



Teays Valley Local School District 1:1

Frequently Asked Questions

What happens if the Chromebook is broken or damaged?

Students are expected to keep the devices in good condition. Failure to do so may result in bills for repair or replacement. Students are expected to report any damage to their device as soon as possible to the library or genius bar. This means no later than the next school day. The district will repair or replace damaged equipment resulting from normal use at no cost to the student/parent if you have purchased an insurance plan. Students will receive a “loaner” Chromebook while their device is being repaired. These loaner devices are on a first come first serve basis and must be returned at the end of each school day.

Who is responsible for the cost of repairs?

The parent/guardian/student are responsible for the entire cost of repairs or replacement to computing devices damaged through student misuse, neglect, intentional damage or loss. In case of theft, an official police report will be required. Families who purchase the optional insurance will be covered for accidental damage. See Chromebook Damage/Loss Protection Program for more details.

What if my child loses his/her Chromebook?

Families without insurance will be charged \$230 to replace their lost Chromebook and will not receive the new Chromebook until their fee is paid. Families who have purchased the insurance plan will have to pay \$100 to replace a lost Chromebook and will lose their insurance for the remainder of the school year.

What if my child forgets to bring his/her Chromebook to school?

This will be handled in a similar fashion as if a child forgot to bring other school supplies to school. The teacher will attempt to provide a paper/pencil option, however, this may not always be possible. Loaner chromebooks will be reserved first for students with Chromebooks that are being repaired and not for students who forgot to bring them to school.

How is my student supposed to do work if we don't have wireless internet at home?

Chromebooks have the ability to work offline (not connected to the internet). Users can download files for use offline, then sync them once they are back online.

Students may also take their device to the library or other location with free public wifi.

Who can my child contact if he/she needs technical help with the device?

During school hours, the district will maintain a help desk. Students can take their device to the help desk for troubleshooting, support and/or repair.

Can I opt my child out of bringing the device home every day?

No. Students will need to use the Chromebooks in order to complete course requirements and to charge the device for each day. Students are expected to bring their Chromebook fully charged to school every day.

Can students use their personal devices instead of the school-issued Chromebook?

No. All students will be issued a school Chromebook and expected to have it at school each day. There may be programs provided by the school that students will need for classes that may not be on personal devices. Personal devices also will not be supported by the school technology department.

Are there accessories that can help my student use the Chromebook?

Some students might find the use of a mouse beneficial over the use of the touchpad on the device. Earbuds or other headphone devices may also be useful, but these accessories will not be provided by the district. Every student will receive a case for the Chromebook that will be provided by the district. This case must remain on the Chromebook at all times.

Am I required to purchase insurance for my child's Chromebook?

Purchasing insurance is voluntary. If the parent/guardian elects to participate in the voluntary [Chromebook Damage/Loss program](#), the first 2 incidences of accidental damage or vandalism repairs will be done at no cost to the student/parent. All other breakages such, as through user negligence will be the responsibility of the student/parent to pay for. Insurance will cost \$25 for one school year per device. Families receiving free/reduced lunch will be pay \$10 for the optional insurance. Lost/damaged power cords are not included in the insurance plan and are \$28 to replace.

Can my child personalize the device or case?

School appropriate labels, stickers or personalization may only be placed on the top case. These items may not be placed directly on the chromebooks or the power cord/charger. The bottom case must remain clear with the sticker with the student's name on it visible.

How can I provide internet filtering at home?

All Chromebooks will be filtered by the district content filtering system even when they are off Teays Valley campus.

Will parents have access to student accounts and passwords?

Parents can access accounts through the child's username and password. The technology department can reset a student password.

Can the device be shared with family for personal or other educational use?

Only users with a Teays Valley account will be able to log in to the device. Because of this, a 4th grade sibling can login to a 7th graders Chromebook. Adults will only be able to use the device if they are logged into their child's account. Chromebooks will be monitored by Teays Valley software for inappropriate use both at home and school. Students allowing others to use their Chromebook will be held responsible for any misuse or damage that may occur, therefore while it's possible for others to log into the student's Chromebook it is discouraged. The Chromebook is the sole responsibility of the person to whom it was loaned.

What happens at the end of the school year with the Chromebook?

Devices will be turned in and inventoried at the end of the school year.

Will students still use textbooks?

Yes, but we will also take advantage of digital content and over time we would like to provide opportunities through blended learning as well as online offerings.

Can the student install apps on their device?

We will provide students with the apps they will need, but they may also add apps as long as they are approved by district. Some apps may be blocked during school hours.

Will students get any training on how to use the Chromebook?

Students will receive device-related training at school during the first weeks of school and learn to be responsible digital citizens.

What if the battery dies during class?

Students are responsible for keeping the device's battery charged for school each day. Teachers will expect students to be fully ready to complete any online assignment in class. Coming to class without a fully charged Chromebook is the same as not having your textbook, pencil or paper. They will miss out on learning.

Will the student keep the Chromebook over breaks?

Yes, with the exception of summer break. The Chromebook will be collected each year before the students leave for summer and will be returned for the start of the next school year.

Does my student receive the same Chromebook each year?

Students will be assigned the same device each year. Protect your device.

Will the students be able to print?

No. Students will need to share documents with teachers if they need to be printed.

Can my student use my home internet access?

Yes, but your home network has to have wireless access.

What happens if my student loses the charger?

The student will be charged for a replacement. This is not covered by insurance. Replacing power supply/cord: \$28