



# Rocklin USD Family Chromebook Buy Program FAQs

*(Frequently Asked Questions)*



**Am I required to purchase a device for my student?** No. Rocklin Unified School District's objective is to promote greater access to technology and increase academic engagement for our students 24/7. The District will continue to use classroom computers and devices, however by purchasing your student a Chromebook you help to ensure they will always have access to valuable digital resources.

**Can I send the Chromebook with my student to school each day so he/she can use it in the classroom and at home?** Yes.

**Can I purchase a Chromebook for more than one student?** Yes. Buy as many as you like. Please submit only one order per student to ensure proper engraving.

**If I am not a parent/guardian of a Rocklin USD student, can I still purchase a Chromebook?** Yes.

**Who do I contact if I need help configuring the Chromebook computer?** Students/families will be responsible for configuring their own devices. **This is a direct buy program from CDW-G.** The District does not offer any tech support services nor is responsible for defective equipment or warranty issues. If you need assistance or have questions about the hardware you can contact CDW-G. Look for contact information on the CDW-G Webstore. Rocklin USD wireless (BYOD) network instructions can be found here: <http://www.rocklinusd.org/wifi>.

**Does the Rocklin USD Acceptable Use Agreement apply to the Chromebook?** Yes. The policy is always in effect at school, regardless of the device a student is using.

**Who do I contact for repair service?** Students and/or their families are responsible for their personal electronic devices at all times. **This is a purchase program ONLY.** Rocklin Unified School District does not offer any type of service or warranty on this device. If your student owned Chromebook needs repair, based on the warranty status we recommend that you contact CDW-G, the device manufacturer, or a local repair shop.

**Why CDW-G? Can I purchase a Chromebook elsewhere?** Rocklin USD has partnered with CDW-G to provide a solid value and convenient option for families to purchase a Chromebook for their student(s). Families can purchase a Chromebook from any retailer of their choice.

**Are there suggested accessories?** A padded bag or protective sleeve is suggested. If available, it is also recommended to consider extended warranty protection. Many additional accessories such as headphones are also available at local and online retailers.

**What software will be needed on my student's computer?** None. Rocklin USD uses the Google Suite for Education (GSuite), a highly collaborative platform of web based productivity

tools. To access these applications, you simply use a web browser on any computer that's connected to the Internet. All Rocklin USD students and teachers have access to the District's GSuite for Education using their Google login and password. Additional productivity "plug-ins" may be provided by the District to student accounts but no purchases are required.

**Will there be "charging stations" at school?** No. Charging stations will not be provided. When fully charged, the Chromebook's battery should be sufficient for lessons requiring use of the device throughout the day so typically the Chromebook can be charged overnight at home.

**Who is responsible for damage, loss or theft of devices my student brings to school?** We encourage families to stress the responsibility their students have when bringing their own electronic devices to school. Any device a student brings to school is their sole responsibility. Rocklin Unified School District cannot take responsibility for lost or stolen devices, nor assume financial responsibility for damaged, lost, or stolen personal electronic devices.

**Will my student be asked to share his or her device with other students?** No. Your student should not lend his or her Chromebook to another student, nor will they be asked to share. It is for their exclusive use. From time to time, an assignment may have a collaborative component in which students work together in partners or small groups. However, in these situations, your student should still maintain sole use of their Chromebook. We encourage parents/guardians to discuss responsible use related to sharing any personal digital device.

**How will my student's device be secure from being stolen?** It is ultimately the student's responsibility to keep track and maintain his/her property. There are several software options on the market to help protect mobile devices. Rocklin USD does not endorse any specific brand but encourages you to research options to protect and find your mobile devices from loss or theft.

**I use Google extensively at home and want to add some useful apps/extensions not currently installed on my student's account. Can I do that?** No. Rocklin USD Student Google accounts are managed solely by the District. However, a Chromebook can have multiple users and logins. If you or your student has a personal Google account you can add apps/extensions to that account but they would not be accessible to the Rocklin USD account.

**Can my Chromebook get a virus?** While not impossible, this is highly unlikely. The Chromebook is cloud based and does not store much data on a hard drive like a PC laptop. To date no viruses have been reported on Chromebooks.

**Will internet access be limited/blocked at school?** Rocklin USD maintains an Internet content filter for its network and all devices that connect to it. Use of personal devices off the Rocklin USD network may or may not be filtered and is not a responsibility of the District.

**Will the Chromebook work offline?** Yes. While not fully functional, the Chromebook will perform limited functions if configured for offline use (no internet connection).

**Will the Chromebook get outdated/require upgrades and updates?** It is realistic to expect a Chromebook to last about 5 years if treated and cared for properly. Google automatically provides updates without anything needing to be done by students or parents/guardians.