

CHROMEBOOK FAQ'S

Q. What is a Chromebook?

A. "Chromebooks are mobile devices designed specifically for people who live on the web. With a comfortable, full-sized keyboard, large display and clickable trackpad, all-day battery life, lightweight and built-in ability to connect to WiFi, the Chromebook is ideal for anytime, anywhere access to the web. They provide a faster, safer, more secure online experience for people who live on the web, without all the time-consuming, often confusing, and high level of maintenance required by typical computers." ("Google")

Q. What kind of software does a Chromebook run?

A. "Chromebooks run millions of web-based applications, or web apps, that open right in the browser. You can access web apps by typing their URL or by accessing the previously installed apps that are set up by your school's Chrome Administrator." ("Google")

Q: When will my student receive their device?

A: Devices will be distributed in August. At that time, students will receive an Acer Chromebook, a protective case, and a charger. (The charger should remain at home for overnight charging of the Chromebook). Prior to receiving their devices, students and parents will be asked to sign an agreement that acknowledges that maintaining possession of the device and keeping it in good working order is the responsibility of the student.

Q: Will students have access to the devices beyond the school day?

A: Yes. Another benefit of the program is that learning can continue beyond the school day with the Chromebook. Students will be able to bring the device home throughout the school year. The devices will be collected at the end of the school year.

Q: May students opt out of using the Chromebook altogether?

A: The short answer is no; the benefits of a tool like this can only be achieved if the tool is used by all students.

Q: Are students required to have them at school each day?

A: Yes. We do expect these devices at school each day as they are fundamental learning tools for the types of instructional experiences that are now being utilized at Redeemer Lutheran School. Students will need to charge their device overnight so that it is fully charged at the beginning of the day.

Q: What will the device cost?

A: There is an annual \$75 tech fee required of all Redeemer K-8 students. There will be replacement costs for lost or stolen devices as well as repairs needed based on the mishandling of the device. Repairs not covered by the warranty can range from \$25-\$150, and the replacement cost is \$275-\$350.

Q: Should parents purchase insurance to cover student use of the Chromebook?

A: The Chromebooks at RLCS may be covered by with an extended service plan; however, families may consider purchasing additional insurance. As stated in the Student Chromebook Acceptable Use Agreement, families are responsible for any damage or loss of the Chromebook. The replacement cost of a Chromebook includes the cost to replace the device, the warranty, the management software, the power adapter, and the

case. We encourage families to check their homeowner's insurance policy to see if the device is covered or to consider purchasing a separate policy for the device.

Q: Who should we see, call, or e-mail if there is a problem?

A: There will be a repair and solution center in the Media Center to serve students throughout the school day. Parents or students can also get assistance via e-mail at dhascup@rlcsrams.com or by calling 772-286-0932 and asking for the Media Center. Services include: distributing a loaner Chromebook when a Chromebook isn't functioning properly, checking minor issues, and beginning the service needed on the Chromebook if there is a bigger issue.

Q: Can my student use their Chromebook at home if we don't have access to the internet?

A: The Chromebook is dependent on a Wi-Fi connection.

Q. Can the Chromebook be used anywhere?

A. Yes, as long as there is a Wi-Fi signal to access the web.

Q. Is there antivirus built into it?

A. It is not necessary to have antivirus software on Chromebooks because there are no running programs for viruses to infect.

Q: Can we choose to bring our own technology in lieu of the school Chromebook option?

A: No. The Chromebooks are loaded with the necessary apps and management profiles for preventative measures, optimal student use, and proper network connectivity.

Q: How long does the battery last?

A: The normal life of the battery of the Chromebook is 8.5 hours. If a student brings a fully charged Chromebook to school, it should last the entire day.

Q: Will students be able to access inappropriate sites when using their Chromebook off campus?

A: Through use of the Chromebook Management Console, the Redeemer IT team will have filtering on the devices while at school. Parents are encouraged to monitor Chromebook use at home to ensure appropriate use.

Q: How can a student access a device if their Chromebook is being repaired?

A: The school has a few loaner devices available for distribution through the Media Center. The Technology Director will be available to assist with these needs.

Q: Does the School have the ability to track technology that may be lost or stolen?

A: Currently, no. Students are responsible for the whereabouts of their device at all times.

Q: Will Chromebooks take the place of all textbooks?

A: Teachers will still be using a variety of resources to support their instruction. The technology-enhanced classroom will support innovative practices and provide new resources for students to showcase their learning. Textbooks will still play a role. Textbooks that are available and information about those textbooks can be located [here](#).

Q. How are these web based applications managed?

A. Redeemer's Technology Director manages all devices through our Google Apps for Education account. The Technology Director can pre-install as well as block specific web applications from a centralized management console.