

# **LEARNING TECHNOLOGY**

All students will be provided a school-issued Chromebook to utilize for remote instruction. This device will be assigned to students upon enrollment. This device is to be used for school-related work only and is the responsibility of the parent/guardian. Please review the [District Digital Guidelines](#) around devices with your student.

**For technical support with a district provided device, please follow these steps in order:**

1. Call the HelpDesk at 216-838-0440.
2. If they are unable to assist the below Office Hours are available for walk-in technology support on the 3<sup>rd</sup> Floor of John Adams.
  - a. Monday: 1:00-4:00
  - b. Wednesday: 1:00-4:00
  - c. Thursday: 8:00-3:00
3. If you are unable to utilize the above Office Hours, please email [Zachary.Rutter@clevelandmetroschools.org](mailto:Zachary.Rutter@clevelandmetroschools.org) to set an appointment.
4. Call the school at 216-838-7250.

A few helpful tips to avoid technology issues:

1. Set up a dedicated work space at home for your scholar where all school related work will be completed from. If at all possible, this should be out of the bedroom. A quiet corner of the home is all that is needed.
2. Take the computer after all schoolwork is completed and plug it in for the next day. This will ensure that the computer is charged, fully operational, and not being used at night for non-school related things.
3. Set up ground rules for computer usage. These should include:
  - Use the device for school related work only.
  - Keep the computer on a stable surface, such as a desk and not a bed.
  - Do not walk around with the computer.
  - Keep food and drink away from the computer.
  - Keep the computer clean.