

Lilydale High School's Chromebook Program

Frequently Asked Questions



What is a Chromebook & why does my child need one?

A Chromebook is a portable personal computer with a very fast operating system. It uses Google Chrome as its operating system. It allows students to access the internet, in particular the G-Suite (such as *Google Sites, Docs, Drive, Classroom*), which has been used very successfully at Lilydale High School in recent years. The devices are to be used for educational purposes only.

Will my child use their Chromebook in every class?

No. The use of Chromebooks will be integrated within a wide range of teaching and learning activities - our teachers will determine when students should use their Chromebook. Students must, however, bring their Chromebook to every class (unless explicitly instructed otherwise).

What if my child's Chromebook is lost or damaged?

The Chromebooks purchased by each student are covered by an extended manufacturer's warranty. Any defects or damage that occurs in the normal use of the device will be covered by this warranty. To organise a repair, simply bring the device to IT Kiosk during school hours. Whilst devices are being repaired, a loan Chromebook will be made available to the student (depending upon the availability of such devices at the time).

Students need to ensure they look after their Chromebook carefully. This includes in the classroom, as well as carrying them to and from class. Any damage due to negligence or malicious behaviour is not covered by the manufacturer's warranty. In any instance where a student loses or damages a Chromebook due to negligent or malicious behaviour, the student's family will be expected to cover the costs of repair or replacement. The school will endeavour to keep the repair costs as low as possible.

Do we need to purchase any software for the Chromebook?

No. A Chromebook uses the Google Chrome operating system, and free applications can be added (as required) by students and staff from the Google Chrome Web Store.

Where should Chromebooks be stored?

When not in use, students must store their Chromebook in their locker. If students are unable to secure their locker, students should report to their Year Level Coordinators. Families may choose to purchase a protective case for the Chromebook to be stored and carried in.

Should my child take their Chromebook home each day?

Yes. The Chromebook will assist students to complete homework and revision tasks. It is also expected that students will recharge their Chromebook overnight, ready for a full day's use at school. We ask all parents to ensure Chromebooks are used responsibly at home.

Do students have unrestricted access to the internet?

No. Lilydale High School's internet connection is filtered, to limit students' ability to access inappropriate content. Safe and responsible internet use is explicitly taught at Lilydale High School, and consequences are imposed for those who seek out inappropriate material online.

Can I use an existing notebook/tablet, or purchase a different device for my child?

The School's leadership holds the expectation that all students purchase the one of the recommended Chromebooks from our chosen supplier. The success of our Chromebook program relies on all students using the same platform. We have undertaken extensive research and chosen a device that is reliable, has proven long battery life, high level processing power and is good value for money. Moreover, the School's teaching and learning program will be designed with the Chromebook's functionality in mind and both the leadership team and teaching staff believe it plays a vital role in delivering an effective and engaging curriculum.

The Chromebooks also come preconfigured to connect to the School's wireless network, printing system and school domain, and we manage all repairs onsite. Our Chromebook program aims to have all students using the same device (with the same capabilities). This helps teachers plan activities that use technology effectively in the classroom, while building teacher confidence knowing that all students will have the same device in each class.

When will we order the device?

The device is ordered through an online portal provided by our chosen supplier. As a general rule, students purchase a new device in Year 7 (Phase I), and then again in Year 10 (Phase II). This will ensure that all students have a reliable and up-to-date device.

Is the device insured by the school?

No. As the device is the property of the family who purchase it, it is not covered. We do, however, provide parents with an option to purchase insurance for the device through the online portal.

Can I purchase the Chromebook from another supplier?

It is an expectation that the Chromebook is purchased through our school-approved supplier. This ensures the device has an extended 3 year onsite support warranty, and comes pre-configured to the school's wireless network, printing system and school domain. If another supplier is used, the device will not be connected to the school's network and domain, we cannot coordinate any repairs and the device will not have access to important updates and apps - in these instances, the student's learning opportunities may be affected.

What if I can't afford a Chromebook? Is their support for families in financial difficulty?

Yes. We have made a concerted effort to choose a device that is reliable and relatively low cost. However, we are certainly able to support any families in need of financial assistance (in a range of different ways); please contact the School's Business Manager to make such arrangements.