Blended Learning Parent & Student Handbook

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Overview of 1:1 Chromebooks and Blended Learning

In an effort to further enhance academic programs currently offered in the ConVal School District, the School Board approved, in February of 2016, the purchase of Chromebook laptop computers for the middle schools and the high school. As a result, all middle school and high school students now have the opportunity to work with devices that are issued to them by the ConVal School District.

While the Chromebooks are assigned to individual students, please note that they remain the property of the ConVal School District and are issued *for educational purposes only*. When using the district-issued Chromebooks, all students need to follow school board policy JICL which governs Internet safety and responsible use by students (see Appendix A).

Purpose of 1:1 Chromebooks and Blended Learning

A driving force behind establishing 1:1 learning environments in the middle schools and the high school is one of ConVal School District's core beliefs: "All means all. We must provide the opportunity for each and every student to reach his/her maximum potential."

1:1 learning environments support the development of *blended learning* opportunities, which focus on "blending together" in robust, technology-enabled learning environments:

- excellent face-to-face instruction,
- collaborative experiences that support students learning *with* and *from* each other, and
- an emphasis on critical thinking, complex problem solving, and effective communication.

Ultimately, the ConVal School District seeks to transform and personalize learning experiences in order to work towards greater student engagement and involvement.

Chromebook Management

The School District provides and manages the Chromebooks. The Chromebooks are linked to students' district G Suite for Education accounts and are assigned to students, for educational use, during the school year.

Each middle school and high school student is assigned a Chromebook and a charger. The student keeps the assigned device for the duration of the school year. At the end of the school year, the Chromebook and charger are collected, inspected,

maintained by the district technology staff, and reissued back to the same student the following year.

Whenever students leave the district, they have to return the issued Chromebooks as district property, just as they return textbooks and other learning materials.

Chromebook Communication

In an effort to keep parents and students informed, the ConVal School District's 1:1 and Blended Learning Leadership Team has developed this Handbook, as well as a [Frequently Asked Questions (FAQ) page](#) and Chromebook orientations.

Students and parents are encouraged to contact a member of the Leadership Team with questions that are not answered in one of the above mentioned resources.

1:1 and Blended Learning Leadership Team			
Building	**Team Member**	**Position**	**Email**
Great Brook School	Sarah Hale	Library Media & Technology Specialist	shale@conval.edu
Great Brook School	Matthew Hale	School Systems Administrator	mhale@conval.edu
Great Brook School	Jim Elder	Principal	jelder@conval.edu
South Meadow School	Sandra Murray	Technology Integration Specialist	smurray@conval.edu
South Meadow School	Jonathan White	School Systems Administrator	jwhite@conval.edu
South Meadow School	Anne O'Bryant	Principal	aobryant@conval.edu
ConVal High School	Greg Leonard	Teacher	gleonard@conval.edu
ConVal High School	Gib West	Teacher	gwest@conval.edu
ConVal High School	Rachael Bowman	Library Media Specialist	rbowman@conval.edu
ConVal High School	Ashley Jones	Library Media Specialist	ajones@conval.edu
ConVal High School	Helfried Zrzavy	Technology Integration Specialist	hzrzavy@conval.edu
ConVal High School	Kevin Carne	School Systems Administrator	kcarne@conval.edu
ConVal High School	Michelle Voto	Principal	mvoto@conval.edu
District Office	Mark Schaub	District Systems Administrator	mschaub@conval.edu
District Office	Ann Forrest	Assistant Superintendent	aforrest@conval.edu

Student Responsibilities

Being successful in a blended learning environment requires new self-management skills so that students can be ready to learn. Students should:

1. Arrive at school every day with a fully-charged Chromebook.
2. Attend classes with the Chromebook.
3. Log in only under the personally-assigned username and password.
4. Protect their login credentials by not sharing them with others.
5. Maintain files in Google Drive and, when necessary, sync offline work.
6. Maintain the Chromebook and charger in good order.
7. Leave all identification labels on the Chromebook intact.
8. Refrain from personalizing the Chromebook, either by using pens/markers on the device or by placing stickers on the inside or outside of the device.
9. Report any technical problems or damage immediately.

Chromebook Charging Routine for School Use

To fully charge the battery, the charger must be plugged into an electrical outlet and connected to the Chromebook for at least two hours. Different Chromebook models may come with different power connector options and chargers.

If the Chromebook comes with a USB-C type charger, make sure to only use the designated charging port which is marked with a power plug symbol. Plugging the charger into a USB-C port that is not designated for charging will cause damage to the Chromebook.

Use only the original, not any third-party, charger to power the Chromebook. If the originally issued charger is damaged or lost, it has to be replaced with another, original manufacturer charger that is provided by the technology department for a fee (see "Financial Responsibilities for Damage and Loss" later in this handbook).

Charging to full capacity will take longer if the Chromebook is being used during the charging process. A fully-charged Chromebook battery lasts about ten hours, so there should be no need to charge the laptop during the school day.

On the rare occasion that charging at school is necessary, students may ask a teacher or staff member for help and directions.

> ⚠️ Because all students will have individually assigned Chromebooks available to them, the Library will only provide loaner Chromebooks to students whose device is out for repair.

Chromebook Care

It is important that students take good care of the Chromebook that they have been issued. Here are some helpful tips:

- To protect the device, always use the Chromebook on a sturdy surface.
- Close the Chromebook when moving between locations.
- Do not leave the Chromebook unattended.
- Keep liquids (water bottles, travel mugs, sports drinks, etc.) away from the device. Do not transport liquids and the Chromebook together in your backpack.
- Never place anything between the screen and the keyboard. This will avoid accidental damage when the Chromebook is closed.
- To clean the screen, keyboard, trackpad, and other surfaces, turn off the Chromebook, then wipe it with a soft, lint-free cloth or microfiber cloth. *Never spray any type of chemical cleaner on your screen.*

Best Practices for when the Chromebook is in Active Use

- Always keep personal information private by accessing the Internet only through trusted and secure networks. Avoid open networks that are not password-protected.
- If you use the Chromebook while charging, do not bend or stretch the charger wire. Leave plenty of room for the wire to reach the computer.

- Make sure that the Chromebook charger does not create a tripping hazard for others, including pets.
- Use a surge protector instead of plugging directly into the wall to protect the Chromebook from lightning strikes and power surges.
- Always protect the Chromebook from:
  o Extreme heat or cold
  o Unstable surfaces
  o Food and drinks
  o Young children
  o Pets

Best Practices for when the Chromebook is not in Active Use

- Properly close the lid of the Chromebook whenever it is not in use. This will protect the screen and the hinges. It will also help save battery life.
- Always close and use both hands on the Chromebook when carrying the device from one location to another.
- Avoid placing any heavy objects on top of the Chromebook as this may cause damage to the screen. Extra care should be taken when placing the Chromebook into a full backpack.
- Always store the Chromebook in a safe and secure location. During after-school activities, leave the Chromebook only in a properly secured place.
- Do not leave the Chromebook in a car for prolonged periods of time or overnight. Heat or cold extremes will damage the Chromebook.

In order to safeguard the device during transport to and from school as well as during transitions from class to class, it is strongly recommended that students use a [laptop sleeve](#) or [laptop case](#) (minimum 12" capacity) to protect the Chromebook.

Google Suite for Education

As part of the enrollment process, all middle school and high school students are issued a district gmail account ending in @cvsd.me that is managed by the ConVal School District. The @cvsd.me gmail account gives students access to:

- Gmail communications with peers and teachers
- Google Docs, Forms, Sheets, Sites, Slides, etc. for content creation
- Google Drive for file storage and management
- Google Classroom for teacher-student workflow and parent communications

Using the apps in Google Suite for Education enables students to work both at school and at home as long as an active Internet connection is present. If students need to work offline, they should ask a school-based member of the 1:1 and Blended Learning Leadership Team for help.

Usage of Gmail and Google Suite

- The purpose of using the Google Suite account is for students to collaborate with other students on school assignments and to communicate with teachers.
- Students will use the @cvsd.me email for *school-related* communications only.
- Students are expected to use respectful behavior online, just as they would be expected during face-to-face interactions at school. Students will not use their accounts to bully, harass, or threaten other students or individuals.
- Students will keep their account information confidential and are responsible for all messages sent from their accounts.
- Students will not log into other students' accounts, nor use an account that has accidentally been left open.
- Students will report any unusual or harmful activities to a teacher or school administrator.
- Student accounts are provided by the school district and may be disabled at its discretion.
- Student email accounts will be made inactive after they leave the district.

The ConVal School District reserves the right to archive, monitor and/or review user activity in the Google Suite for Education domain. Users should not have any expectation of privacy regarding any electronic message or content created, sent, or received.

Internet Access and Use

Students will have access to the Internet with their Chromebooks. It is the responsibility of the student to use the Chromebook, the network, and the Internet in accordance with the District's JICL policy (see Appendix A).

> ⚠️ The ConVal School District made the very intentional decision to provide each middle and high school student with a district-issued device. As a result, students are not allowed to bring their personal computing devices to school.

The ConVal School District maintains a content filtering system and firewalls for two main reasons: a) to comply with the law, such as the Children's Internet Protection Act (CIPA), which requires that students be protected from content that is considered harmful to minors and b) to protect a productive learning environment.

Relay, the content filtering system that is attached to the Chromebook, is cloud-based and is active whenever the device is in use. However, no filtering system is as reliable as regular adult monitoring and supervision.

If students encounter a website that is needed for learning but find it is blocked, they should notify their classroom teacher of the access restriction. The teacher will then undertake the necessary steps to get the site unblocked. Similarly, students should notify their teacher, an administrator, or a technology staff member if they have inadvertently accessed information that is inappropriate or if they have received messages that are threatening or make them feel uncomfortable.

Public Internet Access outside of School Hours

Students can access the Internet wirelessly in the following locations outside of the school day:

Antrim James A. Tuttle Library   588-6786
> Mon and Wed 2 pm to 6 pm, Tue and Thu 2 pm to 8 pm, Fri 9 am to 12pm, and Sat 10 am to 4 pm

Bennington Dodge Library   588-6585
> Mon 9 am to 6 pm, Tue 12 pm to 6 pm, Thu 12 pm to 8 pm, Fri 12 pm to 5 pm, Sun 4 pm to 6 pm

Dublin [Dublin Public Library](#) (24/7/365)   563-8658
    Mon – Tue 4 pm to 8 pm, Wed 9am to 12pm & 4 pm to 8 pm, Thu 4 pm to 8 pm, Sat 9 am to 1 pm

Francestown [George Holmes Bixby Memorial Library](#) (24/7/365)   547-2730
    Tue 2 pm to 7:30 pm, Wed 10 am to 5 pm, Thu 2 pm to 7 pm, Fri 12 pm to 5 pm, and Sat 9 am to 12:30 pm

Greenfield [Stephenson Memorial Library](#) (24/7/365)   547-2790
    Tue 2 pm to 6pm, Wed 10 am to 8 pm, Thu 2 pm to 8 pm, Fri 2 pm to 6 pm, and Sat 10 am to 4 pm

Hancock [Hancock Town Library](#) (24/7/365)   525-4411
    Mon and Wed 2pm to 6pm; Tue and Thu 10am to 7pm; Sat: 10am to 4pm

Peterborough [Peterborough Town Library](#) (24/7/365)   924-8040
    Mon, Wed, and Fri 10am to 6pm; Tue and Thu 10am to 8pm; and Sat 10am to 4pm

Temple [Mansfield Library](#) (24/7/365)   878-3100
    Mon and Fri 10am to 5pm, Tue and Thu 3pm to 7pm, and Sat 10:30am to 1:30pm

Town libraries that are marked as having 24/7/365 access offer 24 hour wireless access to the Internet. This means that even when the libraries are closed, the Internet can be accessed in the area around the perimeter of the building.

If There is No Internet Access at Home

The decision to provide Internet access at home is the responsibility of parents/guardians. If Internet access at home is a cost issue, parents/guardians may consider contacting Comcast. The cable company's Internet Essentials program offers affordable Internet access to eligible households. Call 1-855-8-INTERNET (1-855-846-8376) or go to www.internetessentials.com for details.

Using the Google Suite Offline

Google Suite offers an offline mode which allows students to work in Google apps even when they cannot access the Internet. In order to work offline, students need to get prepared to work offline *while they are still online.*

Upon request, students will be provided with instructions on the offline use of Chromebooks and Google Suite applications. If students need to work offline, they should ask a school-based member of the 1:1 and Blended Learning Leadership Team for help.

Digital Resources and Technology Use Surveys

Use of Digital Resources and Student Data Privacy

Following the passage of New Hampshire House Bill 1612 in 2018 and the statutory provisions contained in RSA Title XV (specifically section §189:66), the ConVal School District maintains a list of digital resources (apps, extensions, online services) that are in use in the instructional and blended learning environments at ConVal.

The District has worked closely with the [Student Data Privacy Consortium](#) and the [Consortium for School Networking (CoSN)](#), the professional association for school system technology leaders, to ensure that best practices are being followed whenever digital resources are considered for use in order to enhance student learning in the blended instructional environment.

The district has also contracted with [LearnPlatform](#) to maintain a database of all vetted digital resources. All items contained in the database have been reviewed, or are in the process of being reviewed. They are examined for their educational value, student data privacy protections, and terms of use. The LearnPlatform database and is publicly accessible [here](#).

The resources are listed using the following criteria: resource name and purpose, grade level and content area, company, status (approved for use, pending, reviewed and denied), a link to the student data privacy terms, and a link to the approved terms of use.

Through its Chrome browser extension, LearnPlatform also collects anonymous data in the aggregate about which digital resources are being used by teachers and students.

BrightBytes Surveys and the Blended Learning Environment

In order to gauge the progress of the blended learning environment in the ConVal school district, students and teachers participate in anonymous surveys provided by BrightBytes twice a year; parents are also encouraged to provide feedback through the same survey (Clarity Survey).

The data analytics provided by BrightBytes and LearnPlatform, combined, inform the technology planning recommendations of the Blended Learning Leadership Team (BLLT) and the technology budget.

Financial Responsibilities for Damage and Loss

Any student whose Chromebook or Chromebook charger is damaged or lost will be responsible for the cost of repair or replacement.

Parents/guardians are welcome to investigate options for obtaining their own private insurance through their homeowners' insurance or an independent Chromebook insurance company.

It is the ConVal School District's understanding that parents/guardians may contract with these agencies based on their own policies, and may do so even though the ConVal School District is registered as the owner of the Chromebook.

Repairs, Replacement, and Optional Chromebook Fee

During the 2018-2019 school year, the district assigned 1,393 Chromebooks to students at the middle and high schools. Due to the care taken by students, only a very small percentage of these needed to be repaired or replaced due to physical damage or loss. The table to the right lists the types of common breakage experienced during the 2018-2019 school year, as well as the associated costs for repair.

2018-19 Breakage	Cost of Repair
Broken Screen	$105 - $300
System Board	$105 - $300
Enclosure	$50 - $100
Keyboard	$50 - $65

Parents/Guardians have the option of paying an annual $25 Chromebook fee. If the fee has been paid for the 2019-2020 school year, repairable damage to the device will be covered. If the cost of the repair exceeds the cost of the device, students will be charged for (and will receive) a new Chromebook for only $75. The table below outlines the 2019-2020 costs for repair and replacement.

Tier	Type of Damage/Breakage/Loss	Chromebook Fee Paid	Chromebook Fee NOT Paid
Tier I	Minor wear and tear	Covered	Covered
Tier II	Repairs and replacement of parts	Covered*	Full cost of repair*
Tier III	Replacement of Charger	$25	$45
	Replacement of Chromebook	$75	$200

Note: **If the cost of the repair exceeds the cost of the Chromebook, students will be charged for (and will receive) a new Chromebook.**

Parents/Guardians who are interested in paying the optional Chromebook fee of $25 need to do so prior to Friday, September 20, 2019 or alternatively, within two weeks of their student's enrollment in the Conval School District. (*Important Note:* The Chromebook Fee is not retroactive. It will not cover damage that occurred before the Chromebook Fee has been paid.)

Payments can be made online at the [K12PaymentCenter](#).

If you are unable to make an online payment and need to make a payment using an alternate method, or if a family is experiencing financial difficulties, please contact the Business Administrator of the ConVal School District, either by phone 924-3336 ext. 2029 or by email .

> Regardless of whether or not the Chromebook fee has been paid, a student who intentionally damages or defaces a Chromebook will be charged the full repair or replacement cost for the device.

Reporting Technical Problems

When students experience damage and/or technical problems with their Chromebook, they should report issues to the following staff members:

Great Brook School (GBS)

Sarah Hale, shale@conval.edu
Role: Library Media and Technology Integration Specialist
Location: GBS Library

South Meadow School (SMS)

Sandra Murray, smurray@conval.edu
Role: Technology Integration Specialist
Location: SMS Computer Lab

ConVal High School (CVHS)

Rachael Bowman, rbowman@conval.edu
Role: Library Media Specialist
Location: CVHS Library

Ashley Jones, ajones@conval.edu
Role: Library Media Specialist
Location: CVHS Library

Helfried Zrzavy, hzrzavy@conval.edu
Role: Technology Integration Specialist
Location: CVHS Library

See "CVSD Chromebook Repair Process" (Appendix C) for more detailed information about what happens when a Chromebook needs to be repaired.

Appendix A: Internet Safety and Responsible Use Policy For Students

School Board Policy Reference: JICL

Overview

The ConVal School District provides its students access to a multitude of technology resources. These resources provide opportunities to enhance learning and improve communication within our education community and with the global community beyond our campus. However, with the privilege of access is the responsibility of students to exercise appropriate personal responsibility in their use of these resources.

The ConVal School District policies are intended to promote the most effective, safe, productive, and instructionally sound uses of networked information and communication tools, including preventing unauthorized disclosure of, or access to, information protected by the Family Educational Rights and Privacy Act (FERPA). The District also makes a good faith effort to protect its students from exposure to Internet materials that are harmful, obscene, violent, or otherwise inappropriate. The District maintains an Internet content filtering system that meets federal standards established in the Children's Internet Protection Act (CIPA) and Children's Online Privacy Protection Act (COPPA) by blocking access to inappropriate material on the Internet and ensuring the safety and security of minors when using email, social media, and other forms of direct electronic communications.

Digital Citizenship

The ConVal School District provides information and technology resources for use in safe, legal, and responsible ways. A responsible digital citizen is one who:

1. Respects one's self. Users will use online names that are issued to them, and will carefully consider the appropriateness of any information and images that are posted online.
2. Respects others. Users will refrain from using technologies to bully, tease, or harass other people. Users will not masquerade using a false identity or impersonate others.
3. Protects one's self and others. Users will protect themselves and others by using secure passwords, logging out of a computer when finished, not sharing passwords with others, and by reporting abuse and not forwarding inappropriate materials or communications.
4. Respects and protects intellectual property. Users will suitably cite any and all use of websites, books, media, etc., and will request to use the software and media others have produced.
5. Respects the District's technology equipment, network, and resources. Users will avoid bandwidth-intensive tasks, the transfer of unnecessarily large files, and the submission of multiple copies of the same print job to a printer. Users are prohibited from attempting to install or download software onto District-owned computers.

6. Protects the conval.edu and cvsd.me domains from inappropriate use. Users will use District-provided accounts and subscriptions for school work only. Users will respect filters and other security systems and not attempt to defeat them.

To help ensure student safety and citizenship in online activities, all students will be educated about appropriate online behavior, including interacting with other individuals on social networking websites and in chat rooms, and about cyberbullying awareness and response.

Expectations

Responsible use of the District's technology resources is expected to be ethical, respectful, academically honest, and supportive of the School District's mission. Each computer user has the responsibility to respect every other person in our community and on the Internet. Digital storage and electronic devices used for school purposes are viewed as extensions of the physical school space. Administrators, or their designees, may review files and communications (including electronic mail) to ensure that users are using the system in accordance with District policy. Users do not have any expectation of privacy of any information stored on servers or transmitted through District communication systems. Users should also understand that school servers, as well as non-school servers, regularly record Internet activity in log files and that, if requested under New Hampshire's "Right to Know" law (RSA 91-A: Access to Public Records and Meetings), the District must provide this information.

Some activities are expressly prohibited by law. Users are expected to abide by the generally accepted rules of network etiquette. The following guidelines are intended to clarify expectations for conduct, but they should not be construed as all-inclusive:

1. Use of electronic devices should be consistent with the District's educational objectives, mission and curriculum.
2. Transmission of any material in violation of any local, federal and state laws is prohibited. This includes, but is not limited to copyrighted material, licensed material, threatening or obscene material, and unauthorized disclosure, use, and dissemination of personal information of minors.
3. Intentional or unintentional use of computing resources to access or process proxy sites, pornographic material, explicit text or files, material that is demeaning or degrading, content that is violent or harmful to minors, or files dangerous to the integrity of the network are strictly prohibited.
4. Use of computing resources for commercial activities, product advertisement or religious or political lobbying is prohibited.
5. Users may be held personally and financially responsible for damage done to network software, data, user accounts, hardware and/or unauthorized costs incurred.
6. Files stored on District-managed networks may be inspected at any time and should not be considered private.

7. Protects the conval.edu and cvsd.me domains from inappropriate use. Users will use District-provided accounts and subscriptions for school work only. Users will respect filters and other security systems and not attempt to defeat them.

The School District reserves the right to refuse access to the Internet to anyone. Violating any portion of this policy may result in disciplinary action, including suspension or dismissal from school and/or legal action. The School District will cooperate with law enforcement officers in investigations related to illegal activities conducted through its network.

Jurisdiction

This policy is in effect:

- When CVSD-provided equipment (laptops, tablets, etc.) is used on or off school property;
- When non-CVSD devices access the District's network or District resources in school or out of school if the use creates a hostile environment at school for any student/employee and/or cause disruption or disorder within a school.

Legal References:

U.S. Pub. L. No. 106-554, Children's Internet Protection Act (www.ifea.net/cipa.html)
U.S. Pub. L. 105-277, 112 Stat. 2581-728, enacted October 21, 1998, Children's Online Privacy Protection Act of 1998 (COPPA) (15 U.S.C. §§ 6501–6506)
NH RSA 194:3-d, School District Computer Networks.

Category: P

See also JICL

First Read: May 1, 2018
Second Read: May 15, 2018
Adopted: May 15, 2018

Appendix B: Chromebook Loan Agreement (SAMPLE)

CONVAL SCHOOL DISTRICT
STUDENT & PARENT/GUARDIAN CHROMEBOOK LOAN AGREEMENT

For the 2019-2020 school year, middle school and high school students will be issued a Chromebook for educational use, both at school and at home. The Chromebooks are purchased by, and remain the property of, the ConVal School District.

By signing this Agreement, students and parents/guardians confirm that they:

1. Have read and understand the need to abide by the ConVal School District's Internet Use and Responsible Use Policy for Students.
2. Have read and understand the content presented in the ConVal School District's Parent and Student Blended Learning Handbook.
3. Understand that the student will be charged for the cost of repairs when a Chromebook or charger is damaged, as well as the cost of replacement when a Chromebook or charger is lost. (See pages 11-12 for coverage provided by the optional Chromebook fee.)
4. Understand that regardless of whether or not the Chromebook fee has been paid, a student who intentionally damages **or defaces** a Chromebook will be charged the full repair or replacement cost for the device.
5. Need to return the assigned Chromebook and charger at the end of the school year to be inspected and maintained by the District's technology staff over the summer.

The signatures below acknowledge receipt of and agreement to abide by the terms of the Chromebook Loan Agreement as outlined above.

Note: *Parents/Guardians are strongly encouraged to provide a protective sleeve or cover for the Chromebook in order to guard against accidental damage.*

Model number e.g.: HP1234567#ABA   Serial number e.g.: SN#1AB2345C6D

_____

Parent/Guardian Name   Signature   Date

_____

Student Name   Signature   Date

Appendix C: CVSD Chromebook Repair Process

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                    ┌─────────────────────┐
                    │  Student brings      │
                    │  broken device to    │
                    │  the school's        │
                    │  Library Media       │
                    │  Specialist or       │
                    │  Technology          │
                    │  Integration         │
                    │  Specialist.         │
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐        ( A copy of the Incident )
                    │  Library Media       │───────▶( Report Form is emailed  )
                    │  Specialist or       │        ( to the student's parent/)
                    │  Technology          │        ( guardian, as well as the)
                    │  Integration         │        ( school's principal.     )
                    │  Specialist          │
                    │  completes an        │        ( The student is assigned )
                    │  Incident Report     │───────▶( a loaner Chromebook to  )
                    │  Form.               │        ( use while his/her       )
                    └─────────────────────┘        ( Chromebook is being      )
                              │                     ( repaired.                )
                              ▼
                    ┌─────────────────────┐
                    │  IT team member      │
                    │  determines if the   │
                    │  device needs to be  │
                    │  sent to HP for      │
                    │  repair.             │
                    └─────────────────────┘
                         │          │
                         ▼          ▼
                    ┌──────┐    ┌──────┐
                    │ Yes  │    │ No   │
                    └──────┘    └──────┘
                       │           │
                       ▼           ▼
        ┌────────────────────┐  ┌────────────────────┐
        │ Device is sent to  │  │ IT team member     │
        │ HP. HP completes   │  │ completes the      │
        │ the repair and     │  │ repair, and        │
        │ ships the device   │  │ returns the device │
        │ back to the        │  │ to the Library     │
        │ school.            │  │ Media Specialist   │
        └────────────────────┘  │ or Technology      │
                       │        │ Integration        │
                       │        │ Specialist         │
                       │        └────────────────────┘
                       └───────────┬───────────┘
                                   ▼
        ┌──────────────────────────────────────────────┐
        │ If the repair is not covered by warranty, the │
        │ SAU's Business Office generates and sends an  │
        │ invoice to the student's parent/guardian.     │
        └──────────────────────────────────────────────┘
                                   │
                                   ▼
        ┌──────────────────────────────────────────────┐
        │ Library Media Specialist or Technology        │
        │ Integration Specialist meets with student to  │
        │ explain the repair, collects the loaner       │
        │ Chromebook, and then returns the repaired     │
        │ device to the student.                        │
        └──────────────────────────────────────────────┘
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