



# 1:1 Frequently Asked Questions

## Caveman Student FAQ: We're glad you asked

Got a question? You're not the only one! See how we've answered the most common one-to-one (1:1) Student Computer questions. If you have a question that is not addressed below, please contact the front office during our regular business hours.

AFJH contact info: Monday - Friday 7:00 AM - 3:00 PM - Phone: 801.610.8750

### **Q. Will I have more homework?**

**A.** The homework amount will probably remain the same, but it might look different having access to your own computer at home.

### **Q. What if I forget my Chromebook at home?**

**A.** We've all had those days when we leave assignments at home. If your parent(s) can bring it to you at school, (like they would bring you your lunch or other assignments in the past) they can drop it off at the front office and we'll deliver it to you. We invite you to come to the main office and use the student phone to contact your parent(s) to have them bring your Chromebook to the main office.

We will only have a few "loaner" Chromebooks at school, but they are reserved for students who have technical issues and will need them while their computers are being fixed.

### **Q. What if it isn't working properly? Who do I contact?**

**A.** If your Chromebook stops working at school, talk to your teacher. If they can't help you, our on-site techs will be able to help you. If you have a problem while at home, please use our [troubleshooting guide](#) and the district [Technology Help Desk](#) to help you fix your problem.

**Q. How much does this cost if it is damaged?**

The following is a breakdown of costs for damaged Chromebooks:

- A.
- Chromebook charging cord (lost or damaged): \$30
  - Repairable damage: \$50
  - Accidental damage for full Chromebook replacement: \$150
  - Intentional damage, loss, or theft: Full cost of replacement not to exceed \$310

**Q. Do I get a charger? (How long will a charge last?)**

- A. Yes. Each student will get a charger with their Chromebook. If you charge your Chromebook each night, you will be able to use it the entire school day.

**Q. Can I personalize my Chromebook?**

- A. Yes, you can, but make sure not to permanently personalize your Chromebook. Please feel free to add stickers or cases to your Chromebook that can be removed at the end of the year. Chromebooks are the property of Alpine School District and as such any personalized material must be appropriate for a school environment and will fall under the student handbook “nuisance items” if the personalization is questionable. Please be aware that you must clean and clear your Chromebook of any personalized materials at the end of the school year. Those returning Chromebooks at the end of the school year should return them in like-condition of when they were issued. If you are unable to clean it, you will be charged a cleaning fee of \$50.

**Q. Can I take it home?**

- A. Absolutely! We want you to take it home each night, charge it, and bring it back to school each day. You will be using it each day in class, so make sure you have a backpack that can securely fit your Chromebook.

**Q. Can I take my Chromebook on vacation? (in country, out of country)**

- A. Your Chromebook should work in all 50 US states. However, if you are traveling out of the country, your Chromebook may not be able to connect to the internet or wifi.

**Q. What do I do if I forgot to charge it last night/before school?**

- A. We get it, sometimes you’ll forget to charge your Chromebook, or it might not have been plugged in properly. Having your Chromebook charged is part of your agreement to have your own Chromebook. While there are power sources (wall plugs) in each classroom that you might be able to use in case your Chromebook isn’t charged overnight, there will not be designated charging stations. Do your best to remember to charge it at home and bring it each day as teachers will expect you to have access. In emergency situations, there may be other charging options available.

**Q. Can I use another device or computer at home instead of my school Chromebook?**

Yes. Remember to use your school-issued Google login so all of your assignments will sync to Canvas and your school Google Drive.

A. However, at school, there is district-owned software that may be used in class that you may not be able to access with a family-owned device. Also, teachers and staff will not be able to troubleshoot or fix a device that is family-owned and brought from home. Therefore, we encourage the use of the school Chromebook at school.

**Q. Will all the computer labs at the school be converted into Chromebook labs?**

A. No. We will still have CTE Labs that will have desktop computers to learn different programs that aren't on your Chromebook. If you have one of these classes, you should still bring your Chromebook to class. The rooms that were once used as computer labs will be repurposed and used by the administration and staff as needed.