

Chromebook Exchange Program FAQs

Group Assignments and School Exchange Dates

[Where can I find my school's group assignment?](#)

[Where can I find the schedule of Chromebook Exchange dates?](#)

[My school is not scheduled for pick-up until October, and we need Chromebooks ASAP.](#)

[What should we do?](#)

SIS Inventory

[How is school need determined?](#)

[When will replacement devices be added to my School Location Inventory?](#)

[When will damaged devices be removed from my School Location Inventory?](#)

Other Questions

[What should I do with damaged chargers?](#)

Group Assignments and School Exchange Dates

Where can I find my school's group assignment?

Where can I find the schedule of Chromebook Exchange dates?

All schools were assigned a group that corresponds to their pick-up schedule. [Review this spreadsheet](#) to see what your school's group assignment is.

Then, **use this [Google Calendar](#)** to identify the specific dates for your school for this school year.

Each school will be visited eight (8) times this school year. Based on this year's academic calendar, visits will be broken down as follows:

- Groups 1-4 will have four (4) visits before winter break and four (4) visits after winter break.
- Groups 5-14 will have three (3) visits before winter break and five (5) visits after winter break.
- The first three (3) weeks in June will be reserved for senior Chromebook pick-up at high schools.

My school is not scheduled for pick-up until October, and we need Chromebooks ASAP.

What should we do?

IT will work with schools that have a demonstrated need prior to their initial exchange date. Please open a ticket with the Computer Inventory team for assistance using the link below.

SIS Inventory

How is school need determined?

School repair and replacement (Chromebook Exchange) throughout the year will be directly determined by the data from each school's inventory.



Report: Monitor your school need using the School Chromebook Report in SIS.

SIS>Index>Census>Reports>School Chromebook Report



Please note:

- SIS Inventory updates should be submitted **three business days** prior to a scheduled exchange visit.
- Bulk inventory uploads should be submitted **five business days** prior to a scheduled exchange visit to ensure the Computer Inventory team has time to process the request.

When will replacement devices be added to my School Location Inventory?

All replacement Chromebooks will be added to your SIS inventory within 2-3 days of delivery. Due to anticipated high volume for our first exchange cycle, it may take up to 2 additional days to update your inventory.

When will damaged devices be removed from my School Location Inventory?

All damaged Chromebooks will be removed from your SIS inventory by the Wednesday after your Chromebook Exchange visit.

Other Questions

What should I do with damaged chargers?

Damaged chargers should be picked up using the electronic waste disposal process with Regentech. Please see the electronic waste disposal process [here](#).