



Device Distribution Frequently Asked Questions

Q: Why is the district distributing Chromebooks? Will students have online instruction with grades and assignments?

A: As a district, we are moving to a blended learning instructional model that incorporates digital tools for student engagement. All teachers will manage the instruction of their courses in the Schoology learning management system. Students will be required to check in to their Schoology courses daily. Teachers will also provide direct support to students through video conferencing platforms to conduct virtual office hours and small group instruction. All students grades PreK through 12th grade will connect to their daily learning through these platforms. Daily attendance will be taken, and student progress will be monitored. District grading policies will apply whether students are engaging in at home learning or on-campus learning.

Q: Who can receive a device?

A: We recognize that many Aldine ISD students do not have access to devices and the technology needed to access online materials. Students who indicated on the Student Commitment Form that they would need a device are eligible to receive a device. While our goal is to ensure every student has an electronic device for instruction, we can only provide one loaner device per Aldine ISD family at this time.

Q: When can I request a device?

A: We will distribute devices the week of August 3. The request form is available now and will close at midnight on Tuesday, July 28.

Q: Is this district-issued Chromebook being given to me, or is it a loaner?

A: The district-issued Chromebook is being loaned to students for the 2020-21 school year and will need to be returned at the end of the school year. All district-issued Chromebooks are tagged with inventory barcodes to identify to whom they have been issued easily.

Q: How is the district planning to distribute Chromebooks safely? Have all of the devices been cleaned and disinfected?

A: The district has disinfected each Chromebook and requires any employees handling the devices to wear gloves. The process for distributing the Chromebook has been established to minimize any physical interactions among students, their families, and district staff.

It's important that students and parents pay attention to all directions for receiving their Chromebook at the assigned distribution sites. They will need to stay in their vehicles and pay attention to Aldine ISD police and administrators, who will be onsite to help direct traffic and answer questions.

Q: What is the distribution plan for Chromebooks? Where do I go to pick up the Chromebook?

A: We ask that students and their families pick up their loaner devices at the location assigned to them. Detailed instructions will be included in the confirmation email sent to the email address submitted on the request form. If you do not receive a confirmation email, you are not guaranteed a device.

Everyone is expected to follow social distancing guidelines. Students have been assigned to specific pickup locations and times. Should you have any concerns or questions about how to pick up your assigned device, please reach out to your campus.

Q: Do I need to get the district-issued Chromebook if I have my own laptop/PC at home?

A: No. You do not need to accept a district-issued Chromebook. If you decide to opt-out, you are still responsible for completing assignments.

Q: My family doesn't have internet access in our home. Can the district help with this?

A: The district has a limited supply of wifi hotspots that will be issued to students on a first-requested, first-served basis. Additionally, several cable and internet providers have opened their services to our community. We've compiled a [list of resources here](#).

Q: I can't make it to one of the district's distribution dates but need a Chromebook. Are there any other opportunities to pick one up?

A: The district has a limited number of Chromebooks and wifi hotspots. Should you be unable to pick up your assigned device during your designated pickup window, please reach out to your school principal. They will advise if a loaner device is available.

Q: What if I have issues with my district-issued Chromebook? Is there a help desk that I can call for technical issues?

A: Yes. Our technology department is available to answer any technical issues or questions through the Student Technology Assistance form. Please be sure you are logged in using your Aldine ISD email address to [access the form](#).

Q: What happens if my Chromebook gets damaged, lost, or stolen?

A: In agreeing to receive a district-provided device, students are acknowledging that they will be responsible for the device and protect it from damage, theft, and loss. Students who damage

or do not return their device during designated return dates will be responsible for replacement costs.

Q: What steps are the district taking to protect students from inappropriate content on the web?

A: Aldine ISD uses technology protection measures to limit access to material considered harmful or inappropriate to students; it may not be possible to prevent such access absolutely. Despite our best efforts and beyond the limits of filtering technology, a student may run across some objectionable material. As a reminder, the devices should be used to complete assignments and for enrichment activities only.

Q: Are parents and siblings allowed to use the device that is checked out to a student?

A: Yes. We ask, though, that the device be used solely for instructional access by siblings who are district students.