ARROWHEAD UNION HIGH SCHOOL COOPERATIVE TECHNOLOGY PROGRAM HANDBOOK

(updated 6/15/2026)



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Arrowhead Union High School is committed to providing a seamless, focussed, and safe learning environment for our students. In order to do that, we are providing touch-screen Chromebooks to meet the needs of your child(ren). The Chromebooks will be a part of a cooperative agreement between parents and Arrowhead Union High School, whereas payments are shared between parents and the district, allowing families to own the device after graduation.

The benefits of having a device provided through the district:

1. Automatically connect to the WiFI.
2. Have applications accessible and up-to-date.
3. Have repairs taken care of a loaner device issued.
4. Provide a safe online environment for your child.
5. Removes distractions so your child can focus on learning.
6. Keep our network and your child's information and device secure.
7. Allow for standardized testing to be less of an interruption (fewer days out of school).

1. ABOUT THE ARROWHEAD COOPERATIVE TECHNOLOGY PROGRAM

All Arrowhead Freshmen and new students (with the exception of the class of 2026) will receive a new touch-screen Chromebook for their school work. Devices will be distributed at Wings and students will be trained on their device's features. Students will also review policies and procedures for proper use and care of the device along with instructions to access Google and other Arrowhead accounts. New students will be issued Chromebooks at the New Student Welcome and Orientation in August or through either campus library on the first day they report to school.

Families and students will indicate that they have read and understand the Acceptable Use Policy and the Chromebook Cooperative Technology Strategy Handbook during the registration process. Students will review these expectations at Wings.

1.a. Rent-to-own Payment and Payment Waiver Information

There is a rent-to-own (RTO) payment associated with this program, which may change year to year, depending on the cost of the device and accidental damage coverage. *This payment is a shared cost with Arrowhead Union High School*. This device is district-owned (i.e. district property) until the end of the school year in which the final payment is made. At this time, the device is owned by the family.

For families who qualify for free and reduced lunch, the RTO payment may be waived, however, the family will not own the device unless the payments are made. These families must check the Technology Program box on the Sharing Information with Other Programs form. For those who qualify for free and reduced lunch and choose not to make those payments, the payment amount will be placed on the student account in Skyward and will be removed when the device is returned.

There is a limited supply of Chromebooks for daily checkout for students who forget their Chromebooks, who have a Chromebook not in working order, or whose family fails to make the rent-to-own payments.

Payments may change from year to year. Here are the most current RTO payments: $75 per year (Increased to $80 per year during the 2026-27 school year).

RTO Payments:
During the registration process each year, a RTO payment of $80 for each student per year will be required. The RTO payment can be paid online through Arrowhead online service or through either campus main secretary via check or cash.

If a student withdraws once the school year has started, the rent to own payment is not refunded and the student may either purchase the device at the prorated fee or must return the device and power cord.

Students need to return the device and power cord originally assigned to them. If a student returns equipment belonging to another individual, the rightful owner will receive credit, and the student who made the return will be charged for any missing items.

In the event that a student withdraws and does not return their Chromebook, they will be responsible for the remaining Chromebook rent-to-own fees.

In the event that the student withdraws or graduates with **outstanding fees**, students and/or families will be contacted three times by the school district before turning fees over to a collection agency. At this point the student and/or family will be responsible for all school fees as well as the collection agency fee.

CHROMEBOOK DAMAGE FEES:
In the event that there is egregious or intentional damage to a student's Chromebook, a diagnostic and labor fee of $35 may be issued. Additional repair fees will be charged in addition to that. The following fees may be subject to change:
Classes of 2027-2029 (R756TN)

- Broken screen: $140
- Body damage (including etching, sanding, and pen or other vandalism): $40
- Keyboard damage: $60
- Lost Keys: $15 (per instance)
- Motherboard failure due to drops or liquid damage: $200
- AC Adapter: $22

Class of 2030 (R757TN)

- Broken screen: $200
- Body damage (including etching, sanding, pen and other vandalism): $50
- Keyboard damage: $60
- Lost keys: $15 (per instance)
- Motherboard failure due to drops or liquid damage: $300
- AC adapter: $22

Students who rent the Chromebook are responsible for taking care of their Chromebook, even if damage is caused by someone else. Students who withdraw and return a vandalized or damaged Chromebook may be charged additional damage fees.

LOST OR STOLEN EQUIPMENT:

In the event that a student loses or has their Chromebook or power cord stolen, a replacement fee will be charged, in addition to the annual rental fee that will be processed each year at registration. Fees are listed below:
Chromebook replacement: **$465** (Families would be issued a new Chromebook and would continue to pay rent-to-own fees during summer registration.)
Power cord replacement: $22 (Damaged power cords need to be replaced by the family).
Additional power cords and Acer Spin Stylus pens may be purchased through the Arrowhead Technology Store if students lose their equipment. Please do not purchase third-party power cords, as they can cause damage to the Chromebook.

1.b. Probationary Student Privileges

Arrowhead Union High School has an obligation to protect its assets. Based on the criteria below. Some students may be required to store their device at school at the end of each day for a specified time period. A secure location in each building and a check in check out process will take place to protect the equipment.
Students who may need to leave their device at school may include, but are not limited to, the following:

- Students new to the district (students who start mid-year)
- Students with significant office referrals or behavior referrals
- Students who have violated the Acceptable Use Policy during the current or previous semester.

1.c. Where do I pick up my device?

All Arrowhead freshmen will receive a new touch-screen Chromebook for their school work. Devices will be distributed at Wings and students will be trained on their device's features. Students will also review policies and procedures for proper use and care of the device along with instructions to access Google and other Arrowhead accounts.
If your child is new to the district after the start of freshman year or after the school year has begun freshman year, these students will receive their devices after the registration process is complete. Students may go to either campus library and the staff will make sure the student has received a device, account information, and basic training on how to use the device.

1.d. When do I return my device?

All district-owned devices and cords must be returned and checked in by staff at either campus library when the student is no longer enrolled at Arrowhead. Seniors will return devices after their last final exam if payments are not made.

- Devices not returned will be considered stolen property and law enforcement agencies may be notified.
- Any device or cord returned in condition not suitable for redistribution to another student will be subject to a fee for repair or replacement
- Students need to return the device and power cord originally assigned to them. If a student returns equipment belonging to another individual, the rightful owner will receive credit, and the student who made the return will be charged for any missing items.
- Contact the building principal or Director of Technology if your family is interested in purchase options if they are leaving the district before final payment.

Students may keep devices over the summer.

2. DEVICE CARE

Each student is responsible for the care of the school-issued device and cord. Equipment that is broken or fails to work properly needs to be taken to either campus library so it can be evaluated for repairs. DO NOT TAKE DISTRICT-OWNED DEVICES OR EQUIPMENT TO AN OUTSIDE COMPUTER SERVICE FOR ANY TYPE OF REPAIRS OR MAINTENANCE. Devices are the responsibility of the student. The device will be yours at the end of the program so take care of it.

2.a. Non-functioning or Forgotten Device

If a student has forgotten a device or it has run out of battery, students may borrow a device from a limited supply at either campus library during the school day. Devices must be returned to either campus (South library by 3 pm, North Library by 3:30 pm). Students should only do this as an emergency measure. Students are to bring devices charged and in working order each day. Students who do not bring devices to school each day may be subject to disciplinary actions.

If a student device is not functioning properly, there are several avenues to get support. All students have access to our IT-staff-created troubleshooting and tech guides specifically created with our students' tech needs in mind. These guides can be found in the students Shared Google Drive area and is called STUDENT TECHNOLOGY SELF HELP CENTER. Students may also go to either campus library and receive help from the library or IT staff.

2b: General Care and Safety

- No food or drink is allowed near devices or equipment.
- Always insert cords, cables, headphones and removable storage devices carefully into the device. Never transport your device with the power cord, headphones, or removable storage devices plugged in.
- Never move a device by lifting it from the screen. Always support a device from its bottom with the lid closed.
- If payments have not been made for the device, students would refrain from placing stickers on the device or marking the device in any way.
- District applied stickers may not be removed.
- Cooling vents on the device CANNOT be covered. Devices should never be left in a car, an area exposed to excessive heating or cooling or unsupervised.
- Devices should not be tampered with in any way. This includes: prying the keyboard and keyboard border off, opening up the device, attempting self-repairs, etc.
- Students are not allowed to exchange devices or cords with another student. If theirs is not working they should go to the library to seek technology support.
- Students are responsible for bringing completely charged devices for use each school day. Parents may be called to bring a forgotten device to school.

2c: Device Identification

Student devices will be labeled in the manner specified by the school.
Devices will have a Arrowhead barcode on them when assigned to the student and this tag must not be removed or altered in any way. If the tag is removed and a student fails to let a staff member know, disciplinary action may result.

2d: Storing Your Device

When students are not using their devices, they should store them in their locked locker.
Nothing should be placed on top of the device when stored in the locker.
Students are encouraged to take their devices home everyday after school, regardless of whether or not they are needed.
Devices should not be stored in a student's vehicle at school or at home for security and temperature control measures.

2e: Devices Left in Unsupervised Areas

Under no circumstances should devices be left in an unsupervised area.(School grounds and campus, the cafeteria, computer labs,locker rooms, library, unlocked classrooms, hallways, etc.)
Any device left in these areas is in danger of being stolen. Students may be responsible for the cost of the stolen devices.
If an unsupervised device is found, notify a staff member immediately.
Unsupervised devices may be confiscated by staff. Disciplinary action may be taken for leaving your device in an unsupervised location.

2f: Screen Care

The device screens can be easily damaged! The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean or put pressure on the top of the device when it is closed. This includes using it as a writing desk on your lap.
- Do not store the device with the screen in the open position.
- Do not place anything near the device that could put pressure on the screen.
- Do not place anything in a carrying case or backpack that will press against the cover.
- Do not poke the screen with anything that will mark or scratch the screen surface.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, or papers or post-it notes.).
- Clean the screen with a soft, dry microfiber cloth or anti-static cloth.
- Do not clean the screen with any solvent.

3. TECHNICAL DETAILS

3a. Connecting to WiFi

Students will automatically connect to the WIFi while at school.
Students with school issued Chromebooks do not need to download Securly. Parents/Guardians will be sent information on their child's internet access via email. For more information, click here.

3b. Printing

Will my student be able to print at school using his or her own device?
No, students will not be able to print at school from their devices. If they need to print they can from a school-owned device. Many teachers will prefer electronic delivery of assignments through Google Apps or Canvas, or via email. Any document that requires printing will need to be printed from a library or computer lab computer.
Printing at home can be done through Google Cloud Print. More information on printing can be obtained here: http://support.google.com/cloudprint/?hl=en

3.c. Technology Support

All students have access to our IT staff created troubleshooting and tech guides specifically created with our students' tech needs in mind. These guides can be found in the students Shared Google Drive area and is called STUDENT TECHNOLOGY SELF HELP CENTER. Students may also go to either campus library and receive help from the library or IT staff.

Loaner devices may be issued to students when they leave their device for repair through either campus library. Students using loaner devices may be responsible for any damages incurred while in possession of the student. Students may pay full replacement cost if it's lost or stolen.

3.d. Backgrounds and Password

Inappropriate media may not be used as a screensaver or background.
Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols or pictures may result in disciplinary actions.
Always protect your password. Do not share your password.

3.e. Sound

Sound must be muted at all times unless permission is obtained from the teacher.
Headphones may be used at the discretion of the teacher and are supplied by the student.

3.f. Account Access

Students must login using their Arrowhead account in order to ensure access to district provided applications. Internet access will be filtered regardless of location.
Students should always use the device with their own account and logout when finished.
Never share account information with anyone.

3.g. Manage and Save Work

Google Docs is a suite of products (Docs, Presentations, Drawings, Spreadsheets, Forms) that will enable you to create different types of online documents, collaborate in real time with others, and store your documents and your other files online.
With a wireless Internet connection, you can access your documents and files from any device or device, anywhere in the world.

All items are stored online in the Google Cloud environment.
Devices can seamlessly access Google Apps for Education's suite of productivity and collaboration tools, as well as apps available in the Chrome Web Store and content across the entire web. (Note: The district reserves the right to block any application or website.)

3.h. Home Internet Access

What if I do not have Internet access at home?
If students do not have adequate home Internet access, the Arrowhead library has extended hours from 6:45 am to 3 pm in the South Campus Library and 6:45 am to 3:30 pm in the North Campus Library. We also have Internet access throughout the buildings.
Families who qualify for Free and Reduced Lunch also may qualify for reduced home Internet access through the Affordable Connectivity Program.

4. ACCOUNT INFORMATION

Login credentials are distributed to students their freshman year via a paper letter home. New students will receive a similar letter. If a new student starts during the school year, that student will receive login information through either campus library.

Which login should I use for which account?
SKYWARD LOGIN: Use for Skyward Home Access. Access link from the icon at the top of the Arrowhead website, or use the link in Student Resources (LanchPad). You may also load the Skyward app in your phone's app store.
ACTIVE DIRECTORY/COMPUTER LOGIN: Use for WiFi, Canvas, Arrowhead-owned computers and laptops (not Chromebooks), LaunchPad, Overdrive, Destiny, Overdrive, and Safari Montage.
GOOGLE LOGIN: Use for your Arrowhead Google Apps for Education account and your Xello account.

RESOURCES

POLICY/GUIDES
Policy 7540.03 Student Technology Acceptable Use and Safety
Policy 5136 Personal Communication Devices

STUDENT TECHNOLOGY SELF HELP CENTER (Found in the student Google Shared Drive)

- Troubleshooting Documentation
- User Guides