

Story Release

FOR IMMEDIATE RELEASE

TCSS Information Technology Department Open Saturday to Issue New Power Plugs for Chromebooks

School system has received reports that some plugs are emitting a spark

LaGrange, Ga., September 25, 2020 – Recently, the Troup County School System (TCSS) Information Technology department received reports that certain Dell power cords issued after July 2020 have been separating from the plug and emitting a spark near the outlet plug and the device charger. Out of an abundance of caution and safety for their students and employees, the school system will be replacing defective power cords beginning Saturday (tomorrow) at 9:00 a.m.

Joshua Moneyppenny, Director of Technology for TCSS said, “We’ve had a very small number of complaints but we thought it would be best to completely replace any defective cord so we avoid any safety hazards.” Currently, Moneyppenny and his team are in talks with the authorized vendor to ensure this is not an ongoing issue. “We are looking into a different supplier to provide updated power cords. Luckily, this only impacts less than ten percent of Chromebook chargers and power cords, but we are aware of it and we are fixing the problem,” said Moneyppenny.

TCSS will begin replacing a limited number of power cords on Saturday, September 26, 2020 from 9 a.m. – 12:00 p.m. (noon). To obtain a new power cord, parents and students can come to 100 North Davis Rd., Building A (up the hill by the TCSS Bus Shop) and return the old power cord. They will then be issued a new power cord. TCSS is working with their supplier for the remaining shipment to be sent early next week.

Any student having power cord and/or charger issues will be given additional time to complete work from the virtual learning day.

Parents and students should not use any power cord that is fraying or separated from the cord or plug. Other preventive tips include:

1. Grasp the tip of the charger connector from the computer to remove it from the computer.
2. Remove the plug directly from the wall plug instead of ‘pulling’ it by the cord.

About Troup County School System

Troup County School System is an accredited educational system with over 12,100 students in grades K-12. TCSS does offer a free Pre-K program at each elementary school. The system is comprised of eleven elementary schools, three middle schools, three high schools, one college and career academy, and one alternative learning center. Students within the school system are taught a rigorous and relevant curriculum that helps them make college and career choices beyond graduation and succeed in life. The system 2019 graduation rate is 86.6 percent. To learn more about [Troup County School System](http://troup.org), visit troup.org and the Troup County School System Facebook page.

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