THE KING'S ACADEMY

TKA Device Acceptable Usage Policy 2019-2020

Device Acceptable Usage

The term "computer device(s)" as stated herein, is defined as any school-owned device such as a laptop, iPad, Chromebook, or any other mobile device that is issued to a student by TKA's IT Department for school and/or home use. The term "loaner device" is defined as any device checked out by the IT Department to a student for the sole purpose of using on campus or at home for a short period of time while the student device is being fixed or replaced. The term "network services" refers to the school's network and/or internet connections used to access school or internet-related information. That includes but is not limited to, wired and Wi-Fi connections.

Acceptable Use

a. Computer devices should only be used for educational purposes related to classroom work or school-related assignments.

b. Students are allowed to add a home printer to their school-issued device.

c. It is strongly recommended that students buy a hard cover for their MacBook devices to protect it from damage. iPads already come with a protective case.

d. Students must comply with the TKA IT policy published in this handbook, whether on or off campus, during or after the school year.

Unacceptable Use

Unacceptable use of computer devices and network services includes, but is not limited to, the following:

a. Students agree not to use the equipment for any purpose that is contrary to the mission, purpose, or belief of TKA, which is a biblically-based religious institution.

b. Students are responsible for any activity that occurs on a workstation for any time that they are logged on to it. Students should never allow another student to use their password or system when they are logged on. Doing so will result in the suspension of computer privileges for five school days for all students involved.

c. Personal data should not be stored on school-issued devices. Personal data includes, but is not limited to, photos, documents, videos, etc. TKA is not responsible for the loss of any personal data due to hardware or software malfunction or damage.

d. Student computer devices are the property of TKA. Under no circumstance may a student attempt to install or replace additional hardware on the device. Hardware includes hard drives, memory or any other type of hardware.

e. Students computer devices have security controls and web-filtering software installed. Students agrees that they will not attempt to disable or in any way change any settings for any security-related software.

f. Students may not access, publish, post, forward or download inappropriate material; this includes, but is not limited to, pornographic, slanderous, defamatory, discriminatory, aggressive, bullying, harassing, alcohol-related, or drug-related material in any media format (such as all images and/or videos).

g. Students may not use computer or loaner devices for any illegal activity. Students may not attempt to evade TKA security systems and should report any such activity to the IT Director. TKA assumes no responsibility for any illegal activity made by the user while using school-owned computer devices or network services.

h. Students may not download, copy, or publish any material that violates copyright or software licenses. TKA assumes no responsibility for copyright or licensing violations by users.

i. School-issued devices come pre-installed with school approved software. Installation of any third party software or app will not be allowed for any reason. Students agree that they will not attempt to download or install software or apps on any computer device. Unauthorized software is ANY software that was not pre-installed on the device by the school.

j. Parents are aware that school-issued devices have web-filtering software as well as security controls managed by the TKA IT Department. Parents agree that third party web-filtering software will not be installed on their student devices as this may affect or prevent the full functionality of TKA's current filtering and security controls.

k. Students may not attempt to install a secondary operating system or reinstall the current operating system on computer devices.

l. Students should not try to guess or bypass the BIOS password.

m. Students may not use computer devices for any personal reasons that are not in line with the school's educational program, classroom activity, or teacher assignments. Examples of such activities include, but are not limited to, watching online series, movies, going on social media websites, playing online games, etc.

n. Playing pranks such as locking other students accounts or replacing keyboard keys in any of the lab computers is unacceptable.

o. Access to YouTube and other online streaming websites is blocked for all students. YouTube access is allowed for students only Monday through Friday from 08:00am to 03:00pm. Students should not attempt to bypass TKA's security to access those websites or any blocked website

p. Students must not share passwords with each other or with anyone, use each other's computer devices, or access each other's emails.

q. Students should not use any staff computer devices in any circumstance and for any reason.

r. Students may not put stickers or skins on computer devices and should keep the device in the school-assigned cover, if applicable and in their bags if they are not using them.

s. It is the students' responsibility to keep the devices fully charged before coming to school. Students should not expect to charge devices in the classroom.

t. Personal files must not be saved on school-issued devices. TKA is not responsible for the loss of personal data.

u. Students agrees to keep the computer device in good working condition and not be negligent while using it. Students should not eat or drink near the computer devices and should keep them clean at all times.

v. TKA asset tags must not be removed.

Students Lost and Found Device

a. A student who leaves his/her device unattended will receive an electronic device misuse conduct report by the staff member who found the device; 5 demerits will be assigned for the first-time offense and then 10 demerits for consecutive offenses.

b. Unattended devices found on campus will be turned in to the SAO.

Loaner Device

a. In the case that a student device is lost or broken and is in the process of being fixed at an Apple Store, the TKA IT Department has a pool of loaner iPads and MacBooks. Those devices will be issued to students for a maximum of one week until they get their device back from Apple.

b. Should Apple require more than one week to repair the device, the students must bring the loaner device to the IT department and request an extension.

c. Loaner devices will have the same security controls as the student device. Students will have to login using their TKA network account just like they do on their own device to get access to the Internet.

d. Damage to loaner devices will be treated the same way as it is for a student device. Please refer to the section "Lost, stolen or damaged device policy" for more information. If a student damages the loaner device, they will not be issued another one and will have to wait until they get their device back from the Apple store.

e. Students must notify the IT Department if Apple replaces their device. The new device must be brought to the IT Department to be configured with school software and controls.

Lost, stolen or damaged device

a. It is the responsibility of the students and family to safeguard the computer. Parents promise and warrant that the computer is insured against all risks of loss or damage from every cause whatsoever. The insurance must be for the full replacement value of the equipment, with TKA named as the loss payee. If the parent chooses not to have TKA as a loss payee, then they agree to pay TKA for all damages.

b. School-issued iPads come with a 3-year Apple Care+ that extends the original limited warranty coverage from the original purchase date of the iPad. This covers up to two (2) incidents of accidental damage with a $49 service fee plus applicable tax. This fee will be paid by the parent. For more information, please go to https://www.apple.com/support/products/ipad.html.

c. School-issued MacBooks only come with the manufacturer limited warranty. They do not come with Apple Care+. The TKA IT Department encourages parents to purchase AppleCare+ as soon as students get their devices. For more information about Apple Care+, please go to https://www.apple.com/shop/product/S6124LL/A/applecare-plus-for-macbook-macbook-air.

d. Device insurance can be purchased online for those whose homeowner's or renter's insurance does not offer coverage.

e. TKA is not responsible for any theft of devices.

f. Each student will be issued a new charger and cable which will be for their use as long as they remain a student at TKA. TKA does not supply replacements for lost, damaged, or failed chargers or cables. If replacement is necessary, a genuine Apple product must be purchased. If a third party, non-genuine Apple device is used and causes damage to the computer, replacement or repair will be the responsibility of the parent.

g. For any technical issues, students or parents must create a ticket by sending an email to help.desk@tka.org. The ticket will be assigned and the students will be asked to bring their device to the IT Department for assessment and resolution of the problem. If the IT Department recommends taking the device to the Apple Store to be fixed or replaced, the Apple technician must be made aware that this is a school-issued device.

h. If any student installs unauthorized software on their school-issued device, it will be necessary for the IT Department to reconfigure the computer. This process is time consuming and will be billed to the parents at the rate of $45 per hour.

i. Parents agree that if the computer fails to perform after signing the Acceptable Usage Policy form, it will be their responsibility to repair and correct the problem at an Apple certified support center. Parents further agree that TKA will not be responsible for any failure of equipment for any reason.

j. The technology fees charged each year do not cover the cost of the school-issued device. The fees are used to pay for the technology infrastructure as well as the increased technology needs of a 1:1 school. This infrastructure includes, but is not limited to, the wireless system, network switches, firewall and web filter. In the event a device is lost, stolen, or damaged, the replacement cost will be the responsibility of the parent.

Student Withdrawal from TKA

a. If a student withdraws from TKA before graduation, the parent agrees to return the device in good working condition along with the charger, case, original packaging, and any other peripherals assigned to them. If an assigned device is returned in a non-working condition or is not returned, it is the responsibility of the parent to reimburse TKA for the cost of the hardware. For lost chargers or iPad cases, the parent agrees to pay the full price for replacement. Good working condition means the device turns on and has no significant physical damage.

b. Should a student withdraw from school and would like to keep the device, the business office will prorate the cost to buyout the contract for the student's device. Upon payment of the appropriate fee, the device must be taken to the IT Department for unlocking. An appointment is recommended.

If you need to contact the TKA IT Department for any assistance, please email help.desk@tka.org.