

RPS 1-1 Student Chromebook Procedures

Chromebooks are managed through a platform called [Tempest](#). The platform allows for devices to be assigned to students and can track devices throughout the lifecycle. Reports can be generated within the platform to pull assignment info by student, or school and can also pull general information such as number of devices per school, breakage rates, etc. Any employee can distribute or collect Chromebooks with the generic login and directions in this document, however only staff that have Asset Manager roles at each school can access the reporting functions. For any issues with Tempest or questions regarding policies or procedures in this document, please reach out to the Service Desk (servicedesk@rvaschools.net) and copy the program manager, Travis Payne (tpayne@rvaschools.net).

Distribution

[Tempest](#) is set up to allow a device to be assigned to any student at RPS.

[Directions for Distribution](#)

[Alternate Process For Assigning Student Devices in Tempest](#)

If the student already has a device assigned to them, the software will flag the instance and an additional prompt will occur. Students should only be issued one device through the distribution process in normal circumstances. If the student has a broken device the student should reach out to a teacher to report the problem. Teachers should provide basic tier 1 troubleshooting (is the device charged, does it power on) and contact the Service Desk if the problem can't be resolved on the spot. If the Service Desk can't resolve the problem remotely, Students will be referred to the Mobile Help Desk, which is available at the locations, dates, and times below:

Mobile Help Desk Schedule:

Armstrong 8-10 on Tuesdays

Wythe 2-4 on Tuesdays

Boushall 2-4 on Thursdays

Collection

[Tempest](#) is setup to allow a device to be collected from any student at RPS.

[Directions for Collection](#)

[Chromebook Usage Agreement - English](#)

[Chromebook Usage Agreement - Spanish](#)

[Directions for Creating Tickets in Tempest](#)

Students should turn in devices to their base school. Once devices are collected they should be kept in the school building until pick up by TIG is scheduled. Pick ups will be scheduled after bulk collection days at each school.

Lost or Stolen Devices

Guidelines have been established for devices that are reported lost or stolen.

[Directions for Lost or Stolen Devices](#)

Broken Devices

The first instance of accidental damage is covered on the Chromebooks under the insurance that was purchased when devices were purchased. Any further instance of accidental damage will result in a \$25 fee as per the Device Usage Agreement. Intentional damage is not covered. When devices are intentionally damaged, or a device other than a Chromebook is damaged in any way. If students/parents are planning to pay any of the fees associated with a device, Finance has put together a document outlining that process and it is available below.

[Directions for Paying Fees Associated with a Lost or Broken Device](#)

Fee Schedule for Complete Replacement Cost of a Device:

Chromebook: \$282.51

Charger: \$25

Hotspot: \$78

If the student has a broken device the student should reach out to a teacher to report the problem. Teachers should provide basic tier 1 troubleshooting (is the device charged, does it power on) and contact the Service Desk if the problem can't be resolved on the spot. If the Service Desk can't resolve the problem remotely, Students will be referred to the Mobile Help Desk, which is available at the locations, dates, and times below:

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Reports

[Tempest](#) has a number of reports that can be generated. Assignment reports by school/grade level are useful in determining how many students have a device assigned. It is also possible to see the ratio of devices to students at a particular site.

[Tempest – Computer Inventory Report Guidelines](#)

[Directions for Running Staff/Student Report in Tempest](#)

Internet Safety

Internet safety guidelines have been established and are located on the RPS website on the following page: <http://www.rpstech.org/internet-safety.html>

Accessibility Options

Accessibility Options have been enabled for all student devices.

[Directions for enabling these options](#)

Retrieval Of Devices In Tempest

The retrieval of devices in Tempest need to be performed in order to transfer a device from student to student.

[Directions for retrieving devices in Tempest](#)