



*East Baton Rouge Parish
School System*

1:1 Chromebook
Technology Handbook
& Administrative
Guidelines

for
1:1
Success

East Baton Rouge Parish School System

Strategic Plan for Technology Integration

Implementing a district-wide 1:1 initiative, putting technology in the hands of our learners today, so they succeed as citizens, workers, and leaders in a digital world.

***1:1 Chromebook Technology Handbook
& Administrative Guidelines***

TABLE OF CONTENTS

District Vision & Mission	3
School Contacts	4
1:1 Program Policy	5
Receiving and Returning	6
Device Use, Care, & Maintenance	7
Safety & Security	9
Requesting an App & Operating System on Your Chromebook	10
Help Desk Ticket Procedures for Chromebooks	11
Reporting Minor and Major Concerns	11
Device, Accessory Repair and Replacement	11
Repair & Cost Matrix	13
Chromebook Closeout Procedures	14
Frequently Asked Questions for Chromebook Closeout Procedures	16
Principal's Guide	17
Teacher Letter	18
Teacher's Guide	19
Chromecart Key Signature Sheet	20
Chromebook Inventory Check-In Sheet Directions	22
Chromebook Inventory Check-In Sheet	23
Parent Notification Letter (Chromebook Damages Notice)	23
Chromebook Inventory Damages Notice Tracking Sheet	24
Helpful Resources & Close-Out Questions Online Office Hours	25
Parent & Student Handbook	26
Appendix I – EBRPSS Internet and Network Usage Policy	
Appendix II – Student Technology Use Agreement	

DISTRICT VISION AND MISSION FOR TECHNOLOGY

OVERARCHING GOAL:

*East Baton Rouge Parish School System will equip, educate, and empower every educator and learner to actively engage in **technology-rich learning environments** that prepare all students to succeed as citizens, workers, and leaders in a digital world.*

Vision

District staff, educators, and students at all levels will integrate technology in meaningful and diverse ways that promote effective communication and collaboration - advancing teaching and learning in every classroom to positively impact outcomes for our students. We believe students will transition from recipients of information to creative cultivators and owners of knowledge.

Mission

All members of our dynamic team, instructional and technology support, will work together towards a shared goal - supporting every student in developing the skills and knowledge needed to succeed in a progressive, technology-reliant, global society through a dynamic technology integrated learning environment that is reliable, effective, ethical, and transformative.

Our purpose is to establish and maintain a technology integrated learning environment that ensures adequate support, training, development, and deployment systems are in place to provide educators, students, and other key personnel with the tools, resources, and information necessary for effective integration of technology in the learning environment daily.



SCHOOL CONTACTS

PRINCIPAL

SCHOOL TECHNOLOGY FACILITATOR

SCHOOL LIBRARIAN

1:1 PROGRAM POLICY



Chromebook devices are issued by the East Baton Rouge Parish School System for student use throughout the school year. The East Baton Rouge Parish School System is the sole licensee of the software included with the Chromebook device.



TITLE AND OWNERSHIP

Chromebook devices are purchased and owned by the East Baton Rouge Parish School System, who shall issue them for student use throughout the school year. These devices are issued in the same manner as a school textbook or other durable supplies and equipment. The student nor parent have ownership of the device at any time and the East Baton Rouge Parish School System reserves the right to collect and redistribute devices as needed.

LICENSE AGREEMENT

The East Baton Rouge Parish School System is the sole licensee of the software included with the Chromebook device. Any copying, modification, merging, or distribution of the software by the student, including written documents, is prohibited. The student is responsible for complying with any and all hardware, software, and service provider licensing agreements, terms of use, and applicable state and federal copyright and other intellectual property protections. Violation of any such license, terms, and laws shall constitute a violation of this policy and may result in additional consequences as outlined in the Student's Rights and Responsibilities Handbook.

INTERNET & NETWORK USAGE POLICY

The Internet and Network Usage Policy (INUP) outlines the guidelines and behaviors that users are expected to follow when using school technologies. The use of any district provided technology requires staff, students, and parents to abide by the East Baton Rouge Parish School System INUP, which can be found in Appendix I.

STUDENT TECHNOLOGY USE POLICY AND AGREEMENT FORM

The East Baton Rouge Parish School System adopted the Student Technology Use Policy to serve as a guideline for the expectations of students in regards to the use of technology provided by the school system.

Before a student can use any technology at a school, the parent/guardian and the student must review the *Internet and Network Usage Policy* in **Appendix I** of this handbook and return the *Student Technology Use Agreement form* in **Appendix II** of this handbook to the school. Violation of the agreement, terms, and laws shall constitute a violation of this policy and may result in additional consequences as outlined in the Student's Rights and Responsibilities Handbook.

RECEIVING AND RETURNING THE DEVICE

1:1 CHROMEBOOK CHECKOUT

During the first few weeks after the start of school each year, before the beginning of the first 9 weeks, each student will be assigned one Chromebook device to **use** during the school year. The Chromebook will be assigned to the student through the Destiny Resource System at the school which is the same process used to issue textbooks to students. The students will utilize the Chromebook throughout the day and return them prior to leaving at the end of the day. Each school administrator or designee will provide students with checking out and returning Chromebooks. If a student checks out of school during the day, the student must return the Chromebook prior to leaving the campus. The Chromebook, as with other school issued items such as textbooks and library books, is the student's responsibility for instructional use. The Chromebook, however, will be used during the school day. Therefore, any instance of misuse, loss, theft or negligence will be reviewed on an individual basis to determine the amount of financial responsibility (if any) and restitution that the parent or guardian may be required to pay. This handbook outlines the procedures and policies for use to protect the Chromebook investment for the East Baton Rouge Parish School System. In the event of such negligence, the parent or guardian will be contacted by the principal or principal's designee.

DISTRICT OWNED/ISSUED

A Chromebook will be assigned to each student through the Destiny Resource System. In addition to the signature sheet collected from the Student's Rights and Responsibility Handbook, each student must sign and return a signed parent/guardian **Student Technology Use Agreement Form** as well as **Internet and Network Usage Policy**. To support this initiative, each school should hold parent informational meetings to share school based procedures, class use, and to review the Technology Handbook and Administrative Guidelines. Parents and students are encouraged to read the 1:1 Parent/Student Technology Handbook and Guidelines, the East Baton Rouge Parish Internet & Network Usage Policy, and Student Technology Use Agreement and sign and return the signature pages.

CHROMEBOOK CHECK-IN

Each school will train students on the daily check in process. At the end of each day, students are required to check in the Chromebook. At the end of each year, the Chromebook will be checked back into the Destiny Resource System. If a student transfers to another school for any reason during the school year, the device must be checked in at the time of withdrawal. Students who withdraw, are expelled, or terminate their enrollment for any other reason must check-in the device upon withdrawal. Any Chromebook not returned will be considered stolen property and law enforcement agencies will be notified. Chromebooks are considered property of the East Baton Rouge Parish School System and should be treated as such. Chromebooks will be examined daily for damage and fees may be issued if damage is found beyond normal usage.

CHROMEBOOK STORAGE

To protect the Chromebooks, transport cases may be used. Each administrator will determine if a transport case will be used at their school site, provide information to students and parents about the transport cases, and provide training to students and staff on the use and expectations for the cases. It is recommended that the transport cases are labeled. The identifiable label should never be removed from the transport case.

DEVICE USE, CARE, & MAINTENANCE

The student is responsible for the safety and security of the device and any activity associated with the device. It is the responsibility of the student to know where his/her issued Chromebook device is at all times. Any devices left behind or unattended will be taken to the administrative office. Students who misplace devices will be required to pick up the device and talk to a staff member regarding the importance of accountability of their device.

User Expectations for Handling and Care of the Device

- If a transport case is not provided, the user must maintain the safety of the device by following the safety precautions taught by the student's teacher.
- If a transport case is provided, the user must maintain the safety of the device by following the safety precautions taught by the student's teacher.
- Device and cases must remain free of any writing, drawing, stickers, or labels that are not applied by East Baton Rouge Parish School System or individual school.
- Labels should have the student's name on top with a seal on the label
- Use the device on a flat, stable surface.
- Do not place books or pressure on the device.
- Do not store the Chromebook with the screen in the open position.
- Do not place items between the keyboard and screen.
- Do not place the device near magnets or anything with high electric current.
- Do not have food or drinks around the device.
- Do not pick up the device by the lid (screen).
- Do not attempt to clean the device.
- Avoid touching the screen with pens or pencils.
- Do not leave the device exposed to direct sunlight.
- Do not transport the device (lift, carry, etc.) while it is open. It must be closed when relocating.
- When moving between classes, the device must be closed and placed in book bag or carried close to body.
- Do not leave the device unattended in an unlocked or unsecured location (i.e. gym, bathroom, cafeteria, library, bus, etc.)

CHARGING AND PREPARATION FOR CLASS

It is the student's responsibility to ensure their district-issued device is returned to the appropriate charging cart and slot at the end of each school day, or before they leave campus. It is the teacher's responsibility (or the responsibility of the substitute/ assigned personnel) to connect the chargers to each device prior to leaving, so they can charge each night and be ready for use the following school day.

INAPPROPRIATE USE OF DEVICES

It is the responsibility of each student to use their issued device in an acceptable manner. Students must never hold the device by the screen. Students will be subject to the Student Technology Use Agreement as well as the student sections of the East Baton Rouge Parish School System Internet and Network Usage Policy and must adhere to the expectations of each teacher regarding the use of their device in a classroom environment. Students may at no time download material that violates the terms outlined in the East Baton Rouge Parish School System Internet and Network Usage Policy, Student technology Use Agreement, or Students Rights and Responsibilities Handbook. A search query will be conducted every night and all inappropriate searches will be reported to the principal.

PRINTING

Students may only print materials related to their classes and assignments. Prior to printing, a student should ask permission to print from a staff member or teacher. If a student prints materials not associated with a class or assignment, they may be required to pay a fee for each page printed and/or be disciplined if the material was inappropriate or obscene in nature. Printing will only be done from a desktop computer.

FILE MANAGEMENT

Students will be provided cloud space to store files. It is recommended that all files be stored in this space so that in the event a device fails, the student's work and materials will be safe. Students may also backup work on a personal jump drive. During student training, students must be taught how to access their accounts off-site. Students must access their personal Google drive outside of the domain by signing in with yourname@ebrschools.org (using the student's login in the "yourname" section).

PASSWORDS AND BACKGROUND IMAGES

It is the responsibility of each student to protect their password. Passwords should never be shared. Each Principal and Technology Facilitator will be trained on resetting passwords. Principals and Technology Facilitators will either reset it upon request or submit a ticket to have the password reset. Inappropriate media should never be used as a screensaver or background. Presence of guns, weapons, pornographic materials, inappropriate language, alcohol, drug, gang related symbols, pictures or anything else deemed inappropriate by East Baton Rouge Parish School System may result in disciplinary actions.

AUDIO RESTRICTIONS

Unless specified to the student by the teacher, it is required that sound be muted at all times. Headphones may be used at the discretion of the teacher but will not be provided to the schools nor students by the East Baton Rouge Parish School System. If allowed, students can purchase a pair of headphones/earbuds for personal use. The headphones/earbuds should not be shared.

SCHOOL COMMUNICATIONS, EMAIL, SOCIAL NETWORKING

Students will not have a personal email set up with their login names. Teachers will be able to communicate with students using a safe and secure platform that tracks all communication. Any communication that is deemed inappropriate will not be tolerated and subjected to internal and possible external investigation. All employees and students must adhere to the terms and agreements established in the East Baton Rouge Parish School System Internet and Network Usage Policy. Since the Chromebook is a tool used for learning, unapproved social networking sites are restricted from use.

Violations of the above user expectations, the Student's Rights and Responsibilities' Handbook, the East Baton Rouge Parish Internet and Network Usage Policy, Student's Rights and Responsibilities Handbook, and/or Student Technology Use Agreement may result in disciplinary repercussions as decided upon by building administration, including, but not limited to:

- Restrictions placed on device use
- Notification of parents
- Detention or suspension from school and school related activities
- Loss of device privileges
- Legal action and/or prosecution
- Financial Consequences

SAFETY AND SECURITY

PRIVACY

Students will be issued a username and password that allows them access to a personal cloud space and personal access to the internet. It is extremely important that students never give their username or password to any other student. By doing so, he/she will be held accountable for all internet or network actions that may take place as a result of other students posing as them. Students who attempt to hack into other systems or steal student or staff information may be subject to school disciplinary actions and legal actions, if deemed necessary.

UNAUTHORIZED USE OF DEVICES

All internet traffic is monitored by our filter program. Administrators will notify parents or guardians if their child's account has been fagged because of inappropriate use of the device or network. Students who use a device in an inappropriate way may be subject to school disciplinary actions as outlined by the Students' Rights and Responsibilities Handbook. These actions will be based on the severity of the inappropriate action or materials.

DISCIPLINARY MEASURES

Non-compliance with the Student Technology Use Policy or East Baton Rouge Parish School System policies may result in one or more of the following actions:

1. Restricted use or loss of Chromebook device privileges. Possession of an East Baton Rouge Parish School System Chromebook device may be revoked at any time.
2. Student and parent may be required to make full financial restitution for any unauthorized expenses incurred or damage caused by inappropriate actions.
3. Student may face school disciplinary actions based on district and school policy violations as deemed as appropriate by principal and/or designee.
4. Student may face legal actions based on the severity of the actions taken.
5. Other disciplinary actions aligned to the consequences as outlined in the Student's Rights and Responsibilities Handbook.

REQUESTING AN APP

The EBRPSS will provide support with extending the learning through approved Apps. EBRPSS Employees may request additional Apps by placing a ticket in the Help Desk System. All Apps must be approved through the Technology Department and some Apps will need additional approval through Department of Technology Integration, Curriculum & Instruction, and/ or the assigned Executive Director. Any cost associated with an approved APP may be the responsibility of the requestor or the school.

OPERATING SYSTEM ON YOUR CHROMEBOOK

Chromebooks operate on a modified version of the Chrome browser. It connects to web based resources, apps and extensions provided on the internet. When a Chromebook is initially turned on, it updates automatically allowing the students to operate on the most recent version of the Chrome operating system. If the student's Chromebook needs technical support for the operating system, the teacher must request support by notifying the Technology Department through the creation a Help Desk Ticket.

HELP DESK TICKET PROCEDURES FOR CHROMEBOOKS

The Help Desk Ticket System provides direct communication from the employee reporting a concern directly to the EBRPSS Technology Department. If there is a concern with a Chromebook, the principal or designee should immediately create a Help Desk Ticket in the School Dude System. A Help Desk Ticket should be created by the principal or designee if a Chromebook device has a broken or cracked screen, if a device is stolen, or has any other damage. A Help Desk Ticket may also be needed if the use of the Chromebook Troubleshooting Student Login Sheet does not assist with clarifying disabled student accounts, or updating forgotten passwords. After the principal or designee creates a ticket in the Help Desk Ticket System, he/she should monitor the progress of the request in the Help Desk Ticket System.

REPORTING MINOR & MAJOR CONCERNS

Each principal or designee will report site-based minor infractions through the Help Desk System. Examples of minor concerns may include:

- Additional Chromebooks needed
- Repairs
- APP Requests

Each principal or designee will report site-based major concerns directly to the Executive Director who will communicate with the Chief Executive Director for Technology for support. After reporting the major infraction to the Executive Director, the principal or designee will also report the major infraction through the Help Desk System. Examples of major concerns may include:

- Wi-Fi outage
- Multiple stolen or damaged devices
- Major damage to Chromecart
- Damage to the Chromecart lock

DEVICE & ACCESSORIES REPAIR AND REPLACEMENT

DISCLAIMER

Parents or guardians may be responsible for damages or replacement of the Chromebook due to negligence, misuse or loss. All instances will be reviewed on an individual basis by the principal or designee to determine the amount of financial responsibility and restitution that the parent or guardian must pay. The principal or designee will follow the suggestions outlined in the Student's Rights and Responsibilities Handbook as a guide when determining the consequences for a mishandled Chromebook.

PROCESS OR REPAIRS

All requests for repairs must be placed in the Help Desk Ticket System. The requestor must print two copies of the request taping one copy on the inside of the Chromecart next to the Chromebook and the other copy should remain with the Chromebook.

TIMELINE FOR REPAIRS

Some repairs for Chromebook devices can be managed on-site, other repairs must be sent to the district to be repaired by an ACER Certified Repairman, while more severe repairs will be sent to a 3rd party vendor. Devices that are sent to a vendor will be processed in the order they are received and by the availability of the parts needed to make the repair. Some repairs may take over (30) days because of the specific claims process under the Chromebook care warranty.

ONSITE REPAIRS

Once the Help Desk Ticket is assigned to an EBRPSS IT Tech, he/she will review the Chromebook damage to determine if the repair can be managed onsite. If the repair can be conducted onsite, the EBRPSS IT Tech will repair and return the device to the student and update the status to the Help Desk Ticket.

OFF SITE REPAIRS & STATUS UPDATES ON REPAIRS

If the EBRPSS IT TECH determines that the repair cannot be made onsite, he/she will have the Chromebook checked out of the Destiny Resource Manager System and note the status of the device in the Help Desk Ticket System. The status of the Chromebook will be updated with each status change. Once the device is repaired, the EBRPSS IT TECH will return the device to _____ so that the device checked back in to the Destiny Resource Manager System. The _____ will ensure the device is returned to the Chromecart and Chromebook slot. If a loaner device was issued, it will be retrieved at this time.

LOANER DEVICES

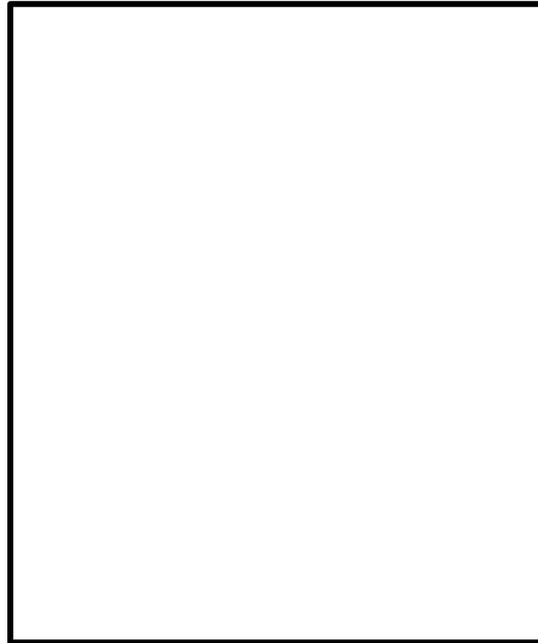
Loaner devices are available on a case by case basis, under the discretion of the principal or designee, and based on availability. The principal or designee may determine that loaner devices may not be available for students who have abused or misused their device. Students **will not** take their devices home. As a school and district, we anticipate the need to loan devices to students who are having their primary devices repaired. While we hope to have loaner devices available to students during these repair periods, there may be times where we do not have any available loaner devices. Under these circumstances teachers will make every effort to allow students to use classroom computers or give the student an alternate assignment of equal value. Loaner devices *may* be assigned to students for the duration of their device repair. Loaner devices will be

assigned on a first come, first serve basis and based on availability. To obtain a loaner device,

REPAIR COST MATRIX

Part / Repair Description	Approximate Repair Cost (Parts and Labor)
Laptop re-image	\$0.00
Missing Keys	\$5.00
AC adapter/ broken	\$40.00
AC adapter/ missing	\$40.00
Battery / damaged	\$40.00
Touchpad	\$40.00
Damaged Shell	\$85.00
Broken screens	\$100.00
Motherboard	\$100.00
Replacement computer due to neglect	\$200.00
District Assigned Case	\$20.00
Normal wear and tear	\$0.00
Hinges	\$5.00

1:1 Chromebook Close-Out Procedures





Department of Technology Services
1050 S. Foster Drive
Baton Rouge, LA 70806
Office (225) 922-5522, Fax (225) 922-5455

To all EBRPSS 1:1 Chromebook Sites:

1. The target closeout date for Chromebooks is the last full day of school for Elementary and the last day of school for Middle and High Schools. At that time, schools should discontinue using Chromebooks for instruction. Any exceptions to this should contact the Department of Technology Services and Executive Directors.
2. It is the responsibility of the Principal or designee to ensure all closeout procedures are followed.
3. Teachers should collect and inspect each Chromebook and return the keys for each cart (if applicable).
4. EBR IT Techs will address any outstanding tickets that are reported at the end of the school year.
5. Chromebook carts must not be placed behind doors inaccessible by site 12-month employee(s) or Aramark.

Thank you,

Department of Technology Services

Closeout Procedures for Chromebooks

Frequently Asked Questions

Question: What should a teacher do if the Chromebook the student returns is not the Chromebook assigned on the class roster?

Answer: Check to determine if there was a mix-up with the Chromebooks within the same cart. If not, check with an Administrator or Technology Facilitator to determine if there is a lost or stolen Chromebook section at your site.

Question: If the student has **not** previously reported a damaged Chromebook, and the teacher notices damage such as (permanent markers on the Chromebook, a cracked screen, missing key(s), dents on the Chromebook, or if the device will not turn on/off) what are the teacher's action steps?

Answer: 1) Create a Help Desk Ticket including the following documents: Student's Name, Service Tag Number, Serial Number, Property Control Number, Chromecart, Chromebook number. 2) Document the damages on the **Chromebook Inventory Check-in Sheet**, have the student sign the inventory sheet, and fill in the letter to the parent. After making a copy of the letter to the parent, have the student sign receipt of the letter.

Question: What should I do if, the student returns a Chromebook and the serial number does not match the assigned serial number on the initial Chromebook Inventory Sheet?

Answer: 1) try to determine if it was accidentally swapped with another Chromebook in your Chromecart. 2) Communicate with your site Tech Facilitator to determine if there is another Chromebook that may be lost or switched? 3) Communicate with your principal for next steps.

Question: Can our Chromebook Carts be used for our Summer Programs for Credit Recovery and Leap Remediation?

Answer: The best case scenario is to utilize the existing computer labs at each school. All Chromebooks need to be updated and inventoried during this summer period; however, if the site administrator decides to use the Chromebooks during the summer, each student must follow the same procedures as during the school year.

- 1) Obtaining parent permission
- 2) Collecting signed copies of the signature sheets
- 3) Assigning the Chromebooks to each student through the Destiny Resource Manager
- 4) Following the Check-in process

Question: How should the school collect fees for damages?

Answer: For each school year, EBR Internal Auditing for School Accounts will set up a Technology Fund per school to collect fees for maintenance. The Department of Technology Services does not collect fees. It is the school's responsibility to set up this account. If funds were collected for 2016-2017, those fees should be converted to this account. For fee amounts, please refer to page 14.

Principal's Guide

Please use the information below to guide the Chromebook 1:1 closeout process. If you have any questions, do not hesitate to contact the Department of Technology Services for further guidance and support. If you know a teacher is not returning to your site next year, please collect their Chromebook on or before the closeout date.

Principals:

1. Please communicate to teachers, staff, and students that **all** instruction through Chromebooks must end by the closeout date.
2. Provide each teacher with a copy of the initial Chromebook Inventory Sheet.
3. Identify the person at your site that will collect the Chromebook keys, (and/or Chromecart combinations) as well as the Chromebook Check-in Inventory using the sheets provided. Communicate to the staff who this person is. When the teachers complete the Chromebook Check-in inventory, they should return the Chromecart keys (or Chromecart combination) to this person.
4. Provide the person identified in #3 with a clasp envelope (labeled Chromecart Keys), labels for each Chromecart Key, the signature sheets attached (one signature sheet for combination and one for keys), and a manila folder labeled Chromebook Check-in Inventory. Instruct them to label each key with the Chromecart number (not the teacher's name or room number). And place all Chromebook Check-in Inventory sheets in the folder.
5. Once the teachers have completed the inventory of the Chromebooks, they will need to submit them to the assigned employee at your site.
6. Provide each teacher assigned Chromecart with the following documents:
 - ✓ Teacher's Guide
 - ✓ Chromecart Inventory Check-in Sheet
 - ✓ Parent Notification Letter
 - ✓ Chromebook Inventory Damages Notices
7. Between after the closeout date, an EBR Tech will report to your site to inventory the Chromebooks. Please provide this person with a **copy** of the following:
 - ✓ Chromebook Inventory Check-in Sheets
 - ✓ Clasp envelop with the Chromecart Keys and/or Chromecart combinations
 - ✓ Copy of the Chromecart Keys Signature Sheet.
- 8) The Chromecart Keys will be returned upon completion of the inventory. Please verify the return of **all** Chromecart keys prior to the EBR Tech staff leaving. The EBR Tech will **not** leave the campus with the Chromecart Keys.
- 9) When all Chromebook Check-in Inventory sheets have been collected please identify the students that have caused damage to the Chromebooks and use the notice to parents to inform the parents of the damages.

Teachers,

Using the guidance below, you need to collect and inventory the Chromebooks assigned to your Chromecart. When you have completed the inventory, please provide _____ with your Chromecart keys or Chromecart combination and a copy of the Chromebook Inventory Check-in Sheet. A letter will be sent to parents concerning the damage.

If you have any questions, please know we are here to assist.

Sincerely,

Principal,

Teacher's Guide

Please use the information below to guide the Chromebook 1:1 closeout. If you have any questions, do not hesitate to let us know. **For an effective closeout, you must end Chromebook lessons on or before**

1. Using the school's generated Chromebook Inventory Sheet, check to ensure the serial number on the Chromebook the student is returning matches the serial number on the sheet. If not, review the Chromebook Closeout Frequently Asked Questions on page 4 of this document.
2. Prior to placing the Chromebook in the Chromecart, ask each student to turn it on and log in. Please make sure each device is in working order. The student may then turn the device off. Please check the following features for each device:
 - ✓ Ensure the serial number being returned matches the serial number on your Chromebook Inventory Sheet
 - ✓ Are all keys on the keyboard?
 - ✓ Has the screen been cracked or damaged?
 - ✓ Are there external marks with permanent markers?
 - ✓ Are there stickers or labels on the cover?

NOTE: There will be some normal use. However, missing keys and/or cracked or damaged screens should be considered beyond the normal use.
Place the Chromebook in the Chromecart. If the device is not in working order or if there are damages beyond normal wear and tear please review the Chromebook Closeout FAQ 2017 for next steps.
3. Please note any damage on the Chromebook Inventory Check-in Sheet and have the student sign the document.
4. For any damage to the device that **has not already** been placed in the Help Desk Ticket System, create a Help Desk Ticket including the following information: student's name, service tag number, serial number, property control number, Chromecart, and Chromebook number.
5. If there are no damages, place "no damage" on the Chromebook Inventory Check-in Sheet and have the student sign the Chromebook Inventory Check in Sheet.
6. When all students have returned the Chromebooks and all signatures have been obtained, please provide _____ with the Chromebook Check-in Inventory Sheet. Please keep a copy for your records.

Note: For additional support, please review the Chromebook Closeout FAQ on page 4 or seek guidance from a site administrator.

Chromebook Inventory Check-in Sheet

As you are collecting the Chromebooks, please take an inventory with the student present. In the "Damage Description" columns place a "√" if no damage is present. If damage is present, place an "X" in that column. Do this for each Chromebook in your Chromecart. Have the student sign after you reviewed and documented any damages. Please do not mark in the final column as an EBR Tech will use it for verification.

Check each Chromebook in your Chromecart for:

Power – have students turn on and log into the device to assure the device will power up; assure that the Chromebook is logged out of the student's' account

Screen – check for any dark spots, cracks, or any imperfections on the display

Keys – check for any broken or missing keys

Hinges – check that both hinges are still in working order and the computer will open and close without issue

Case – check the outer shell of the Chromebook for cracks or missing pieces; do not worry about normal wear and tear/scratches

Property Control Tag – check that the Property Control Tag is still on the underside of the computer and matches that student's assigned device according to your site's Chromebook inventory



Dear Parent,

We hope that you have watched _____'s [insert student's name] technology skills advance through 1:1 technology integration within the East Baton Rouge Parish School System. Prior to distribution of the Acer 740 Chromebooks, each student was trained on proper care and expectations. Through this dynamic opportunity, teachers have delivered digital-age learning activities integrating the Louisiana Department of Education K-12 Technology Readiness Skills. These technology integrated activities prepare students for real-world digital citizenship and an increasingly technology-infused workplace.

During the Chromebook Check-in Inventory that took place the presence of your child, your child's device _____ [insert serial number] was returned with the following damage(s):

- Inability to power up
- Damaged Screen
- Missing/broken _____ Key(s)
- Broken hinge(s)
- Internal Concern
- Damaged case (beyond normal wear and tear)
- Lost Chromebook
- Other _____

The estimated cost for repair is _____. Payments must be made to our school prior to receiving a Chromebook in the East Baton Rouge Parish School System for the next school year. The device will be sent to the service provider to attempt to repair. Please know if the service provider associates a cost with this repair, you may be billed for the damages associated with this device.

If you have any questions, please contact the school. We are here to serve you.

Sincerely,

Principal

www.ebrschools.org

Chromebook Inventory Damages Notice Tracking Sheet

My signature indicates that I have been provided with a copy of the Chromebook damages notice to provide to my parent/legal guardian.

Student's Name	Chromebook Serial Number	Signature	Date

Helpful Resources

[Help Desk](#) – Submit an individual ticket to the Help Desk for each Chromebook needing repair using this link. Separate tickets are needed in order to track each unique Chromebook repair.

[Help Desk Tutorials](#) – Any EBRPSS employee needing assistance or instruction with using the Help Desk can use these helpful tutorials.

[EdTECH Q&A Forum](#) – Please post your shared technology questions here so answers can easily be disseminated across sites.

Chromebook 1:1 Close-Out Questions Online Office Hours

EBRPSS EdTech Team members will be online to answer your 1:1 Chromebook Close-Out questions. Attendance is voluntary on an as needed basis. Please refer to the calendar in Go Sign Me Up for additional information.