



FAQ - Chromebooks



Answers to frequently asked questions regarding Chromebooks

1. Are the students required to take their Chromebook home this summer?
 - a. No, this is an opt-in opportunity. A form will be sent out for the end of the 18-19 year. After that it will be on the registration form for every school year after that.
2. Will you still monitor usage? Will it put more work on staff over the summer?
 - a. The District will continue to monitor usage during Summer School as if students were still in the regular school year.
 - b. July will be much lighter on monitoring for explicit content, but we will continue keeping a very close eye on self harm alerts.
 - c. We do have custom filters allowing parents to block specific sites. Please contact your student's principal to set this up.
3. What if we move over the summer, or during the school year?
 - a. We will have drop-off stations installed late this summer at Ozark Middle School and South Elementary, so the device can be dropped off anytime.
4. Will the Chromebooks shut off at a certain time each night?
 - a. We are currently researching different solutions for this.
5. Can my senior keep the Chromebook after graduation?
 - a. Take-home devices are only for current sixth - 11th grade students.
6. What if the device breaks or quits over the summer?
 - a. During Summer School, Chromebooks can be dropped off at the Junior High Library to be repaired. During July and the beginning of August, we will have an email address to assist with scheduling a drop off and repair time. HelpDesk@ozarktigers.org
7. What about routine maintenance for the Chromebooks over the summer?
 - a. Our librarians have completed a "Health Check" on Chromebooks this spring so we can provide routine maintenance through the school year rather than over the summer. Parts have been ordered and most repairs are already finished.
 - b. As long as the Chromebook battery can last a full day of school, it is more cost effective to continue to use that battery, as they are not covered under warranty. Students do not get a different device at the start of every year, unless there is something functionally wrong with the Chromebook. We try to foster Digital Citizenship and a responsible attitude by giving students the same Chromebook for their time in school, but if there is an issue with the Chromebook we will fix it.
 - c. If the student is negligent or maliciously damages the Chromebook, it is up to the administrator whether they will be charged or not. It depends on the situation.
 - d. We currently rely on [Google's Auto Update Policy](#) expiration dates to track the age of the device and replacement dates. Most of the devices at the High School and Junior High are 3 years old. The Chromebooks at the Middle School for 7th grade were brand new at the start of the 2018-2019 school year.
 - e. Chromebooks are set to update automatically whenever connected to the Internet, if an update is available.
8. What happens if a device is stolen?
 - a. As long as a police report is filed, the student is not charged for the device.
 - b. We may be able to track the device if we are notified at the time that it has gone missing.
9. Is there an annual fee for my student to use the Chromebook?
 - a. There is not an annual fee for Chromebooks. In the past, there was a bi-annual fee for Ultrabooks at the High School, but that was eliminated several years ago.
10. Is there a possibility of expanding the program with the Chromebooks, to elementary students?
 - a. Currently our District is 1:1 (1 device to 1 student) from Kindergarten through 12th grade; however, devices for K-5 students are only for use at school.



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11. Does my child have to take the Chromebook home every night?
 - a. No. Parents can require their child to leave the Chromebook at the school. They would leave them either in the library of the building or the tech room at the high school. Parents just need to speak with an administrator from that building.
12. Are the students allowed to use Google Hangouts or other messaging services?
 - a. Students are blocked from using Google Hangouts while on the Chromebooks.
 - b. The Tech Dept works with the administrators to keep the students from accessing explicit content, however nothing that is in place is 100% when it comes to the Internet. Programs to bypass filters and other features are continuously being created. When we are made aware of them, we block them.
13. Can we pick up the Chromebook before school starts?
 - a. We are looking at possibly doing this during the back to school parent night at the High School, Junior High and Middle School for students who did not take their Chromebook home over the summer.
14. Am I able to buy a case for my child's Chromebook?
 - a. We will be putting recommendations up on our website soon of cases that will fit our Chromebooks.