



**WEAVERS  
ACADEMY**  
*Creative  
Education  
Trust*

**SUBJECT: Chromebook - Frequently Asked Questions**

**REVISED: June 2021**

### **Why have you chosen a Chromebook?**

We have chosen the Chromebook as our student devices as they are very quick to load, from pressing the power button it takes around 5-10 seconds for the Chromebook to be ready to use, if in sleep mode then this time is reduced to 3-5 seconds.

It has built in virus protection that is automatically updated along with the ChromeOS operating system.

The battery life is also very good and will operate for up to 12 hours on a full charge. The Chromebook allows students to access some great programs and apps designed specifically for learning.

The Chromebooks are also a more affordable option, compared to other devices that were considered.

### **How easy is the Chromebook to use?**

The Chromebook works in a similar way to laptops. The student will have to log in using their school username and the password. Once logged in the Chromebooks will connect to the school wireless automatically and all of the schools approved apps and programs will be available for the student to use.

If the student forgets their password this can be reset in school by teaching staff and members of the IT Department.

### **When will the students use them?**

The students will use their Chromebooks during lessons where the teacher has requested them to. Students will be expected to bring their fully charged

Chromebook to school every day, just like they should bring their stationery for learning. The Chromebook can last up to 12 hours between charges – students will not be able to charge the Chromebook in school and should not bring the charger to school with them.

### **What do the students get with the Chromebook?**

Each student will be allocated a Chromebook, power adaptor and a protective case. If your child requires any other accessories for the device these should be purchased separately by the parent/carer.

### **When and how will the Chromebooks be issued to the students?**

The IT Department team will start issuing the Chromebooks during the first week of the new school year.

### **How do we pay for the Chromebooks, repairs and replacements etc?**

All items will be available to pay online via the schools ParentPay service.

### **Can I connect the Chromebook to the internet at home?**

Wireless internet access at home is required in order to access the internet on the Chromebook. If you do not have wireless internet access at home, many of the Chromebook Apps will still work, however email and browsing the internet will not work until the Chromebook is reconnected to a wireless network with internet access.

### **What happens if the Chromebook is damaged?**

These machines are owned by the school, so will be repaired by us. There is a standard charge of £50 for all significant Chromebook repairs (damaged screen or keyboard etc) that are not covered by the device warranty. Payment for the repair must be received before the repair is carried out.

Whilst the Chromebook is being repaired the student can collect a loan Chromebook from IT Department at the start of each day and should return it at the end of the day. If it is not returned each day, the Chromebook will be retrieved, and the student will then have to work without a Chromebook until their repair is completed.

### **What happens if the Chromebook is lost or stolen?**

If a Chromebook is lost or stolen, it is important that it is reported to IT Department as soon as possible and they will disable the Chromebook so it can no longer be used. In the case of a theft this should be reported to the police and a crime number obtained.

### **What happens if the Chromebook is taken or swapped by another student?**

The Chromebook should only be accessed by the student that it was issued to, if the Chromebook is taken by another student, then this should be reported to the Year Team and IT Department as soon as possible so they can trace and if necessary disable the device.

All of the Chromebooks will be uniquely labelled and recorded by IT Department, also the device is registered in the Chromebook Management Console so we can easily identify who a Chromebook belongs to.

### **How should a student carry their Chromebook between classes?**

Chromebooks should not be transported while open as even gentle handling can damage the screen. Chromebooks should be safely closed and placed in a case before they are taken from classroom to classroom, or to and from school.

### **Will the Chromebook usage be monitored at home?**

The same internet restrictions will be in force at home as they are in school. Log of internet activity will be kept for safeguarding purposes.

### **Is the data on the Chromebook backed up?**

We recommend that students save all of their work and files to their OneDrive area, this area has unlimited storage and is backed up by Microsoft. If the student stores files on the local drive this is not backed up and will be lost if any fault arises and the system needs to be reset.

### **Can students use their printers at home?**

Yes, you can connect your home printer via USB cable or Wi-Fi if your printer has this feature and the Chromebook will detect it.

### **My child already has a Chromebook / Laptop / Tablet can they bring this to school instead?**

It is not possible to bring personal devices into school as they will not work with the school's systems. The Chromebooks have been specially configured to access the school networks and have added security to restrict access to the Chromebook, Chrome Apps and the Internet.

### **How will the Chromebook usage be controlled in the classroom?**

The teacher will advise the students if they will be using the Chromebooks in the lesson, if they are not then the Chromebook should remain in the case. If they are being used, then the students will have them on the desk and the teacher will prompt them when they are to be used and for what purpose, at all other times they will be asked to close the lids.

### **What is the E-Safety Policy and Acceptable Use Policy?**

This is a document that contains rules and procedures that staff and students should follow when accessing the internet using a school device. This policy can be found on the school website and complements the Chromebook Policy document.

<https://www.weaversacademy.org.uk/home/weavers/chromebooks>

### **What happens if the student transfers to another school or leaves Weavers Academy?**

We expect the student to retain the device for the whole time they are a student at Weavers Academy.

All Chromebooks should be returned with the original power supply to the IT Department prior to their last day at the school.

### **Why is there only one standard cost for all repairs?**

It is difficult for us to determine what type of repairs we may receive and the actual costs involved and therefore we have decided to set a standard charge of £50 that we believe will offer both a fair and cost effective service to parents/carers.

The repair charge includes all parts and labour and also the provision of a daily loan device.

### **Can students load programs onto the Chromebook?**

No it is not possible for programs to be loaded on the Chromebook, only files and apps can be saved to the local storage.