Socorro ISD

Digitally Nurturing Academics-1:1 Laptop Initiative

Handbook 2016-2017
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Introduction
Socorro Independent School District is committed to preparing all students with the skills needed to be globally competitive. For this, Socorro ISD is ensuring that the district remains at the forefront of 21st century education and the conversion into digital learning for its students. Socorro ISD remains true to its commitment by investing in technology to advance teaching and learning, fully training educators to utilize new resources, and offering more technological devices for student use.

What is One to One (1:1)?
21st century education transforms how teachers teach and how students learn. In a 1:1 environment a portable, networked digital device is issued to each student. Having their own device allows them the opportunity to engage with their teacher and other learners or experts. Students will develop experiences using multimedia resources, software and on-line tools within real-world contexts for learning.

In SISD a 1:1 environment will prepare students to be globally competitive upon graduation by aligning teaching and learning with today’s 21st century skills.

Students will be prepared to be effective:

- Creators
- Collaborators
- Critical Thinkers
- Communicators

What is Digitally Nurturing Academics (DNA)?
Socorro ISD’s Digitally Nurturing Academics Initiative is a 1:1 learning environment designed to create transformational, digital age instruction and increase student achievement. The initiative is driven by two of the District’s Strategic Directions; Safe and Supportive Learning Environment and College and Career Readiness. It is
intended to help meet our Future Ready goals to prepare our students with 21st century skills, blending their learning and utilizing project based learning (PBL).

History of DNA

During the 2014-2015 school year the DNA Initiative was implemented at Socorro High School with the freshman class, followed by Pebble Hills High School in 2015-2016. The successes were so great, it wasn't long before the next two high schools, El Dorado and Americas, were transformed and became a 1:1 campus. The 2017-2018 school will mark the culmination of all Socorro ISD high schools becoming a 1:1 campus as, Eastlake and Montwood will be incorporated, thus highlighting Team SISD’s commitment to ensure the district remains at the forefront of 21st century education and the conversion to digital learning.

Why Digitally Nurturing Academics (DNA)?

Future Ready
Superintendent Dr. Jose Espinoza took the Future Ready Pledge in which he committed to implementing changes toward a digital transition in the district which would support teachers and address the district’s vision for student learning. Future ready was designed to set a roadmap to help districts achieve personalized student learning success while ensuring that students are prepared for success in college, career and citizenship.
Future Ready Framework
The Future Ready roadmap is aligned to 7 “Gears” which will aide in ensuring successful digital conversions at Socorro ISD. The 7 Gears are as follows:

1. Curriculum, Instruction and Assessment
2. Use of Space and Time
3. Robust Infrastructure
4. Data and Privacy
5. Community Partnerships
6. Personalized Professional Learning
7. Budget and Resources

Operation Future Ready
Team SISD’s commitment to ensure the district remains at the forefront of 21st century education and the conversion to digital learning. It is more than a technology initiative—it is about a hands-on approach to the teaching and learning process that will provide students with the skills needed to be globally competitive. Through Operation Future Ready, which is aligned to the federal ConnectED initiative, Team SISD is investing in technology to advance teaching and learning, fully training educators to utilize new resources, and offering more technological devices for student use.

21st Century Learning
The Framework of 21st Century Learning helps teachers and leaders define the skills and knowledge students need to succeed in life beyond classroom walls. This framework is being used by hundreds of schools across the U.S. in support of putting 21st century skills at the core of students’ learning; as it represents not only expected student learning outcomes but the support to be provided along the way.
There are 4 elements that describe what is necessary to ensure 21st century readiness for every student. These elements are:

1. Content Knowledge and 21st Century Themes
2. Learning and Innovation Skills
3. Information, Medial and Technology Skills
4. Life and Career Skills

What does DNA look like in the classroom?
The implementation of DNA or a 1:1 environment helps transform students’ learning. Students are engaged in research-based instruction with portable devices serving as the tool that supports their learning. Teachers embed digital content and pedagogy into the curriculum when appropriate to allow students a more individualized, differentiated and personalized type of learning; thus addressing the needs of all learners. The primary goal is to help students become more active learners and producers; thus addressing the 21st century skills. Effective planning of instruction with curriculum and technology tools will help make instruction and learning more manageable and effective for students and teachers. Students and teachers will become active participants of Blended Learning and Project Based models of learning.
**Blended Learning**

By definition, blended learning is a formal education program in which a student learns at least in part through online learning, with some element of student control over time, place, path, and/or pace; student learns at least in part in a supervised brick-and-mortar location away from home; and the modalities along each student’s learning path within a course or subject are connected to provide an integrated learning experience.

**Project Based Learning**

Socorro ISD utilizes the Buck Institute as our reference for PBL utilizing Gold Standard PBL. Project Based Learning provides effective and enjoyable ways for students to learn. PBL supports the districts Future Ready pledge towards ensuring students develop skills and competencies required for their success in college, career and citizenship. With Project Based Learning students at Socorro ISD will have more enjoyable learning experiences, improved learning, the ability to build on their success skills for college, career and life, be provided with opportunities to use technology and become global learners all while building on educational equity.
Students at a DNA Campus

Student Preparation
In an effort to prepare students for the new learning environments they will become part of, students are provided with skills training in the form of DNA Camps. Such camps are offered to students in two different ways. The Instructional Technology Specialist team will either provide these camps for incoming 8th graders at their middle school or the DNA campus offers DNA Camp dates during the summer time. Summer DNA Camps are traditionally offered during the month of June. During this time, students select the days on which they can attend and are required to complete the designated days of the camp. In addition, some campuses have opted to have students experience what would have been offered in the camp at the middle school campus instead, by offering student training in a CTE course. DNA Camp lessons/training will prepare students on how to use their new devices while learning about digital citizenship, Office 365 and OneNote digital notebooks. DNA Camp location and dates are determined by campus.

Care of Student Laptops
Students are responsible for the general care of the laptop they have been issued by their school. Laptops that are broken or fail to work properly must be taken to the Tech Support classroom as soon as possible so that they can be taken care of properly. District laptops should never be taken to an outside computer service for any type of repairs or maintenance. Check with your campus for the location of campus technology support.

General Precautions
- Do not leave your laptop unattended. If you must leave it, place it in storage under lock and key.
- Do not leave laptop in extreme hot or cold environments.
- No open food or drink should be next to laptops.
- Cords, cables and removable storage devices must be inserted carefully into laptops.
- Laptops should not be used or stored near pets.
- Laptops should not be used with the power cord plugged in when the cord presents a tripping hazard.
- Heavy objects should never be placed on top of laptops.

Cases
- Each student will be issued a protective case for his/her laptop that should be used whenever the laptop is being transported or not in use.
- Although the cases are reinforced to help protect the laptops, they are not guaranteed to prevent damage. It remains the student’s responsibility to care for and protect his/her device.

Carrying laptops
- Utilize the case that was provided with your Laptop
- Never lift laptops by the screen.
- Carry laptops with the screen closed.

Screen Care
- The laptop screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.
- Do not put pressure on the top of a laptop when it is closed.
• Do not store a laptop with the screen open.
• Do not place anything in the protective case that will press against the cover.
• Make sure there is nothing on the keyboard before closing the lid (e.g. pens, pencils, or papers)
• Only clean the screen with a soft, dry microfiber cloth or anti-static cloth.

Socorro ISD Asset Tags
• All laptops will be labeled with a district asset tag.
• Asset tags may not be modified or tampered with in any way.

Using Your Laptop at School
Students are expected to bring a fully charged laptop to school every day and bring their laptops to all classes unless specifically advised not to do so by their teacher. In addition, students are required to bring their power adapter for charging during the school day.

If a student does not bring his/her laptop to school
• Each campus may decide to provide a loaner device
• Each campus may create discipline policies for students who do not bring their laptop to school

Laptops being Repaired
• Loaner laptops may be issued to students when they leave their school issued laptop for repair.
• A student borrowing a laptop must sign a loaner agreement and will be responsible for any damage to or loss of the loaned device.
• The CTE Aide will log the laptop into TIPWeb-IT system as being in for repair and will log that a loaner was issued.
• Laptops on loan to students having their devices repaired may be taken home.
• A member of the Tech Support class will contact students when their devices are repaired and available to be picked up.

Charging
• Laptops must be brought to school each day with a full charge.
• Students should charge their laptops at home every evening.

Backgrounds and Themes
• Inappropriate media may not be used as laptop backgrounds or themes.

Sound
• Headphones may be used at the discretion of the teachers.
• Students should purchase their own personal set of headphone.

Printing
• Students will be encouraged to digitally publish and share their work with their teachers and peers when
appropriate.

- Student work can be stored in OneDrive to enable them to print from any device connected to a printer.
- Printing is for school business and not for personal use.

Logging into a Laptop

- Students will log into their laptops using their Socorro ISD username and password.
- Students should never share their account passwords with others.
- Log out and shutdown between classes. This will save your battery charge as well as disconnecting the device from the Wi-Fi.

Managing and Saving Your Work

- The majority of student work will be stored in OneDrive, and can be accessed from any computer with an Internet connection and most mobile Internet devices.
- Some files may be stored on the laptop’s hard drive, but be aware that the laptops are reimaged each summer and any files stored on the laptop will be erased.
- When creating a document in Office 365, changes are saved automatically to OneDrive.
- Students should always remember to save frequently when working on digital media.
- The school will not be responsible for the loss of any student work.
- Students are encouraged to maintain backups of their important work on a portable storage device or by having multiple copies stored in different Internet storage solutions.

DNA Campus Roles

Librarians
Librarians are keepers of the devices, having one of the two keys to the laptop storage area. They manage the check out and distribution of student laptops. They bring classes in to setup student laptops to the printers, train for research, copyright and fair use. They are members of the Tech Cadre. They participate in parent information meetings, middle school campus visits and DNA camps.

CTE Aide
Campus Help Desk Technician- provides troubleshooting and create work orders. The CTE aide is responsible for logging laptops that are sent for repair in TIPWeb-IT and issuing loaner laptops. If needed, work orders can be escalated to district-level technical support. CTE aide is responsible for checking warranty status and process according to Technical Services procedures. If out of warranty, CTE aide will solicit quotes and submit purchase order request(s) to business manager indicating laptop usage fee as the account to be used. Repairs due to accidental damage will be documented with a photo into the TIPWeb-IT and should be reviewed by campus administration before assessing any applicable fees.

CTE Computer Maintenance Class
The CTE instructor and a team of students work in conjunction with the CTE Aide Technician to serve as the first line for campus level work orders. The CTE instructor is also a member of the campus Tech Cadre.
Assistant Principal (AP)
Administrator designated in charge of the DNA Initiative at the campus and member of the campus Tech Cadre. This AP facilitates the communication between departments and schedules Tech Cadre meetings. This AP receives the deliveries of DNA laptops/devices, collaborates with librarians and/or the Tech Cadre to arrange the student summer camp and the parent meetings. This AP hosts the parent meetings at the campus to explain what the DNA Initiative is. This administrator communicates frequently with the librarians about the status of the DNA initiative. This administrator works with librarians and business manager to monitor fee payments and works with students to ensure payments are made.

Business Manager
Responsible for receiving payments, managing the Usage Fee account funds, and maintaining separate accounts for each grade to accurately identify when funds are used. They will also be responsible for maintaining current information on the campus Web Store. Business Manager will process and receive purchase order request(s) from CTE aide.

Classroom Teachers
Teachers are expected to incorporate a minimum of two blended learning lessons weekly utilizing digital tools/resources. Teachers should set the expectation that the laptop should be brought to school charged daily, along with power cord. In planning lessons teachers can receive additional support from Instructional Technology Specialists, librarians and SCEI.

Campus Tech Cadre
Each DNA campus should have a Tech Cadre committee. Membership should include librarians, SCEI coach(es), teachers, and AP in charge of DNA. In previous years, campuses have chosen Tech Cadre members to have attended ISTE and TCEA conferences. Members have presented at the Pebble Hills HS January 2016 Tech Conference and at the DNA conference July 2016. The Tech Cadre supports the DNA Initiative by bringing concerns to the committee meetings, sharing information with departments, and providing training to fellow teachers. One of the Tech Cadre members shall serve on the District Technology Advisory Committee.

DNA Support Meetings
DNA Support Meetings are hosted by the Socorro ISD Technology Services Department periodically at the District Service Center. The principal, the AP in charge of DNA, librarians or other APs are invited to attend these meetings.

Instructional Technology Specialists
IT Specialists support a 1:1 environment by utilizing a coaching model that includes training, participating in planning, presenting model lessons, co-teaching and observing lessons. Each specialist is assigned to multiple schools and meets with campus technology committees, department chairs, administration and individual teachers to facilitate the creation of a blended learning environment. The IT Specialist may also sit on the campus Tech Cadre and attend DNA Support Meetings.
DNA Campus Procedures

Laptop Distribution
All incoming freshman will receive a laptop and charger to be used during their enrollment at a DNA campus. Laptops are available for pick up during registration. Students who do not pick up their laptop during registration are called to the library to receive them. Students are able to come in the morning, lunch and after-school to the library for pick up. Laptops are stored in library under lock and key. As of 2017, laptops are checked out in the TIPWeb-IT Fixed asset management system. The same laptop is reissued to the same student the following year.

Procedures for Collecting Laptops
Campus starts collection of the laptops 2-4 weeks before the end of the school year, returning the devices to the library. Librarians will develop an organizational system in which the devices will be stored by grade level to expedite redistribution during registration. To ensure clarity in communicating the organizational system, shelves will be legibly labeled with the developed system. Librarians will develop a schedule with the day and time for classes to return devices. The devices are labeled with student’s name and ID. Missing items such as the power cord must be documented in TIPWeb-IT. A list of missing parts must be generated to be ordered. Devices are then updated and re-imaged by Technology Services, with possible assistance from CTE Computer Maintenance students. Once reimaged, they are returned to the library for storage under lock and key following the established organizational system.

Procedures for Laptop Storage
Laptops are stored in designated storage under lock and key. This storage is separate from other campus technology. There are only two keys for this storage; one for the AP in charge of the DNA Initiative and one for the librarians. To ensure the security of the area, custodians do not have a key and it does not open with the master key. During the
summer, all student laptops are collected and stored in this area until registration. Technicians reimaging and repairing laptops will gain access from AP in charge. Laptops waiting for repairs may be kept in this storage or in a secure location in the CTE aide tech support area.

Fees
Parents/Guardians are responsible to pay the fees linked to the use, care and maintenance of the laptop. There is a $25 annual usage fee. Payments should be made in full unless arrangements for installment payments are made with administration in order to receive the laptop. **This fee is non-refundable.** In the event the student transfers to another DNA high school within the first 9 weeks, and the assigned laptop is in good condition and no repair history, the usage fee will be returned to be applied at the new DNA campus.

There is a repair fee of $40 for any damages to laptops not covered under warranty. All damages must be reported to teachers and administrators. Students will receive a loaner device while repairs are completed. In the event that a device is lost or stolen, students must file a report with SISD Security and/or Police Services and pay a replacement fee of $100.

<table>
<thead>
<tr>
<th>Fees</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Yearly Usage</td>
<td>$25.00 per year (4 years)</td>
</tr>
<tr>
<td>Repair Fee</td>
<td>$40.00</td>
</tr>
<tr>
<td>Lost/Theft Fee</td>
<td>$100.00</td>
</tr>
</tbody>
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All of the above fees collected are deposited into the account to be used for repairs and replacements. Therefore, any exceptions to these fees will be considered on individual basis and require written administrative approval. Documentation will be included in TIPWeb-IT.

Systems for Payments
Payments are made in the business office and deposited into the DNA Usage Fee account. Student must present the payment receipt to the librarian who will then add the charge into TIPWeb-IT.

Laptop usage fee can also be paid online through the [campus Web Store](#) (only full payments accepted). Fees can be paid during registration, but can be paid in advance using the online campus Web Store. Look for the Web Store link on the campus homepage under Quick Links section. There is a small processing fee for online payments.

For more information on the Web Store please contact:

**Todd Fisk, Account Manager**  
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San Diego, CA 92121  
Tel 858.964.3941  
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Todd.Fisk@ACTIVEnetwork.com

Opting for personal device
The benefits of receiving and using a Socorro ISD laptop that has been selected for an instructional setting are many. They include access to unlimited Wi-Fi, tech support, antivirus, filtering, district programs, updates, printers and other network resources. If, after speaking with campus staff, librarians and administration, there is a parent who still
wishes to decline the laptop, contact the Instructional Technology Department for the appropriate paperwork via email, at instructionaltech@sisd.net
Appendix
NOW THAT YOU ARE 1:1, HOW WILL YOU MANAGE YOUR CLASS?

1. **What is the best way to monitor student activity on the laptops?** “Two Eyes and Two Feet”, circulate the room as much as possible and try to position yourself that would allow you to view as many laptops as possible. Also, the use of proximity is a strong deterrent to unwanted behavior.

2. **How do I keep students from using laptops when the task does not involve laptop usage?** “Lids down 45 degrees.” When you are talking and you don’t want “half” of the student’s attention, make sure that all computer lids are put down. Make everyone wait until all lids are down, and they are to stay down until you say so.

3. **Should students use laptops to take notes?** Hold off on “note taking with computers.” One of the hardest things for kids to do with a fully wireless environment is to simply take good notes with a laptop. This is a more advanced challenge for students, and as a result you may not even want to try it until you have a good culture of laptop use.

4. **What if a student does not bring his/her 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. Students will have to revert to paper and pencil to complete the activities. Another suggestion would be to have the student partner with another student. Students shouldn’t be excused from completing the activity requiring the use of their laptop, nor should the assignment’s grade be penalized.

5. **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 will lose out on participation in the classroom laptop activities until the battery is charged. In your class you may have a location where students can charge their laptops.
6. **What if a student needs troubleshooting beyond my capabilities?** 1) Refer to the “Troubleshooting Solutions” provided by the Instructional Technology department. 2) If the troubleshooting solutions do not resolve the issue, then submit a work order to the computer maintenance class. These students will also man a helpdesk before school, during lunch hours and after school. If the issue still persists then a work order will be submitted to the campus technician. 3) You may also want to identify a **student leader** who seems to be a natural with computers and use him/her to help with general troubleshooting and application help.

7. **What if I have a mixed grade level class, how do I incorporate the use of the laptop for those students who have the laptop and those who don’t?** If applicable, students may partner with those who have a laptop for group work or you could modify the assignment to fit the needs of your class.

8. **How often am I expected to use the laptops with the students?** Teachers are expected to incorporate the use of the devices in lessons a minimum of two times per week, or more often as possible. Every assignment may not lend itself for laptop use, but if there is a way to incorporate its usage, please do so.

9. **How do I establish communication with the students so that they know when they will use laptops?** Although there are many ways of doing this, you could create stop light colors to indicate the day’s laptop use: 1) When **green is selected**, students will need to have their laptops out as soon as they enter the room, 2) **yellow** means that laptops will be used at some point during the class period, and 3) **red** means that they will **NOT** use their laptop today.

10. **Where will students print?** The campus will select designated locations where network printers are available for students to print documents. You could also have students submit work electronically, using tools such as e-mail and Edmodo.

*Most importantly—be consistent with your class rules and expectations, making sure that you follow through with the consequences*
Mobile Device-Loan and Damage/Loss Agreement

As part of SSD's “Digitally Nurturing Academics” initiative, the district will provide a mobile computing device to all enrolled ninth grade students at the campuses participating in the DNA initiative. All students who have access to the device will be required to use it as part of the learning environment throughout the instructional year.

Receiving the Mobile Device:
1. Each participant will pay an annual, non-refundable usage fee. In return, each participant will receive a district-assigned mobile device and protective accessory that will be returned in working condition to the campus at the end of the instructional year.
2. Parents/Legal Guardians must sign the Mobile Device Loan and Damage/Loss Agreement before the student can start participating in the initiative.

Returning the Mobile Device:
1. All devices will be returned to the campus from which the device was issued at the end of this instructional year.
2. If a student withdraws prior to the end of the school year, the device will be returned at that time.
3. If a student fails to return the device and any district-issued accessories at the end of the school year or upon withdrawal from the school, the student will be charged a $100 fee for the replacement cost of the device. The student will be responsible for any damage to the device, consistent with the District’s Damage/Loss Agreement Form.

The following rules for instructional use apply:
1. Students must use the device provided in the instructional setting.
2. It is the student’s responsibility to bring the device fully charged.
3. If necessary, each student will be responsible for creating an App Store account. A list of Apps may be provided by the district. These Apps are to remain on the device at all times. Students are responsible for ensuring device OS and Apps are updated.
4. No device may be loaded with personal Apps or data to the point where it is unusable as an instructional device. Any device with insufficient space to accomplish a given instructional activity will be required to have personal data removed until sufficient space is available.
5. Any school district employee will be provided access to any device loaned to students, upon request.
6. Jail breaking/rooting of devices is prohibited.

District-owned devices will use the District’s network and filtering. Any attempt to bypass the filter is prohibited.

Accidental Damage:
If a device is accidently damaged, the student will be responsible for a $40 repair fee.

Loss or Theft:
The student must file a report with security or police services if the device is lost or stolen. If the device is unable to be recovered in working condition, the student will pay a $100 replacement fee in order to receive another device.
A mobile device will be loaned to the student named below under the following conditions:

- This student laptop loan agreement, which is signed by the parent/guardian, student, and staff member of the school, will be kept on file at the school.
- Use of this equipment for any purpose other than educational use may result in loss of privileges.
- The district does not permit unethical use of the Internet, email, or any other media. Violation of this policy may result in the loss of laptop loan privileges and disciplinary action by the school.
- The configuration of the hardware equipment and all accompanying software may not be altered, nor can software be copied to or from the computer, or installed on the computer under any circumstances.
- Parents/guardians are required to pay a cash, non-refundable usage fee, as applicable in the table below. Installment plan available to demonstrated financial hardship. Payment, whether total or initial payment, must be made prior to the student receiving the laptop.

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
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<tbody>
<tr>
<td>Yearly Usage Fee</td>
<td>$25</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>Installment Payments</td>
<td>$5 initial + 4 monthly payments</td>
<td>$5 initial payment + 4 monthly payments</td>
<td>$5 initial payment + 4 monthly payments</td>
</tr>
</tbody>
</table>

- Parents/guardians accept financial responsibility for costs related to damage due to purposeful action or gross negligence. The district will proceed with legal action, should financial obligation be ignored.
- If a device is accidentally damaged, the student will be responsible for a $40 repair fee.
- The student must file a report with security or police services if the device is lost or stolen. If the device is unable to be recovered in working condition, the student will pay a $100 replacement fee and receive another device.
- The district will provide a protective accessory, which may fit inside any backpack. The laptop must be secure at all times when not in use.
- The laptop, which is the property of a Socorro ISD, must be returned to the campus prior to the end of the school year or in the event of early withdrawal.
- The district/campus has provided students with a “Digital Citizenship Orientation” and information for parents, via Open House events, parent nights, and handouts, including information about how to care for the device and how to make responsible use of technology.
- Students and parents are responsible for the reading the Acceptable Use Policy found in the Student Handbook/Code of Conduct.
### Mobile Device Loan and Damage/Loss Agreement

<table>
<thead>
<tr>
<th>Student Name (print)</th>
<th>Student ID</th>
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<tbody>
<tr>
<td>Address/City/State/Zip</td>
<td>Date</td>
</tr>
<tr>
<td>Student Signature</td>
<td>Date</td>
</tr>
<tr>
<td>School Name</td>
<td>Grade Level</td>
</tr>
<tr>
<td>Parent Signature</td>
<td>Date</td>
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**FOR ADMINISTRATIVE USE ONLY**

Authorization to pay yearly usage fee installments

<table>
<thead>
<tr>
<th>Administrator Signature</th>
<th>Initial Payment</th>
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</table>

The Socorro Independent School District is not liable for any loss or damage to a borrower’s files saved to the device or by unexpected shutdown, reboot, hardware failure, network interruptions or viruses, and assumes no responsibility for any infringing, or non-allowed, use of the device while it is on loan to the student.

We have read and understand the Socorro Independent School District Digitally Nurturing Academics Mobile Device Usage Policy and Mobile Device Loan and Damage/Loss Agreement. In the event of loss, theft or damage, I fully understand that I am responsible for following through with the agreement. I agree to assume full responsibility for the proper care and educational use of the computer equipment, abiding by these terms and conditions. I also acknowledge that failure to comply with any of these terms and conditions may result in the loss of my device privileges and subject to further action, as per district policy.

Completed Loan and Damage/Loss Agreement form must be on file at the campus before student can be issued a device.
Trouble Shooting Solutions

Use these helpful hints and tips if you are experiencing problems with your computer.

- **Computer Stops Responding**
  - If your computer is completely unresponsive (you cannot use the touch pad or the keyboard), do the following:
    1. Press and hold the power button until the computer turns off. After the computer is turned off, restart the computer by pressing the power button.
    2. While the computer is off, remove the power adapter from the computer. Hold down the power button for 10 seconds. Connect the power adapter and turn the computer on by pressing the power button.

- **Wireless Network is Not Connected**
  - Make sure your Wi-Fi is enabled by doing the following:
    - Use the Wireless Hot Key (F8 button) from your keyboard. (Press once to access the feature, twice to turn it on/off)
    - Go to Settings and verify your Wi-Fi is turned on. (A green light on top of the laptop will indicate Wi-Fi is on)
    - Make sure you are connected to the SISD network.

- **Wi-Fi Tips**
  - Turn OFF Wi-Fi on your cell phone.
  - Disconnect Wi-Fi between classes (SISD5)
  - Don’t use cell phones as a hot spot.

- **Sound is Not Working or is Not Available**
  - Verify that the Volume is not muted and is set to a proper level.
    1. Use the Volume Control keys from your keyboard to control the volume.
    2. Use the Volume Control buttons on the side of the computer to raise or lower the volume.
    3. Go to Settings to make sure the sound is not muted and set the volume to a proper level.

- **USB Device is Not Recognized**
  - If a device connected to the USB port is not working:
    1. Verify the USB device works on another computer, if available.
    2. Verify another USB device, if available, works on this computer.

- **An Application is Not Running Correctly**
  - Ensure that the problem is not being caused by the application. Make note of any error messages.
  - Check the following:
    1. Other applications run correctly on your computer.
    2. The same application works when it is run on one of your classmates’ computer.
## District Support Personnel

### Instructional Technology Department Contact Information

<table>
<thead>
<tr>
<th>Melissa Trejo</th>
<th>Brenda Rodriguez</th>
<th>Denisa Morales</th>
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<tr>
<td>937-1662</td>
<td>937-1661</td>
<td>937-1663</td>
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<tr>
<td>Americas HS</td>
<td>El Dorado HS</td>
<td>Montwood HS</td>
</tr>
<tr>
<td>SPC Rafael Hernando III MS</td>
<td>COL. John Ensor MS</td>
<td>Socorro MS</td>
</tr>
<tr>
<td>Jane Hambrick K-8</td>
<td>Desert Wind K-8</td>
<td>Robert Rojas ES</td>
</tr>
<tr>
<td>James P. Butler ES</td>
<td>Elfida P. Chavez ES</td>
<td>Chester Jordan ES</td>
</tr>
<tr>
<td>Horizon Heights ES</td>
<td>Vista Del Sol ES</td>
<td>Myrtle Cooper ES</td>
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<tr>
<th>Erica Aragon</th>
<th>Adriana Murillo</th>
<th>Stacy Stallings</th>
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<td>937-1681</td>
<td>937-1684</td>
<td>937-1682</td>
</tr>
<tr>
<td>Eastlake HS</td>
<td>Mission Early College HS</td>
<td>Options HS</td>
</tr>
<tr>
<td>Salvador Sanchez MS</td>
<td>Sun Ridge MS</td>
<td>KEYS MS/HS</td>
</tr>
<tr>
<td>Bill Sybert K-8</td>
<td>Paso Del Norte K-8</td>
<td>Montwood MS</td>
</tr>
<tr>
<td>Campestre ES</td>
<td>Hueco ES</td>
<td>John Drugan K-8</td>
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<tr>
<td>Hurshel Antwine ES</td>
<td>Mission Ridge ES</td>
<td>Purple Heart ES</td>
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<td>Lujan-Chavez ES</td>
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<tr>
<th>Yolanda Acuna</th>
<th>Mary Ann Carrillo-Paez</th>
<th>Jody Miranda</th>
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<tr>
<td>937-1669</td>
<td>937-1640</td>
<td>937-1683</td>
</tr>
<tr>
<td>Pebble Hills HS</td>
<td>Socorro HS/Pebble Hills HS</td>
<td>Socorro HS</td>
</tr>
<tr>
<td>Capt. Walter Clarke MS</td>
<td>SSG Manuel Puentes MS</td>
<td>William Slider MS</td>
</tr>
<tr>
<td>Escontrias ES/ECC</td>
<td>O'Shea Keleher ES</td>
<td>Ernesto Serna K-8</td>
</tr>
<tr>
<td>Helen Ball ES</td>
<td>Sierra Vista ES</td>
<td>Benito Martinez ES</td>
</tr>
<tr>
<td>H.D. Hilley ES</td>
<td>Dr. Sue Shook ES</td>
<td>SGT Roberto Iturance ES</td>
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<td></td>
<td>Loma Verde ES</td>
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Resources

The Research behind DNA
Socorro ISD’s Future Ready page- [http://www.sisd.net/OperationFutureReady](http://www.sisd.net/OperationFutureReady)

(Under Global – Mobile Device Initiatives to see statement on DNA)


Buck Institute for Project Based Learning (PBL) [http://www.bie.org/](http://www.bie.org/)


Socorro ISD Acceptable Use Policy [http://www.sisd.net/acceptableuse](http://www.sisd.net/acceptableuse)

Digital Citizenship Resources
- NetSmartz- [https://www.netsmartz.org/](https://www.netsmartz.org/)

Standards and norms for using Wi-Fi
- Wi-Fi PowToons- [https://www.powtoon.com/online-presentation/c8ulhO03Yo4/wifi-connection/?mode=movie](https://www.powtoon.com/online-presentation/c8ulhO03Yo4/wifi-connection/?mode=movie)
- Wi-Fi Tips- [https://livesisd-my.sharepoint.com/personal/jmiranda_sisd_net/_layouts/15/guestaccess.aspx?docid=0dd96defaf6894cb49a7d2fd702289613&authkey=ARdkZb1afoo-s-TSDTwCx7E](https://livesisd-my.sharepoint.com/personal/jmiranda_sisd_net/_layouts/15/guestaccess.aspx?docid=0dd96defaf6894cb49a7d2fd702289613&authkey=ARdkZb1afoo-s-TSDTwCx7E)


DNA Campus Webstore [http://www.sisd.net/Page/47042](http://www.sisd.net/Page/47042)

Instructional Technology DNA Webpage [http://www.sisd.net/Page/47042](http://www.sisd.net/Page/47042)