

Little Wolf Jr/Sr High

Chromebook Repair Process



Overview

A smooth repair process is key to the success of the Chromebook 1:1 program. This document outlines how students can have their devices serviced. We also outline the responsibilities of the library, teachers, and technology.

Process

- The student shall bring malfunctioning Chromebooks to the **library**.
- At the discretion of the library staff, they may attempt to resolve the issue. (See below.)
- Students will complete the Chromebook Repair Form and check-in device to library staff.
- Library staff will check-out a loaner device to the student.
- Library staff will store the malfunctioning Chromebook with the repair form.
- IT staff will process the malfunctioning Chromebooks.
- Library staff will email students when their device is ready. The student will be notified of any repair costs.
- Students will return the loaner device to the library and receive their repaired device.
- Library staff will file a repair form.

Library Staff Role

The library staff is not responsible for repairing Chromebooks. However, they may choose to resolve the issue instead of checking-out a loaner. This decision is at the discretion of the library staff. Here are some guidelines to help them make this decision.

- The library staff should quickly issue a loaner if they are busy with other library tasks.
- Library staff **will** ~~should not~~ attempt ~~any~~ hardware repairs such as a broken keyboard or screen.
- The library staff can help the student connect to the WiFi network. [TBD: Link to directions to connect to WiFi network.]
- Library staff may "flash" the device.
- Library staff may reset the student's Google password.
- Encourage students to keep their device clean by offering them disinfecting wipes.

In general, library staff should spend less than **\$ 30** minutes per device. Issue a loaner if the Chromebook requires more effort.

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Teacher Role

It is important for teachers to insist students bring their device to class when needed. Failure to bring their device is no different than forgetting a textbook. You will notice some students using broken devices. Please insist they bring their device to be serviced.

Technology Staff Role

It is the responsibility of IT staff to repair devices in a timely manner. The goal is to have most devices repaired within three school days. This will vary according to work load.