

## Frequently Asked Questions on Chromebooks

### **Which students are eligible to receive a device?**

ACT public primary schools are identifying students in years 4, 5 and 6 who require a device to ensure learning can continue at home. If your child is in year 4, 5 or 6, please talk to your school about loaning a device for use during the home learning period.

Year 7 through to Year 12 already receive access to a Chromebook device as part of the ACT Government's nation-leading investment in digital education.

### **Can students keep the Chromebook they've received on loan when the home learning period ends and students return to on-site school?**

No. These devices are being loaned to students during this home learning period, as their learning approach is primarily online. When school returns to normal after this pandemic the Chromebook devices will need to be returned to your school.

ACT public schools **are loaning out** Chromebook devices from their existing supply provided by the ACT Government. To ensure there are enough for every student from years 4, 5 and 6, the ACT Government has provided an additional 2000 devices.

### **Why can't students in primary school keep the Chromebooks, when students in years 7 are provided with their own to keep and use?**

Students in ACT public secondary school return their devices when they exit the system. The Chromebook rollout to ACT public secondary school students is a separate program delivered by the Government to provide equal digital technology access to all senior secondary students.

The Chromebooks being provided to students in years 4, 5 and 6 are being temporarily distributed for use during this home learning period.

### **Are Chromebooks available for loan to students in Years 3 and under?**

For children in years P-3, we're working to make sure there's a mix of online and offline learning. Where possible, some schools may loan their devices (such as iPads) to families that don't have a device at home. Schools will be providing hard-copy learning packs and they may also provide families with ideas and suggested learning via email.

### **I haven't got a Chromebook yet, what do I do?**

Chromebooks will be made available to students in years 4, 5 and 6 who require one. There are approximately 11,000 public school students in years 4, 5, and 6. Schools are working hard to distribute these resources. If you haven't already requested a Chromebook, please contact your school to arrange a loan device.

### **The Chromebook my school gave me is broken/not working, what should I do?**

Contact your school to see if the device can be fixed or if it needs to be replaced.

## Frequently Asked Questions on Chromebooks

### **What happens if a device is damaged during the loan period?**

Contact your school if the device is damaged. The Education Directorate is supporting schools should there be any damage or loss to devices.

### **What if my child attends an independent school?**

Contact your school to discuss what support options are available to you.

The Home Learning Resource Library is available to everyone. Visit <https://www.education.act.gov.au/schooling/learning-resource-library>