

# Best Practices for Chromebook Distribution/Collection and Daily Operations

## 1. Set-Up Distribution

- Create 1:1 planning team to plan and disseminate information to staff
  - Admin
  - User support/TC
  - Media specialist
  - Other Stakeholders
  - Any available staff
  - Annually evaluate established 1:1 processes
- Inform staff, students and parents of 1:1 Program
  - Send information/provide link about the 1:1 program and Technology Fee
  - Send information/provide link about the Electronic Device Usage Agreement
- Verify addition of the Technology Fee to School Cash Online
  - Verify if any alternative communication is needed for families not using School Cash Online
- Prepare for delivery of 1:1 Chromebooks/Cases over the summer
  - Contact that will receive the Chromebooks/Cases
  - Designate secure area to store Chromebooks/Cases until distributed
- Identify and prepare Chromebooks that are available for incoming students
  - Chromebooks from students no longer at the school
  - New Chromebooks delivered to the school during the summer
  - Create ID tag for student assigned to Chromebook and attach to case
  - School may label charger with identifying barcode (notify DTI if you need labels)
- Identify and prepare Chromebooks that are available for returning students
  - Make best effort to provide returning students the same Chromebook they were previously assigned
  - Create ID tag for student assigned to Chromebook and attach to case
  - School may label charger with identifying barcode (notify DTI if you need labels)
- Create Work Order requesting Chromebook profile removal be turned on – if needed
- Maintain a cart for assigning loaners to students
  - If student forgets Chromebook
  - If student forgets to charge Chromebook
  - If student's Chromebook needs to go out for repair
- Plan process for in-house troubleshooting
  - Establish specific times for devices to be brought to USS
  - Provide classroom teachers with [troubleshooting tips](#)

## 2. Distribution

- Distribution may start within the first two weeks of school
  - Can use common class for ease of distribution
  - Use available staff
  - Consider using volunteers and students who demonstrate responsibility
- Verify Forms and Fees have been collected before distributing Chromebooks
  - Device Usage Agreement
  - Technology Fee
  - Admin Secretary should be the **only** staff member receiving money
  - If any other staff member receives money, student name should be attached and money should **immediately** be delivered to the Admin Secretary

- Technology Fee Waiver forms are authorized on a case by case basis by school administrators **after** speaking directly with the family (encourage families to pay according to means)
- Quick visual inspection of Chromebook, case, and charger for any obvious damage
- Record Chromebook assignment information in TIPWeb-IT (Chromebook, charger, case, and student name).

### 3. Collection

- Begin collecting Chromebooks per Curriculum schedule
- Schools should collect **ALL** Chromebooks before summer
- Students **may not** take a device home for summer use
- High Schools should collect from the Seniors the last week they are in the school
- Create Stations with the following activities:
  - Check in (update inventory to reflect collection)
  - Inspection (check for damage, charger, and case)
  - Identify missing labels and untagged devices during collection
  - Remove User Profiles
  - Clean
  - Create Work Orders for any Issues
  - Assess Charges for missing components
  - Move to Storage
- Disable Chromebooks that are not returned and create accompanying work orders
- Escalate open work orders to TS2 by date provided by DTI
- Allow students to complete as many of these activities as possible (remove user profiles, cleaning, power off)
- Chromebooks should be placed in the battery disconnect state according to the [Google long-term storage recommendations](#)
- Do not accept incremental return of components (students should return Chromebook, charger, and case all at the same time)
- Work with established 1:1 team (see Set-Up Distribution)
  - Plan and establish roles and responsibilities for the collection process in advance
  - Consider using volunteers and students who demonstrate responsibility
- Use separate bins for storing chargers for different models (label bins for each model)
- Chromebooks will be stored in their cases over the summer in school designated secure storage location

### 4. Daily Operations

- User Support Specialist oversees the school technology inventory
- Students should not use Chromebooks during lunch in the cafeteria or other locations
- Device repair and troubleshooting
  - Create Work Order to send all hardware repairs to the Tech Shop
  - Fully charge Chromebook before sending to Tech Shop
  - Perform troubleshooting steps before sending into Tech Shop
- Work with school administration to establish office hours