



## ROISD SECONDARY PARENT/STUDENT CHROMEBOOK RESPONSIBILITY FAQ

**QUESTION 1:** My student had his/her water bottle and her Chromebook in his/her backpack. Do I have to pay for the damaged device?

**ANSWER 1:** Yes. Students are responsible even in the case of accidents. (water spills, dropping the Chromebook, etc.)

**QUESTION 2:** The Chromebook was stolen out of my house or car. Do I really have to pay for it?

**ANSWER 2:** Yes. You will have to pay Red Oak ISD for devices stolen from your house or car. The device is 100% your responsibility from the day it is checked out to the day it is turned in. HOWEVER, check your insurance coverage. It could cover the cost of the lost device. The District can provide you with the serial number if needed for the insurance or police report.

**QUESTION 3:** My child's Chromebook went missing while at school. What happens now?

**ANSWER 3:** **Your student must notify the library within 24 hours!** We have systems in place to locate devices, but everyday your student does not report the device stolen/missing reduces the chance of recovering the device. Your student is responsible for his/her device, and by telling us IMMEDIATELY, the chance of recovering the device is very high. If the Chromebook is not recovered, you will be responsible for \$300 device fee.

**QUESTION 4:** Another student broke or stole my child's Chromebook. What happens now?

**ANSWER 4:** This is a case-by-case basis. The administration at the campus where the incident happened will investigate the incident and report its findings to the Parent and Technology Department.

**QUESTION 5:** What if I cannot afford \$300 to pay for the lost/broken Chromebook fee?

**ANSWER 5:** The district can divide the payments up across the whole year to help. Payments can be made online via SchoolCash. Also, the campus may not reissue another device until a student's skyward fees are 100% paid or a payment plan has been agreed upon with a campus administrator.

**QUESTION 6:** My student told me a staff person took their Chromebook. Why would that ever happen?

**ANSWER 6:** There have been times when staff have discovered a Chromebook in the possession of a student and that Chromebook was NOT assigned to that student in the technology inventory system. When this happens, a district staff member will take the Chromebook from the student. The district vows to email the parents soon after such an incident to explain the situation. Additionally, the district will start an immediate search for any Chromebooks that appear to be missing. The district has tools to track what students have logged into which Chromebooks.

***FYI: Payments are accepted with credit card inside of SchoolCash***

**>>>>> \$300 Chromebook replacement (lost or damaged beyond repair) <<<<<**

**>>>>> \$100 Damage to the Chromebook (typical issues are broken screens and keys missing/broken) <<<<<**

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