Chromebook Rollout Guidance / FAQ

ICT in Learning

What is the Chromebook project?

The Highland Council started a Chromebook Project in November 2017 where every pupil in P6-S6 will be allocated a Chromebook for their use in school and at home for educational purposes. P1-P5 pupils will have access to Chromebooks on a 1:5 ratio. The project has been phased over 2 years starting with the Millburn ASG and over 20,000 Chromebooks will eventually be rolled out across the Highlands.

The project is increasing the digital learning opportunities for pupils across the Highlands and will allow pupils to take their Chromebooks home. As you can imagine, a degree of responsibility has to be taken by schools, pupils, parents and carers that they will look after their Chromebook and use them responsibly in the home environment. This includes charging the Chromebooks every night ready for school the next day.

When will it be happening?

The rollout is starting with the Millburn ASG, moving on to the Dingwall ASG and then on to the Portree ASG. The full rollout occurs over a 2 year period across the Highlands.

How can I protect a Chromebook?

There are a variety of cases available. There are some plastic hard cases and many neoprene options available. An example is from Amazon here: http://amzn.eu/6PRGKvH

Pupils taking devices home are expected to keep the device in a protective bag at all times when transporting.

Schools or parents will be required to fund covers for the Chromebooks. The dimensions of the Chromebook are:

Height: 20.75 mm (0.82")

Width: 303.8 mm (11.96")

Depth: 207.9 mm (8.18")

Weight: 1.44 kg (3.17 lbs)

Where can I find out more information?

The most up to date information is available at www.digilearnhighland.co.uk or alternatively you can contact the Digital Learning Project Team:

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Rotation of Chromebooks

Pupils won't be keeping the Chromebooks and they will stay within the school and be recycled back to the new incoming year group.

Delivery of Chromebooks

The Chromebooks will be delivered in large blue boxes from XMA. Please keep these blue boxes as they will be collected from the school.

You will need to be on hand to accept the delivery of Chromebooks. It will be the responsibility of the school to check and confirm the number of Chromebooks that have been delivered.

Use of Chromebooks

Please note that the Chromebooks can only be used with a school email address e.g. firstname.surname@millburnacademy.org.uk. If a Chromebook is lost or stolen it will remain locked to the council Google account and cannot be used by a 3rd party.

How does the pupil log into the Chromebook?

All staff and pupils have been allocated a Google/G Suite account. However, if you need to reset a password or create a user you can visit http://www.digilearnhighland.co.uk/chromebook-helpdesk.html

What will happen to Chromebooks already in the school?

Any Chromebooks that are currently in the school will be collected by the Digital Learning Project Team. If the school wishes to keep its current Chromebooks, less new Chromebooks will be sent.

Who do I contact if there is a problem?

You can visit http://www.digilearnhighland.co.uk/chromebook-helpdesk.html and report an issue. Alternatively, you can email the following address regarding warranty issues: scotlandwarranty@xma.co.uk

Dell also offer direct support to establish what the issue is. If there is a hardware issue the customer can call the following number for help troubleshooting. A troubleshooting process has to be followed before any parts or replacement can be recommended.

Basic Hardware Support

Call: 0800-028-2660

8 am – 6 pm Monday to Friday

The user will need the Dell Service Tag which can be found on the bottom of the Chromebook.

Each Dell device has a 3 year onsite warranty.

Is the Internet filtered on the Chromebooks?

Yes. Filtering of certain categories takes place as is the case on devices currently used within schools. The Chromebooks will be monitored and filtered at home but parents should consider installing filtering on the home Internet connection as well.

What e-safety input has been given to my child to help him/her know how to stay safe online?

All children from P1-S6 will receive input to help them become better digital citizens (E-safe) on an ongoing basis. This will be done through a variety of approaches including:

As part of 'topic' learning where the theme being explored, looks at aspects of Internet Safety as well as many other aspects of learning e.g. "Inventions that have changed the World"

'Discrete' teaching/learning where the various aspects of E-safety are covered in small 'units' around a particular focus e.g. Cyberbullying or Password Security. A programme of work has been created from which schools are able to follow lesson plans and use suggested resources to add to what they already use.

'Themed Weeks' such as Safer Internet Day/Week, Anti-Bullying Week where a whole school is focusing upon this area through E-safety Assemblies, visits and talks from experts in this field. Many schools sign up to Safer Internet Day (officially on 26th Feb 2018) which allows them to have access to a huge bank of resources including posters, stickers, film clips etc…To find out more about Safer Internet Day, please go to: saferinternet.org.uk/safer-internet-day/2018

A Highland-wide Digital Citizenship Strategy has been created which now means that all schools in Highland are expected to have carried out a self-evaluation/audit of how they deliver E-safety and from this, an action plan is created which is then followed throughout the year and updated annually. In addition, training has been provided to all staff in school as well as parent information sessions being offered at key points throughout the year.

These approaches should mean that there is a 'standardised' approach to delivering high quality and relevant E-safety provision across all Highland Primary and Secondary Schools.

What is the difference between the Google Play Store and the Chrome Web Store?

The Google Play Store lets you browse and shop for apps, music, movies, games and books that are the same as available on an Android phone or tablet. Please be aware that this will be limited for educational use but suitable requests can be made.

In the Chrome Web Store, you can find thousands of apps, extensions, and themes designed for use in the Google Chrome browser and on the Chromebook.