



**CRICS Technology Handbook**  
**2021-2022**

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# 1 Introduction

## 1.1. IT Team

<b>IT Team Director</b>	Peter Passchier
<b>Hardware &amp; Network Manager</b>	John Kongprom
<b>Technician &amp; Webmaster</b>	Chester Bak
<b>Technician &amp; Helpdesk</b>	David Anasco
<b>Technician &amp; Study supervision</b>	Loyal Osterhoudt
<b>Print Shop Manager</b>	Nuchanart “Ju” Sae-tang

## 1.2. Glossary

**Administration** – The CRICS IT Team and the school leadership.

**Bandwidth** - The total amount of internet data that can enter and exit the school's network.

**Blocksi** - Filtering App that monitors internet usage and blocks access to inappropriate content.

**Chromebook** - A (small) laptop with ChromeOS by Google that majors on cloud apps, build for durability, safety, and ease of use while using the internet.

**crics.asia** - The school's official website.

**CRICS Portal** - A page available through the crics.asia homepage that has links to the Student Handbook, the Technology Handbook, and more.

**Device** - Any electronic machine or tool (Chromebook, phone, tablet, camera, etc.).

**FACTS** – The School Information System used by CRICS for grading, attendance, etc.

**Gmail** - Email account provided by Google (CRICS uses Google for Education).

**Google Suite** – The package of Google for Education apps that are available for use.

**Hotspot** - A wifi access point hosted on a phone that gives access to the internet.

**Intentional Misuse** – Intentional violation of the Technology Handbook's policies and guidelines, as determined by the IT Team. Examples might include hacking, dropping or throwing devices, theft, etc. The IT Team's decisions may be appealed to a higher administrative level up to the Superintendent.

**IT** - Information Technology (computers, networks, internet, printers, storage devices, etc.).

**Neglect** – Lack of care of IT equipment by a user, acting without considering Technology Handbook policies and guidelines or reasonably understood safety considerations, as determined by the IT Team. Examples might include leaving a device out in the sunlight, lending a device to another user, leaving a device in a public place, sitting on a device, attempting to access unapproved content, etc. The IT Team's decisions may be appealed to a higher administrative level up to the Superintendent.

**User** - Anyone who uses a device on the CRICS network.

## 2 How the Handbook Works

The CRICS Technology handbook must be read and agreed upon by all staff, parents, and students before they may use the CRICS network and/or devices. This can be done by following the links in the Staff Technology Agreement, Parent Technology Agreement, and Student Technology Agreement on the CRICS Portal.

The CRICS Technology Handbook applies to all devices used at CRICS by students, staff, or guests, including any other device considered by the CRICS Administration to fall under this policy. The Administration reserves the right to access all devices (personally owned or owned by CRICS) connected to CRICS technology systems as a measure of safety and accountability.

It may be necessary for CRICS staff to create additional verbal and written guidelines to specific persons, classes, grades, or groups. These additional guidelines become amendments to this policy.

Consequences for violations of the CRICS Technology Handbook may result in any or all of the following: revocation or suspension of Chromebook privileges and/or privileges to use the school's internet or other network; parental notification; discipline up to and including short- or long-term suspension from school; fees for loss, theft, damage or destruction; grade reductions; loss of course credit; and/or legal action.

A guiding passage from the Bible for technology policies and expectations at CRICS is *But the fruit of the Spirit is love, joy, peace, forbearance, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law* (Galatians 5:22-23). Please receive our blessing to use the CRICS network and devices for any of those purposes.

## 3 CRICS Commitments

Provide all students with access to a Chromebook and internet for curricular use.

Instruct all students in age appropriate computer use and safety.

Maintain internet filters to limit access to inappropriate content.

Manage the use of bandwidth to prioritize classroom and school use.

## 4 IT Shop (room C203) Services

### 4.1. General Guidelines

In an emergency situation (“my projector is broken and I teach in 10 minutes”, etc.) please come directly to the IT Shop for immediate assistance.

For all other IT requests, please submit a work ticket online at [it.crics.asia](https://it.crics.asia), so your request can be dealt with by the IT Team.

Never just take anything from room C203. Ask an IT Team member for permission or for checking out as required.

Be considerate of other people when at the IT Shop so everyone can access assistance.

IT Shop services prioritize curricular instruction and are intended for CRICS use only.

## 4.2. Student Check Out Items

Chromebooks with chargers and bags will be issued to individual students for grades 7-12, while chromebooks and chargers for grade 6 and lower are issued to the classroom teacher and kept in the classroom.

Students are required to supply and bring their own headphones.

Students can bring their own mouse or keyboard as needed.

## 4.3. Teacher/Staff Check Out Items

Bring your own mouse, keyboard and headphones as needed.

As needed, the IT Shop can supply: chargers, speakers, projectors, portable projector screens, document cameras, screens, PCs, HDMI/VGA cables, assorted dongles, converters and adapters, and chromebook bags.

## 4.4. IT Shop (room C203) Services

Copying, scanning, printing (black & white and color), die cutting, laminating, paper cutting, label printing, etc.

Storing & issuing small office supplies: pens & markers, paper, paperclips, glue, whiteboard markers, etc.

## 4.5. Getting Started

During Orientation and/or Registration in the days prior to the start of school, the IT Team will be set up to dispense required devices to staff and students.

# 5 Using the CRICS network

1. Access to the CRICS network and wifi are a privilege, not a right.
2. All digital activities must agree with our 6 School-wide Results and Descriptors (see the CRICS Handbook), align with Galatians 5:22-23, comply with Thai and international law (including copyright laws), and be generally non-offensive.
3. All activities on the CRICS network are monitored by the IT Team. This includes images viewed, videos viewed, emails sent, keys pressed, and other forms of digital activity. All online activity is viewable; it is **not** private!
4. Students may only use the CRICS network to access the internet during the school day.
5. Connecting to any third-party hotspots or other networks is not allowed.
6. Users may not set up any private networks (VPN), peer to peer connections, proxies, or use any other technology solution to anonymise or shield their internet activities from being monitored.

7. Bandwidth is limited and must be reserved for academic use. Only academic and CRICS-approved use of bandwidth is acceptable during classes, and even during class, streaming content, large uploads, and other high bandwidth activities should be minimized.
8. All devices issued by CRICS remain the sole possession of CRICS and are subject to inspection, collection, monitoring, and remote access to the device that you are using. Users must keep their data and login information private.
9. Users log out and power down devices after use.
10. Any and all actions taken using your login name and password will be assumed to be **your** actions! It is no excuse to say that someone was using or hacked your account. Keep it safe and private!
11. Unauthorized access within the CRICS network, Impersonating another user, or use of another student's device without permission, and other forms of hacking are unacceptable.
12. Copyright violation and plagiarism are unacceptable in every medium and for any reason. Be sure that your use of intellectual property is in agreement with fair use and/or educational use policies. If you do not know, then do the research or ask for help.
13. Students may not download or upload materials unless the materials are necessary for CRICS educational purposes (e.g. Google Docs for class, public domain pictures for a social studies project, etc.) or the student is instructed to download or upload by a CRICS staff member.
14. Immediately report to a teacher any abusive, inappropriate, or otherwise offensive communication, including spamming, bullying, unwanted pictures, or any other abusive, offensive, or uncomfortable material.
15. Report any concerns to a teacher or the IT staff ([it.crics.asia](mailto:it.crics.asia)) immediately. A quick response will help us all maintain safe and effective computer systems and digital environments.

## 6 Using Personal Devices at CRICS

Students may only use CRICS-issued devices such as chromebooks. Students may **not** use non-CRICS devices such as personal laptops, phones, tablets, speakers or other devices without permission from a staff member during the school day (between 8:00 AM and 3:40 PM) - this includes all break times! Non-CRICS devices cannot be secured as well as CRICS devices and pose an increased threat of harm to our staff and students.

If you have a significant need for the assistance of a personal device, such as a phone during the school day (timers for breaks, use as calculators, awaiting an important call from family, video editing, etc.) then please ask your teacher for permission. If your need is recurring, then please ask your principal for the best solution.

## 7 Chromebook Program

### 7.1. Why Google and Chromebooks?

1. Google for Education Apps (Drive, Docs, Sheets, Slides, Drawing, etc.) are easy to use, constantly improving, and free.

2. Google Drive provides nearly unlimited cloud storage and access to files anywhere with internet access.
3. Google Apps are built to help people work together, communicate, and share online: a trend of the modern job market.
4. Google Apps and chromebooks are becoming common tools on college and university campuses and in companies around the world.
5. Chromebooks are powerful, internet-based machines that are optimized to be lightweight yet sturdy with long battery life and short boot up times. Perfect for the school day.
6. Chromebooks are highly resistant to viruses and other malware.
7. Chromebooks can be monitored and maintained remotely reducing time and money spent by the IT department while increasing service response times for all users.
8. Chromebooks provide controls and filtering options to protect students as they use the internet.
9. Chromebooks foster students' interest and provide new ways to interact with the curriculum.
10. Chromebooks encourage a shift from teacher-centered lessons to student-centered lessons where initiation, resourcefulness, independent thought, creativity, and collaboration can be more commonly exercised in the learning process.

## **7.2. General information**

1. CRICS-issued Chromebooks are the property of the school at all times and as such are subject to digital and physical search.
2. Grades 6 and below will charge devices in the classroom. Grades 7-12 will charge devices at home. A charged battery will most likely last all day, so chargers should usually be left at home.
3. CRICS chromebooks can only be used by [crics.asia](https://crics.asia) (Google) account users.
4. CRICS chromebooks allow for safety controls against inappropriate actions, filtering of internet content, and GPS location in the event of a lost Chromebook. These services are active on the Chromebooks at all times.
5. CRICS administrators can request user history data down to the internet history, chat conversations, emails, and even keystrokes in the event of an investigation into significant misconduct which cannot be resolved otherwise.
6. If you have any questions or concerns about the 1:1 Chromebook program at CRICS, then please speak to the Secondary principal Troy Roberts ([troberts@crics.asia](mailto:troberts@crics.asia)).

## **7.3. User Expectations**

### **7.3.1. Use in learning**

1. Chromebook use must improve the educational experience and never detract from the educational experience. Distractions due to technology use should be minimized whenever

possible (use headphones when watching a relevant video, chat or message only when instructed to do so, avoid loud typing, do not draw attention to your screen unless it is necessary to do so, etc.).

2. Do not touch other students' chromebooks or chromebook-related items without permission.
3. Do not take pictures, video, or audio without the permission of those around you.
4. Help others to care for their Chromebook by giving them reminders to comply with the policies of this handbook.

### **7.3.2. General Care**

1. Promptly report any problems with a device to their teacher and to the IT Team in person or by submitting a ticket at [it.crics.asia](https://it.crics.asia).
2. Never leave Chromebooks in an unsafe or unsupervised location.
3. Keep chromebooks clean using a soft, dry cloth (preferably a microfiber cloth). If chromebooks need to be cleaned, create a cleaning solution of half water and half white vinegar, then with the chromebook unplugged, lightly apply the cleaning solution to a very soft cloth. Wipe all parts of the chromebook including the screen with rapid circular movements. Never apply that solution directly to the chromebook (including spraying), never apply harsh chemicals such as glass or kitchen cleaners, never use paper towels or tissues, and never apply strong pressure.
4. Do not remove or interfere with the serial number or other identifications.
5. Whether student or staff member, do not put any stickers on the chromebook!
6. Do not attempt to remove or change the physical structure of the chromebook, including the keys, screen cover, labels, or plastic casing.
7. Do not attempt to install or run any operating system on the chromebook other than the ChromeOS operating system supported by the school.
8. Keep food or drink away from the Chromebooks.
9. Insert and remove cords, cables, and other devices carefully.
10. Keep fan vents clear to reduce heat build-up. Dust and heat are the enemies of all computers. Use chromebooks on a hard, flat surface, not on a blanket, pillow, or other flexible surface.
11. Close and store chromebooks in their IT Team supplied laptop bag when not in use, for safety. The chromebook bag is your defense against damage.
12. Do not expose Chromebooks to extreme temperature or direct sunlight for extended periods of time. This includes being left inside a hot car.

### **7.3.3. Screen Care**

1. Be gentle with the chromebook. The screens are particularly sensitive to damage from excessive pressure.
2. Do not touch the screen with anything (e.g., your finger, pen, pencil, etc..) other than the cleaner described in the previous policy.



3. Do not lean on the chromebook or stack anything on top of it.
4. Do not place anything near the chromebook that could put pressure on the screen.
5. Do not force a chromebook into a space that puts pressure on the screen (e.g. slanted in a locker, into a book bag next to a pencil case, or on top of a phone) as this may break the screen or body.
6. Do not place anything in a bag with a chromebook that will press firmly against the chromebook. Consider possible bumps and drops of your bag.
7. Do not place anything on the keyboard (e.g. pens, pencils, headphones, notebooks, etc.). This is a common cause of broken screens upon closing the lid.
8. If necessary carry the chromebook from below with two hands. Do not hold by squeezing or pinching without supporting from below.

#### **7.3.4. Bag & Storage**

1. Keep your device in the CRICS provided chromebook bag. Use of any unapproved bag use will result in a fine and/or disciplinary actions.
2. If a using a school-provided Chromebook bag, then it is recommended that users identify their Chromebook bag with a non-marking, non-damaging, personal item (e.g. ribbons, keychains, bracelets, watches, hair clips, strings, etc.)
3. The bags must be returned at the end of the year in original state. Do not write or paint on the bag or apply stickers, labels, or tape or otherwise damage or change the bag.

#### **7.3.5. Use at Home**

1. Students in grades 7-12 must bring their chromebooks to school fully charged every day.
2. Students who forget their chromebook at home, fail to charge their chromebook , or otherwise arrive with an unusable chromebook can expect that their grades will be affected if assignments are missed or incomplete and/or that disciplinary actions may be taken.
3. You are allowed to connect the chromebook to securely encrypted (WPA) wireless networks at home, or in other venues, but you can be held accountable if damage occurs through usage of an insufficiently encrypted or open wifi hotspot (that could have been set up maliciously). If you are unsure of the wifi security, then don't use it. CRICS is not responsible for any loss of data, breach of privacy or hacking incidents due to the use of unsafe networks.
4. When connecting from home, staff, students, and parents should be aware that a CRICS device and account is still being used, so website monitoring and content filtering is still active. No matter the location, CRICS chromebook can be investigated and located.
5. CRICS can not provide any assistance, troubleshooting, or advice for off-campus problems unless they are directly and entirely the fault of the CRICS chromebook.

#### **7.3.6. Fees**

1. All fees are non-refundable.
2. All students in grades 6-12 are required to pay a printing fee of 500 baht per year.

3. All students are required to pay the chromebook fee of 2,500 baht per year.

### **7.3.7. Damage**

1. Normal wear and tear is expected and will not result in fines if it seems that the user was attempting to care for the device within the policies stated in this handbook.
2. Damage that does not prevent the use of the Chromebook will generally not be repaired.
3. Any data or changes that were not synced to Google Drive while not connected to the internet will be lost during the repair process. Please ask the IT Team for help if you have unsaved data on a Chromebook that is having problems.
4. Damage caused by intentional misuse or neglect may result in disciplinary actions, loss of chromebook privileges (which could affect grades!), and/or fines as much as the value of the repairs or replacement including the cost of parts, labor, and transportation/shipping. If the chromebook must be replaced then the fine will be the cost of the chromebook minus the initial chromebook fee paid to the school.
5. Report even the slightest forms of damage to the IT Team immediately to ensure that use will not cause further damage.

### **7.3.8. Loss or Theft**

1. Report the loss or theft of any device immediately to the nearest teacher or IT Team member.
2. Lost or stolen chromebooks can be tracked by GPS if connected to the internet, and can at all times be locked and made unusable.
3. Loss or theft repair or replacement expenses:
  - (a) Loss of Chromebook bag 200 baht
  - (b) Loss of Chromebook charger 700 baht
  - (c) Loss of Chromebook 11,000 baht (includes new Google registration fee)

### **7.3.9. Getting a Replacement Chromebook**

1. Chromebooks that are unusable can be exchanged for a chromebook at the IT Shop to reduce the loss of learning time. An investigation will then be conducted to inform the IT Team's response to the student pertaining the chromebook.
2. Exchanges may be denied if the student: is under disciplinary action, under investigation for disciplinary concerns, has demonstrated a pattern of intentional misuse or neglect, or exhibits other indicators of risk or non-compliance with this handbook.

## **8 Grade K-6 Student Technology Agreement**

The following agreements are communicated by the classroom teachers for each grade K-6 class:

**Everything that you do online can be seen by your teacher and the IT Team. Nothing is private.**

In accordance with the Technology Agreement, I **agree** that:

1. I will only use chromebooks when the teacher gives permission.
2. I will use chromebooks safely and gently.
3. I will carry the chromebook level (flat) and with two hands.
4. When I carry a chromebook, I will not carry anything else.
5. I will not eat or drink around chromebooks.
6. I will use the chromebooks on a hard surface, and never on soft surfaces.
7. I will not touch the screen with my fingers or with an object.
8. I will not place things on top of or inside of the chromebook.
9. I will use chromebooks respectfully.
10. I will treat other people kindly when using the chromebook, no mean messages.
11. I won't pretend that someone else's words and pictures belong to me or came from me.
12. I will protect my passwords and will not take other people's passwords.
13. I will immediately report any problems to the teacher.

## 9 Grade 7-12 Student Technology Agreement

For usage of the CRICS network and devices from the IT Team, the following agreements must be submitted electronically at the link below before any student can be allowed to use the network or devices.

[Click here to complete the Student Technology Agreement online](#) (the content is the same as below).

### Technology Handbook

I have read and understood the **CRICS Technology Handbook**.

**Not Private:** I understand that CRICS Network and Devices are electronically monitored by the IT Team and teachers at all times and so is not private at any time or any location.

**Care:** I will use the CRICS network and devices safely, respectfully, responsibly, and with the utmost care.

**Discipline:** I understand that irresponsible and/or disrespectful use of the CRICS Network and Devices may result in fines, bans from the network and devices, and/or other disciplinary actions.

**Copyrights:** I will follow all rules and laws regarding copyright and plagiarism in all forms of media out of respect for the creator's effort. (See the CRICS Handbook for more information - available at the CRICS Portal at [portal.crics.asia](http://portal.crics.asia)).

**Passwords:** I will protect my passwords and the passwords of others

**Bandwidth:** I will use the CRICS Network and Devices for educational purposes and work to conserve internet bandwidth for everyone to use in learning across the campus.

**Non-offensive:** I will only engage in online activities, media, and communication that is helpful, legal, appropriate, and non-offensive.

**Report:** I will immediately report any concerns regarding the CRICS Network and Devices to a teacher or the IT Team ([it.crics.asia](http://it.crics.asia)). Your reports will help us keep our network and devices operating at the highest level. Thanks!

## 10 Parent Technology Agreement

For usage of the CRICS network and devices from the IT Team, the following agreements must be submitted electronically at the link below before any student can be allowed to use the network or devices.

[Click here to complete the Parent Technology Agreement online](#) (the content is the same as below).

### Technology Handbook

**Consent to Use Technology at CRICS:** I agree for the student under my care to use the CRICS network and devices, and to encourage the student under my care in the policies of the CRICS Technology Handbook (available through the CRICS Portal at [portal.crics.asia](http://portal.crics.asia)).

**Consent to Use Chromebooks:** The CRICS Chromebook Program is a partnership between the school and the families of students in grades 7-12 to enhance the educational process with powerful and safe computing devices that prepare students for the educational and working environments that they will encounter in the future. I understand that my family's responsibilities include but are not limited to:

Encouraging students under my care in appropriate and educational uses of the chromebook.

Ensuring that students under my care in grades 7-12 brings the chromebook to school fully charged daily.

Protecting the chromebook against damage due to misuse or neglect and against loss or theft while off-campus.

Ensuring that the student under my care has adequate opportunities to use the chromebook and Google Apps for Education in a quiet and studious location while at home.

Reminding the student under my care that CRICS chromebooks are monitored digitally at all times.

Ensuring that the student under my care reports damage to their chromebook to the IT Team as soon as possible by making a work ticket at [it.crics.asia](http://it.crics.asia) or by visiting the IT Shop (room C203).

Paying for the repair or replacement of a CRICS device in the event of damage due to misuse or neglect.

I agree to the student under my care using chromebooks at school and to the responsibilities above that are summarized from the CRICS Technology Handbook?

**Consent to Use Additional Google for Education Applications:** Additional Google for Education applications (such as YouTube, Maps, Sites, Blogger, etc.) can host student made content (videos, maps, writings, etc.) on the internet, and allow students to work with other students in making content online. These tools are becoming common in the job market and also in our classrooms. I agree to the student under my care to using Additional Google for Education applications.

**Consent to Publish Student Work:** The CRICS family enjoys sharing and celebrating the work of our students, and sometimes the best way to do that is to publish the work online through our website, blog, YouTube channel, Facebook page, or other media outlets. I give consent to CRICS staff to use the student under my care's works (as well as copies, photos, and videos of those works) with no name or the first name only online for the purpose of publication and celebration.

**Consent to use photos and videos of students for promotional purposes:** CRICS keeps an active Facebook page and website and makes videos and brochures to share for promotional purposes. CRICS will not use names together with images or videos without first asking for permission again. If you have any questions please talk to Tanya Stuart, [recruiter@crics.asia](mailto:recruiter@crics.asia). Check us out at [crics.asia](http://crics.asia) and [facebook.com/crics.asia](https://facebook.com/crics.asia). I give permission for school photos and videos containing the students under my care (all your enrolled students in grades K-12) to be used for CRICS promotional materials (brochures, Facebook, website, videos, etc) for the entirety of your students' studies at CRICS.

*If you have any questions or concerns about technology use at CRICS, then please contact Chris Anasco at [canasco@crics.asia](mailto:canasco@crics.asia) for Elementary or Troy Roberts at [troberts@crics.asia](mailto:troberts@crics.asia) for Secondary students to set up a time to talk.*

## 11 Staff Technology Agreement

The appropriate and safe use of the CRICS Network and Devices is critical for our personal and community health and growth. It is a community effort. You are a community leader. Thanks for being disciplers in this area and in so many others.

For usage of the CRICS network and devices from the IT Team, the following agreements must be submitted electronically at the link below before any student can be allowed to use the network or devices.

[Click here to complete the Staff Technology Agreement online](#) (the content is the same as below).

### Technology Handbook

**Use Technology toward School Wide Results:** I agree to use the CRICS Network and Devices to move our families, staff, and students towards our School Wide Results: Caring Community, Excellent Education, Critical Thinking, Biblical Worldview, Thankful Stewardship, and Holistic Health.

**Support the policies of the CRICS Technology Handbook:** I agree to read, to follow, to encourage other community members to follow, and to teach and enforce among students the policies of the CRICS Technology Handbook (available through the CRICS Portal at [portal.crics.asia](http://portal.crics.asia)).

**Consent to use photos and videos for promotional purposes:** CRICS keeps an active Facebook page and website and makes videos and brochures to share for promotional purposes. CRICS will

not use names together with images or videos without first asking for permission again. If you have any questions please talk to Tanya Stuart, [recruiter@crics.asia](mailto:recruiter@crics.asia).

I agree to allow photos and videos showing me to be used for CRICS promotional materials (brochures, Facebook, website, videos, etc) for the entirety of my service at CRICS.