



Computer FAQ

At Bigfork Schools we pride ourselves on providing the technology necessary to learn successfully and to compete in an overwhelmingly digital world. Each student, from 3rd grade-12th grade has a device issued to them. In 3rd-5th grade this device remains at school in our computer carts. We will also offer housing for the computers for 6th graders, who will have the option to leave their devices at school unless they need them for their school work that night. Starting in 7th grade the chromebook computer that is issued becomes the responsibility of the student and family, to take home, charge and care for during the school year.

Here are a few notes that will help families understand the process:

Basic Charges

If a student loses or breaks a charger: \$40.00

If a student breaks a screen or a device is broken beyond repair: \$150.00

Chargers - Chargers cost us \$40 new for all brands. Sadly, cheaper chargers can ruin devices. If a parent can purchase an OEM charger for less, we would take it.

Chromebook Damage - When a chromebook is damaged, there are multiple costs involved. First, the IT Dept. dealing with repairs, part replacements, and RMA. Second, we have to either repair or replace the chromebook which includes shipping. Both take time and we are without that device until it is rectified. We charge students to fix computers only when negligence is a factor.

Chromebook Specs - We currently have 3 models of Chromebook in use. They are selected with specific specifications to work in our system. Replacing a chromebook with one from Ebay is tricky. First, the model might be the same, but the drive and speeds may be different. Second, we do not know the condition or history of the device. Finally, there is a licensing component to all the Chromebooks we use. Chromebooks can't be added to our system without the correct license and licenses do expire.

New Chromebooks - New Chromebooks cost us \$300 each. Screens cost us \$150-\$170 to repair. If we decide not to repair the screen of an older model, we need to replace that device with a new one. On most RMA repairs, our cost is actually higher than the fee we charge. Often, we send a computer back for screen repair and find other issues, keyboard, case, mic or speaker issues. This drives up our cost but is not something that we charge parents/students.

We are willing to help families with payment plans or other options in the case of breakage. Students will have lockers to keep their devices safe when not needed. Purchasing a protective neoprene case from Amazon may be a cheap insurance policy for families as well.