

Chromebook Information: Parent Guide

As a parent or guardian of a new Maine Township High School District 207 student we know that you may have questions regarding student use of Chromebooks and school expectations for the device. This informational sheet will help you get acquainted with some of the technology we use at Maine D207. Technology will play a vital role in your student's education during their time in high school. You can also visit our Chromebook 1:1 program website for more information, including the models of Chromebooks in use by each graduating class: <http://tinyurl.com/Maine207Chromebook>. If you have any questions, comments or concerns, feel free to contact us at any time.

Chromebook Basic Information

Chromebooks are web-enabled devices running an operating system called Chrome OS that stores most user data in the "cloud" (on the Internet, not on the device itself). Chromebooks automatically update, so the system is always current and more secure than most other computers. Maine D207 staff is easily able to distribute relevant applications quickly to Chromebooks, which allow improved learning opportunities and productivity for students and teachers. The Chromebooks for the Class of 2022 have touchscreen displays and a 360-degree hinge that allow them to flip into multiple modes, including tablet modes. These Chromebooks are capable of running Android apps that Maine D207 can distribute to the devices. New for this year's Chromebooks is the EMR stylus, which will allow handwriting input for some apps and more precise input on the touchscreen displays.

When not at school, access to wireless Internet (WiFi) is desirable to fully use the Chromebook, although students can work offline. When WiFi is not available, students can still edit documents, read ebooks and more using offline access features. If you have financial difficulty obtaining an Internet connection you may qualify for a low-cost program through Comcast called *Internet Essentials*. Maine Township High School District 207 is not connected with this program. For more information, please contact Comcast's Internet Essentials Department at 1-855-846-8376 or online at www.internetessentials.com.

Maine D207 also offers Internet hotspots for overnight checkout to provide temporary Internet access when away from home. Please have your child visit the school's ChromeDepot (see below) for overnight checkout details. Hotspots are also available for long-term use if a student meets certain criteria. Contact your student's counselor for information on checking out a hotspot for long-term use.

Requirements

It is the responsibility of students to have a working school-issued Chromebook every period of each school day. Bringing your Chromebook is no different than bringing a pencil, notebook, text, etc. to class. Teachers count on students being prepared for class with their Chromebook.

Beginning with the class of 2020 in the 2016-2017 school year, Maine D207 switched from student-owned devices to school-owned devices. Each subsequent incoming freshman class has been issued school-owned Chromebooks. Rather than purchasing the devices at full cost up front, the cost of these devices is now divided into four smaller annual fees of \$65 that are assessed during student registration. This fee covers the cost of the device, accidental damage protection (see below), and a device management license required by Google. This year, all incoming freshmen are provided with

Lenovo 500e Chromebook. This uniformity in devices for each of the previous two school years has allowed us to phase in new technologies, such as touchscreens and EMR styluses, while offering families a competitively-priced device with full support from our ChromeDepots (see the section on ChromeDepot for more information). This ensures maximum compatibility with apps and device features used in class, including apps used for computer-based assessments, as well as quick repairs should a student have a damaged Chromebook.

The ChromeDepot

Each school features a ChromeDepot, our technology help and support desk for students and staff. The ChromeDepot is open on school days from 7:15am to 3:45pm. Students can stop by to ask questions, and we are there to help them with any technology related issue that they may have including:

- Chromebook repair
- Password resets
- User training
- Loaner Chromebooks
- Warranty repair
- Charging
- Lost and found
- Theft reports
- And much more...

Chromebook Problems & Repairs

School-issued Chromebooks come with accidental damage protection (ADP). This provides additional warranty coverage for most accidental damage for three years after Maine D207 purchased the devices.

If your student experiences any problem with their school-issued Chromebook, they should immediately visit the ChromeDepot for a free assessment and temporary free loaner, if needed. Many problems can be resolved free of charge, even after ADP coverage runs out. In the event that a repair is required and not covered under warranty or ADP, we provide a cost estimate for the repairs. You will be charged for the cost of the parts only, there is no cost for labor or a “mark up” on the parts. The cost of each part can be found online at <http://tinyurl.com/PartCosts>. Repairs to school-issued Chromebooks must be performed at the ChromeDepot. If a family has insurance (see below), the ChromeDepot staff can provide necessary information to file any claims to cover the cost of repairs. Students will be provided with a daily loaner, free of charge, to use in school (not to be taken home) while the repair is being made for up to 10 school days.

Chromebook Loaner Program

Students may visit the ChromeDepot before school, after school, or during a free period (not during a class - no passes are given) to check out a loaner Chromebook. Students may get a loaner when they drop off their Chromebook for assessment, for repair, to have the battery charged (always leave the charger at home), or if the student’s Chromebook was forgotten at home. Loaners must be returned by the end of the school day and may not be taken home. Students are financially responsible for damage, theft, or loss of a Chromebook loaner that they checkout from the ChromeDepot. Students may not have more than one loaner checked out to them at any time and students are limited to three courtesy loaners per month; loaners for students having their device assessed or repaired do not count against the three courtesy loaners.

Insurance for Chromebooks

Maine D207 does not offer any insurance plan for Chromebooks. The ChromeDepot will repair or replace damaged equipment resulting from normal use. Breakage determined by the school to have occurred as a result of mistreatment or negligence will be the responsibility of the parent. Loss or theft of the device is also the parent's responsibility. Parents who are concerned about costs associated with repairing or replacing devices that are lost, stolen or damaged as a result of mistreatment or negligence should investigate 3rd party insurance policies, including but not limited to homeowner's or renter's insurance.

Damage, Lost or Theft of a Maine D207 Chromebook

It is the student's responsibility to immediately report any damage, loss or theft of a school-issued Chromebook. If a device is damaged, students should bring the device into the ChromeDepot for evaluation. If a school-issued Chromebook is lost or stolen, the student should immediately contact the Deans' Office and/or School Resource Officer and the ChromeDepot. In the case of loss or theft that takes place off of school property, the student is responsible to contact the local authorities and file the appropriate police report and obtain a copy of the police report in addition to reporting the theft to school authorities listed above.

Aspen Parent Portal Web Site

Both parents and students have access to student information such as grades and graduation progress on the Internet using the Parent and Student Portal. In order to access the Portal, you will need the information that was sent to you to create an account. To create your account follow these directions: <http://tinyurl.com/207PortalSignUp>. You may contact the ChromeDepot or fill out the online form at <http://tinyurl.com/AspenHelp207> if you need technical assistance.