



Student & Parent One-to-One
Frequently Asked Questions

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Frequently Asked Questions

What level of security is afforded with the implementation of Office 365?

Documents stored in student Office 365 accounts are only accessible via district login and password. Microsoft provides documentation of the security related to these accounts at <https://www.microsoft.com/en-us/trustcenter/cloudservices/office365>

What if a student forgot to charge their laptop and the battery is dead?

One of the best ways to avoid this issue is to consistently (and constantly) remind students to charge the laptop at home every night. They are expected to bring the laptop to school charged every day. If they fail to do so, they may be able to borrow a spare power cable.

What if a student forgot to bring the laptop to school?

If a student forgets to bring their laptop to school, the student may miss out on laptop-related instructional activities that day. Please help us help your student bring their laptop to/from school daily! Each school has a very small number of “loaner” devices. Priority for these loaners goes to students who experience equipment issues outside their control. When available, a student who forgot their laptop may be issued a “loaner” device by the school.

What happens if a student’s laptop is broken after check out?

The student will bring the broken laptop to school to turn it in. A loaner/spare may be checked out on the spot to minimize loss of instructional time. The student is liable for loss or damage to the spare while it’s in his or her possession. Once the student’s original laptop is repaired, the student will be notified to swap the loaner for the original laptop. If the damage is determined to have been caused by student negligence or gross negligence, there will be a fine assessed for the repair costs, as stated in the [Student Laptop & Accessory Damage Guidelines](#).

What if the laptop is lost?

The loss needs to be reported ASAP to your student’s school. The student can then check out a loaner/spare until we settle the loss issue. It is critical that the student maintain good security for the laptop at all times! Please work with your student to reinforce the importance of taking care of the laptop. The parent/guardian may be help responsible for the full replacement cost of the laptop.

What if the laptop is stolen?

The theft needs to be reported ASAP to the local police department and then to the student’s school. It is important to obtain a police report number and that number be reported to the district. The student can then check out a loaner until the investigation is resolved.

My student is on a sports team and/or is taking PE. How will the laptop be kept secure?

PE and coaching staff will instruct students on the specific procedures. A secure location will be made available for students in PE and on athletic teams to keep laptops safe during those programs. Students should not leave their laptop unattended at anytime.

How will my student be protected from objectionable material?

Filtering software is installed on each laptop. Objectionable websites are screened out. However, no filtering system is perfect. Internet safety is taught to students to help them stay away from objectionable material as well as to stay safe online. The filtering software remains on the laptop when used at home, as well. If parents/guardians notice any objectionable material, please report the activity to your student's school or parenthelp@bsd405.org.

I don't allow my student to have a password on their home computer so I can monitor its use. How can I know what my student is doing on the school computer?

Get the user name and password from your student. While we prohibit sharing passwords with unauthorized users, parents are explicitly authorized users. We encourage you to know what your student is doing on his or her school laptop.

You may also utilize [apParent Online](#), by AssistX, an application provided by the district that allows parents/guardians to monitor the student's laptop screen, lock their screen and view web history.

Home Internet access is expensive. Are families required to provide Internet access at home?

No, we don't require families to have Internet access, though it would be very helpful for students. You should know that various internet providers have programs to help families who qualify for free or reduced price lunch. For more information, please use the following sites:

- [CenturyLink LifeLine](#)
- [Access from AT&T](#)
- [LifeLine Support Org](#)
- [Internet Essentials](#)

Why can't my student use his/her own computer in the classroom? (BYOD)

While District Board Procedure 6800.3P states students may bring Personal Computing Equipment to school, students are required to utilize their district issued laptop for classroom instruction. We have reviewed this possibility and have determined it does not meet our goals and objectives. There are several reasons why we are providing the same computing devices to all students in school. They include safety, instruction, technical support and equity.

- **Safety:** we have installed web filters and have other safety precautions that help prevent students from accessing inappropriate or unsafe websites while at school or home.
- **Instruction:** we have purchased and installed several different software packages on district laptops that will not be available on outside computers. The same software, and even the same version, will be on each district laptop, **so teachers will be able to quickly and more efficiently teach entire classes and help individual students.**
- **Technical support:** We can provide robust technical support through our technical support staff to a limited universe of computing devices. We can't offer the same level of support to an unlimited universe of devices, which could lead to more computer downtime and lost learning opportunities.

- **Equity:** some families cannot afford the latest computer or even a computer at all. If all students are using the same device, they can focus on what they are learning with the device, not on who has which device and what else is on it.

What if I don't sign the agreement? I don't want my family to have to be responsible for the laptop.

If no parent or guardian signs the agreement, a student will still get access to a computer when he or she is at school. In order to facilitate this, the student will need to report to a designated area (office, library, etc.) both before and after school to check-in and out their laptop. If the student intentionally damages the computer, families still may be liable for the damage, the same as with any piece of school-owned equipment.

Can kids install printer drivers or connect with their home printer or do they have to accomplish it in a different way?

Students can install drivers and print to home printers. Installation Steps:

1. If your printer is a USB printer it may work just plug and play – try it
2. From the start button and selecting 'Devices and Printers'
3. Click 'Add Printer' then 'Add Local Printer'
4. Choose the correct port for your printer type (contact the manufacturer if you do not know) it is usually USB
5. Select the driver from the list – if it is not present you will have to download the driver – (see below).
6. Give the printer a name and select next
7. Do not share the printer and select next
8. Select 'Set as Default' printer if you want all jobs to print to this printer automatically and click 'Finish.'

If the printer driver is not in the driver list you will have to download the driver:

- A. Visit the web site of the manufacturer of your printer and download the driver. You must only download the 'driver only' version of the software as the device will not allow you to install print management software
- B. Please note the location/folder you save the driver in
- C. At step 5 above select 'Have Disk' and browse to the folder where you saved the driver and select the *.inf file – click next and continue with the steps above

What if I forgot my password?

Ask your teacher to reset your password.