

The procedures, guidelines, and information within this document apply to all Laptops used at Wicomico County Public Schools (WCPS). *Teachers may set additional requirements for use within their classrooms.*

TAKING CARE OF YOUR LAPTOP

The laptop assigned to you is not your property. It is the property of Wicomico County Schools and the taxpayers. The device has been loaned to you to support your education. Students are responsible for the general care of the laptop they have been issued by the school. Laptops that are broken or fail to work properly should be taken to the designated repair area in the school. Laptops should never be taken to an outside computer service for any type of repairs or maintenance.

GENERAL PRECAUTIONS

- No food or beverages should be near your laptop.
- Cords, cables, and removable devices should be inserted carefully into the laptop.
- Laptops should not be exposed to extreme temperatures (hot or cold).
- Students should never carry their laptops while the screen is open, unless directed to do so.
- Laptops should never be left in an unlocked vehicle or an unsupervised area.

SCREEN CARE

The laptop screens can be damaged if subjected to rough treatment and are sensitive to excessive pressure.

- Do not lean on the top of the laptop when it is closed.
- Do not place anything on the keyboard before closing the lid (e.g., pens or pencils, flash drive, etc.).
- Clean the screen with a soft, dry cloth or anti-static cloth. Do not use commercial glass cleaners (don't use Windex).

USING YOUR LAPTOP AT SCHOOL

- Laptops are intended for use at school each day. Students are responsible for bringing their laptops to all classes, unless advised otherwise by their teacher.
- Use of a laptop in school is subject to rules, procedures, and instruction of school staff members.
- If a student does not bring his/her laptop to school, the student has the option to check out a loaner at the designated loaner area if one is available. This privilege may be revoked for repeat offenders.
- Availability of loaner Laptops is on a first come, first served basis, and is not guaranteed.

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LAPTOPS UNDERGOING REPAIR

- Loaner Laptops may be issued to students when their laptops are out for repair.
- Students are responsible for the care of the loaner while it is in their possession and are subject to the same policy and procedure agreement signed for the original unit.

FULLY CHARGED BATTERIES

- Laptops should be brought to school each day with a full charge.
- There will be a limited number of charging stations located in the school, available to students on a first come, first-served basis.

MANAGING YOUR FILES & SAVING YOUR WORK

- Student files should be stored in Google Drive or other cloud-based storage.
- WCPS is not responsible for loss of student work.

APPLICATIONS ON LAPTOPS

- The applications originally installed by Wicomico County Public Schools should remain on the laptop in usable condition and be always easily accessible.
- If technological difficulties occur or illegal software is discovered, the hard drive will then be reimaged.
- The school does not accept responsibility for the loss of any data or software deleted due to a re-format or re-image.

OPERATING SYSTEM AND SECURITY

- Students may not use or install any operating system on their laptops other than the current version of Windows-10 OS that is supported and managed by the district.
- Always be on the alert for suspicious emails that contain links and websites that ask for personal information such as name, date of birth or passwords. This is an opportunity to get attacked with malware or malicious code downloaded to your device

LAPTOP IDENTIFICATION

- Laptops will be labeled in the manner specified by WCPS.
- Students will not remove the laptop serial number, asset tag number, or name and ID number label. If stickers have or appeared to be falling off, student should take laptop and sticker to the designated repair area in the school

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LAPTOPS IN UNSUPERVISED AREAS

- Under no circumstances should laptops be left in unsupervised areas. Any computer left unsupervised is in danger of being damaged or stolen.

INTENTIONAL OR NEGLIGENT DAMAGE

Students could be held partially or fully responsible for damages/loss to their laptops. Examples include:

- Liquid/beverage spills on the laptop.
- Deliberate damage, neglect or abuse caused by you or others you allow to use your laptop. This includes intentionally marking, defacing and/or abusing the laptop. Also, damage caused by tampering with hardware components to alter district configurations.
- Leaving the Laptop unattended or failing to secure it per school recommendations.
- Leaving the Laptop in an unlocked car, locker, or on the bus.
- Mysterious disappearance of the laptop - meaning the laptop user has no knowledge as to the place, time, or manner of the loss.
- Refer to the Loaner Agreement for costs associated with damaged or lost/stolen laptops

LAPTOP TECHNICAL SUPPORT

Procedure to open a service request with the Wicomico County Public Schools Technology Department:

- All repair requests must be made to the WCPS Technology Department through the Help Desk ticketing system or through the Tech Services office.
- If a student experiences an issue with their laptop while in class, they will notify the teacher of the issue.
- If a student has an issue with his/her laptop while at home, the student must submit a help desk ticket on the following school day or go to the designated repair area.
- If the WCPS Technology Department does not have an immediate resolution, and the unit is inoperable, the student will be issued a loaner Laptop, if available, to use during the school day until the problem with their laptop has been resolved.
- Students will be notified when their issue has been resolved. Service and repairs will be documented and reviewed to ensure the proper use and/or maintenance of the laptop. Excessive requests for service/repair are subject to review by the school administration.