MT. VERNON
COMMUNITY SCHOOL CORPORATION

Chromebook Frequently Asked Questions (2019-2020 School Year)

What is included with the new Dell Chromebooks?
All new Dell Chromebooks come with a one (1) year manufacturer warranty AND a one (1) year, one (1) time accidental breakage coverage in the first school year (2019-2020). Any damage that is considered accidental will be covered. Additional damage after that will be charged.

What is the Device Protection Plan (DPP)?
The Device Protection Plan is a type of insurance plan to mitigate repair costs for damage to the Chromebook through normal use or accidental damage. The cost is $30 per school year per student. The schedule for repair costs with the DPP are as follows:

- First damage claim — No Cost (if accidental); The new Dell Chromebook comes with a one (1) year, one accidental breakage until June 30, 2020
- Additional damage claims — $50 deductible
- Damage determined to be intentional is not covered
- Lost devices will be charged actual replacement cost of a new device, just as they are responsible for lost or stolen textbooks.
- Stolen will be charged for full cost UNLESS a police report is filed and copy sent to the school
- DPP also covers spare Chromebooks; spares are given to students when their Chromebooks is in for repair

Will a case be provided with the Chromebook?
This year MVCSC is not providing cases for the Chromebooks. Students/parents can choose to a case of their choice for additional protection. Students personal cases will be given to students when their Chromebook is sent in for repair. MVCSC realizes depending on the age of the student what type of case is appropriate.

The Chromebook will not power on?
The first time a Chromebook is used it MUST be plugged in with the charger. This is a safety feature to ensure the battery is protected during storage.

Will my student be using the same Chromebook each year?
Yes. Chromebooks will be assigned to the same student each year. MVCSC has a four (4) year lease for the Chromebooks, therefore, students will have the same Chromebook for the next four years.

What happens if my student's Chromebook is not working? Will he/she be given a loaner to use for class?
If the Chromebook is not working, the student needs to contact the technology department staff member in his/her building. Technicians will determine if a loaner will be issued. Any and all repairs (beyond the warranty repair provided each year) will be charged to the student/parent.

Can student charge devices at school?
The Chromebook has a battery capacity of 10 hours when fully charged. Students will need to routinely charge their Chromebooks overnight prior to coming to school the next day. Students should not charge their devices at school.

How can a Chromebook be identified?
All MVCSC Chromebooks are labeled based on service tag in addition to a student "name" label on top of Chromebook. Removal of ANY identifying labels or markings is strictly prohibited.

Does a Chromebook allow multiple users to login to use the device?
 No, only MVCSC, Google accounts can be used. Login is their school username and password.

Can I print with my Chromebook?
Yes, at this time only certain models of HP printers are supported by Google Chrome. The HP driver(s) have been installed on all Chromebooks. We recommend a USB printer cable be used to plug-in from the printer to the Chromebook.

Will unsafe or inappropriate websites be filtered on the devices?
We do our best to ensure our children's online experience is safe. Each Chromebook has an Internet filter client installed on them called, "Lightspeed Relay". This filter works all the time and on any wireless network. In addition, before each Chromebook device connects to the Internet at school, it must pass through district network firewalls and filters.   Our web filters are programmed to block inappropriate content as much as possible.

Can a Chromebook be used in offline mode?
Chromebooks are able to be used in offline mode when internet access is unavailable. Students are able to turn on offline mode by following these directions available on the school website. Please note, in order for students to work offline they would need to have opened a file at school, at least once, for the file to be available offline. In addition, files created offline are stored locally and will automatically sync changes when the Chromebook reconnects to the internet.

Can students download apps?
 No. Student access to the web store is limited. Apps and Extensions have to be approved the school.

** Please see the Mt. Vernon Technology Website for More Information.