



Fairfield Union Local School District

Board of Education Office
6417 Cincinnati-Zanesville Road NE
Lancaster, OH 43130

Phone: (740)536-7384

Fax: (740)536-9132

www.fairfieldunion.org

Falcon Community,

A few individuals have reached out to us to request help with their Chromebook. With the importance of the Chromebook in regards to our students continuing their education at home, and with it looking likely that schools will be closed longer in our state, we set out to develop a plan to help our students. At the same time, our plan needed to focus on keeping our staff, students and parents as safe as possible. As with most plans involving our current circumstances, it is not perfect, but will allow us to provide help in repairing our students' Chromebooks and keep everyone as safe as possible. We have titled our plan the Chromebook Repair Depot.

The Chromebook Repair Depot!

On Mondays, from 5pm to 7pm, we will have an IT staff member stationed at the High School to collect Chromebooks that need repair. The charger will be turned in with the Chromebook. The plan will not require families to get out of their vehicles, as we will come to their vehicle when they pull up to the correct location. To make this feasible, we have selected the location to be the cafeteria door entrance at the back of the building. When a vehicle pulls up, we will fill out our work order that will help us fix the Chromebook at a later time. We will attempt to fix the Chromebook during the course of that week, and if possible, it will be ready for pick up that following Monday. So that our students do not fall behind in their studies, we will issue them a loaner Chromebook and charger to continue schoolwork while their Chromebook is being repaired. The plan is to expect that the Chromebook will be fixed by that subsequent Monday unless we call to inform that the repair will take longer. Therefore, it is important that we get the best contact information when a Chromebook is dropped off. We may also need to call to get clarification of the problem the student is experiencing. The first Chromebook Repair Depot will be this coming Monday, March 30th. Here is a summary and key points about the plan:

- Chromebooks may be dropped off on Mondays, from 5pm to 7pm, at the High School Cafeteria entrance located at the back of the building, starting Monday, March 30th.
 - Please bring in the charger along with the Chromebook
- Individuals dropping off/picking up Chromebooks will not get out of their vehicle.
- Students will be issued a loaner Chromebook, and charger, to use while their Chromebook is being repaired.
- Unless contacted later in the week the Chromebook will be ready for pickup that subsequent Monday. The loaner Chromebook and charger will need to be returned when the repaired original Chromebook is picked up.
- It is important to leave the best contact information with the IT staff member in case we need to make contact later in the week.
- The IT staff member will collect information from the individual dropping off the Chromebook so we know what needs fixed and can reproduce the problem(s).

(Picture of Chromebook Location on Next Page)



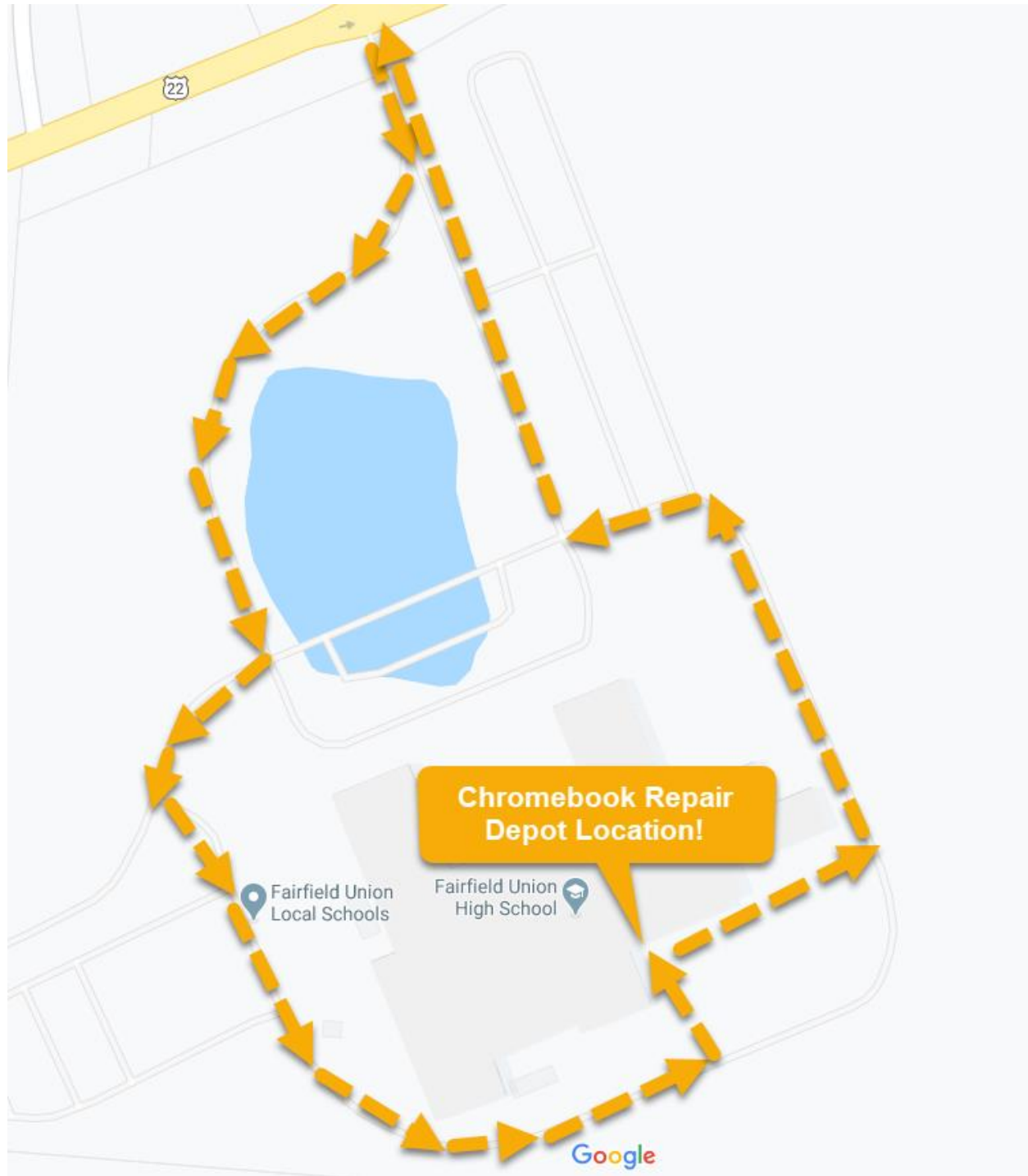
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Chad Belville
Superintendent

Courtney Roberts
Treasurer

Scott Philabaum
Director of School Improvement
and Technology Services