

## 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.**