



SOUTH COAST
BAPTIST COLLEGE

Chromebook

Frequently Asked Questions



Contents

Introduction.....	3
What device do SCBC students need?	3
What factors were considered in choosing this device for students?.....	3
What are the Specifications of the Acer C738T Chromebook?	3
What is included in the 2018 SCBC Chromebook Package?	4
Hardcover Clamshell Case Information	4
Chrome Device Management License Information.....	4
Warranty and Accidental Damage Insurance Information	4
When and how are devices provided to students?.....	4
Can I buy a Chromebook from somewhere else?.....	4
Who owns the device?	5
Can I transfer a Chrome Device Management License from one Chromebook to another?.....	5
In the future, can I buy a Second-Hand Chromebook from another SCBC student?	5
Is there any software I need to purchase?.....	5
Do I need to buy Microsoft Office?.....	5
Removing the Chrome Device Management License	5
Accidental Damage Insurance Information.....	6
What happens after the 3 year Accidental Damage Insurance is up?	6

Introduction

This document is to provide answers to the Frequently Asked Questions (FAQ) that parents of the College require clarification on regarding Chromebooks.

All queries regarding this document should be sent to secondary@scbc.wa.edu.au.

What device do SCBC students need?

All 2018 Year 7 students need to have an **Acer C738T Chromebook** to enable them to complete research and create documents both at school and home. Students in older year groups can choose to use either an iPad or an Acer C738T Chromebook.

What factors were considered in choosing this device for students?

Choosing the best device for students involved weigh up many factors including:

- Cost of the device
- Cost of providing IT support
- Ease of use for internet browsing and document creation
- Ability to monitor and prevent inappropriate student use
- Physical robustness of the device
- Minimisation of device downtime due to repair or software issues

What are the Specifications of the Acer C738T Chromebook?

Intel® Celeron Quad Core (up to 2.16 GHz)

11.6" HD 1366 x 768 LED-backlit TFT LCD with integrated multi-touch

Intel® HD Graphics with 128 MB of dedicated system memory

4GB DDR3 Memory (1x 4Gb) 16GB Solid State Drive

Intel 802.11 AC Wireless + BT 4.0

Battery life: 7.5 hours

Acer Crystal Eye HD webcam

1 x USB 3.0, 1 x USB 2.0

1 x HDMI with HDCP support

1 x Headphone/Speaker/Mic jack

Google Chrome

1.35 kg with battery pack, 288 (W) x 204 (D) x 19.85 (H) mm

1 Year Onsite Warranty

Note - Chromebooks have a minimum life expectancy of 3 years.

What is included in the 2018 SCBC Chromebook Package?

Acer C738T Chromebook
Hard cover clamshell case
Chrome Device Management License
Warranty and Accidental Damage Insurance

Hardcover Clamshell Case Information

Having a quality hard sided Clamshell Case is essential to reduce the risk of damage. The Clamshell case provides drop protection when the device is being carried around during the day, as well as protection from knocks and crushing whilst being transported in the student's bag.

Chrome Device Management License Information

All Chromebooks used by students in the College require a Chrome Device Management License. This license allows the College to manage the Chromebooks with the Google Admin console. The College is able to configure Chrome features for your child, set up their access to our Systems, force install apps, monitor student activity and much more.

Warranty and Accidental Damage Insurance Information

Chromebooks typically bought from retailers come with a 1 year warranty for manufacturer's defects. This warranty does not cover accidental damage.

The Accidental Damage insurance provides cover **for 3 years** and requires an **excess of \$50** to be paid each time a claim is made. The damaged device can be handed into the library where students will be loaned a college device to use while their device is getting repaired. The \$50 excess will be added to the student's college fees each time a repair is required.

When and how are devices provided to students?

The first day for Year 7 students in 2018 is called Launch day and is on 30 January 2018. The device will be provided to students on this day, if full payment of the device has been received. Students will also be trained with necessary skills to use their device on this day and in the first few weeks of school.

Can I buy a Chromebook from somewhere else?

To enable the college to provide guaranteed short time frame on repairs and set-up and ongoing support for **the device, it must be purchased through the college**. No other Chromebook devices will be supported or provided with access to our systems.

Who owns the device?

The device purchased through the college is owned by the student/parents once full payment has been received.

Can I transfer a Chrome Device Management License from one Chromebook to another?

Chrome Device Management Licenses are licensed to the Chromebook they are installed on for the life of that Chromebook. In the event the Chromebook is replaced for warranty or repairs; the License can be transferred if the replacement Chromebook is the same model.

For example, this means that we cannot transfer the Chrome Management License from a Samsung to a different brand Chromebook.

In the future, can I buy a Second-Hand Chromebook from another SCBC student?

Yes, this will be possible. Please note that second-hand Chromebooks may be out of warranty and if it's the case, we will be unable to assist with repairs. The SCBC Chromebook will be ready for use because it already has the Chrome Device Management License installed.

Is there any software I need to purchase?

The Google Chromebook comes with all software students require.

Do I need to buy Microsoft Office?

No, your student will not need to purchase Microsoft Office for any Chromebook or laptop purchased. The school will provide students with full access to Office 365. Using their school account students can also download and install the full Microsoft Office suite of software on their home devices. Training in Microsoft Office will be provided to students in their IT classes.

Removing the Chrome Device Management License

For whatever reason, when you don't need to use your Chromebook at SCBC anymore, the Chrome Device Management License can be removed. Please note the Chrome Device Management License can only be removed by the SCBC IT Department.

Your student will need to bring their Chromebook to the IT Department Helpdesk in the Library to have it removed on the last day that that device will be used in the College. Once removed, the Chromebook's software will be left in the state it was when first removed from the box.

Accidental Damage Insurance Information

Below are some examples of what types of damage are considered accidental:

- Notebook or tablet device accidentally damaged by a beverage (i.e. tea, coffee or water) spill
- Notebook or tablet device accidentally damaged by electrical surge or lighting
- An accidental bump, dent or scratch has left a sharp edge or other risk or threat to safety
- Notebook or tablet device accidentally damaged by the device being dropped in school, at home or travelling between school and home or medical appointment
- Notebook or tablet device accidentally damaged during an incident where a student or teacher was attacked by another person, and where the student or teacher did not provoke the incident
- Notebook or tablet device accidentally damaged when a teacher or parent unknowingly leaves the device on the roof of a car, and then proceeds to drive away causing the device to fall to the ground
- Notebook or tablet device accidentally damaged by leaving an object (i.e. a pen, pencil etc) and then closing the lid of the device
- Notebook or tablet device accidentally damaged when somebody accidentally trips over a cable

Below are some examples of what types of damage are not covered as accidents:

- Data recovery and other software or setup costs resulting from Notebook or tablet being damaged in an accident
- Notebook or tablet device accidentally damaged whilst overseas
- An accidental bump, dent or scratch not affecting the safe use of the device
- Notebook or tablet device damaged by a person or party intending to cause harm to an individual, and /or their property
- Notebook or tablet device damaged during an act of spite or civil unrest
- Notebook or tablet device damaged by an animal urinating on the device or by chewing at the cable or casing, or being used as a shield against rain, or damaged from being left in a hot vehicle or beside a heater
- Notebook or tablet device damaged by inserting a tool or instrument into a port – i.e. LAN/USB port etc.
- Notebook or tablet device damaged by a car running over the device
- Notebook or tablet device damaged by another student, sitting, kicking or jumping on a school bag

What happens after the 3 year Accidental Damage Insurance is up?

Students will be able to continue using the Chromebook if it is in good working order and compatible with the college IT infrastructure. For students who require a replacement or updated device, further information will be provided each year as to what device will be available and recommended.