



**ONE to  
WORLD**

Your world in one place.  
Your place in one world.

Green High School

# **GHS: One to WORLD**

## **FREQUENTLY ASKED QUESTIONS**

### ***When will Green be signing out Chromebooks?***

Each year, GHS holds a scheduled pick up time during the week prior to school. Students will also be able to pick up Chromebooks during this time. Students will be required to attend Chromebook 101 session before receiving their Chromebook. All necessary forms must be signed in order to pick up their Chromebook.

Pick up dates are: August 8 (Seniors), August 9 (Juniors), August 10 (Sophomores).

Make up dates are: August 11 and 12

Freshmen will receive their Chromebooks on Freshmen Orientation Day, August 17<sup>th</sup>.

### ***When does Green collect Chromebooks?***

Students turn in Chromebooks and textbooks at the end of each academic year. Chromebooks are assessed for damages and fines are assessed as needed. Students will receive the same device the following year.

Students withdrawing from the district for transfer purposes are required to turn in their Chromebook and textbooks. Chromebooks are assessed for damages and fines are assessed as needed.

Seniors are required to return Chromebooks and textbooks at the end of their academic career at Green. Chromebooks are assessed for damages and fines are assessed as needed.

### ***What are students loaned and required to turn back in?***

Each eligible student is given a Chromebook, charger, and case. At the end of each academic year (or when a student leaves the district), they are required to turn in the same Chromebook, charger and case. If a student is missing a Chromebook, charger, and/or case, a fine will be added to their student account and the parent/guardian will be notified. If a student turns in a damaged Chromebook, charger, and/or case, it's condition will be evaluated by a member of our technology team. The device will be repaired (if possible), a fine will be added to their student account and the parent/guardian will be notified.

### ***What do I do if I need help?***

Students are encouraged to ask a teacher for help or bring their Chromebook to the building Media Center for basic troubleshooting. Once in the Media Center, the Media Specialist may need to coordinate additional repairs with the technology department and Technology Work Experience (TWE) students. The Media Specialist can issue a loaner Chromebook if needed (see below).

***I broke my Chromebook! How much should I expect it to cost?***

Each Chromebook comes with a limited factory warranty which covers manufacturer defects only. Cracked screens and damages due to accidents and/or abuse will incur repair costs up to the cost of the device. It will be the right of the building principal, technology director or his/her designee to determine if damages were due to negligence or accidental. The administration will review all damages determined to be from misuse or negligence and will assess the student's continued privilege of taking the Chromebook to and from School.

<b>Damage(s)</b>	<b>Price:</b>
Screen	
Battery	
Power Charger	
Protective Sleeve	
Keyboard	
Hinges	
Chromebook Intentional Damage / Neglect Water Damage / Motherboard Loss / Theft	
Chromebook, Charger & Case	\$273

***How long will repairs take?***

Most repairs to Chromebooks are typically completed within 48 hours by our technology staff. Parent/ guardians are notified of all damages to Chromebooks so they can acknowledge any fine(s) associated with the repair of the device.

***My Chromebook is getting fixed. Can I get a loaner Chromebook?***

Green will maintain loaner devices for students while repairs are being made to their Chromebooks. Loaner Chromebooks are not to leave the school and should be returned to the media center at the end of the day.

***I left my Chromebook at home. Can I get a loaner?***

Students are required to bring their Chromebooks to school daily, fully charged. On a very limited basis, loaner Chromebooks are available to students who accidentally leave a Chromebook at home. Phew! However, if your student becomes a PCB (perpetual Chromebook borrower), district staff may restrict the number of times a student can borrow a Chromebook during a semester, provide them to students with damaged Chromebooks first, or restrict loaning entirely.

***Can I fix it myself or take it somewhere else to have it repaired?***

No. Students and parents may not attempt to open their Chromebooks to complete any repairs as this will invalidate the manufacturer's warranty. The Green technology department is the sole agent for all tech support, repairs, or warranty claims for Green Chromebooks. Other repairs (store or technology service) are not permitted. Repairs are done at cost of the replacement parts, with no charge for labor. You will not be able to fix your Chromebook for a lower price than we can.

***Can students access the Internet at home using their own Internet provider?***

Students may connect to any wifi network, whether at home or in a public place.

***What if I do not have Internet access at home?***

The District will not be providing Internet access for families. Students without home wireless access will be able to complete Google Docs and other Chromebook functions that are available 'offline'.

***Can my student install software on the Chromebook?***

The Chromebook is a web-based device that does not allow for software to be installed by users. Students will access web-based applications at school and home, although some features are also available for use 'offline'.

***Can I install a home printer?***

Students are encouraged to digitally publish and share their work with their teachers and peers. Many teachers have created online learning environments within Google Classroom. Other teachers will encourage students to complete some assignments electronically within email and the full suite of Google Apps (Google Drive, Docs, Sheets, Slides, etc.).

Students may set up their home printers with the Google Cloud Print solution to print from their Chromebooks at home. Information about Google Cloud Print can be found here: <http://www.google.com/cloudprint/learn>.

***What will the technology fee (\$25 per year per student) be used for?***

The assessed \$25 technology fee will be used to help sustain our Chromebook program, provide maintenance and care of our devices, and sustain software costs used by our students and staff.

***Are textbooks being replaced with online textbooks?***

The High School will continue using their current textbooks at this time. Several courses have access to online materials from the textbook manufacturers and these will be used where appropriate. Having a laptop will allow the teacher to utilize a broad range of online resources and materials.

***How do I turn off the camera in Chrome?***

If you would like to deactivate the camera installed on your child's Chromebook, [please click here for instructions](#). **\*Any user is able to activate and deactivate this function. While the camera can be turned off, it cannot be locked.**