

Chromebook Policy/Procedure Guide

North Canton City Schools

1 Fast Facts

North Canton City Schools has selected Chromebooks as the device that will be used to establish a 1:1 computer initiative in grades K-12.

What is a Chromebook?

A Chromebook is a personal computer running Chrome OS as its operating system. The devices are designed to be used with resources that reside on the Web, rather than traditional applications that reside on the machine itself. Chromebooks were selected because of their low cost, high functionality, and ease of district management. Like a textbook, students may take the devices home to fully engage in their curriculum.

Student Technology Fee

All students in grades K-12 will be assessed a \$25 technology fee each year. Students eligible for the free lunch program may have the fee waived. Families with four or more children will pay a capped \$75 total.

Student Chromebook Assignment

All students in grades 3-12 will be issued a Chromebook that they will be allowed to take with them between school and home. The Chromebooks will be treated in a similar manner as textbooks and will be considered the property of the North Canton City Schools as they will not necessarily stay with the student throughout their entire school experience. Devices will stay in the classrooms at the K-2 level.

Support for Chromebooks

Support will be provided during school hours. If your Chromebook is broken or not working, please take it to the Library/INQspot in your building where you will receive a replacement.
Quick Tip: If your Chromebook is not working properly, the first step is to hold the power button down for 30 seconds, release, and then turn it back on. This resolves almost all problems associated with the device.

Cases and Chargers

As a requirement of our insurance policy, stay-on cases have been purchased and installed on the Chromebooks. These cases are designed to protect against accidental drops and it is **mandatory that these cases stay on the Chromebooks at all times**. There is also a pocket on the front of the case where chargers can be protected and stored. In grades 3-12, students are expected to take them home each afternoon and return to school the next day with them fully charged.

2 Service is Needed



There are times when your Chromebook may not work properly and will need serviced.

Did you try...?

- If your Chromebook is not working properly, the first step is to hold the power button down for 30 seconds, release, and then turn it back on. This resolves almost all problems associated with the device.
- Make sure your Chromebook is charged.
- Clear your cache.
 - Click on the “sandwich icon” on the top right corner of your browser window
 - Scroll down and select “Settings”
 - Select “History” then “Clear browsing data”
 - Change to “the beginning of time” checkmark “Browsing history”, “Download history”, and “Cached images and files”
 - Click “Clear browsing data”

What to do if your Chromebook is not working properly...

- When a Chromebook is not working properly, the student should report to the Library/INQspot to complete a Technology Incident Report.
- Some information to include in the report:
 - What exactly is not working properly?
 - Please be as specific as possible...this helps the Tech Office troubleshoot.
- The Librarian will collect the Chromebook and Technology Incident Report to send to the Tech Office.
- The Librarian will assign the student a replacement Chromebook.

What to do if your charger or case is not working properly...

- When a charger or case is not working properly, the student should report to the Library/INQspot to complete a Technology Incident Report.
- Some information to include in the report:
 - What exactly is not working properly?
 - Please be as specific as possible...this helps the Tech Office troubleshoot.
- The Librarian will collect the charger or case and Technology Incident Report to send to the Tech Office.
- The Librarian will assign the student a replacement charger or case.

Is there a charge for service?

No. Students and their parents will not be charged for the routine repair of a Chromebook that is not damaged, lost, or stolen.

3 Broken or Damaged

Unfortunately, some Chromebooks will experience purposeful damage. The \$25 technology fee does not cover damage caused by negligence or destruction.

Damage to Chromebook, Charger and/or Case

- When a Chromebook, charger and/or case is apparently damaged (there is evidence of or a student indicates damage has occurred), the student should report to the Library/INQspot to complete a Technology Incident Report.
 - Some information to include in the report:
 - What are the circumstances that caused the damage?
 - When and where did the damage occur?
 - Was anyone else involved in the incident?
 - The Librarian may add additional information gathered to identify:
 - If it was truly an accident?
 - If there appears to be any negligence or purposeful tampering involved?
- The Librarian will collect the Chromebook, charger and/or case and Technology Incident Report to send to the Technology Department.
- The Librarian will assign the student a replacement Chromebook.
- The Technology Department will:
 - Examine the Chromebook, charger and/or case to determine the extent of the damage and whether it can be repaired or must be replaced.
 - Document the damage with pictures.
 - Notify the building principal and fee secretary
- The fee secretary will then enter a fee on the student's account and invoice the parents/guardians.

Is there a cost involved?

Yes. If the Chromebook, charger, and/or case was damaged beyond repair and/or if the damage was due to negligence or purposeful tampering, then the parents and/or guardians will be charged for the replacement or repair of the item.

Because cosmetic damage is not covered by the insurance policy, any repair cost for cosmetic damage that occurs to the Chromebook, charger and/or case will be passed along to the parents and/or guardians. Pictures will be taken to document the damage.

Report cards and/or transcripts will be held until payment is made.

4 Lost or Stolen

If loss or theft of the device occurs, please follow these guidelines to resolve the issue.

Lost Chromebook Process

- If evidence indicates a student lost a Chromebook, charger, and/or case, a building administrator will summarize findings on a Technology Incident Report and submit that report to the Technology Department.
- The Technology Department will then notify the building fee secretary.
- The building fee secretary will then enter a replacement fee on the student's account and invoice the parents/guardians.

Is there a cost involved?

Yes. The parent and/or guardian will be charged the cost of a new Chromebook, charger, and/or case if the item is lost and unrecovered.

Report cards and/or transcripts will be held until payment is made.

Stolen Chromebook Process

- If evidence indicates theft has occurred, the administrator will make sure a police report is filed.
 - If theft occurred off school property, it is recommended that parents/guardians file a police report
 - If theft occurred on school property, the administrator will contact police to have a report filed
- The administrator will summarize findings on a Technology Incident Report and submit that report to the Technology Department.
- The Technology Department will then notify the building fee secretary.
- The fee secretary will then enter a replacement fee on the student's account and invoice the parents/guardians.

Is there a cost involved?

Yes. The parent and/or guardian will be charged the cost of a new Chromebook, charger, and/or case if the item is stolen and unrecovered.

Report cards and/or transcripts will be held until payment is made.

5 Enrollments, Withdrawals, Transfers



When students enter, leave, or move between buildings in the district, please follow these guidelines.

When a student enrolls

- Central registration will inform the building secretary, administrator, guidance counselor and librarian of a new student with the following information:
 - Student name, student ID number
- Depending on the building, the secretary and/or guidance counselor will:
 - Use Vikenet to find the student’s password
 - Accompany or send the student to the Library/INQspot
- The librarian will
 - Retrieve a Chromebook, charger, and case from their supply
 - Label the Chromebook with the student’s name and ID number
 - Scan and sign the Chromebook out to the student in the Follett Resource Manager.

When a student withdraws

- The building secretary or guidance counselor should accompany or send the student to the Library/INQspot.
- The librarian will
 - Examine the condition of the Chromebook, charger and case and report any problems to the Technology Department immediately (fees may need to be assessed)
 - Scan and sign the Chromebook back into the Follett Resource Manager
 - Set the Chromebook aside for a Technician to power wash the unit prior to it going back into circulation

When a student transfers

Between intermediate buildings:

- The building secretary or guidance counselor should send an email to help@northcantonschools.org (do not copy anyone else) with the following information:
 - Subject: Student Building Transfer
 - Student name, ID number, date of transfer, current building and new building names

What about seniors?

Chromebooks, chargers and cases will be collected from seniors prior to the end of school. After inspection, fees will be assessed for any non-covered damages that require repairs or for the failure to turn in items. Transcripts will be withheld and students may be excluded from participating in the graduation ceremony if payment is not made by an announced date.

6 Replacement or Repair Fees



If damage is done to a Chromebook, charger, or case that is not covered by insurance or if items are lost or stolen, a replacement or repair fee will be added to the student's account.

Replacement Fees

A full replacement cost is as follows:

- Chromebook \$242.00
- Charger only \$39.00
- Case \$27.00

*These fees are always subject to change based upon current market prices.

Repair Fees

Repair fees will be assessed if the damage to the device, charger, or case is not covered by the insurance policy.

Repair fees will be passed along to the family for the amount it costs the district to repair the device, charger, or case. In some cases, the final cost cannot be determined until after the repair is completed.

How to make a payment and/or set up a payment plan

To make a payment or to establish a payment plan, the parent/guardian must contact the building fee secretary. Checks should be made payable to North Canton City Schools.

7 Friendly Reminders

- **Keep your Chromebook strapped securely in the case at ALL times or the insurance will not cover damages.**
- **Do not put stickers, draw on, or paint on your Chromebook, case or charger.**
- **Keep your Chromebook charged so you are ready to use it in class.**
- **Report to the Library/INQspot if you have any problems with your Chromebook, case or charger.**