

## **Jose S. Ramirez Elementary Chromebook Repair / Loaner Procedures**

*Chromebooks that are damaged or fail to work properly must be reported immediately to Technology Services/Campus Technology. All damaged devices and chargers must have a ticket for cost of service documentation.*

### **Steps for Damaged Devices and Charging Cable replacement**

1. Take Chromebook to Mrs. Moore in the library
2. Help Desk Ticket for Device or Cable Entered
3. Device is labeled with ticket number & campus
4. Campus Technician will pick up from Campus and deliver to repair tech at Technology Services
5. Repair Technician will evaluate and repair or replace device.
6. Campus Technician will deliver repaired device or replacement back to Mrs. Moore
7. If there is a charge for the repair, the device is delivered to Administration
  - Administration will contact parents and visit with student
8. If there is no charge for repair device is returned directly to the student

### **Collecting Money from Parent for Damages/Replacement**

1. Parent will be notified with cost of repair
2. The parent will write a check or cash to LISD
3. Campus will write a receipt

### **Loaner Chromebooks when Chromebook are picked up for evaluation or repair**

- Loaner Chromebook may be issued daily to students by the Campus Chromebook Admin when they leave their Chromebook for repair
- Students are responsible for the loaner while in their possession
- Loaners must be returned to the library at the end of each day

### **Repair Fees**

- Touchscreen LCD: \$215
- Standard LCD: \$60
- Keyboard: \$40

## **Jose S. Ramirez Elementary Chromebook Repair / Loaner Procedures**

- Keys: \$4 each (if more than 5 keys are missing, the entire keyboard is usually replaced)
- Battery: \$30
- Chromebook Charger: \$30

### **Device Replacement Fees**

- Dell 3100 2-in-1: \$225
- Dell 3100 Clamshell: \$150
- Acer C732: \$120
- Lenovo N23: \$75 (loaner)

### **Chromebooks Left at Home**

- Loaner Chromebook may be issued to students for the day
- Chromebook must be returned at the end of the day to the library
- Repeat violations of this guideline may result in disciplinary action at the discretion of the campus

### **Charging Chromebook**

- Students are responsible and must bring Chromebooks to school fully charged
- Loaner Chromebook may be issued if a Chromebook is not charged, while their Chromebook is charging
- Repeat violations of this guideline may result in disciplinary action at the discretion of the campus

### **Loss/ Theft**

- A report must be made immediately to Campus Chromebook Admin
- Help Desk will disable the device immediately