

## AUEM & GSMST Technology Policies and Procedures Agreement Form

Please check the boxes and sign below to indicate agreement to abide by the GCPS/GSMST AUEM policies and procedures regarding technology use, check-out, fines, repairs, and other applicable processes.

- I understand that my student laptop is GCPS property, and it is currently under warranty for accidental damage protection. I understand that even though the laptop is currently under warranty, I may still be asked to put a clamshell case on the laptop as per GSMST's policies on damage assessment/repair.
- I agree to pay any fines added to my account following GSMST's incident structure and the Tech Team's/Admin Team's assessment of damage to my laptop/laptop charger/any other GSMST technology.
- I understand and agree that I will not purchase nor use any third-party chargers or unapproved equipment with my GCPS GSMST laptop/laptop charger.
- I understand that if I am using a personal device (my own laptop or tablet device), there is limited help that the Tech Team can provide with my device and that I may have trouble using school software on my personal machine.
- I agree to not write on, draw on, decorate, or put stickers directly onto my GSMST laptop/laptop charger nor my protective clamshell case.
- I understand that if my charger is lost or turned in without a GSMST student name label on the charger, I will be charged for a replacement charger.
- I understand that my school laptop may be required for me to take final exams, and I agree to bring my school laptop and laptop charger with me during final exams.
- I agree to bring my school laptop/laptop charger to the Tech Team to be sent off for repair as soon as I notice any damage/malfunction on the laptop or with my laptop charger. I understand that the Tech Team will send my laptop off for repair as soon as it is found to have physical damage.
- I understand that the Tech Team is not responsible for the files that I store locally on my laptop, and I understand that if my laptop crashes, any locally saved files may be lost/deleted.
- I understand that improper use of my laptop/laptop charger may result in the confiscation of my laptop/laptop charger and disciplinary consequences.
- I have received a printed or electronic copy of and agree to abide by the GSMST/GCPS Policies and Procedures in addition to those specified in the AUEM.

\_\_\_\_\_  
(Student Name  
printed)

\_\_\_\_\_  
(Parent Name  
printed)

\_\_\_\_\_  
(Student Signature)

\_\_\_\_\_  
(Parent Signature)

\_\_\_\_\_  
(Date signed)

## GSMST Acceptable Use of Electronic Media

All GSMST students must adhere to the Acceptable Use of Electronic Media (**AUEM**) when using either their own personal laptop or a GSMST-issued laptop on or off the GCPS network. The primary goal of GCPS and GSMST is to ensure that every student is provided with a safe and secure environment both in and out of the classroom when working with Technology to enhance their educational experience. The AUEM also serves as an honor and integrity code for all uses of Technology. It is GSMST's expectation that all students will make good and reasonable choices when using their GSMST-issued laptop. The AUEM also serves as a practical guide for students to reference when using Technology to support their instructional needs.

The AUEM is also a reminder that the primary focus of the 1:1 laptop deployment is to support instruction. All GSMST issued laptops are on loan to the students for the academic year and are to be used solely as an instructional and curriculum delivery tool. GSMST retains the right to collect and/or inspect the computer at any time and to alter, add or delete installed software or hardware. **It is also the student's responsibility to ensure that the laptop is always in safe working order and that, if it is in need of repair, that it be taken directly to the Technology Team for service.**

The following Sections provide specific guidelines for the students to follow. Not adhering to these guidelines can result in the revocation of laptop and/or network privileges as well as disciplinary consequences.

### Section I - GSMST Laptop Equipment Provided

GSMST Laptops are required for students in grades 9, 10, and 11. Seniors can opt-out of the GSMST laptop and use a personal device. The laptop comes with an AC Power Supply and AC Adapter. It is the student's responsibility to maintain the functional integrity of these items over the course of the school year.

The Technology Policies and Procedures section at the end of this document outlines GSMST's technology guidelines, regarding technology fines: damage assessment, repair, and any other applicable charges on student accounts.

### Section II - Laptop Care & Safety

The following guidelines are provided to help keep your laptop in good repair. If you need further information or assistance, please contact the GSMST Technology Team for support.

- **SAFETY** – When transporting your laptop, it is recommended that you place it in a separate bag that is not your primary book bag. The laptop bag is designed to carry only your laptop. All other textbooks and notebooks should be carried in a personal backpack or book bag.
- **SECURITY** – Use a reasonable measure of protection to create a barrier that protects your laptop when it is not in use. Develop the habit of keeping your laptop in a locked drawer, a locked room, or with you. Actions that keep your laptop safe work best when they are habits. If you are transporting the laptop in your car, keep it out of sight or in the trunk to prevent theft. **Never leave your laptop unattended.**
- **THEFT / DAMAGE** – Report any loss or damage to the laptop or peripherals immediately to the GSMST Technology Team. If the laptop is lost due to theft or fire, **please file a police report** and pass on that information to the GSMST Technology Team. If GCPS Risk Management determines that the laptop theft

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occurred due to negligence, GSMST will seek reimbursement for the replacement cost of the laptop.

- **ACCIDENTAL DAMAGE POLICY (ADP)** -- All student HP laptops come with ADP warranty coverage. ADP ONLY covers accidental damage to the laptop. It does not cover cosmetic damage and students WILL BE required to pay for such repairs. All legacy Lenovo laptops are not covered by ADP. If there is accidental and/or non-accidental damage to the laptop which includes, but is not limited to, missing keys on the keyboard, cracked LCD display, damaged laptop hinges, broken CD/DVD drive, cracked bottom cover or bezel cover, GSMST will seek reimbursement for the repair costs.
- **SERVICE / REPAIR** – In order to repair or maintain your laptop, the Technology Team may request that you exchange your issued laptop for an equivalent replacement (i.e., *loaner*) so your originally issued laptop can be sent out for repair. If this occurs, you will exchange your *loaner* laptop for your student-issued laptop once it has returned from repair.
- **DAILY USE** – Avoid eating or drinking near the computer, as food can damage the keyboard and the electronics directly under the keyboard. At school, please finish your breakfast or lunch before accessing your laptop. Keep pets, small children, infants, food, and drinks away from laptops and AC power cords at all times.
- **SOFTWARE INSTALLATION** – Admin Rights to the laptop have been disabled. The TST and/or LSTC will work with you to identify software that has been approved for instructional purposes by your school’s Instructional Media Committee (see GCPS Policies and Procedures P.IFAA) and technically evaluated by the Division of Information Management.
- **TRAVELING WITH THE LAPTOP** – The laptop has been issued to you personally. However, collaboration in the classroom and/or at outside events such as competitions may require you to share your laptop with a fellow student(s). Ultimately, you will be held responsible for any damage and/or viruses to the laptop issued to you.
- **PASSWORDS** – Change your network password(s) when you receive your laptop. Do **NOT** share your password(s) with anyone other than members of the GSMST Technology Team or Administration upon request.

### **Section III - GSMST Appropriate Use of Student Technology & Hardware**

**ACCESS IS A PRIVILEGE - NOT A RIGHT!** Inappropriate use (including any form of cheating or plagiarism) will result in a cancellation of these privileges as well as possible assignment of disciplinary action consistent with the policies and procedures of GCPS.

**Specific behaviors may result in disciplinary actions that are automatically escalated to Level 2 and/or the loss of GCPS technology. Such behaviors include:**

- Providing your log-in credentials to another student or individual.
- Using the log-in credentials of another student or an employee to impersonate them and access tools and software.
- Downloading and/or installing any applications, executable files or software not specified by GSMST or GCPS.
- Using any means, including a proxy anonymizer, to bypass the GCPS Proxy server on or off-campus.
- Unauthorized use of an AC power supply not provided by GSMST including the use of another student’s AC power supply.
- Taking any part of the laptop apart and putting it back together.

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- Downloading pornographic images or videos.
- Uploading or downloading audio files using GCPS technology without prior written consent of GCPS.
- Downloading music files, including purchased services, unless required for instructional purposes.
- Transferring music to or from phones, MP3 players, iPods, USB drives, SD cards, or other digital storage devices to computer(s).
- Using a GCPS computer to access storage devices (external hard drives, USB drives, SD Cards, etc.) containing gaming software for playing on the GCPS computer.
- Bullying and threatening other individuals using GCPS technology devices to upload, read, and/or participate in defamatory behaviors via forums, email, chatting, social networking sites, blogging sites, etc.
- Uploading games to the shared network to host multi-game playing.
- Using a USB device, SD card or other external device to install malicious software and or executable scripts on a fellow student's laptop.
- Running any type of command scripts to interfere with the integrity or performance of another student's laptop.
- Downloading and/or installing executable files that allow the user to quickly minimize or hide a running application through a series of "hot keys" or mouse clicks.
- Additionally, the capturing of video, digital stills, or audio clips of students, teachers, and others using GSMST/GCPS technology or personal technology without GSMST permission can result in severe disciplinary action, especially since this violates Federal privacy regulations. Under no circumstances are GSMST/GCPS computers or networks to be used to post images and/or video clips of yourself, classmates, teachers, or staff without prior written permission of GSMST/GCPS, regardless of the technology used to capture or transmit such video or audio files. There may also be legal ramifications for the sending, receiving, creation, or dispersal of slanderous or threatening email, instant messages, or blog comments.

#### **Section IV - GCPS Acceptable Use of Electronic Media Policy**

The GCPS Board of Education recognizes that electronic media, including the Internet, provides access to a wide variety of instructional resources to enhance educational opportunities. Use of electronic resources must be in support of, and consistent with the vision, mission and goals established by the Board and for the purpose of AKS instructional support. All users of the district wide area network and/or other electronic informational services must maintain strict compliance with all applicable ethical and legal rules and regulations regarding access. The purpose of these guidelines is to ensure that all Gwinnett County Public Schools (GCPS) technology users share the GCPS technology resources in an effective, efficient, ethical, and lawful manner. GCPS technology should be used for legitimate educational reasons only, and not for personal use.

Strict compliance with all applicable ethical and legal rules and regulations must be maintained by all users of the wide area network and/or other electronic informational services including electronic mail (email). Users must respect intellectual property rights and understand that school system data accessible over the network, regardless of the computer or device being used, constitutes property. All electronic, telephonic, and communications transmitted by, received from, or stored in these systems are property of Gwinnett County Public Schools. Users of such systems should have no expectation of privacy. Student email use for legitimate educational purposes will be subject to monitoring and review, including review of text and attachments that are related to that student or students. At no time should a student consider their use of GCPS network resources private or confidential in any way.

It is important to note that with a global network it is impossible to control or predict all materials a user may accidentally or purposefully discover using an electronic resource. Gwinnett County Public Schools personnel will make every effort to educate and guide all users in the proper use of electronic media, including the Internet. Because access to the Internet provides connections to other computer systems located all over the world, users (and parents of users) must understand that neither Gwinnett County Public Schools nor any district staff member controls the content of the

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information available on these other systems. Some of the information available is controversial and sometimes may be offensive. Gwinnett County Public Schools DOES NOT CONDONE the use of such materials. Therefore, it is imperative that the user be held accountable for the appropriate utilization of this technology.

Failure to follow these guidelines can violate the Official Code of Georgia, O.C.G.A., Codes 16-9-90, 16-9-91, 16-9-93, and 16-9-93.1 as well as Title XVII of United States Public Law 106-554, known as the Children's Internet Protection Act. Such actions can also lead to disciplinary actions, up to and including loss of access to GCPS technology resources and further disciplinary actions as defined by existing GCPS policies.

## **Section V - GSMST Technology Policies and Procedures**

The following section of the document outlines GSMST's policies and procedures, in addition to AUEM Guidelines, regarding technology fines: damage assessment, repair, and any other related charges on student accounts.

### **Summary of Policies and Procedures**

A summary/outline of the main contents have been detailed in the section immediately below; please find the matching section headers on the following pages for more information regarding specific GSMST policies.

- **Protective Clamshell Cases & Damage Repair**

- A majority of GSMST laptops/chargers are currently under Accidental Damage Protection (ADP) warranty that **DOES NOT** cover cosmetic damage.
- GSMST's fee structure is per-incident for all laptop models (both HP and Lenovo laptops): a minimum of \$5.00 for physical damage found for the first incident; \$50 for the second incident; \$75 for the third, etc. If extensive physical damage, requiring replacement parts is required for the laptop, the students/families will be required to take on the additional repair costs in addition to the initial damage fee.
- Protective clamshell cases will be installed on laptops with physical/cosmetic damage (\$25)
- GSMST GCPS laptops/chargers/cases may not be personalized with stickers/drawings/etc.
- Submit a tech ticket using the Google Form on your eClass landing page for tech assistance.

- **Loaner Laptops and BYOD**

- Loaner laptops are issued when student laptops are sent for repair or when personal devices malfunction.
- 9<sup>th</sup>, 10<sup>th</sup>, and 11<sup>th</sup> grade students are currently required to have a GSMST laptop checked out; 12th grade students have the option to bring/use a personal device if they have opted out of the laptop deployment per the BYOD addendum.
- The Tech Team is limited in the amount of support that can be provided with personal devices.

- **Laptop Chargers**

- Only GSMST-issued chargers are to be used with GSMST laptops; using third party vendor chargers (or taking your laptop to a third-party repair center) will void the warranty on the laptop.
- Damaged/defective chargers can currently be replaced with the ADP warranty; lost chargers must be replaced at GSMST for a cost of \$30 through MyPaymentsPlus.

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- A GSMST name label must be attached to the charger to avoid replacement charger costs at the end of the year (\$30).
- **Lost or Stolen Laptops**
  - If a student laptop is lost, the student/family will be responsible for the replacement cost of the lost laptop.
  - If a student laptop is stolen, the family will be asked to file a police report and share it with the Tech Team, who will then submit the report to the county. Based on the assessment of the report, the county will either replace the laptop will or ask that the student/family assume the replacement cost of the laptop.
- **Final Exams and Laptop Needs**
  - Students who forget their GSMST-issued laptops on exam days will not receive loaner laptops for their online exams - they will be assigned to computer labs (with limited spaces available)
  - Students are expected to pay off any outstanding fines on their account prior to taking spring final exams.
- **Summer Laptop Collection and Damage**
  - All student laptops are collected for re-imaging, software updates, and damage repair over the summer. Any unreported or excessive damage will automatically incur a \$25 minimum fine over the summer.
- **Software Downloads and Re-Imaging**
  - Students are not permitted to download and install software onto their GCPS issued laptop
  - Students can request software downloads through submitting a Tech Assistance Form, found on the student's eClass landing page.
- **Withdrawals and Graduation**
  - If you are leaving GSMST (graduating/withdrawing/transferring), you must pay any technology fines on your account before you can be cleared for graduation/withdrawal/transfer.

## **Detailed Policies and Procedures**

### **I. Protective Clamshell Cases & Damage Repair**

The student HP ProBook laptops are property of Gwinnett County Public Schools, assigned to GSMST, and covered under accidental damage protection (ADP) warranty as of the 2024-2025 school year. This provides the school with the opportunity to send in damaged and/or defective devices to the county for repair, without having to ask students/parents to assume repair costs. However, once the ADP warranty coverage expires, students/parents are expected to cover the cost of any damage found on the device, regardless of how the damage occurred.

Even though the HP ProBook laptops are covered under ADP warranty, if the GSMST Tech Team finds extensive physical and or cosmetic damage to the laptop, **GSMST reserves the right to install a protective clamshell case on the laptop at a cost of \$25.** Since our ADP warranty does not cover cosmetic damage (scratches, dents, etc.), this charge is a measure taken to prolong the life of the laptop and to ensure that students entering GSMST will have access to a viable and working Windows device. This \$25 charge can be paid through the student's/family's MyPaymentsPlus account.

***GSMST's fee structure is per-incident for all laptop models (both HP and Lenovo laptops): a minimum of \$25 for physical damage found for the first incident; \$50 for the second incident; \$75 for the third, etc.***

***If extensive physical damage, requiring replacement parts, is found on the laptop, the students/families will be required to take on the repair costs in addition to the initial damage fee according to the incident structure.***

Please note, the newer HP ProBook 440 models do not currently have protective clamshells that are manufactured for their models, but students will still be charged the damage fee according to the incident structure if physical damage is found on their laptop.

**If you receive a GSMST HP ProBook laptop that already has a protective clamshell case on it, the following statements apply to the laptop:**

- This case belongs to GSMST and was likely installed to avoid any further damage to the laptop - you must keep the protective clamshell case on the laptop at all times unless the Tech Team or Admin ask you to remove it.
- The case needs to be turned in with the laptop at the end of the year - you are not to remove the protective clamshell case at any time.
- You may not decorate the protective clamshell case with stickers/paint/anything else, regardless of whether you paid for the case.
- If damage is found on your laptop, even with the protective clamshell case on it, you will pay the fine based on the incident structure, regardless of whether the case was already on your laptop before the damage occurred.
- If you have your own protective clamshell case purchased on the laptop and physical damage was found on the laptop, you will pay the damage fine based on the incident structure.
- If the protective clamshell case is found to be cracked or broken in any way, the Tech Team will charge you for a replacement protective clamshell case to be put on your laptop - \$25.

You may not decorate your GSMST laptop with stickers, drawings, paintings, or any other medium as the laptops are property of Gwinnett County Public Schools. Please note that this also applies to the protective clamshell case, which is property of GSMST, and decoration of any kind is prohibited.

If you are a 9th grader, receiving your GSMST HP ProBook laptop for the first time, and you notice damage on the laptop, please report this to the Tech Team as soon as possible so that you are not held responsible for the damage.

If your laptop is found to be damaged and/or crashes due to internal/external damage or defect, please understand that the Tech Team is not responsible for any data that was locally saved onto the device. This includes any files saved to the C:\ drive of the laptop - anything on the Desktop, Documents, Downloads, Music, Pictures, Videos, and any other associated C:\ drive folders. Students are always encouraged to either save their content to their H:\ (Home) drive, to Google Drive, to an external hard drive, or to any other cloud-based and/or external drive location.

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If you have any damage to your laptop, your laptop malfunctions, or you need to request software downloads to your computer, please put in a Tech Ticket using the Google Form on your eClass landing page and monitor your school email for a response from the Tech Team regarding your ticket. You can also visit Tech Triage for assistance. Please keep in mind that your student email is our primary method of communicating with students concerning any questions regarding software needs, updates on damage/repair status, and protective clamshell cases, etc.

**II. Loaner Laptops and BYOD**

Once a student turns in their laptop for damage repair or service, the laptop gets sent off to the county vendor. During the time that the laptop is with the county vendor, students are given a Lenovo loaner laptop for school use, and the same policies and procedures apply to the loaner laptop during the time it is in the student's possession.

If a student laptop has been collected for administrative or disciplinary reasons, loaner laptops will be provided for the student only upon admin approval.

Currently, 9<sup>th</sup>, 10<sup>th</sup>, and 11<sup>th</sup> grade students are required to have a GSMST laptop checked out to them; 12<sup>th</sup> grade students have the option to bring/use a personal device. Please understand that if you are using a personal device, the Tech Team is limited in the amount of support and troubleshooting that can be provided with personal devices. GSMST will not be able to repair any hardware damage on personal devices, and certain licensed software may not be available for download on personal machines. It is the students'/parents' responsibility to ensure that students will be able to work from their personal device to complete their coursework, and to ask the Tech Team for assistance as needed.

**III. Laptop Chargers**

Each student laptop and laptop charger belong to GCPS, and should be treated as school property, whether at home or at school. Any damage to either the laptop or the charger should be reported to and addressed by the Tech Team as soon as possible to avoid any further damage. **Please do not take your charger or your laptop to an outside vendor for repair, as this will void the warranty and you may be responsible for repair costs.**

Please only use your GSMST-issued HP ProBook charger with your laptop. If you use a third-party charger with your laptop, you will void the warranty and may be responsible for repair costs.

If you have damaged your charger, please bring it to Tech Triage, and you will receive a replacement charger covered under ADP warranty. If you have lost your charger, please come to Tech Triage, and you will be able to buy a new charger for \$30. The charge will appear on your MyPaymentsPlus account within 1-2 days of receiving your replacement charger.

When you drop off a laptop for repair or for troubleshooting purposes in Tech Triage, please make sure to keep your laptop charger with you, unless it is requested by a Tech Team member. The Tech Team is not responsible for keeping track of student chargers and will not typically request student chargers unless the chargers are turned in for damage/repair purposes. Please do not leave your charger in Tech Triage, unattended, for any reason.



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Please take care to ensure that your HP ProBook charger has a GSMST label with your name on it. If your charger label comes off or looks like it is peeling off, please stop by Tech Triage to get a replacement label on your charger. This label is the only way that the Tech Team can confirm that you have the original charger assigned to you and avoid charging you a charger replacement fine of \$30.

**IV. Lost or Stolen Devices**

If you have lost your GSMST student laptop, please notify the Tech Team immediately. The student/family will be responsible for the replacement cost of the laptop.

If your student laptop is stolen, please file a police report and share it with the Tech Team. The police report will be submitted to the county for assessment. Based on the report, the county will either replace the laptop or request for the student/family to assume the replacement cost of the laptop.

**V. Final Exams and Laptop Needs**

Please make sure to bring your GSMST GCPS laptop with you to school every day and restart frequently to receive all necessary updates. Many of your final exams may be administered on GSMST laptops, and the expectation is that you have your laptop fully charged and with the latest updates on it, prior to testing.

If you forget to bring your GSMST laptop during final exams, you may be asked to take your online exam in a computer lab (limited lab spaces available). No HP loaner laptops will be checked out to students who forget to bring laptops on final exam days.

Additionally, prior to taking spring final exams, students are expected to pay off any fines assessed on their account. This includes any fines for lost chargers and protective clamshell cases.

**VI. Summer Laptop Collection and Damage**

All student laptops are collected for re-imaging, software updates, and damage repair over the summer. Any unreported physical damage found after summer laptop collection will automatically incur a damage fine according to the incident structure.

It is best practice to report laptop damage immediately after they occur and before laptops are collected for the summer. If damage is found during the summer, a student assumes the risk of not having a repaired laptop ready for pick up at the beginning of the following school year. Due to the volume of devices that get sent to the county vendor for repair over the summer, longer repair times are common.

When turning in laptops and chargers at the end of the school year, please ensure that your HP ProBook charger has a GSMST label with your name on it. If your charger does not have your first and last name on it, the Tech Team will not be able to ensure that you have the original charger assigned to you, and you may be fined \$30 for a replacement charger when you come back to school in the fall. Please make sure to keep the name label on the charger and stop by Tech Triage during the school day to get a replacement label if yours peels off for any reason.

**VII. Software Downloads and Re-Imaging**

It is prohibited for students to download and install software onto their GCPs issued laptop. Only the Tech Team can install approved software at the request of an administrator or teacher. The process for requesting software includes submitting a Tech Assistance Form, found on the student's eClass landing page, after which the Tech Team will schedule a software install with the student. The Tech Team will communicate via the student's school email to set an appointment for the install.

If unapproved software or malicious files are detected on a school laptop, the county will ask GSMST to collect the student laptop for re-imaging (during which all contents and programs on the computer's hard drive are deleted and reinstalled). If this occurs, the Admin team and/or the Tech Team may also be required to collect the device for a security check, during which time the student may not receive a loaner laptop to take home.

**VIII. Withdrawals and Graduation**

If you are a senior with laptop damage and a fine has been assessed for a protective clamshell case, you must pay the fine before being allowed to graduate.

If you are withdrawing/transferring from GSMST and damage is found on your laptop and/or charger, you must pay all fines in full before you will be cleared for withdrawal/transfer from GSMST.

