



December 2020

Dear Parent or Guardian,

As we prepare for our winter break, please keep in mind that the use of a TCS Chromebook is a privilege extended to students for utilization inside and outside the school facility. The TCS school issued Chromebooks are provided for use as a tool for academic purposes. During the holidays, we encourage you to monitor your child's use of their Chromebook by:

- Keeping the Chromebook/charger in its case and a safe place when not in use.
- Using it on a flat surface away from food and drink in an area where student use can be monitored by a parent or guardian.
- Not allowing other family members, friends to use the device.
- Keeping the Chromebook clean by using a soft **lightly** damp cloth to wipe the screen, keys and exterior surfaces
 - Clorox, Lysol, window, or household cleaners may damage the Chromebook screen especially the touchscreens.
- Returning the Chromebook, power cord and case fully charged when school begins in January.

Please remember that you are financially responsible for the repair and/or replacement of the Chromebook if damage occurs.

Wishing you and your family a very happy, healthy holiday season!

-TCS Digital Learning/Technology Team



A Parent Guide to Online Learning and Student Chromebook Use

We hope that you can use this checklist to help your student be successful in an online environment. A strong parent and school partnership is always important to student success. This partnership is even more important now that students are also working from home. Here are some helpful tips to help your child be more successful in a virtual setting:

The parent is in charge

- Set rules and expectations for computer use at home.
- Chromebook screen should be visible to parent/guardian at all times.
- Designate times and locations in the house for computer use.
- Require work to be done in an area where you can check in on your child's progress.
- Create times when the device can only be used for school work and if, or when, it can be used for teacher assigned websites during recreational time outside of school work time, such as coding, GoNoodle, etc.

Talk with your child

- About what they are doing online and have them show you what they access online.
- Ask them to show you how they use the computer for school work and for other school activities, such as Epic Books.
- Set expectations for appropriate use as noted in the [Transylvania County Chromebook Handbook](#).

Communicate with the teacher

- If you are concerned with how your child is using his/her Chromebook or anything related to classroom activities, don't hesitate to contact your teacher.
- Keep a line of communication open where you can ask questions or voice your concerns.

Consider the “paper equivalent” in difficult computing situations

- How would you handle the off-task or inappropriate activity if it happened with pencil and paper instead of on a computer?
- What were my expectations around technology and computing, and do they mirror those expectations for respect and proper behavior at home?
- Often the solutions for “digital problems” are the same as it was for a similar “analog problem” or on paper.

Determine consequences for inappropriate behavior

- Discuss inappropriate behavior.
- Hold your child accountable for poor decisions.
- Have them turn over their devices to parent/guardian or reset wireless passwords at home until inappropriate behaviors change.
- Seek advice from your classroom teacher.

Using Internet filters at home

- Teaching appropriate use is more important than filtering.
- The most important step you can take is establishing expectations around appropriate use on the web and help your child develop an internal filter.
- Although TC Schools have a filter to safeguard students, it is still important for parents to monitor student use when on a school Chromebooks to safeguard against inappropriate use.

Maximize Wi-fi Speed in Your Home

- In order to do this, shut off all non-essential streaming devices in your home. This includes streaming shows, video games, etc.
- If your child is experiencing difficulty connecting to the wi-fi, consider moving closer to the home router.
- If you're having trouble with slow internet/nonworking internet, try restarting your router.

Resources For Additional Parent Support

- Common Sense Media [What Parents Need to Know.](#)
- [TCS Digital Learning Parent Resources and Help Center](#)
- [Ten Tips for Parents Navigating The New Realities of Online Education](#)

If your child is having trouble connecting to online learning resources, try the following:

- *Turn off other devices in your home that may be using wifi.*
- *Close any extra tabs on the Chromebook.*
- *Make sure you shut down and reboot your Chromebook at least once or twice a week to allow for updates that help keep your device working properly.*
- *Sign out and sign back into the device and/or Chrome browser.*
- *If your meeting freezes, close the browser and access the meeting again with the link or code the teacher provided in Google Classroom.*
- *If you are unable to reconnect, contact your teacher through email or use the school's communication platform (Class DoJo, SeeSaw, etc.) to contact the teacher explaining the technology issues and the reason for the absence.*