

# One-to-One Computing User Manual

## Use and Care for Laptops at School and at Home

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## **Introduction and Basic Rules**

In 2010-11 Sunnyside students made history in our community! In that year, the fifth grade was the first grade level in which all students were assigned a netbook computer to use in class and at home. This year the One-to-One computing program is expanding to include all sixth grade students. One-to-One computing will dramatically change teaching and learning, to give our students the best preparation possible for high school graduation, college and careers.

### **Some Basic Rules**

- Students and student computers will be required to go through Compliance Checks. The teachers will check that students are following the rules.
- No one should eat or drink near the computer.
- Students are responsible for all content found on their laptops.
- Laptops should be **Shut Down** before carefully placed in the specially designed case to transport it home or back to school.
- Do not swing the case around, throw it or bang it against anything.
- Never download or install anything to the laptop without appropriate authorization from your teacher. This includes (but not limited to) music, games or video files or any external or Internet installed applications. This includes CD games as well as Internet installed games.
- No stickers or markings of any kind are allowed on the laptops. They are not to be defaced or damaged in anyway.
- Cyberbullying or sending or retrieving any information that violates school or district policies regarding content that is threatening, racially offensive, abusive, defamatory, profane, sexually oriented, pornographic, or obscene will result in appropriate disciplinary action (see page \_ of this User Manual.
- Students should never knowingly transmit computer viruses or perform actions that would intentionally waste or disrupt network resources to other users.
- The student username and password are not to be shared with anyone except their parents/guardians.
- Parents/Guardians and students will abide by all district policy, local, state and federal laws. Sunnyside district will cooperate with all law agencies to support these policies, laws, and rules.
- Never access, delete or change other student's folders, work, files or projects without specific permission from a teacher or other administrator.
- Per district policy, all files stored on the system are the property of the district and are subject to regular review and monitoring.

## Section 1: Before You Take a Laptop Home

### 1.1 Where to Save

- Sunnyside teachers and students have access to the Sunnyside Cloud for accessing your digital school work anywhere, anytime. If you follow the instructions for saving your files in this section you will be able to access your saved files anywhere you can access the Internet. The Sunnyside Cloud access is located at <https://sca.susd12.org/> and will be introduced in class by your teacher.
- If your family does not pay to access the Internet at home, please save a copy of what you started at school to the H: Drive or I: Drive of your laptop. You may also save to a USB Flash Drive.
- **Always** give the document another name, such as “Arizona Report Version 2” rather than the exact same name as your (I:) drive document, so as not to accidentally overwrite your school work. Some teachers train their students to save with a new version name added to the end of the file name each time students work on a document. (ver1, then ver2, then ver3, etc) The highest number is then always the last worked on, and data can easily be tracked backwards.
- On returning to school, place all homework on your student (H:) drive.
- When at school, students should always save everything to their (H:) drives and not the desktops.
- The SUSD drives are backed up regularly by the SUSD Information Technology Department and lost work most often may be recovered.
- Items saved only to the user Desktop will be lost if there is a hard drive error or other equipment problems.

### Lock Your Laptop

- Laptops should always be “locked” when not in use for your own security.
- To lock, perform a Ctrl + Alt + Delete as if to log on to the laptop, then click on the button to **lock computer**, OR hold down the Windows key on the lower left of the keyboard and push the letter “L” key.
- To unlock, perform a Ctrl + Alt + Delete as if to log on to the laptop. Retype the login name and password.

### Installing Software at Home

Students do not have computer permissions to install any software to the laptops (Such as Limewire). Home printers (save documents on laptop to print at school), mice, keyboards or other software cannot be installed. Any messages received during web use regarding updates to Flash, Adobe, Java, etc., should be declined (select “No”), as any software install will fail.

## **Section 2: Responsible Use of Technology**

### **2.1 Overview:**

The Sunnyside Unified School District is committed to being a tech-savvy district, where technology is transforming teaching and learning. The goal is graduation and college readiness for all students. The Sunnyside Unified School District in Tucson, Arizona is becoming a national model for transforming teaching and learning using technology. Recognizing that technology literacy is as necessary a skill as reading for students committed to succeeding in the 21st century, Sunnyside is creating classrooms of the future and is working to expand access to the Internet throughout the community.

### **2.2: Technology Policies and Guidelines**

Increased access to technology has numerous benefits, but it also has the potential for abuse. For this reason, the Sunnyside School District has specific board policies that address appropriate use of technology and electronic resources.

The Board policies regarding technology and electronic resources apply to computer use at school; they also apply to home use of the SUSD laptop.

- Compliance checks monitor the use of the computer whether at home or at school.
- Refer to Section 10 of the SUSD District Handbook of Student Rights and
- Responsibilities for additional information.

SUSD District policy for electronic resources is covered in **Board Policy IJNDB EGAEA**. These policies have replaced the former Acceptable Use Policy, and they apply to SUSD equipment, including laptops, whether used at home or at school.

- Policies IJNDB and EGAEA describe in a comprehensive manner the appropriate and inappropriate use of the Internet, as well as responsible use of electronic resources by students, parents and staff.

### **2.3: Board policy IJNDB: Use of Electronic Resources**

The Sunnyside Unified School District views the use of electronic resources as central to the delivery of its mission and educational goals, and as such maintains the expectation that all students will use electronic resources as an essential part of their learning experiences. It is the policy of the District to maintain an environment that promotes ethical and responsible conduct in all electronic resource activities by staff and students.

The Internet is an electronic highway connecting thousands of electronic resources and millions of individual subscribers. With access to electronic resources and people all over the world, also comes the availability of material that is inappropriate in the educational setting. The District believes that the valuable information and collaboration available on this worldwide network far outweighs the possibility that users may procure material that is not consistent with the educational goals of the District.

Limits, controls, and prohibitions shall be placed on the following areas for student use:

- Access to inappropriate content
- Safety and security in direct electronic communications
- Unauthorized online access or activities
- Unauthorized disclosure, use, and dissemination of personal information.

### *Requirements for District Employees*

All District employees who use electronic resources must sign and abide by the District's Use of Electronic Resources Agreement(s), indicating their knowledge of and agreement to terms and conditions for use of District electronic resources. Failure to follow the acceptable use procedures will result in the loss of privilege to use the District's electronic resources, and may result in disciplinary action up to and including termination.

The Superintendent is responsible for establishing and enforcing the District's electronic information services guidelines and procedures for appropriate technology protection measures (filters), monitoring, and use.

### **2.4: Regulation (IJNDB-RA) Internet Access Guidelines**

#### *Acceptable use:*

- Use of the Internet must be supportive of and consistent with the educational objectives of the District.
- When accessing the District's network or electronic resources, the user must comply with rules appropriate for that network.
- Be polite. Never send or encourage others to send abusive messages.
- Use appropriate language. Do not swear or use vulgarities or any other inappropriate language. Illegal activities are strictly forbidden.
- Do not reveal your personal address or phone number or the personal addresses or phone numbers of other students or colleagues.
- Note that electronic mail (e-mail) is not guaranteed to be private. People who operate the system do have access to all mail. Messages relating to or in support of illegal activities shall be reported to the authorities.
- Do not use the network in a way that would disrupt the use of the network by other users.
- All communications and information accessible via the network should be assumed to be District property.

#### *Unacceptable use:*

- Access to, submittal, publication, display or retrieval of any material in violation of any United States or state regulation is prohibited, including, but not limited to copyrighted material; threatening, racially offensive, abusive, defamatory, profane, sexually oriented, pornographic, or obscene material; or material protected by trade secret.
- Use for individual profit or gain or other commercial activities is not acceptable.
- Use for product advertisement or political action or political activities is prohibited.
- Excessive personal use.
- Contributing to cyberbullying, hate mail, harassment, discriminatory remarks, and other antisocial behaviors.
- Intentionally seeking information on, obtaining copies of, or modifying files, other data or passwords belonging to other users, or misrepresenting other users on electronic resources.
- Using an electronic resources account authorized for another person.
- Making use of the electronic resources in a manner that serves to disrupt the use of the District network by others.

- Unauthorized downloading or installation of any software, including shareware and freeware, for use on District electronic resources.
- Malicious use of electronic resources to develop programs that harass other users or infiltrate a computer or computing system and/or damage the software components of a computer or computing system.
- Any attempt to defeat or bypass the District's Internet filter by using or trying to use proxies, https, special ports, modification to the District browser settings or any other techniques, which are designed to avoid being blocked from inappropriate content or conceal Internet activity.

### *Privileges and consequences:*

- The use of the Internet is a privilege, not a right.
- Inappropriate use will result in a more limited and supervised use of electronic resources.
- Attempts to log on to the District network as a system administrator will result in cancellation of user privileges.

### *Security:*

If a user identifies a security problem on the Internet, the user must do the following:

- Notify an administrator or a faculty member.
- Refrain from demonstrating the problem to other users.
- Refrain from use of another individual's account without written permission from that individual.

### *Consequences for Violations:*

Any activity that violates this policy should be reported to the school administrator. Disciplinary action, if any, for the students, staff, and other users shall be consistent with the District's standard policies and procedures. Violations of electronic resources policies can constitute cause for revocation of access privileges, suspension of access to the District's electronic resources, other employee or school disciplinary action, and/or other appropriate legal or criminal action including restitution, if appropriate. Students shall be subject to the consequences in the SUSD Board policies on Student Conduct and the District Handbook for Student Rights and Responsibilities as appropriate.

### *Services:*

The District takes no warranties of any kind, whether expressed or implied, for the service it is providing. The District shall not be responsible for damages incurred. This includes loss of data resulting from delays, missed deliveries, or service interruptions caused by its own negligence or the user's errors or omissions. Use of any information obtained via the Internet is at the user's own risk. The District specifically denies any responsibility for the accuracy or quality of information obtained through its Internet services.

## **2.5: Examples of acceptable and unacceptable behaviors in technology use**

This section lists acceptable and unacceptable behaviors related to the use of technology at school or at home. The following table is intended to provide examples but is not a comprehensive list. It is expected that students will use good judgment and ask for clarification as needed.

Users are expected to...	Examples of Appropriate Behavior	Examples of Inappropriate Behavior
<p>Respect the property</p> <p>Each student will be responsible for taking care of his/her laptop or swap, battery, case, and charger</p>	<ul style="list-style-type: none"> <li>• using the carrying case when transporting the laptop</li> <li>• using two hands when carrying the laptop</li> </ul>	<p>Defacing the laptop in any way, including:</p> <ul style="list-style-type: none"> <li>• removing stickers from the laptop</li> <li>• putting stickers on the laptop</li> <li>• marring, marking, painting, drawing on any surface</li> <li>• having food or drink around the laptops</li> </ul>
<p>Maintain integrity and lawfulness</p>	<ul style="list-style-type: none"> <li>• obeying all copyright laws</li> <li>• assuming responsibility for the content of public and private material on the system in any way</li> </ul>	<ul style="list-style-type: none"> <li>• disrupting or harassing other users</li> <li>• hacking</li> <li>• abusing software</li> <li>• downloading or altering files</li> <li>• introducing viruses</li> <li>• creating or accessing material that includes:                             <ul style="list-style-type: none"> <li>• obscene language/images</li> <li>• firearms/weapons</li> <li>• drugs/alcohol</li> <li>• gang logos/material backdrops, pictures, and websites</li> </ul> </li> </ul> <p><i>Note: This includes screensavers, backdrops, pictures, and websites</i>                      --using jump drive/thumb drives                      --using the DVD/CD drives                      --downloading/installing <u>anything</u></p>
<p>Respect privacy and property of others</p>	<ul style="list-style-type: none"> <li>• each student using his/her own laptop</li> <li>• keeping logins and passwords private (except sharing with parents/guardians or SUSD staff)</li> </ul>	<ul style="list-style-type: none"> <li>• sharing personal information including logins or passwords (except with parents/guardians or SUSD staff is acceptable)</li> <li>• using anyone else's laptop</li> <li>• making any additions, modifications or deletions except in the student's own document folders</li> <li>• sharing files unless directed by the teacher</li> </ul>

Users are expected to...	Examples of Appropriate Behavior	Examples of Inappropriate Behavior
Practice responsible use of electronic resources and the Internet	<ul style="list-style-type: none"> <li>• following internet safety guidelines</li> <li>• using pre-loaded Microsoft images or color for desktop background</li> <li>• accessing discussion boards and wiki spaces under direction of a staff member</li> </ul>	<ul style="list-style-type: none"> <li>• using Marque or picture screensavers</li> <li>• accessing social networking sites such as Facebook during instructional time</li> <li>• visiting “Click here if 18” sites</li> <li>• viewing pornography</li> <li>• playing online games during instructional time</li> <li>• use of a proxy server is unacceptable at all times</li> </ul>

**2.6: Cyberbullying**

Electronic aggression or “cyberbullying” is defined as any type of harassment or bullying (such as teasing, telling lies, making fun of someone, making rude or mean comments, spreading rumors, or making threatening or aggressive comments)(that occurs through e-mail, a chat room, instant messaging, a website (including blogs), social networking sites like Facebook, etc.; text messaging, videos or pictures posted on websites or sent through cell phones (Source: [http://www.findyouthinfo.gov/spotlight\\_cyberBullying.shtml](http://www.findyouthinfo.gov/spotlight_cyberBullying.shtml))

Cyberbullying includes the use of technology or other electronic means to post any hurtful information about another person on the Internet, or making unwanted contact by threatening or insulting. Bullying or Cyberbullying will not be tolerated

See the District Handbook for Student Rights and Responsibilities for more information on Bullying and Cyberbullying. This District manual will be posted on the Sunnyside School District website [www.susd12.org](http://www.susd12.org)

**2.7 Appropriate Use of Technology Resources: What does it mean to students and families?**

SUSD students and families must understand that they

- are loaned a laptop which remains the property of the Sunnyside Unified School District
- have an extraordinary opportunity to explore and use a variety of resources.
- have the privilege of access to the school network and the Internet which is tied to responsibilities.
- must follow ALL guidelines as set forth by staff.
- are held accountable to all school, district, local, state, and federal laws.
- will have any all activity on the computer/network tracked.

*Other information*

- All students are allowed access to electronic resources, unless the school is notified in writing by the parent/guardian
- Use of the laptop and system must support education.
- All regulations are in effect before, during, and after school hours, for all computers.



- Headphones are prohibited in class, unless allowed by staff members for instructional purposes. Headphones will be stored when not in use. Staff members may elect to allow their use on a school assignment, in which case they will be stored away when not in use.
- Laptop use in study halls/detention is for instructional purposes only.

### *Monitored Use*

- All files stored on the system are the property of the district and are subject to regular review and monitoring
- SUSD reviews and monitors all activity on the network for responsible use.
- Internet history and email checks will occur at least once a month. They will be random and unannounced.
- Students must retain at least 2 weeks of Internet history.
- Students must retain full email folders (inbox, outbox, sent, deleted, etc.)
- Changing computer settings is not allowed.

## **Section 3: Damaged, Lost or Stolen Equipment**

Liability and financial responsibilities are defined in the One-to-One Student/Parent Contract that is signed when laptops are distributed. Please note, if the property is not returned or is intentionally damaged, the student is responsible for the cost of repair or the replacement value on the date of the loss. Although district laptops come equipped with an antitheft device, a police report must be filed and provided to the school, the district security officer and the Information Technologies Department. If the laptop is damaged because of negligence, the student may be responsible for the full replacement cost of the laptop.

## **Section 4: Laptop Support/Help at Home**

### **4.1: Homework Assignments**

Please have your student check with **individual class teachers** for classroom procedure on help with their homework assignments.

### **4.2: Internet Connection Issues**

Please call your Internet Service Provider (ISP) for issues regarding connectivity. Some tips and pictures have been provided as a courtesy in this guide, but Sunnyside School District is not able to diagnose or repair issues related to ISP home wiring and equipment.

### 4.3: Technology Support

There are several ways to receive assistance for **technology issues only**:

#### *Troubleshooting Steps*

- Students have access to some simple troubleshooting steps at the Sunnyside One-to-One Computing website. Students can access the One-to-One Computing website via the district website: <http://www.susd12.org> by selecting the One-to-One Computing button in the middle of the page.



#### *Information Technologies Helpdesk Hours*

- The Information Technologies Helpdesk **545-HELP (4357)** is open via phone **7:00 am through 4:30 pm Monday through Friday**. Any SUSD employee, parent or student has access to this phone number until 4:30 pm. *We encourage students to **start their assignments before 4:30 pm** in case of any technical difficulties.*

#### *Tell your teacher of any Inappropriate Sites Accessed*

- If you get a popup or accidentally go to an inappropriate site, please inform your teacher first with the time and web address. (Teachers then check so that you aren't punished during the Student Compliance Checks.)

#### *Other Tech-Savvy School Staff Who Can Provide Support*

- Each School has several unique staff members who are familiar with support issues with technology in the one-to-one computing program. The school Technology Instructional Coach in the elementary schools and the Technology Facilitator in the middle school is one such resource to students, parents and community members. Each school also has a Parent Involvement Assistant (PIA) who is fully capable of answering questions and helping find the answers you need.

## Section 5: Laptop Care At Home

### 5.1: Travel between Home and School

- Laptops should be **Shut Down** before traveling between home and school.
- Laptops should stay in their cases when traveling.
- Care should be taken to keep the laptop dry. Do not use outdoors in the rain or drizzle.

### 5.2: Home Use Guidelines

Questions often arise regarding the use of the laptops at home. Families are encouraged to participate with their student in exploring and learning about the netbook and how technology can become a useful tool.

- All school rules apply for home use of laptops:
  - No inappropriate sites.
  - Please refer to the Responsible Use of Technology portion of the Handbook (Section 3)

- Use ONLY a lint free, microfiber or soft cotton cloth to clean your computer screen. Bathroom tissues or paper towels may contain wood –pulp fibers that can scratch your screen.
- NEVER spray any cleaning chemicals such as Windex or other glass cleaners directly on to your screen as they may damage the LCD matrix.
- Keep all food and drinks away from your laptop at all times.

### 5.3: Storing at Home

1. Keep laptop away from pets
2. Store in safe place
3. Keep in backpack or approved case



### 5.4: Music/Movies

Listening to music on your laptop (from a streaming website) is allowed at home with permission from parents/guardians.

### 5.5: Desktop Backgrounds and Screensavers

Student access to the laptop control panel has been restricted at this time.

### 5.6: Keeping the Laptop Charged

1. All charging should take place at home. Laptop batteries, both external and internal, must be fully charged before each school day.
2. Students should make sure to have the laptop plugged in and charging before going to bed each night. As soon as homework is done, the laptop should be shut down and left in an adult supervised area to charge overnight.
3. Chargers should be kept with your laptop case.



## Section 6: Connecting the Laptop to the Internet

### 6.1: Home Internet Service Provider (ISP)

There are many Internet service providers. Each one has their own equipment (modem, cables, wall jack) possibly their own software (installed by the provider or on a CD for users to install) and their own setup to follow. For help with these items, please contact the provider for technical support service.

### 6.2: General Tips for All Providers:

- Students may not install any software to their laptops. If your ISP requires installation of software, you will need to contact the Customer Support Center.
- Do not change IE settings for blocking pop ups: SUSD server connections require that pop ups are "enabled" (this is set correctly on your school laptop.)

### 6.3: Different Type of Internet Service Providers

Internet connections come in different configurations with different price tags and suppliers. Each has different speeds, connections and software that can affect your student's laptop use. The following is general guidelines for Internet Service Providers available in the Tucson vicinity. Sunnyside does not currently have a contract with an Internet Service Provider for family home Internet access.

#### *Dial-up Internet Access*

Dial up providers typically require software installation. If dial up is your means of access, please contact the Information Technologies Helpdesk (545-HELP) for assistance with installing software..

Access is through the home's phone system. Dial-up connections have several steps to activate each time they are used. While the home phone may be connected to a separate wall jack than the laptop, unless the home has two phone lines, it is only possible to use the phone **or** the Internet, not both at the same time. If the home has call waiting, Internet sessions may be interrupted by phone calls. If the home does not have call waiting, callers will receive a busy signal. (The ISP can give directions on how to disable call waiting while using the computer.)

#### *Cable Internet Access*

**Access is through** the home's cable or digital TV outlet. Connection between the modem and Cox Communications is typically made automatically when the modem is plugged into electric power.

#### *DSL*

**Access is through** the home's phone system. Connection between the modem and Internet Service Provider is typically made automatically when the modem is plugged into electric power.

## Section 7: Parent Connect

Parent Connect is an online portal website that allows parents/guardians to access their student's information from Sunnyside's student data system called Infinite Campus, from any computer with Internet access. SUSD staff enter the information into Infinite Campus so as to document student performance and behavior. This information may change as the semester progresses and may vary from day to day as class grades are posted. The grade reflected on Parent Connect may not be reflective of the final report card due to standards-based grading policies.

### 7.1: How to Access Parent Connect

Families can access Parent Connect via the district website: <http://www.susd12.org> by selecting the Parent Connect button in the middle of the page.



### 7.2: Features of Parent Connect:

- One login allows parents/guardians to view the records of all students within a single family, even if they attend different SUSD schools.
- Parents of students can view:
  - o Student and emergency contact information
  - o Assignments and grades
  - o Attendance
  - o Class schedules
- Students and parents/guardians each have their own login information.

### 7.3: Need Help?

- If you do not have a Parent Connect username and password, please contact your child's school for instructions on how to obtain a login. Logins are limited to parents and legal guardians only. Students get their student access user names and passwords at school

## Section 8: Internet Safety

### 8.1: Outside Resources

There are many websites available that have current information on Internet Safety such as:

Netwise at <http://www.getnetwise.org/> NetSmartz at <http://www.netsmartz.org/>

### 8.2: Some Tips for Your Students and Family

- Have fun being a part of your child's online experience.
- Use laptop in a shared or common space in the home.
- Keep the computer where everyone can see the screen.
- Do not post personal information and beware of requests for personal information online.
- Teach your child how to recognize and avoid predators.
- Report strangers who solicit meetings with any child.
- Do not be a Cyberbully!
- Report cyberbullying and threats to teachers immediately.
- Honor the Sunnyside School District security software and filters.

- Do not give out personal information such as address, telephone number, parent's work address or telephone numbers, or the name and location of your school, without the permission of your parents.
- Tell your parents right away if you come across any information on the Internet that makes you feel uncomfortable.
- Never agree to get together with someone you "meet" on the Internet, without first checking with your parents. If your parents agree, take them with you and meet in a public place.
- Never send anyone your picture or any other possessions, without first checking with your parents.
- Do not respond to any messages that are mean, rude or make you feel uncomfortable in any way. If you do get a message that worries you, frightens you, or makes you feel uncomfortable, tell your parents about it right away.
- Talk to your parents about the rules of your household concerning how you use the computer and the Internet. Decide on the time of day that you can go online, how long you can surf the 'Net, and what kinds of websites you can look at.

### 8.3 Internet Safety Links

- **ConnectSafely** - [www.connectsafely.org](http://www.connectsafely.org)  
The site has tips for teens and parents, as well as other resources for safe blogging and social networking.
- **Internet Keep Safe Coalition** - [www.iKeepSafe.org](http://www.iKeepSafe.org)  
A broad partnership of public health and educational professionals, law enforcement, and industry leaders working together for the health and safety of youth online.
- **OnGuard Online** - [www.onguardonline.gov](http://www.onguardonline.gov)  
Practical tips from the federal government and the technology industry to help you be on guard against Internet fraud, secure your computer, and protect your personal information. Features Net Cetera which includes tips to help parents talk to kids about being online.
- **Staysafe** - [www.staysafe.org](http://www.staysafe.org)  
An educational site intended to help consumers understand both the positive aspects of the Internet as well as how to manage a variety of safety and security issues that exist online.
- **Wired Safety** - [www.wiredsafety.org](http://www.wiredsafety.org)  
Provides help, information and education to Internet and mobile device users of all ages and they also help parents with issues, such as Facebook and cyberbullying.

For questions or additional tips or resources, please check with your child's teachers or school librarian.

### 8.4 Useful Web Resource Sites for Students and Families

Sunnyside One-to-One Web - <http://www.sunnysideud.k12.az.us/one-one-computing>

Sunnyside One-to-One Web resources page - <http://www.sunnysideud.k12.az.us/node/4574>

### 8.5 Sunnyside Sponsored Hot Spots for Wireless Connectivity

Various businesses located within the Sunnyside district boundaries provide free Internet access. For a list of these businesses point your browser to <http://www.sunnysideud.k12.az.us/wifi>

