

## FAQs

### **What about safety to and from & during school?**

- Students already travel to and from school carrying mobile devices (mobile phones, smart watches, MP3 players etc.). Students must take responsibility for looking after their device.
- A protective case is provided as part of the Chromebook package. Please ensure that this is used at all times as it is a condition of the insurance policy.

### **Will students be using Chromebooks all day while in school?**

- No. The devices will be a resource to complement existing learning materials and pedagogy.

### **What about writing?**

- Chromebooks will be used as both a consumption and a production device.
- Students will still be writing in lessons and researching on the devices, as well as producing work in a digital format.
- Students need to be proficient in both sets of skills. When they go on to further education, training or employment, IT skills will be essential.
- Most subjects will still require writing - the skill of handwriting won't be lost. Likewise the art of verbal collaboration and communication will still be practised.

### **What if a student forgets their Chromebook?**

- If a student doesn't have a device that day for whatever reason, we will not be able to provide one and the student will need to catch up on any missed work.

### **Do we have to buy a Chromebook through the school?**

- Yes. If you have already bought a Chromebook then this will not be usable in school.

### **Why can't students bring in their own device they have already?**

- All students must use a Chromebook for the following reasons:
  - Chromebooks are fully compatible with the Google Software we are constantly using within our Google Workspace platform
  - Students use technology tools on our Google Workspace to communicate, collaborate, create and publish their work
  - They work seamlessly with Google Apps for Education which all of our students and teachers already use extensively.
  - They are ready to use within eight seconds so no learning lost
  - They are lightweight and robust
  - They are low maintenance. Chromebooks download and can install security and software updates automatically
  - They are secure. Built-in security means devices are safe from viruses and malware
  - They have a battery life of 8-11 hours and so only need charging overnight even when in constant use
  - They allow real time feedback and marking
  - Subject specific apps or online textbooks are easier to access

- They prepare students for 21st century integration of digital tools
- In terms of Safeguarding, Chromebooks allow the school to manage the devices on our network, thereby ensuring cyber security and e-safety.
- Uniformity of device make and model means that every device performs in the same way and that teachers can reliably plan lessons knowing that all students will be able to take part. It also means that devices can be managed by our EduTech department efficiently and that issues with devices can be solved quickly.

#### **How do I make a claim under the accidental damage policy or extended warranty?**

- **Please ensure that your child keeps their device in the provided case at all times. The case is approved by the insurers and it is a condition of the insurance that it is used at all times. The most common reason for insurance claims being rejected is the device not being in an approved case when damaged.**
- In the case of a damaged or non-functioning Chromebook, students should bring their device to the EduTech office in school in the first instance.
- The EduTech team will assess whether the issue requires a claim to be raised under the insurance or warranty policies.
- In the case of an insurance claim, a member of the EduTech team will provide the student with contact details for edde, our Chromebook partner, and details of how to begin a claim.
- In the case of a warranty claim, the EduTech team will manage the claims process from start to finish on behalf of the student.
- In either case, students who have devices that have been sent for repair will be provided with a temporary loan device so that their learning is not affected.

#### **What do I do if my child's Chromebook breaks and cannot be repaired under the insurance or warranty?**

- In order to access our curriculum and to allow teachers to deliver effective education to all of our students, every student in Years 6 to 11 must have a Chromebook. A Chromebook is an essential part of a student's classroom equipment.
- If a broken device cannot be repaired or replaced under the insurance or warranty, either because the claim has fallen foul of terms and conditions or because cover has expired, parents must revisit the scheme and purchase a new device by contacting [finance@simonballe.herts.sch.uk](mailto:finance@simonballe.herts.sch.uk).
- If Chromebooks are looked after carefully and the approved case used at all times, they have a life expectancy of at least three to five years.

#### **Is the school making any profit on Chromebooks?**

- We do not make any profit on the sale of any element of the Chromebook package. We undertake rigorous procurement exercises to maximise value for money for parents and sell the package at cost price.
- We have no contracts with Google or Lenovo and do not receive any commission or other benefits for using their products.
- We have chosen Google products because of their ease of use, their suitability for the education environment and the flexibility they provide.
- We have chosen Lenovo devices as they provide all of the required specifications for the

best possible price.

**What happens if I cannot afford to join the scheme?**

- If you are experiencing financial hardship and are worried about the cost of the scheme, please contact the finance office at [finance@simonballe.herts.sch.uk](mailto:finance@simonballe.herts.sch.uk). If your child is eligible for Pupil Premium funding, please contact Tania Noxon at [noxont@simonballe.herts.sch.uk](mailto:noxont@simonballe.herts.sch.uk). Any requests for assistance will be treated sensitively and in complete confidence.
- We encourage all parents who receive a form of income support to apply for Free School Meals

**How will you monitor what the students are doing and ensure that they remain safe?**

- The Chromebooks will be managed on the school network.
- We use robust filters that block restricted online material. These filters also work at home.
- We provide e-safety workshops for both students and parents.