



Employee Laptop Handbook

Table of Contents

Introduction.....	Page 1
Terms of Loan.....	Page 2
Hardware/Software.....	Page 3
Care of the Laptop.....	Page 4
Software and Files.....	Page 6
Employee Responsibilities.....	Page 7
Email and Internet Use.....	Page 8
Monitoring Laptop Usage.....	Page 9
Unacceptable Behavior.....	Page 10
Consequences.....	Page 12
Technical Support and Repairs.....	Page 13
Warranties, Damages, and Theft.....	Page 14
Employee Agreement	Page 15

Introduction

Vision

Wilkes County School System understands strong leadership is the key to preparing students to be 21st Century learners. Our leadership supports teachers and staff in becoming 21st Century educators through quality professional development. Technologically adept administrators and teachers challenge students to become self-motivated, high performing, and globally aware citizens.

It is the responsibility of educators to provide a future ready workforce prepared to meet the demands of a globally-connected society. Technology enhances differentiated instruction and promotes creative learning, allowing students to become actively engaged learners. Providing equal access to technology resources will level the playing field for all students, regardless of socio-economic backgrounds.

Goals

Increase student engagement, motivation, and self-directed learning.

Improve school to home communication.

Improve the quality of student learning and academic achievement as they develop 21st Century skills.

Provide greater access to educational opportunities, formative assessments, and differentiated instruction by providing one to one 24/7 access to laptops.

Equip students to become life long learners.

Terms of Loan

Issuing of Laptops

Teachers, administrators, and select employees will be issued a laptop to assist them in performing school related job duties. The serial number of the laptop will be recorded. Employees are responsible for bringing the laptops to school/work each day. The laptops are not to be left unsupervised at school or at home in unsecured locations. The laptop provided is property of Wilkes County Schools and should be used for work related purposes.

Conditions of Loan

Wilkes County Schools will loan a laptop to employees to perform job related duties.

Wilkes County Schools will hold the legal title to the laptop and all accessories. Right of possession and use is limited to and conditioned upon full and complete compliance with all Board Policies including, but not limited to, Acceptable Use Policy # 3225/7320, Copyright Compliance Policy #3230/7330, Hardware Policy #3221, Software Policy #3222, Web 2.0 Policy #3223, Use of Computers Policy #6523, Web Page Development Policy #3227/7322, and other guidelines outlined in this Laptop Handbook.

Wilkes County Schools does not guarantee that its technology resources will be uninterrupted or error-free. Access to the network is provided on an "as is" basis without warranties of any kind. In the rare case that the network is down, neither Wilkes County Schools, nor any of its agents or employees will be responsible for lost or missing data.

Terms of Agreement

The right to use and possess the laptop and all peripherals terminates no later than the last day of employment unless earlier terminated by the district. The school principal will be in charge of seeing this equipment is returned in a timely manner. Failure to return the laptop on or before this date to the school principal or his/her designee will result in criminal charges being sought against the employee who has the laptop. The laptop remains the property of Wilkes County Schools and cannot be loaned, sold, bartered, traded, leased, rented or given to any other person(s).

If the employee does not fully comply with Wilkes County Schools' Acceptable Use Policy, Board policies, and all terms of this Laptop Handbook including the timely return of the property, the district will be entitled to declare you in default. Failure to return laptop and peripherals for annual repair and maintenance will result in a certified letter sent to the employee indicating items not returned. The employee will have five (5) days to return the items or pay replacement costs or this will be turned over to local law enforcement. The employee can be charged with theft.

Wilkes County Schools reserves the right at any time to demand return of the laptop. Employees may be subject to loss of privilege, disciplinary action and/or legal action in the event of intentional damage or violation of Board policies and guidelines as outlined in the Laptop Handbook.

District Liability

Wilkes County Schools assumes no liability for any material accessed on the device.

Modification to Program

Wilkes County Schools reserves the right to revoke or modify the Laptop Handbook, policies, or procedures at any time.

Hardware and Software

Hardware Provided

Laptop Computer
Charging Cable
Carrying Case

Software Installed on Laptops

Microsoft Office
Internet Browser
EndPoint Security
Adobe Acrobat Reader
Adobe Flash Player
Adobe Shockwave Player

Other software applications may be installed by members of the Technology Department. The software installed by Wilkes County Schools must remain on the laptop in usable condition.

Care of the Laptop

General Care

When using the laptop, keep it on a flat, solid surface so that air can circulate. Using a laptop directly on a bed or carpet can cause damage due to overheating.

Do not set books or stack items on top of the laptop.

Do not write, draw, paint, or place stickers or labels on the laptop or carrying case.

Do not place a magnet near the laptop. It can erase the hard drive.

Keep the laptop away from magnetic fields, which can erase or corrupt the data. This includes large speakers, amplifiers, transformers, and old style television sets, etc.

Do not place food or drink near the laptop. Liquids, food and other debris can damage the laptop.

Avoid eating or drinking while using the laptop.

Do not keep food or food wrappers in the laptop carrying case.

The laptop should not be left inside a vehicle where temperatures can cause permanent damage.

Do not leave the laptop exposed to direct sunlight, ultraviolet light, extreme temperatures, or moisture sources for extended periods of time. Extreme heat or cold may cause damage to the laptop.

If the laptop has been in a cold environment, allow the laptop to warm to room temperature before use.

Never attempt repair or reconfiguration of the laptop. Do not attempt to open or tamper with the internal components of the laptop; nor should you remove any screws, doing so will render the warranty void.

Carefully insert cords, cables and other removable storage devices to avoid damage to the laptop ports. Ensure cords and cables are not a tripping hazard.

Do not bump the laptop against lockers, walls, car doors, floors, etc. It will eventually break the laptop.

Immediately report any damage, loss, or problems with the laptop to the school's instructional technology facilitator.

Cleaning the Laptop

Wipe surfaces with a clean, dry, soft cloth.

Never use liquids to clean the laptop.

Be sure your hands are clean when using the laptop to avoid buildup on the touch pad and keyboard. Grease and dirt buildup can cause problems with the laptop.

Do not use the laptop in dusty, dirty, or sandy environments.

Screen Care

Take extreme caution with the screen.

Do not pick up the laptop by the screen.

Avoid touching the screen with fingers, pens, pencils, or any sharp instrument.

Do not lean on the top of the laptop.

Avoid placing excessive pressure or weight on the laptop screen.

Do not place anything near the laptop that could put pressure on the screen or laptop.

Do not place anything in the carrying case that will press against the laptop.

Be careful not to leave pencils, pens or papers on the keyboard when closing the screen.

Clean the screen with a soft, dry cloth or anti-static cloth.

Never clean the screen with glass cleaner.

Carrying the Laptop

All laptop components are to be carried in the provided laptop carrying cases at all times.

Laptops should always be shut down or placed in standby mode before being placed in the carrying case. Laptops should be placed in standby mode if they will be used within the next 30 minutes; otherwise, the laptop should be shut down.

Always close the lid before moving or carrying the laptop.

Do not leave the laptop in visible sight in a vehicle.

Do not leave the laptop in a vehicle for extended periods of time or overnight.
Unplug all cords, accessories, and peripherals before moving the laptop or placing it into the case.
Overloading the carrying case will damage the laptop.
Any damage due to overstuffing of the laptop carrying case will be treated as abuse. The employee will be financially responsible for damages.
Never sit on the laptop.

Security

Do not leave laptops in unsupervised areas. Unsupervised areas include the lunchroom, computer lab, buses, locker rooms, media center, unlocked classrooms, gyms, dressing rooms, restrooms, hallways, etc. Avoid using the laptop in areas where damage or theft is likely. Each laptop has a label with a unique serial number that is not to be modified or destroyed.

Loaning Equipment to Others

Employees may not loan laptops or laptop components to others. This includes family members. The laptop is provided for professional use and is not to be considered a personal or family laptop.

Power management

When the laptop is not in use for several minutes, place the laptop in standby mode to extend the battery life.
Dimming the brightness of the screen will extend the life of the battery.
Be careful not to cause a tripping hazard when plugging in the laptop.
For prolonged periods of inactivity, shut down the laptop to conserve the battery.
Protect the laptop by using a surge protector whenever possible.
Allow the battery to completely drain once per month. For assistance, consult your instructional technology facilitator.

Software and Files

General Information

Laptops come with a standardized pre-loaded image. This image may not be altered or changed in any way.

Altering files, changing BIOS settings or hiding directories or files is prohibited.

Do not remove or add any virus protection software.

All software must be approved and installed by Wilkes County Schools Technology Department.

Software may not be copied, altered, or removed from the laptop.

Do not change the computer name.

Do not change or remove operating system extensions.

Software, hardware, or additional plug-ins are not to be loaded on the laptops.

Employees are financially responsible for damages caused by any attempt to add, change, or delete software.

The school does not accept responsibility for the loss of any data deleted due to re-imaging laptops.

Music, Games, or Programs

Unauthorized music, videos and games will not be downloaded, installed, or saved to the hard drive. This is a violation of Wilkes County Schools' Acceptable Use Policy and may be a violation of federal copyright laws.

Deleting Files

Do not delete any folders or files that you did not create or that you do not recognize. Deletion of files could interfere with the functionality of the laptop.

Network Storage Space

Employees will have network storage space accessible with a unique login. Employees are expected to save important items in this space.

When not on the school network, employees will not be able to save information directly to the laptop. All data must be saved to a flash drive when not on the school network.

Screensavers/Wallpapers

The laptop will be equipped with a standard screensaver and wallpaper, which will not be modified.

Passwords

Employees are not to activate any passwords on the laptop such as start-up (BIOS), hard drive, or file system passwords. Fines may be incurred for violations.

Employees will login only under their assigned username and password.

Employees will not share their passwords with anyone else.

Printing

Help conserve our instructional resources by using print preview.

Employee Responsibilities

Employees are responsible at all times for the laptops, whether at home or school. The employee assigned the laptop is responsible for all use of the laptop. Employees are required to bring the laptop to school each day.

Employees are responsible for their actions and activities involving school owned computers, networks and Internet services and for their files, passwords, and accounts on school owned equipment. Employees must ask for assistance from their instructional technology facilitator if they do not know how to operate any equipment. Employees are responsible for their ethical and educational use of all computer hardware and software. Employees should monitor all activity on their account(s) and report anything suspicious to their instructional technology facilitator. Employees who identify or know about a security problem are required to communicate the issue to the instructional technology facilitator.

The right to use a laptop is a privilege. If employees do not adhere to Wilkes County Schools' Acceptable Use Policy, all Board policies, and the guidelines in the Laptop Handbook, the privilege to use the laptop may be restricted or revoked. The same rules and expectations for professional conduct also apply to employee use of computers. Intentional misuse or neglect can result in loss of laptop use, disciplinary action, and/or fines for any needed repairs or maintenance. The employee will be responsible for damage fines and/or an accidental damage deductible at the current rate of the laptop insurance policy coverage.

Email and Internet Use

Email

Employees are provided an email account by the school. Email correspondence will be used for educational purposes. When emails are sent, the name and user identification are included in the email message. Employees are responsible for all email originating from their user account. Emails will be made available to district, local, state, and federal officials in association with any investigation. Emails, stored data, transmitted data, or any other use of online services are not confidential and may be monitored at any time by designated member of the Technology Department to ensure appropriate use. All incoming and outgoing email is archived and stored for three years. Email is not private.

Internet Use

A filtering solution is maintained by the district for school computers. Filtering not only restricts access to unacceptable sites, but also restricts access to chat rooms, some online games, some streaming sites, etc. Log files are maintained with a detailed history of all sites accessed. Wilkes County Schools will not be responsible for any harm suffered while on the network or the Internet.

Home Internet Use

Wilkes County Schools will not serve as a home Internet service provider. Accessing the Internet from home is the financial responsibility of the employee.

Internet Safety

Immediately report any unauthorized activity on the network or Internet.

Notify your instructional technology facilitator if you accidentally access an inappropriate site.

Never read someone else's email or open their files or folders.

Never use or transmit anything with racist, abusive, threatening, demeaning, slanderous, objectionable, sexually explicit, or inflammatory content.

Obey all copyright laws.

Protect your user account by logging off when not at the computer. If an employee does not log off, any email, network, or Internet activity under their username will be considered the employee's responsibility.

Protect personal information. Never give addresses, phone numbers, passwords, and social security numbers for yourself and others.

Avoid online sites and materials that do not support the curriculum or are inappropriate for educational use.

Monitoring Laptop Usage

Monitoring

The laptops may be subject to monitoring by administrators and members of the Technology Department. Employees will provide access to the laptop and any accessories assigned to them upon request by the school or district. A search of the laptop and employee files may be conducted if there is suspicion that any policies, procedures, or guidelines have been violated.

Privacy

There should be no expectation of privacy regarding the contents of computer files or communication using any school owned computer or network. Wilkes County Schools reserves the right to investigate, review, monitor, and restrict information stored on or transmitted via Wilkes County Schools' equipment. Users do not have the right or expectation of privacy for any use of school owned laptops, computers, or other equipment.

Administrators or members of the Technology Department may conduct an individual search of the laptop, files, music, videos, emails or other related items. The district will cooperate fully with local, state, or federal officials in investigations of suspected illegal activities conducted through district owned computer systems.

Unacceptable Behavior

Unacceptable conduct includes, but is not limited to the following:

Using the network for illegal activities, including copyright violations;

Accessing online sites or materials that do not support the curriculum or are inappropriate for school purposes;

Downloading inappropriate materials, viruses, or software;

Using or possessing hacking or file sharing software, including keystroke loggers, batch files, or applications used to bypass laptop or network security;

Gaining unauthorized access anywhere on the network including attempting to log onto the Internet, network, servers, routers, switches, printers, or firewall as a system administrator;

Using the laptop or network for financial gain, advertising, or political influence;

Vandalizing or tampering with equipment, files, software, system performance, or other network equipment;

Attempting to repair, remove or install computer hardware or software;

Opening the computer to access internal parts;

Causing network congestion or interfering with the work of others, including sending chain emails or broadcast messages;

Subscribing to mass emails, games, or other services that cause network congestion;

Intentionally wasting finite Internet or network resources, including, downloading files, streaming music, videos, or games;

Installing, activating, or creating programs that interfere with the performance of the network, Internet, or computer hardware;

Revealing, sharing, or posting personal information including full names, addresses, phone numbers, social security numbers, driver's license numbers, or passwords for yourself or others;

Invading the privacy of others;

Using another person's username or password, or allowing another to access your account using your username or password;

Pretending to be someone else when sending or receiving messages;

Forwarding or distributing inappropriate email messages;

Engaging in harassment or transmitting obscene messages, pictures, websites, or other files including racist, terrorist, abusive, sexually explicit, vulgar, threatening, stalking, demeaning, slanderous, or any other inflammatory content;

Assisting, observing, or joining any unauthorized activity using the laptop, network, or Internet;

Posting anonymous messages or illegal information;

Attempting to disable or circumvent Wilkes County Schools' Internet content filter and firewall including, using or attempting to use proxies to access sites that would otherwise be restricted;

Falsifying permission or identification information;

Copying or modifying files, data, or passwords belonging to others;

Knowingly placing a computer virus on a computer or network;

Writing, drawing, painting, defacing, or placing stickers or labels on a school owned laptops or laptop accessories, or causing other intentional damage;

Attempting to alter data or the configuration of a computer or the files of another user will be considered an act of vandalism and subject to disciplinary action.

Accessing or attempting to access the wired network with any device that is not property of Wilkes County Schools.

Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drugs, or gang related symbols will result in disciplinary action.

Cyber bullying in any form is unacceptable.

Employees will comply at all times with Board policies, the Acceptable Use Policy, and the Laptop Handbook. Consequences for non compliance with the policies and procedures in this document include disciplinary actions and financial responsibilities. Any failure to comply may immediately end the employee's right of possession. The employee may also be subject to disciplinary action. Wilkes County Schools cooperates fully with local, state, and federal law enforcement for computer crimes recognized under North Carolina General Statutes §§ 14-453 to -458.

Consequences

Employee offenses will result in one or more of the following at the discretion of school or district officials

- Private consultation with school or district officials
- Letter of reprimand placed in personnel folder
- Financial compensation for damages and re-imaging fees
- Limitation or loss of user privileges
- Any other disciplinary action deemed appropriate by school officials
- Appropriate authorities will be notified of illegal activities
- For any act of staff vandalism, appropriate disciplinary action will be taken in accordance with the policies of the Board of Education. Appropriate law enforcement authorities may be notified. Staff will be held financially responsible for damage repair or replacement costs.

Technical Support and Repairs

In the event the laptop needs repair, report it to a member of the technology department as soon as possible. All repairs will be performed by Wilkes County Schools' Technology Department. Employees or their family members, friends, or contacts are not allowed to attempt repairs themselves or to contract with any other individual or business to repair any school owned computer equipment.

Wilkes County Schools' Technology Department will coordinate all repairs and updates for laptops.

Services provided include the following:

Hardware or software maintenance and repairs

User account support

Operating system or software support

Hardware support

Re-imaging computers

Updates and software installations

Warranty repairs

Every effort will be made to repair or replace the laptop in a timely fashion.

Technical support is only available during school hours.

If an employee has a technical problem at school, the issue should be reported by the teacher to the school's instructional technology facilitator.

If an employee has a technical problem at home, document the problem as completely as possible recording any error messages, exactly what the employee was doing at the time, and the software being used when the problem occurred. This information should be provided to the school's instructional technology facilitator on the next business day. Contacting technology staff for assistance after hours is not appropriate. Their privacy and time with family should be respected.

Warranties, Damages, and Theft

Hardware Warranty

Warranty coverage is purchased by Wilkes County Schools as part of the purchase price of the laptop. The manufacturer warrants the laptops against defects in materials and workmanship. This warranty covers mechanical failure or faulty construction and will provide replacement parts needed for laptop repairs. The manufacturer's warranty does not warrant against damage caused by misuse, abuse, neglect, or accidents. Immediately report all laptop problems to a member of the technology department.

Damage

The employee will be responsible for compensating the school district for any losses, costs, or damages which are not covered by the warranty caused by damage, abuse, or neglect. All fines must be paid in full before laptops will be returned or reissued.

If a laptop or any peripherals are deemed to be intentionally damaged by an employee, that employee will be subject to disciplinary action and will be responsible for the full cost of the repairs. The determination of accidental versus intentional damage will be the decision of district or school administration.

All fines must be paid before a laptop will be reissued to the employee. Returned checks issued for laptop repairs will result in laptops being collected from the employee.

Theft

Incidents of theft occurring off campus must be reported to the police by the employee and a copy of the police report must be brought to the school within 48 hours to be given to the school principal, the employee's direct supervisor, or a member of the technology department. Employees who fail to do so are responsible for the replacement cost of the laptop. Any theft occurring on school grounds must be immediately reported to the principal or administrator.

If there is no clear evidence of theft, or if the laptop has been lost due to an employee's negligence, the employee will be responsible for the laptop's replacement cost.

The district will work with the police department to report all model, asset, and serial numbers of laptops to local pawn shops and area law enforcement agencies in the event of loss or theft.

Employee Agreement

I understand the laptop is property of Wilkes County Schools and is assigned to me.
I understand that the laptop and its contents may be inspected at any time because it is school property.
I understand use of laptop by other family members is not allowed.
I will not loan the laptop to another individual.
I will not use the laptop near food or drinks.
I will not disassemble any part of the laptop or attempt any repairs.
I will not deface, remove, or alter the serial number sticker on the laptop.
I will use the laptop appropriately for school purposes.
I will care for the laptop assigned to me and not leave it unsupervised in unsecured locations.
I will be responsible for all damage or loss caused by neglect or abuse.
I will report the loss, theft, or the need for repairs.
I will reimburse the school district for any fines caused by damage, misuse, neglect, or loss, including theft, as outlined in the Laptop Handbook.
I will follow the policies, procedures, and guidelines outlined in the Laptop Handbook and the Acceptable Use Policy at all times.
I will follow the Laptop Agreement.
I agree to return the laptop, carrying case, power cord, and any other accessories assigned to me in working condition before my last working day with Wilkes County Schools or upon request of school or district administration.