

# More Students Ready for Tomorrow.

## Dear Parent or Guardian,

Welcome to Verizon Innovative Learning, an initiative that puts technology in the hands of students, transforming schools into innovative and exciting learning environments. Our mission is to help give millions of students the education they deserve, for a brighter future.

## What is Verizon Innovative Learning?

Millions of students nationwide lack the access to technology and the skills they need to succeed in the digital world. Since 2012, Verizon has been working to help solve this problem, through a transformative program called Verizon Innovative Learning.

Verizon Innovative Learning provides free technology, free internet access, and hands-on learning experiences to help ensure the benefits of technology are realized by all. Through our collaboration with Digital Promise, a leading national education technology non-profit, we equip every student and teacher at select middle schools across America with a device and up to a four-year data plan. In addition to free technology and access, Verizon Innovative Learning schools receive extensive teacher training, support, and the opportunity to engage in unique, immersive curricula to leverage technology in their classrooms.

## How will my child benefit?

Verizon Innovative Learning is having an impact in middle schools across the country. Through this initiative, 85% of teachers reported that the program allows for more individualized instruction while 78% said it enhances student engagement. 54% of students reported having improved their confidence in the things they can do.

On behalf of Verizon Innovative Learning and Digital Promise, we would like to thank you for the opportunity to work alongside the educators in your community.



**Rose Stuckey Kirk**  
Chief Corporate Social Responsibility Officer  
and President, Verizon Foundation



🐦 @verizon  
📍 #verizoninnovativelearning  
[verizoninnovativelearning.com](http://verizoninnovativelearning.com)

## VILS DIGITAL PROMISE – HOUSTON ISD POLICIES AND PROCEDURES

### Welcome!

Six Houston ISD campuses are partnering with Verizon Innovative Learning Schools (VILS) through Digital Promise, a transformational 1:1 educational technology initiative, to create a personalized learning environment for today's 21st-century learners. Each student will be provided with a Chromebook device and instruction that effectively integrates technology to increase student achievement, student engagement, student and teacher tech and STEM proficiency, student STEM interest, student problem solving skills, student collaboration skills, student communication skills, and student confidence.

### Digital Citizenship

As part of our district's commitment to digital citizenship, safety, acceptable use of technology, and compliance with the Children's Internet Protection Act (CIPA), parents/guardians and students must complete digital citizenship training before students are issued a device. Students are required to complete ongoing digital citizenship lessons and activities on Learning.com throughout the duration of the school year as part of the Digital Promise program. For more general information about digital citizenship for parents/guardians and students, please visit Learning.com or [Common Sense Media](#).

### Daily Care and Maintenance

Students are responsible for the general care and maintenance of their assigned VILS Chromebook. To maintain and care for their assigned device, students are expected to:

- Bring Chromebook to class daily.
- **Always** keep Chromebook in the case provided by VILS when not in use.
- Avoid food or drink near the Chromebook.
- Swipe and sweep the Chromebook keyboard to clear all items before closing the device.
- Shut down and charge up the device nightly.
- Keep Chromebook charging cables at home.
- Keep their assigned Chromebook in their possession at all times, unless directed by campus or district personnel.

### Security, Monitoring and Filtering

Chromebooks will be protected and monitored by security software to protect student internet access in accordance with the Children's Internet Protection Act (CIPA). More information on security, monitoring, and filtering can be found in the HISD Acceptable Use Policy for Electronic Services for Students.

### HISD Acceptable Use Policy

Acceptable and unacceptable actions listed below are found in the [HISD Acceptable Use Policy for Electronic Services for Students](#). For the full version of this document, please scan the QR code to the right or access the bit.ly link.



[bit.ly/3enLbRV](https://bit.ly/3enLbRV)

**Acceptable Actions**

HISD students may use the network and electronic services provided by HISD to pursue educational activities. Students will learn how Internet resources can provide valuable educational information. Students will be expected to follow accepted rules of network etiquette. These rules include, but are not limited to, the following:

- Be courteous and respectful. Do not send or display offensive messages or pictures.
- Use appropriate language in any type of communication. No profane, abusive, or impolite language will be used to communicate, nor should materials be accessed that are not in line with the rules of school behavior.
- Keep personal information such as logins, passwords, addresses, and phone numbers confidential.
- Use electronic services for educational purposes only.
- If you encounter materials that violate the rules of appropriate use, disconnect immediately and notify an adult.

**Unacceptable Actions**

Improper use of electronic services provided by HISD is prohibited. Be prepared to be held accountable for your actions if this Acceptable Use Policy is violated. Actions that constitute unacceptable use include, but are not limited to, the following:

- Do not use a computer to harm other people or their work.
- Do not damage the computer or the network in any way.
- Do not interfere with the operation of the network by installing software, shareware, or freeware, including the alteration of any controls designed to provide Internet safety or alteration of HISD's default computer image.
- Do not violate copyright laws or participate in any criminal activities punishable by law.
- Do not view, send, or display offensive messages or pictures.
- Do not share your password with another person or offer access to any person via your account.
- Do not reveal your personal address or phone numbers or those of other students or colleagues, including the completion of profile data.
- Do not waste limited resources such as disk space or printing capacity.
- Do not distribute advertisements, solicitations, commercial ventures, or political lobbying.
- Do not trespass in another's folders, work, or files.
- Do not pursue internal or external "hacking," use anonymous email sites, spread viruses, initiate spam, or attempt to access inappropriate material. All HISD students are granted access to all electronic services available.

**Internet Access**

The student's assigned Chromebook has a data usage limit of 20GB per month to support access to the Internet when Wi-Fi is not available. Students are expected to routinely monitor their data usage and connect to home or school Wi-Fi whenever possible to avoid reaching the data usage limit. If students approach the data limit they may experience interruptions or a slowed connection.

The Chromebook may only be used for the assigned student's educational purposes. Any other use may result in loss of Chromebook privileges. Students are expected to follow the same code of conduct for Internet use as

they follow in the classroom. **The district remotely monitors activity and usage of the student Chromebooks.**

Students are expected to:

- Follow copyright laws.
- Use appropriate language online.
- Make available all messages or files upon parent, administrator or teacher request.

### **What is Prohibited?**

Improper use of the Chromebook may result in consequences such as disciplinary action and/or limited use of the device.

Students are not permitted to:

- Bypass the filter.
- Use another student's username or password.
- Share passwords (other than with parents/guardians).
- Download or install software that has not been approved.
- Tamper with hardware, including applying stickers or markings to the device.
- Remove any hardware (i.e. SIM chip) or software from the device unless authorized by Verizon.
- Use chat rooms, IM, social networking; host non-school-approved web pages.
- Access inappropriate material that is unacceptable in a school setting.

### **Supporting Student Use at Home**

Chromebooks are intended for student's educational use both in classrooms and at home. Parents/guardians play an integral role in the safe and successful use of the Chromebook device. Parents/guardians are encouraged to:

- Model positive behavior and digital citizenship.
- Routinely monitor student use of the device, including but not limited to monitoring browser history and social media use.
- Maintain access to student's username and password.
- Share family values around device use and care with your child.
- Establish limits for device and Internet use appropriate for your child.
- Hold students accountable for behaviors by establishing appropriate consequences for improper use of devices while at home.
- Talk with your child about their digital footprint, which is any and all information about a person on the internet.
- Look out for cyberbullying and notify the school immediately if you find evidence of it.

### **Technical Support: Customer Service Representative (CSR)**

The CSR will manage technical and damage-related issues with hardware (devices, chargers, etc.) as well as software application issues (installed programs, apps, operating system, etc.). The CSR is responsible for coordinating, diagnosing and troubleshooting student and staff technology tickets. The CSR and Student Tech Team will manage technology inventory for the campus.

### **Technical Support: Student Tech Team**

The Student Tech Team is a select group of students managed by the CSR to provide technology support to the campus. Students interested in becoming a Tech Team member will need to submit an application to their campus.

### **Instructional Technology Support: VILS Coach/Campus Instructional Technologist (CIT)**

The mission of the VILS Coach is to build adult learners' capacity to advance the achievement of all students and to close digital learning gaps. The VILS coach will support staff, students and families by working to align district, campus, and VILS goals and support learning throughout the year.

### **Lost, Stolen or Damaged Devices**

As with any other instructional material, the student is responsible for their assigned Chromebook. Students will be provided with a protective case and Chromebook charger by Digital Promise. Teachers will work with students on responsible use and safekeeping of their Chromebook. Additionally, each device is equipped with an installed security locating feature, so stolen devices can be disabled and recovered. Students are required to report a lost, stolen or damaged Chromebook, charger or protective case immediately to their CSR who will notify the school principal, VILS coach, and district lead who will then notify Digital Promise. Damaged devices will be evaluated by the school to determine whether or not they can be repaired. The student's parent/guardian accepts financial responsibility for any intentional damage to the Chromebook or damage due to gross negligence. The district may take legal action to recover any unpaid costs of such damage.

### **Withdrawal or Transfer**

Students and parents/guardians agree to return the Chromebook to their school prior to the end of each school year, or if the student withdraws from school or changes schools midyear. Chromebooks not returned as required may be disabled and/or reported to the proper authorities.

### **Student Accountability**

Each student-user is accountable for the responsible use of the district-provided device for educational purposes. Students who habitually fall short of meeting the minimum requirements of acceptable use will be subject to disciplinary remedies in accordance with the [Houston ISD Code of Student Conduct](#) and [HISD Acceptable Use Policy for Electronic Services for Students](#).

**In conjunction with district policies, consequences will be enforced for misuse of devices, or lost, damaged, or destroyed devices and/or parts.**

Depending on the level of infraction, consequences may include but are not limited to:

- Reminders to students of the guidelines and expectations.
- Teachers and/or campus administrators may inform parents/guardians in writing and/or phone contact
- Conferences may be scheduled to ensure all parties are aware of the behavior in question, desired outcomes, and appropriate remedies.
- Restricting using of an assigned device to during the school day only. Students may have an opportunity to earn reinstated privileges through an established campus restorative protocol.

## Student FAQs

What is a Chromebook?

***Your Chromebook is a web-based device that uses the Google Chrome operating system. As a Houston ISD student, you have access to Google Drive where you can store class materials in the cloud. You also have access to web-based applications that are pre-installed, like itslearning (the HUB). A Chromebook is not a laptop and does not have the same internal storage capacity as a laptop.***

I've received my device... now what?

***All students and teachers will be required to complete specified training developed and outlined by the Houston ISD Academic Instructional Technology department and the VILS Digital Promise program.***

How do I connect my device to the Internet?

***Refer to the Chromebook Tour to properly connect the device to the Internet. All devices are configured to automatically search for available networks. Students should connect to campus or home internet Wi-Fi networks as primary access. If these are not available, students will be able to connect via the pre-installed Verizon LTE data package.***

Why can't I access certain websites?

***All devices are equipped with internet safety and security software to filter web access and ensure student information and data remains secure. Because of this, some sites are restricted to maintain appropriate use. "Work-around" software downloads such as VPNs are strictly prohibited.***

How do I print the documents I have created on my device?

***Student users are not able to access campus resources to print unless given express permission. However, they are allowed to use personal printing devices at home or commercial resources such as FedEx Office, Office Depot or Staples, as well as public libraries.***

I can't find my device...what do I do?

***All students assume the responsibility of care while the device is in their possession. Misplaced (lost or stolen) devices should be reported IMMEDIATELY to their CSR who will notify the school principal, VILS coach, and district lead who will then notify Digital Promise.***

## Parent FAQs

Is there a cost to receive a device?

***No. All students at participating schools in the VILS Digital Promise program will receive a Samsung Chromebook Plus LTE device for educational use in the classroom and at home.***

Will this device replace school supplies or textbooks?

***No. The purpose of the device is to enhance "first taught" instruction in the classroom. Students will still need traditional supplies (notebooks, pens/pencils, etc.) to ensure the highest level of success. While some textbooks have online/interactive editions, hard copies may still be available for classroom use as needed.***

My child has their own device. Can I opt-out of the "take-home device" initiative?

***No. Your personal device is not equipped with the filtering, security and monitoring software and may not allow you to access the district-approved apps and software.***

Memorandum of Understanding

**Exhibit C**

**MINOR STUDENT END USER PARTICIPATION AGREEMENT**

This MINOR PARTICIPANT END USER PARTICIPATION AGREEMENT (this "Agreement"), effective as of the date executed below ("Effective Date"), is entered into by and between **National Center for Research in Advanced Information and Digital Technologies d/b/a Digital Promise** (the "Grantee") and \_\_\_\_\_ (the parent or guardian of the minor participating in the Verizon Innovative Learning Schools program (the "Minor Participant"), who shall be referred to as the "End User" or "you" or "Your") collectively referred to herein as the "Parties."

**By your signature, you acknowledge and agree to the following:**

**PURPOSE**

1. Minor Participant will receive a wireless device and service at no charge in order to facilitate participation in the Verizon Innovative Learning Schools program. The wireless device and service have been donated by Verizon Wireless and are provided to Minor Participant by the Grantee under the terms and conditions of this Agreement. This Agreement may be terminated at any time by Verizon Wireless for any reason. The term of this Agreement shall be from the date of execution by parent/guardian until Minor Participant is no longer an active participant in the program.

**WIRELESS DEVICE AND SERVICE**

2. The wireless device is intended for Minor Participant's use alone, solely for purposes of the program, and it cannot be sold or transferred to any other person or entity. Verizon Wireless will provide voice and/or data service solely to facilitate participation in the program; however, if Minor Participant has excessive usage, makes international calls/text messages with the wireless device, streams audio or video other than in connection with the program, or streams games, the service may be limited, slowed or terminated without notice. At the end of Minor Participant's participation in the study, Verizon Wireless will discontinue wireless service to the device and you agree to return the device to Grantee.

**TREATMENT OF INFORMATION ASSOCIATED WITH USE OF THE DEVICE AND SERVICE**

3. Information about the Minor Participant's use of the wireless device and service, including, but not limited to, details of when he or she used data services or placed calls and to whom, is information of the Grantee, as the customer of record for the device and service. Therefore, this information may be accessed by and shared with Grantee, and those parties to whom Grantee authorizes, including VCRG. No personally identifiable information or content will be accessible by VCRG.

**FAILURE AND/OR DISRUPTION OF SERVICES**

4. Cellco Partnership d/b/a Verizon Wireless ("Verizon Wireless") or its vendors and suppliers shall have no liability whatsoever for End User's losses, claims or damages for any cause whatsoever, including direct, indirect, special, consequential, treble or punitive damages, or for limitations in service, including but not limited to, any failure or disruption of services provided hereunder, regardless of the form of action, whether in contract or in tort or otherwise. This limitation includes losses, damages, claims or expenses of any kind arising out of the use or attempted use of the services, or inability to access life support or monitoring systems or devices, 911 or E911 or other emergency call or service. You shall not be deemed a third-party beneficiary of any contract between the Grantee and Verizon Wireless.



Memorandum of Understanding

**ARBITRATION**

**5. END USER AGREES THAT, TO THE FULLEST EXTENT PROVIDED BY LAW:**

(i) ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR TO ANY DEVICE OR SERVICE PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT, WILL BE SETTLED BY INDEPENDENT ARBITRATION INVOLVING A NEUTRAL ARBITRATOR AND ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION (“AAA”) UNDER WIRELESS INDUSTRY ARBITRATION (“WIA”) RULES, AS MODIFIED BY THIS AGREEMENT. WIA RULES AND FEE INFORMATION ARE AVAILABLE FROM THE AAA at [www.adr.org](http://www.adr.org). **ARBITRATION IS NOT A COURT PROCEEDING. THE RULES OF ARBITRATION DIFFER FROM THE RULES OF COURT. THERE IS NO JUDGE OR JURY IN AN ARBITRATION PROCEEDING.** THIS ARBITRATION CLAUSE SHALL APPLY TO ANY CLAIMS THAT END USER MIGHT SEEK TO ASSERT AGAINST GRANTEE OR VERIZON WIRELESS AND TO ANY CLAIMS THAT GRANTEE OR VERIZON WIRELESS MIGHT SEEK TO ASSERT AGAINST END USER. VERIZON WIRELESS IS A THIRD PARTY BENEFICIARY OF THIS AGREEMENT FOR SUCH PURPOSE.

(ii) The Federal Arbitration Act applies to this Agreement. **EVEN IF APPLICABLE LAW PERMITS CLASS ACTIONS OR CLASS ARBITRATIONS, END USER WAIVES ANY RIGHT TO PURSUE ON A CLASS BASIS ANY SUCH CONTROVERSY OR CLAIM AGAINST GRANTEE OR VERIZON WIRELESS, OR ANY OF THEIR AFFILIATES OR PREDECESSORS IN INTEREST.** If multiple claims are joined in one action, some of which would not be subject to arbitration, the latter claims must be stayed until any claims in that action that are subject to arbitration have been resolved. If claims are asserted against multiple parties, some of whom are not required to arbitrate, the claims subject to arbitration must be severed; However, End User retains his/her right to file a complaint with any regulatory agency or commission.

(iii) No arbitrator has authority to award relief in excess of what this Agreement provides, or to order consolidation or class arbitration, except that an arbitrator deciding a claim arising out of or relating to a prior agreement may grant as much substantive relief on a non-class basis as such prior agreement would permit. In all arbitrations, the arbitrator must give effect to applicable statutes of limitations and will decide whether an issue is arbitrable or not. In a Large/Complex Case arbitration, the arbitrators must also apply the Federal Rules of Evidence and the losing party may have the award reviewed by a review panel consisting of three (3) arbitrators. .

<b>Parent or Guardian:</b>	<b>Digital Promise:</b>
Sign Here:	Sign Here:
Print Name:	Print Name: Kathryn Petrillo-Smith
Address:	Address: 1001 Connecticut Ave NW, #935 Washington, DC 20036
Date:	Date:
Name of student participant:	



## VILS DIGITAL PROMISE – HOUSTON ISD CHROMEBOOK AGREEMENT

Student (S) and parents and guardians (P/G), please initial each line and complete the contact information below to confirm your understanding and agreement.

P/G	I understand that I need to <b>monitor my data usage</b> so that it does not exceed <b>20GB per month</b> and that I may not stream audio or video except in connection with the program, and that I may not stream games.
S	
P/G	I agree not to download any billable or paid applications (apps) except those that are provided by my school.
S	
P/G	I agree not to use the personal hotspot on the device or allow any other devices to access the device's personal hotspot.
S	
P/G	I agree not to remove any hardware (i.e. SIM chip) or software from the device unless authorized by Verizon.
S	
P/G	I agree to <b>always</b> secure and carry my assigned Chromebook in the case provided by Verizon when not in use or being moved.
S	
P/G	The student's parent/guardian accepts financial responsibility for any intentional damage to the Chromebook or damage due to gross negligence.
S	
P/G	I agree to use my assigned device only within the 50 states of the United States of America.
S	
P/G	I agree not to make international calls or send international text, video or picture messages, including calls and messages to Canada and Mexico.
S	
P/G	I understand that Verizon Wireless or VGCCO can suspend or terminate service at any time, without notice.
S	
P/G	If my assigned wireless device is <b>damaged, lost or stolen</b> , I agree to report it <b>immediately</b> to my CSR who will notify the school principal, VILS coach, and district lead who will then notify Digital Promise.
S	
P/G	I agree not to use the Chromebook for any inappropriate, unethical, or illegal purposes, to include activities on the Internet, use of email and messaging, and access to digital media and programs. <b>The district remotely monitors activity and usage of the student Chromebooks.</b>
S	
P/G	I understand that the <b>device is for my use only, to facilitate participation in the program</b> , and that I may not sell or transfer the device to any third party or allow any third party to use the wireless service for purposes other than related to the program.
S	
P/G	I agree to return the Chromebook to my school prior to the end of each school year, or if the student withdraws from school or changes schools midyear. <b>Chromebooks not returned as required may be disabled and/or reported to the proper authorities.</b>
S	
P/G	I agree to be kind and safe in my digital interactions with others and to take care of the device assigned to me.
S	

I understand that if I violate any of these terms, I may be required to return my assigned wireless device to the Customer Service Representative (CSR) and/or I may face disciplinary action.

Student Name (print) \_\_\_\_\_

Date \_\_\_\_\_

Parent Name (print) \_\_\_\_\_

Date \_\_\_\_\_

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Student ID \_\_\_\_\_

Grade Level \_\_\_\_\_