iConnect@Warren
<u>F</u>requently <u>A</u>sked <u>Q</u>uestions
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Parent and community questions are welcome. Questions may be submitted through the [FAQ form](#).

Q1: What are some options for providing an Internet connection for my student to use outside of school?
A: This is a concern for many parents and there are options. Of course getting everyone online at home would be great but is not something the school can guarantee. While MSD continues to search for additional options and opportunities in this area, consider the following possibilities.

- High school students may take advantage of extended hours of operation at Warren Central High school.
- Families may choose to utilize the free public wi-fi available at the local library.
- There are also places of business that offer free wi-fi to customers.
- Some internet service providers offer low-cost options for qualifying parents.

All of these options are detailed on our **Wi-Fi Hotspots/Options in Warren Township** [link](#).

Q2: How can I filter the internet access of my student when they are at home or off campus?
A: Understanding and monitoring the online behaviors of students is an important task that parents and educators share. When students are using Warren provided devices and connections on campus, the Internet is filtered per board policy to "*restrict access to child pornography and other material that is obscene, objectionable, inappropriate and/or harmful to minors.*"

The Chromebooks that students take home are not filtered through Warren's internet connection. Monitoring the internet access of students off campus is the responsibility of parents and guardians. Depending on the network students are using to access the internet at home, there may be filtering options provided by the Internet Service Provider (ISP). However, because the chromebooks are devices managed by Warren, any home filtering options that require administrative access to Chromebook settings are not permitted.

There are 3rd party programs and services which exist that allow you to filter your internet at home by changing settings on your wireless router. One example is [OpenDNS](#), which uses special DNS servers to provide some content filtering. Parents should work with their ISP on setting up filtering at home.

Q3: What if a Chromebook breaks? Where do students turn them in?
A: If a Chromebook breaks accidentally or due to improper use/carelessness, the student should turn in their device in areas designated for support in each school. The devices will be sent out for repair and tested to ensure that the device is working properly before it is returned to the student. Costs of repair will be invoiced to parents or guardians. Students will be issued a loaner device while their chromebook is being repaired to ensure that they have the access they need to complete class work.

The designated support areas for schools are as follows:

School	Times	Location
Warren Central High School	During Lunch on M, W, F	Main Cafeteria

Q4: What if a Chromebook is lost or stolen?
    A: Chromebooks that are lost or stolen should be reported to the school office or the Chromebook support center. In the event of theft, a police report should be filed. Students will be provided with a replacement device and an invoice for the lost or stolen device will be sent to the parent or guardian.

Q5: Will students have e-mail?
    A: Yes. All students have email accounts. Many of the Google tools that are used in classrooms require students to have email accounts. The collaboration features available through Google Apps for Education also rely on email.

Q6: Do students have passwords so that others cannot access their Chromebooks?
    A: Yes. Students have received instruction on how to login using their e-mail address and password. It is very important that students do not share their passwords with others. Students have also been instructed not to loan their devices to anyone. Students are responsible to care for their Chromebooks and will be accountable for any damage to the device.

Q7: Can students use external storage devices?
    A: Yes, but it's not necessary. All of student documents will be stored online through Google Drive and can be accessed through the Chromebook. As long as offline access has been enabled on the device (found on the left hand side of the Drive window) many documents can be available to students even if they are not online.

Q8: How can I see what my child is doing on her Chromebook? Is there a way to see what time the Chromebook is turned on and off? Is there a way to restrict what she does on the Chromebook?
    A: Parents can access the browsing history of their students by going to "Customize and control Google Chrome" icon at the top left hand corner of the Chrome browser. This icon is three horizontal parallel lines (see graphic on the right). On this page, the history of the account can be accessed. Please note that students also have access to this button and to all of the functions on the history page.

Also available on the *Customize and control Google Chrome* page is a listing of all the devices used to access the current user's account and the time of recent activity. Although this page does not specifically indicate when a chromebook was turned off or on, there is detailed information about the times when activities occurred.

As for restricting what your student does on the the chromebook, see the answer to question 2.

Q9: My child turned in her Chromebook for repair and it has been a month--when will she get it back?
    A: This depends on the kind of repair needed. If the repair comes under warranty, the time for getting the device back will vary and could take at least a month. If the repair is something that can be done by the technology department, the aim is for returning those devices in a week. This turn around time could fluctuate but the goal is a week. Fortunately, district policy is to provide loaner devices to students who are without their chromebooks so that students have access even if their Chromebook is being repaired.