

## San Ramon Valley Unified School District Strategic Directions



intentional **COLLABORATORS**  
effective **COMMUNICATORS**  
creative **CONTRIBUTORS**  
adaptable **LEARNERS**  
critical **THINKERS**

SRVUSD... Dedicated to academic excellence where all students thrive and succeed in innovative and inclusive learning environments.

Success means our students:

- Achieve academically
- Experience social and emotional well-being
- Develop curiosity, confidence, and independence as learners
- Appreciate the importance of teams and collaboration
- Demonstrate empathy and compassion
- Determine their purpose and understand the importance of service
- Set and achieve goals
- Love learning

Built on a foundation of academic excellence, we are broadening our definition of success.  
Success means our teams create and nurture:

# SAN RAMON VALLEY UNIFIED SCHOOL DISTRICT Student Device Handbook

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*In SRVUSD, we are reimagining success on a foundation of academic excellence so all students can thrive.*

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## Technology Department Support

**Parent IT Help:** <https://parentithelp.srvusd.net>

**Student IT Help:** <https://studentithelp.srvusd.net>

**Help Desk:** 925-824-1840

**Reset Password:** <https://password.srvusd.net>

*Help desk technicians are available during business hours (7:30 am to 4:30 pm),  
Monday through Friday. (Excluding Holidays).*

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**Please also review [Frequently Asked Questions and more details](#) regarding this Handbook.**

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## **ABOUT SRVUSD 1:1 PROGRAM**

The focus of the 1:1 Program in San Ramon Valley Unified School District (SRVUSD) is to prepare students for their future in a world of digital citizenship, technology, and information, and to assist in providing deeper learning and innovation in our classrooms. Excellence in education requires that technology be seamlessly integrated throughout the educational experience. The individual use of technology is one way to engage and empower students to learn at their full potential and to prepare them for future endeavors.

The primary learning tools for students attending SRVUSD schools are the Chromebook (grades 2-12) and the iPad (TK-1st), with some exceptions for students with specified needs.

### **WHY USE CHROMEBOOKS for GRADES 2-12?**

Chromebooks need little, if any routine maintenance and are web-based so there is no need for downloading or installing programs. They have long-lasting batteries and quick internet connection speeds. Chromebooks also connect to Google Cloud, eliminating lost or forgotten schoolwork.

### **WHY USE iPADS for GRADES TK-1?**

iPads are ideal for younger students. They have a reduced login time and afford easy accessibility and customization. iPads introduce students to technology in a way that is safe and approachable and has the added value of promoting hand-eye coordination and fine motor skills.

### **RECEIVING iPADS and CHROMEBOOKS- GRADES TK-5**

- Students enrolled in grades TK-5 will have access to a device on the first day of school in their respective classrooms. Devices are not brought home.

### **RECEIVING CHROMEBOOKS - GRADES 6-12**

- Students newly enrolled and/or promoted to 6th grade in SRVUSD will take part in a program at the start of the school year where they will receive their Chromebook and be provided with information about responsible use and care of the device and their accounts.
- Chromebooks for new students who start/transfer after the first day of school or who enrolled less than two weeks before school starts should be requested by submitting an IT ticket through our [Parent IT Help Desk](#)
- Each Student will receive an AC Charger/ Power Adapter with their Chromebook to take home. Students with special circumstances, including but not limited to split households, or other housing situations can request additional chargers via our IT Help desk as needed (subject to availability).
- SRVUSD does not provide Chromebook cases but can assist with recommendations upon request, as outlined in the Device Case section of this handbook.
- SRVUSD will affix an inventory barcode label to each Chromebook that is linked to the serial number for tracking and inventory control. This barcode label cannot be removed, or covered in a way where it can no longer be seen/scanned.

### **DEVICE COLLECTION/RETURN**

- Students who have been authorized to take devices home and who subsequently leave/exit SRVUSD must return assigned Chromebooks and/or iPads to the student's school or the Service

Center (3280 Crow Canyon Road, San Ramon). Please call 925-824-1840 #1 to make an appointment.

- Specific collection dates will be offered annually at the end of the school year for 12th-grade students.
- Failure to return associated chargers and cables will result in fines.
- Personal items, including but not limited to USB devices and cases must be removed before the device is turned in. SRVUSD is not responsible for the reimbursement, safekeeping, or return of personal items not removed before collection.

## **DEFINITION OF DISTRICT TECHNOLOGY**

District Technology includes, but is not limited to; computers, iPads, Chromebooks, SRVUSD's computer network including servers and wireless computer networking technology (Wi-Fi), the Internet, Email, USB drives, wireless access points (routers), tablet computers, smartphones and other smart devices, telephones, cellular telephones, printers, pagers, MP3 players, wearable technology, any wireless communication device including emergency radios, and/or future technological innovations, whether accessed on or off-site or through SRVUSD-owned or personally owned equipment or devices when brought on campus.

## **GUIDELINES AND RESPONSIBLE USE**

*The policies, procedures, and information contained in this document apply to all District Technology and other electronic devices used in SRVUSD Schools and include any other device the administration deems relevant to this handbook. Administrators and teachers may set additional requirements for computer/device use at their school sites or in their classrooms.*

SRVUSD encourages the use of District Technology and the network, including but not limited to the internet and AI, as a tool for research in support of students' education. All District Technology issued to students is the property of SRVUSD, and as a result, may be subject to inspection at any time. The distribution of District technology to each student is a privilege and may be revoked or modified at any time for inappropriate conduct. Like any other school property, it must be used only for educational purposes. Students should have NO expectation of privacy of materials found on District Technology and other electronic devices used in SRVUSD Schools.

Students are expected to abide by the following rules and behavioral expectations both at home and within the school when using District Technology:

### **GENERAL GUIDELINES**

- Students are required to understand the Responsible Use Agreement hereafter referred to as (RUA). We strongly suggest parents/caregivers review the RUA for their student(s) as well:
  - [High School RUA](#)
  - [Middle School RUA](#)
  - [Upper Elementary RUA](#)
  - [Primary RUA](#)
- Students are responsible for their own ethical and educational use of SRVUSD technology resources.
- Students are required to follow the RUA at all times. Failure to do so may result in disciplinary action.

- Transmission of or access to any material that violates any federal or state law is prohibited including, but not limited to: confidential information, copyrighted materials, device viruses, and threatening, obscene, or hate speech, and/or materials otherwise shared, drafted, uploaded, or viewed on any platform.
- Any attempt to alter data, the configuration of District technology, or the files of another user, without the consent of the individual, site, or technology administrator, will be considered an act of vandalism and subject to disciplinary action by this handbook, the RUA and other applicable school/SRVUSD policies.

## **PRIVACY AND SAFETY**

Students have no reasonable expectation of confidentiality and privacy in the storage/transmission of information as all District Technology is the property of SRVUSD. The privacy and safety of all students is paramount. Therefore, students must:

- Not create or take part in chat rooms or send chain letters without permission.
- Not open, use, or change files that do not belong to them.
- Never arrange to meet with an unknown person utilizing social networks from the Internet.
- Be suspicious of opening emails or files that are unexpected or phishing emails. Report suspicious emails, chats, or files to a teacher or site administrator as soon as reasonably possible.
- Not reveal any personal information to others, including their full name, phone number, home address, social security number, credit card numbers, passwords, etc.

Using Securly, (SRVUSD provided filtering tool), SRVUSD devices and accounts may be monitored at school, at home, or in a public place by SRVUSD. SRVUSD follows all the requirements of the [Children's Internet Protection Act \(CIPA\)](#). This means websites may be blocked on SRVUSD devices with inappropriate content as outlined by the Federal Government.

## **LEGAL PROPRIETY**

Students must:

- Comply with existing trademark and copyright laws and all license agreements. Ignorance of the law is not immunity. When unsure, ask a teacher or administrator.
- Give credit to all sources, whether quoted or summarized. This includes all forms of media on the Internet, such as graphics, movies, music, and text including AI platforms. Always verify information using credible sources. Plagiarism is a violation of the student policy.
- Do not use or possess hacking and/or exploitative software. It is strictly prohibited, -Violation of applicable state or federal law, in the CA Penal Code, will result in criminal prosecution and/or disciplinary action by SRVUSD. This includes, but is not limited to all SRVUSD networks and equipment.

## **EMAIL/CHAT/MESSAGING ELECTRONIC COMMUNICATION**

Students must:

- Always use appropriate and proper language in all communication.
- Not transmit language/material that may be considered profane, obscene, abusive, or offensive.
- Not send mass emails/chats/messages without teacher authorization.
- Not post or share posts with inappropriate language/content, or obscene, innately offensive material.
- Send/receive only digital communication related to educational needs; Never send chain letters/spam.

Electronic mail/accounts, network usage, accounts, and files are not considered confidential and may be monitored at any time by SRVUSD-approved personnel to ensure appropriate use and student safety. All communication and information transmitted via SRVUSD networks is considered public property and is subject to inspection by SRVUSD at any time.

## **CONSEQUENCES**

- Students are responsible at all times for the appropriate use of accounts/hardware issued in their name.
- Non-compliance with the policies of this handbook or the Student RUA may result in disciplinary action up to and including suspension and/or expulsion. SRVUSD will cooperate fully with local, state, and federal officials in any investigation concerning or relating to violations of computer crime laws.
- Contents of email and network communications are governed by the [Children's Internet Protection Act \(CIPA\)](#). Proper authorities will be given access to this content.

## **AT-HOME USE/OUTSIDE SRVUSD NETWORK**

- Device care is important at both school and home. Transport your device safely and in a backpack when possible.
- If internet access is needed at home, a hotspot may be provided for access to schoolwork (subject to availability). Free wireless internet access is available in all [Contra Costa County library buildings](#).
- Installation of third-party monitoring extensions or software onto SRVUSD devices to set up additional controls or restrictions is prohibited. Many Internet Service Providers (ISPs) offer parental control options that do not require installation or any applications. SRVUSD does not assist with the setup of these services. If the wireless MAC address is needed, contact technology.
- Some resources, applications, and access are limited in different countries. Families visiting outside the U.S. on an approved Independent Study contract should ensure that the country they are visiting allows access to needed resources. SRVUSD is not responsible for providing alternative resources.

## **STUDENT RESPONSIBILITIES**

- Submit their District Technology to school authorities upon request. Such a request may be made for inventory verification purposes, to check browser histories and caches, or to ensure devices do not contain unapproved software or files.
- Accept monitoring of student usage of District Technology at any time by SRVUSD-approved personnel.
- Be aware that files created using an SRVUSD device and/or accounts or stored on school servers or curriculum providers are not private.
- If you inadvertently access a website that contains inappropriate content, you must notify a teacher or administrator immediately.
- Charge their devices regularly to ensure that they are fully charged for class each day (grades 6-12).
- Protect the device from damage and theft.

- Know that if the damage is determined to be intentional, willful, or the result of neglect, parents/caregivers will be held responsible for the full replacement cost of the device and/or AC power adapter (approx. \$500) regardless of participation in the insurance plan.
- Never share passwords with other students. If a student feels their account has been compromised they should report it by [submitting an IT ticket](#) for assistance and resetting [their password](#) ASAP.

## **USE OF MATERIALS (Hardware and Software)**

### **USING DISTRICT TECHNOLOGY AT SCHOOL**

Chromebooks and iPads are intended for use at school each day. In addition to teacher expectations for device use, school messages, calendars, and schedules may be accessed using the device(s). Students are responsible for bringing their SRVUSD device to all classes, charged and ready to go each school day.

### **ACCOUNTS**

Every SRVUSD student has access to a username (email) and password. These account credentials are specifically assigned to each student and automatically created/updated based on information in Infinite Campus (IC). Students may reset their passwords at any time by visiting [password.srvusd.net](https://password.srvusd.net). Classroom teachers and technology staff can assist. Verification of identity may be required.

### **LOANER DEVICES / DEVICES LEFT AT HOME**

Loaner devices may be used (subject to availability) if a student leaves their device or charger at home. A loaner device may not leave the school and must be returned at the end of the day. If all loaner devices are being used the student will need to call their parent/caregiver and have their device delivered to school.

### **SCREENSAVERS / BACKGROUND PHOTOS**

While personalized screensavers or backgrounds are permitted, inappropriate or provocative images including but not limited to pornographic images, guns, weapons, inappropriate or threatening language, drugs, alcohol, and related images or symbols are not permitted and are subject to disciplinary actions and/or forfeiture of devices..

### **SOUND, MUSIC, VIDEO, AND APPS**

- Devices must be muted unless permission is obtained from a teacher for instructional purposes.
- Music is allowed on the device at the discretion of the teacher.
- All apps (including but not limited to extensions and add-ons) must be SRVUSD-approved.
- Students have limited access to the Chrome Web Store/Google Play/App Store.

### **DEVICE CAMERA**

Devices come equipped with both camera and video capabilities. The Family Educational Rights and Privacy Act (FERPA) is a federal law that affords parents/caregivers and students over 18 years of age certain rights with respect to students' educational records, including photographs and/or recordings. For this reason, it is best practice and common courtesy to ask permission before recording an individual or group and to notify them if the image will be posted online. Cameras may never be used in a locker room or restroom per state law. Students wishing to preserve/keep photos for projects, homework, etc, should upload them to Google Drive.



## DEVICE REPAIR/ REPLACEMENT

- SRVUSD will repair or replace the device, however, **students/parents are responsible for the cost\*** just as they would for books, calculators, or athletic equipment. Contact your school if hardships exist and [review the fee schedule](#).
- If a Chromebook is damaged or unaccounted for and/or the inventory sticker becomes illegible or defaced, it should be reported via the [Parent IT Help Desk](#) or [Student IT Help Desk](#) so that it can be repaired/replaced. Requests are generally processed and completed within 1-2 school days. Please be aware that certain times of the year may result in longer wait times for replacement.
- Devices needing repair or replacement due to physical damage must be further documented with the [Device Incident Report](#). Repair or replacement cannot be provided until this report is completed. This form is required in addition to the IT Ticket to request replacement in these cases\*.
- Devices lost or stolen must be further documented with the [Device Lost/Stolen Report](#). This form is required in addition to the IT Ticket to request replacement in these cases\*.
- If a device is not functioning correctly, has become damaged, or is lost/stolen, the IT Department should be notified as soon as possible by submitting a ticket to the [Parent IT Help Desk](#) or [Student IT Help Desk](#). SRVUSD will determine if the device can be fixed immediately or if it needs further repair. Loaner devices may be used in the interim.

**\*Estimated Repair costs are as follows** (Per [Education Code 48904](#) the cost for repair or replacement may be the responsibility of the student):

- \$100 will be charged for the first repair occurrence
- \$200 for the second repair occurrence
- A fee equal to the full replacement value will be charged - ranging from \$400-\$500- for the third repair occurrence or in cases of willful/purposeful damage and/or loss.

If damage is deemed as intentional, willful, or purposeful, fees will be charged for the full replacement value (even if [insurance](#) has been purchased). All repairs must be completed in SRVUSD. Any repairs attempted by another party will result in the replacement fee of the device at the student's/parent's/caregiver's expense.

## DEVICE INSURANCE

An optional [insurance plan](#) for secondary students (grades 6-12) may be purchased through SRVUSD during the Annual Update process and throughout the school year in the Parent Portal Infinite Campus store at the annual cost of \$40 per student. **This is encouraged for all families.** Contact your school if a hardship exists. Insurance covers up to two instances of physical accidental damage requiring repair or replacement per school year with no copay from the date of purchase. Students with more than two instances of physical accidental damage requiring repair will be charged the full replacement value of the device minus the annual cost of insurance.

## MANAGING YOUR DEVICE AND DISTRICT ACCOUNT

All students in SRVUSD are provided with access to Google Apps for Education (GAFE) "Core Services." GAFE is used to allow students to log into Chromebooks and access various instructional tools/applications. GAFE is the [Children's Internet Protection Act](#) (CIPA) and [Family Educational Rights Privacy Act](#) (FERPA) compliant with the user agreement for [Google for Education privacy policy](#).



## **MANAGING AND SAVING YOUR WORK ON A 1:1 DEVICE**

- G-suite or Google Apps for Education (GAPE) is a suite of programs that includes productivity tools needed for coursework. GAPE also allows students and staff to collaborate online at any time.
- All items will be stored online in the Google Cloud environment. With a wireless Internet connection, documents and files can be accessed from any device, anywhere, at any time (limitations apply).
- Before leaving or graduating from SRVUSD, students may want to save their Google files by using Google Takeout or transfer. Student Google accounts will be disabled the day after leaving SRVUSD.
- If your device needs repairs, it may require a reload of the operating system which will delete all locally stored files (including pictures, screenshots, etc.). Be sure to save all files in Google Drive.
- Other programs/software applications may have their cloud storage, such as Microsoft and Adobe Creative Cloud. Data and projects are automatically saved to these locations. If/when students leave SRVUSD, information about how to export and take this data with them will be provided by the school.

## **NETWORK CONNECTIVITY**

SRVUSD makes no guarantee that the SRVUSD's network will be up and running 100% of all time. In the rare case that the network is down, SRVUSD will not be responsible for lost data.

## **UPDATING YOUR 1:1 DEVICE**

SRVUSD manages all updates for their devices. When a device starts up it will check for approved updates automatically. It will always have the most recent, approved, and stable version of the Chrome and/or IOS operating system as long as you shut it down occasionally. SRVUSD Technology recommends students restart/power cycle their device at least once monthly.

## **VIRUS PROTECTION AND ADDITIONAL SOFTWARE**

Devices are built with layers of protection against malware, viruses, and security attacks. All files should be stored in the cloud (Google Drive or OneDrive), so there is no need to worry about lost student work. As long as students are using devices appropriately and not "hacking" the system, the Operating System (OS) helps protect the data and system. Students who violate the [Responsible Use Agreement \(RUA\)](#) and tamper with the OS or "hack" the system in any way resulting in the introduction of viruses or malware onto our school network, will be held accountable and appropriate discipline and fines will potentially be imposed.

## **MANAGEMENT**

SRVUSD will monitor all devices and reserve the right to search internet accounts accessed using school equipment without permission if it is determined that illegal or otherwise inappropriate use of technology may be occurring. Improper use of SRVUSD technology devices may result in loss of network/Internet privileges, and other consequences as per this handbook and the [Responsible Use Agreement \(RUA\)](#).

## TECHNICAL SUPPORT

- SRVUSD provides technical support for devices, repair and maintenance, apps and account support, warranty repairs, password assistance, and other log-on issues.
- Submit an IT ticket to request technical support for devices, software, and SRVUSD systems. For issues with logging in or internet access, or technical emergencies, call the Help Desk at 925-824-1840.

## DEVICE and SCREEN CARE

### GENERAL CARE AND PRECAUTIONS

- To prevent damage, no food or drink is allowed next to your device.
- Cords, cables, and removable storage devices must be inserted carefully into the device.
- Transport devices with care. Never transport or store devices in a case with the power cord plugged in.
- Devices must remain **free of any writing, drawing, or stickers** as they are SRVUSD property.
- Do not expose the device to extreme heat or cold and device vents cannot be covered.
- Devices should never be left in a car or any unsupervised area. Such occurrences would be deemed as negligence.
- Do not place the device near magnets or anything with a high electric current.
- Devices should not be modified in any way including 'hacking' or 'jailbreaking'.
- Never throw, slide, or otherwise toss a device.
- The individual to whom a device is assigned is responsible for the care of that device.
- Students should not lend their devices to another person.
- Every device must be returned with the appropriate and functional AC power adaptor/ charger.

### SCREEN CARE

- Clean the device and screen with a soft, dry microfiber cloth or anti-static cloth only. Do not use cleaners, sprays, alcohol, ammonia, or abrasives on the device.
- Device screens can be easily damaged. Do not put excessive pressure on the screen or housing.
- Do not lean or put pressure on the top of Chromebooks when the lid is closed.
- Do not store Chromebooks with the screen in the open position.
- Do not poke the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, or disks).

### DEVICE LABELS

- Devices can be remotely located. Modifying, disabling, or attempting to disable the locator is a violation of this handbook and RUA and may be grounds for disciplinary action.
- Device identification numbers and labels may not be modified, defaced, mutilated, or removed.

### DEVICE CASES

SRVUSD recommends but does not require device cases. A list of recommended cases can be provided upon request. SRVUSD is not responsible for lost or damaged cases and will not guarantee compatibility should the device be replaced due to inability to repair or loss.

### PARENT/CAREGIVER RESPONSIBILITIES

- Monitor your child's home use of the Internet and the device.
- Provide an open area at home where the device can be used.
- Use the Internet with your child to help develop safe web surfing habits.
- Look through the programs installed on the device.
- Visit the SRVUSD Website for information about what [apps are approved](#) and/or available for student use.
- Review the [SRVUSD Caregiver Guide to the Digital Classroom](#).
- Consider reviewing [available resources for parents](#) for additional safety tips and other information.
- Check with your Internet service provider (ISP) and/or your wireless router for possible monitoring options (while on your home network) that don't require third-party application installations.
- Review information on [Student Digital Security](#) to protect your student(s), including on social media.
- Parents/Caregivers will automatically be enrolled to receive weekly summary updates regarding student assignment progress from Google Classroom. Parents do not need a login.

**We encourage you to review [Frequently Asked Questions and more details](#) regarding this Handbook**