

Recommended Best Practices for 1:1 Chromebook Collection

Purpose

The Department of Technology Infrastructure Technology Support team formed best practices in conjunction with school staff through a series of focus groups meetings. These best practices were established based on observations of successes and challenges faced by staff involved with the Chromebook deployment at a school level. These best practices are intended to outline an end of year Chromebook collection that facilitates a smooth distribution the following year. DTI proposes these best practices to develop consistency in the 23 schools participating in the 1:1 Chromebook program. These best practices address the formation of a 1:1 team, roles & responsibilities, the collection process, device maintenance, disabling of devices, and Summer storage.

Abbreviations & Definitions

DTI – Department of Technology Infrastructure

USS – User Support Specialist

TS2 – Technology Support Specialist

1:1 Team

Technology Infrastructure strongly recommends that each school should form a 1:1 team. This team should include the USS, Media Specialist, and a school administrator. The purpose of this team is to plan and coordinate the distribution, collection, and daily Chromebook related activities at the school. The team should determine and communicate the collection schedule and procedures for the school. The team should also recruit additional staff and volunteers to help with the collection process. The team should establish roles and responsibilities for everyone involved.

Roles & Responsibilities

- User Support Specialist – Per job description, the USS provides first level support and is responsible for the school inventory of technology property. The USS should confirm the location and status of all Chromebooks. The USS must create and escalate work orders in [Web Help Desk](#) for any repairs that need to be completed. Notice, as the first-tier tech support, only the USS can escalate work orders for repairs to the TS2.
- Administrator – School administration should communicate the collection schedule and responsibilities to staff and students. An administrator should also be involved in the process of issuing charges for missing or damaged components.
- Additional school staff – Other school staff may assist with cleaning, replacing missing labels, and storage of Chromebooks. Staff may also be helpful to monitor and facilitate the flow of students through stations.

- Volunteers – The school may use volunteers to assist and monitor with collection steps. Volunteers can be tasked with monitoring the cleaning process, replacing missing labels, and moving Chromebooks to storage.
- Student – The student is responsible for ensuring the safe return of the Chromebook and accompanying components to which the student is assigned. The student should deliver the Chromebook, case, and charger as one unit. The student is expected to clean the Chromebook, power it off, and turn it in to the USS or other appropriate staff member.

Collection Process

Schools should provide students with a checklist to communicate requirements, encourage individual accountability, and to ensure each step is completed. A sample checklist is provided on the 1:1 website. Charges for missing components should be issued at the time of collection. For this reason, schools should not accept incremental returns. The Chromebook, case, and charger should all be returned at once. Schools should set up stations for students to complete and confirm the necessary steps included in the student checklist. The suggested stations include:

1. Clean – Students should clean their own Chromebook using the recommended cleaning supplies. This station should be monitored by a staff member or volunteer, but students are encouraged to be responsible for cleaning their own device
2. Inspection – Confirm the Chromebook, case, and charger are all present. A staff member should ensure the Chromebook is powered off and check for damage and missing labels.
3. Replace missing labels – Schools should replace missing labels during the collection process to help ensure a smooth distribution.
4. Assess Charges – Damaged devices should be assessed. A member of the school 1:1 team should issue charges for damage as appropriate.
5. Work Orders – The USS/TC should create work orders for Chromebooks in need of repair. Each device requires an individual work order. These work orders should be escalated to the TS2 before June 18, 2019 for the 2018-19 school year. June 18th will be the last day for the TS2s to address Chromebook work orders before returning in the Fall.
6. Storage – Chromebooks should be moved to and organized in a secure location.

On-site Repairs and Device Maintenance

Due to time constraints, DTI does not recommend attempting to complete repairs on Chromebooks during the collection process. School staff may assist with tightening and replacing external screws. Additionally, schools should replace or note missing labels. Important labels include serial number/service tag, FCPS asset tag, and Chromebook name. Any damages should be recorded and work orders should be created for each damaged or malfunctioning Chromebook. Please notice, all repairs to warranty devices must be completed by a warranty certified technician. These repairs must be escalated to tier 3 in Web Help Desk. Work orders need to be escalated in a timely manner. The last day for TS2s to pick up Chromebooks before Summer will be June 18th.

Disabling Chromebooks

The school USS may disable Chromebooks that are not returned on the assigned date. A work order must be created with the Chromebook attached as an asset to track the date and reason the Chromebook is disabled. Disabled Chromebooks are not always returned to the original school and may surface during the summer when school staff are not contracted to work. The work order allows the help desk and other technicians to investigate where a Chromebook belongs and if it should be enabled when the device is returned. One work order can be used to record the status change for each purpose.

Storage

Google recommends storing Chromebooks in the battery disconnect state designed for long-term storage. This helps prevent excess wear on batteries. Students should power off their Chromebooks when turning in the device by holding Refresh + Power. Additional information about the battery disconnect state and long-term storage can be found on the [Google Chrome Enterprise Help page](#).

Chromebooks should be stored in central and secure location. A locked room with shelving is preferred. Environmental factors must be taken into consideration. The storage location should be free of leaks and mold. Furthermore, it should be an air-conditioned room. Power adapters can be collected in bins. These bins should be grouped by corresponding power adapter model and labeled accordingly.

Chromebooks should be organized in the storage location to assist with distribution next school year. DTI recommends grouping devices by grade level and organizing alphabetically by student last name. Each device should be labeled and stored with the label facing out and visible. Schools may write the FCPS Chromebook name on the side of the Chromebook case using white or silver ink to label Chromebooks.