

## Chromebook and Hotspot Parent FAQ

NOTE: This information regards school district-issued Chromebooks, hotspots, and chargers.

Q: Who needs to return their district-issued Chromebooks/chargers and hotspots/chargers?

A: All students need to return their Chromebooks/chargers and hotspots/chargers.

Q: When do I need to have the Chromebooks/chargers and hotspots/chargers returned?

A: Before the end of the 2021 school year. Each school will communicate the exact dates for their students.

Q: What if I miss the designated return date?

A: Return them to the school as soon as possible. If the school office is closed, the Chromebooks/chargers and hotspots/chargers can be delivered to the Technology department Monday - Friday from 7:30 a.m. to 4:30 p.m.:  
Salem-Keizer Technology & Information Services Department  
Building C (There is an awning over the main doorway. Ring the bell for assistance.)  
1340 State St.  
Salem, OR 97301

Q: What if I lost my Chromebook, charger, or hotspot?

A: Return any equipment that you still have. Report the loss to your school.

Q: Do I need to return the Chromebook charger and hotspot charger?

A: Yes, return ALL equipment.

Q: What if the Chromebook, charger, or hotspot has been damaged?

A: Return ALL equipment to the school and report any damage.

Q: Can I keep the Chromebook/charger and hotspot/charger over the summer?

A: No. In order for the district to prepare for the next school year, all Chromebooks and chargers need to be returned for summer preparation for distribution next school year. All hotspots and chargers need to be returned as they will no longer be active for use.

Q: My student is attending summer school. Can I keep my Chromebook and charger?

A: Please return the Chromebook and charger. If necessary, a device will be available for the student to use while attending summer class.

Q: Will my student receive a Chromebook and charger for the next school year?

A: Yes, Chromebooks and chargers will be distributed to students at the beginning of the next school year.

Q: What if my student is an EDGE student?

A: EDGE students return their Chromebooks/chargers and hotspots/chargers to any school. They will be issued a Chromebook/charger for the next school year when students return from summer break.

Q: I found equipment that I previously reported as lost. What should I do?

A: Return ALL equipment to either your school or the Technology department (listed above).

Q: My student has been issued technology equipment that is not a Chromebook or hotspot from the Student Services department. Do I return this equipment as well?

A: If you are using an iPad, touch-screen Chromebook, or other equipment assigned to you through the Alternative Education Materials (AEM) or Assistive Technology (AT) program of our Student Services department, you do not need to return those devices or equipment. Please contact your student's teacher if you have any questions.

Q: I have a unique situation that is not addressed in these questions. What should I do?

A: Please call your student's school to ask additional questions.