



CHROMEBOOK FAQs

Will the school have the ability to monitor technology and web traffic?

When students are at school, access to websites will be controlled using our web filtering services. This will be the same as it was with iPads. Once students leave campus, they can use the Chromebooks according to parental guidance.

When should students bring Chromebooks to campus?

They should be brought to school every day, and they should be fully charged as well. The batteries, when on a full charge, are capable of lasting the entire school day.

What is the battery comparison of iPad vs. Chromebooks (both in the day and over years)?

In general Chromebooks have a longer lasting battery. However, battery life will depend on several factors: which model we choose, how students use the Chromebook in class, and how they configure settings that affect battery life, such as screen brightness.

Will students be able to download apps and other programs to their Chromebooks?

Yes and no. Unlike other devices, most of the apps installed on the Chromebook run through the Chrome browser. Additional software cannot be downloaded. Students can visit the Chrome Web Store to add apps and extensions that have been allowed by the school as appropriate for school usage.

Can students request that apps or extensions be added to the Chrome Web Store?

Yes, if there is something not in the store that students would like to have on their devices, they can fill out this form ([link to come](#)).

Can students personalize the Chromebook?

No, students may not mark the device in any way. However, if they purchase a shell for the device, they may do so on this so long as the actual Chromebook is not affected.

If students already have a Chromebook, can they choose to use it instead of the school-issued device?

No, the only devices allowed on the school's network with the Chromebooks given to students.

Do students have to return the devices over the summer/after graduation?

All students may keep the device over the summer. For the classes of 2017 and 2018, families will have an option to buy the Chromebook for use in college. For all other classes, students will simply keep the device upon graduation. It will be theirs at no additional charge.

What warranty information is currently available?

Each Chromebook comes with a limited, one-year factory warranty. It covers the cost of repair for manufacturer defects, but cracked screens and damages due to accidents or abuse can incur repair costs up to the cost of the device. Families may want to consider third party insurance. The school has contracted with Worth Ave. Group for an insurance policy designed for St. Francis. To learn more about the policy, [click here](#). To purchase a policy, [click here](#).

What happens if the Chromebook is damaged or lost?

Families have the option of purchasing insurance on their device in the event something happens to it. If there is a need for a repair, students can bring their Chromebooks to the technology office for an assessment of the damage.

Will Notability work on Chromebooks?

No. As of right now, Notability is an iPad-only app. However, there are several comparable annotation apps for Chromebooks. The one that the school currently recommends is called Folia. It is cloud-based, so anywhere a student works--tablet, phone, browser--she can access her files. It also allows for sharing, live collaboration, and commenting, features that are similar to Google Drive and that Notability does not have.

With the new Chromebooks, what is school policy on students bringing/using their own devices (tablet or laptop) on campus?

They will be treated in the same way that phones currently are. They will not have access to the school's wifi, and it will be up to a teacher's discretion to allow them in the classroom. Given the power of the new Chromebooks as both a full laptop with keyboard and tablet with touchscreen capability, there will not be a need for any other device to complete academic tasks.

Can it work offline?

Yes. If the Internet is down, then cloud services are not accessible. However, aware of the need to work when not connected, Google and tech companies have made a number of features available offline. You can work in Drive, Gmail, and other apps while offline and have your work synced to the cloud once you reconnect.

Is there USB connection?

Yes, there are two USB ports, one for USB 2.0 and one for USB 3.0. There is also a slot for an SD card. It is easy to connect peripherals, such as keyboards, mice, or flash drives, and to expand memory.

Are viruses an issue with Chromebooks?

As with any electronic device, it has its vulnerabilities, but they come mainly in the form of malicious extensions/add-ons masquerading as something helpful. It is virtually impossible for a Chromebook to get a virus.

What stylus works best?

We have received a lot of different feedback on this topic. Three different ones have been recommended: [Amazon Basics Executive Stylus](#), [Paper Mate 2-in-1 Stylus](#), and [Boxwave EverTouch Capacitive Stylus](#). Depending on use, fiber-mesh tips work better than rubber tips, but ultimately this choice will come down to personal preference.

When we download files to the device, where do they go, and is there a way to sync it with Drive?

On your Chromebook, open the “Files” app to see what you’ve downloaded. Then, on the right, you will also a link to Google Drive. From there, you can simply drag your file from the “Downloads” folder into whatever Google Drive folder you’d like.

What is the best app for editing Microsoft Office files?

You can edit all Office documents (documents, spreadsheets, and presentations) in Drive by downloading the extension “Office Editing for Docs, Sheets & Slides.” Doing this may be a good way to transition from the Office suite to Drive. Also, if you would like to have files in Microsoft format but edit using Drive, you can go to “File > Download as...” to save Google files as Microsoft file formats (or other formats such as PDF).

How do I work with my Chromebook while offline?

There are three main ways to do this:

1. Download the “Gmail Offline” app to access all your email offline. When you connect again, your work will sync.
2. Make sure you enable your Chromebook to work in offline mode in Drive. Go to your main Drive page and click on the gear to access settings. From there, look at the option for “Offline” and check the box that allows you to sync your work to the device you’re on. This will allow you to work with any Google Drive file (NOT PDF or Microsoft file) found on Drive.
3. When searching for apps in the Chrome Web Store, filter your results by checking the box that says “Runs offline.”