Chromebook Maintenance a Priority for AASD Technology Department

In response to schools being closed beginning March 16, AASD administrators and teachers began to offer instructional enrichment to students. As the school closure extended, teachers moved to a planned instruction model with secondary students working virtually through the Google Classroom platform and elementary students given teacher designed instructional videos and online lessons/instructional packets.

Each year, students in grades 7-12 receive a district issued Chromebook as part of the district’s 1:1 initiative. With all secondary students now working virtually, the maintenance of these devices becomes even more critical and, with the closure of schools, more challenging.

Students are instructed to report Chromebook issues to their teachers who in turn submit a ticket to the Technology Department through the district’s School Dude program. Many software related issues are easily resolved remotely by team members. For mechanical issues unable to be fixed remotely, arrangements are made to deliver a replacement device to the student’s home. The replacement Chromebook is prepared by a Technology Department team member and a driver from Student Transportation delivers the replacement device directly to the student to swap out with the faulty device.

With more than 4,000 district issued devices, the Technology Department has been working diligently to ensure students and teachers technology issues are resolved as quickly as possible.