windows, Mac and Linux laptops. Although these devices are indeed more powerful, they are also more complex, more expensive and have poorer battery lifetimes. The simplicity of the Chromebook overcomes these barriers so that the focus will be on learning.

**Q What if my child already has a Chromebook?**

**A** With the agreement of their parents, students who own a Chromebook already will be able to bring it to school and have it connected to the School network for a £19 fee payable to the School as long as it has a battery life of at least 6 hours and parents are aware that we will not be able to offer repairs or support for devices purchased outside our scheme.

**Q Is the battery good enough? How will charging work?**

**A** Chromebooks have a battery life of over 6 hours. This varies depending on what the Chromebook is being used for (e.g. 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. Students are responsible for bringing their charged Chromebook to school.

**Q Who owns the Chromebook?**

**A** The device will belong to the student if purchased outright but will be owned by the school during the scheme— 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.

**Q Could we buy a cheaper Chromebook ourselves and opt out of the School scheme?**

**A** There may well be cheaper Chromebooks on the retail market and you are welcome to purchase one of these for yourself, but please be aware that these devices may not have the correct processor or WiFi chips set, will not be eligible for our warranty repair scheme and will require you to pay £19 to the School to enroll the device to work with our Chrome management software. We will be bulk purchasing Chromebook models that we believe can offer good value for money. We will offer a device we think will be robust and stand up well in a school setting and a device with a similar specification that is not as robust but can be offered at a lower price. We will be passing on all savings we make directly to you so that we can bring a package price that genuinely represents value for money

**Q Why can't the school provide these devices for free?**

**A** With ever tightening budgets the school has a limited amount of funding for ICT in school, which primarily pays for the maintenance of our school network. The device will be given to the student and be able to be used outside of the school day.

Pupil Premium students attending the School, we will be offered the opportunity to purchase a Chromebook at a reduced price. The Chromebook will be made available at a flat rate of xx instead of the published price.

**Q What happens after the warranty has expired?**

**A** The warranty on the Chromebook is 'x' year/s. During this period the School will handle all warranty related problems that may occur. Beyond this period the School will be able to offer repairs at cost price of parts plus labour. We do not expect the Chromebooks to last beyond five years and Google will not be providing updates beyond five years from the device release date.

**Q What technical support will be available for students?**

**A** The School's IT Support Service will be able to help resolve many technical issues but one of the major advantages of the Chromebook is that it rarely goes wrong. We are going to be running a weekly Chromebook surgery for students to come to with any problems or questions they have. Initially this will be run by staff but we will also have a 'Chromebook / Digital Student leadership scheme', and our Chrome Leader Students will be trained to help others

**Q Are there any Chromebook guides available?**

**A** Yes, there's a lot of (free) guidance out there. This link is a good place to start: <http://www.chromestory.com/chromebookuserguide/> We will make sure all of our students receive the teaching input to get them up and running with their new Chromebooks when they are issued and we will provide an online course they can access during the holidays to develop their expertise. During their Computing lessons there will be some Chromebook skills development. We are also inviting parents to a range of free training sessions during the academic year for those interested in improving their own skills with their son/daughter's Chromebook. It is important to us that everyone, teachers, students and parents/carers, feel capable and confident with the Chromebooks.

**Q Will my child need their own Google account, if so how will the School be able to put Apps on the Chromebook?**

**A** Your child's School email account is in fact a Google account and will be used when they are in school. The school will use management software to enable it to distribute apps to any Chromebook registered with it and effectively will 'gift' the app to the device.

**Q What is the School going to do with its existing ICT suites?**

**A** We will be maintaining our investment in the IT suites which run specialist software including our suites for Media, Computer Science, Music and Technology.

**Q What happens if the Chromebook is lost, stolen or damaged?**

**A** If a Chromebook is lost or stolen it is important that it is reported to IT Support team as soon as possible. With the GoGuardian software the IT Support team can track devices from within the school and can remotely disable a Chromebook, rendering it unusable and unfit for resale. The Chromebook purchased on the scheme will be insured for loss & theft.

**Q How will the Chromebook be backed up?**

**A** The Chromebook is always backed up, our students have unlimited storage space in the Google Cloud. This is already set up and associated with their School email address.

**Q What is the School doing about ESafety issues with the Chromebooks?**

**A** We already operate an 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. We will also be including e-safety filter and antitheft software which can extend the protection to the device when at home.

**Q Can I install parental controls on the Chromebook?**

**A** The School offers will provide an e-safety filter that the school will manage for use at home.

**Q How will inappropriate use of the Chromebook at school be dealt with?**

**A** Students, with the support of their parents, will be required to sign up to a set of 'Chromebook Rules' which set out some simple rules to make things go smoothly. These rules can be found here ([link to rules of use](#)). Some of the rules are about management (e.g. 'I will bring the Chromebook to school every day, charged') and some are about classroom behaviour (e.g. 'I will stop using the Chromebook when my teacher asks me to'), with the overall intention of creating a way of operating that all students, parents and staff understand and agree with.

**Q What about safety to and from school?**

**A** Research conducted with other 1:1 schools have shown no examples of any student being robbed on the way to school/home. 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.

## **Q Should I be concerned about my child's data being shared with Google?**

**A** As a school we are following DfE and ICO advice in this area.

<https://www.gov.uk/government/publications/cloudsoftwareservicesandthedataprotectionact>  
Google do store and log information but this data is encrypted in transmission and at rest, at the same time Google have a contract that says they do not share the data.

[http://www.google.com/apps/intl/en/terms/education\\_terms.html](http://www.google.com/apps/intl/en/terms/education_terms.html) This contract is more rigorous than most educational contracts and has a section on privacy, which specifically states: 7. Confidential Information.

- 7.1 Obligations. Each party will: (a) protect the other party's Confidential Information with the same standard of care it uses to protect its own Confidential Information; and (b) not disclose the Confidential Information, except to Affiliates, employees and agents who need to know it and who have agreed in writing to keep it confidential. Each party (and any Affiliates, employees and agents to whom it has disclosed Confidential Information) may use Confidential Information only to exercise rights and fulfill its obligations under this Agreement, while using reasonable care to protect it. Each party is responsible for any actions of its Affiliates, employees and agents in violation of this Section.

- 7.2 Exceptions. Confidential Information does not include information that: (a) the recipient of the Confidential Information already knew; (b) becomes public through no fault of the recipient; (c) was independently developed by the recipient; or (d) was rightfully given to the recipient by another party.

- 7.3 Required Disclosure. Each party may disclose the other party's Confidential Information when required by law but only after it, if legally permissible: (a) uses commercially reasonable efforts to notify the other party; and (b) gives the other party the chance to challenge the disclosure

- 7.4 FERPA. The parties acknowledge that (a) Customer Data may include personally identifiable information from education records that are subject to FERPA ("FERPA Records"); and (b) to the extent that Customer Data includes FERPA Records, Google will be considered a "School Official" (as that term is used in FERPA and its implementing regulations) and will comply with FERPA.

In addition, we know that Google has signed up to the Student Pledge: "In order to reaffirm the commitments we've made to schools, Google has signed the Student Privacy Pledge. This pledge, introduced by the Future of Privacy Forum (FPF) and The Software & Information Industry Association (SIIA), is intended to reflect our commitment to safeguard student personal information in our services designed for use in schools." <https://studentprivacypledge.org/> I am also reassured about how Google will handle the data stored because a number of local authorities and Government departments have now gone to Google including the cabinet offices well as:

<http://www.aberdeeneducation.org.uk/> <http://www.ict.norfolk.gov.uk/>

<http://www.capita.com/news/news/2016/googleappsforeducationrolledoutforallschoolsinnorthernirelandbycapitaandc2k/>

## **Q Can my child put their own content onto the Chromebook? (i.e. Music, Apps, Pictures)**

**A** 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. Cloud storage space is provided via the Google domain that the School own and will be unlimited so students can store unlimited movies, music etc and still have ample leave space for school provided apps and content. Please

note students who use the school domain to store personal data, music, videos etc will need to remember to move them to a personal account before leaving the school.

**Q I have other children who do not attend the school. Can they take part in the scheme?**

**A** They can purchase a Chromebook through the School but unfortunately this would be subject to V.A.T and we would not be able to offer the management or repair.

**Q Will we have to buy any other equipment?**

**A** Students will be required to use earphones with their device from time to time. Replacement accessories such as a power cable may be required if your original is lost or damaged. These can be purchased from the school as your warranty cover will be invalidated if non-genuine accessories are connected to your device. All accessories supplied by the school are genuine products and are sold at cost price, representing a significant saving.

**Q Is your WiFi and Internet connection adequate at the school?**

**A** Our WiFi is of an extremely high specification and is designed to cope with the volume of data that we will see in the future. We have asked experts in this field to look at our systems and they have assured us that our wireless network is more than capable of meeting current and future demand. Similarly, our internet connection & capacity is currently sufficient and as demand grows then the capacity can be increased accordingly.

**Q What if the Chromebook needs repairing?**

**A** We are providing an onsite service for the Chromebooks purchased as part of the School Chromebook Scheme. This service will continue for 1-3 years after students receive their Chromebooks. If the Chromebook is still under warranty we will arrange repairs/replacement as necessary. For 1-3 years from the date of allocation we will diagnose problems and carry out necessary repairs as long as the Chromebook is fixable. A full list of the cost of repairs for damage not covered under warranty will be published on this website in due course (parts will be charged at cost).

*Some of the answers may be subject to change as we finalise our Chromebook strategy.*