

SY19-20 STUDENT COMPUTER COLLECTION

FREQUENTLY ASKED QUESTIONS

Will students have to turn-in their computers at the end of the school year?

All students will retain their computers over the 2020 summer with the following exceptions.

- Graduating Seniors
- Academy of Engineering Students
- Academy of Science Students
- 5th graders at Code to the Future schools (i.e. Meadowland ES, Moorefield Station ES, Round Hill ES),
- Students un-enrolling or moving out of the county

What computer will students at the Code to the Future schools use over the summer if they are required to turn-in their computer?

5th-grade students at the Code to the Future schools will be issued a Chromebook at the time of turning in their specialized computer.

What is required when turning in my student's computer?

Both the computer and charger are expected to be returned to LCPS at the time of turn-in. Additionally, students/parents are asked to print and return the [Individual Learning Device \(ILD\)](#) return receipt form prior to turning in their computer equipment.

My student is transferring/moving on to a new LCPS school. Do I have to turn in their computer?

Unless the student is required to turn-in their device, students that retain their device over the summer will transfer to other LCPS schools with their assigned computers, except as specified above.

My student's computer or charger is broken. What do I do?

Contact the LCPS Technology Support Center at 571-252-2112 between M-F, 8 AM-5 PM. On-site appointments at a centralized location are being accommodated on a limited basis during the school closures.

My student's computer or charger was lost/stolen. What do I do?

- For *computers*: Contact the LCPS Technology Support Center at 571-252-2112 between M-F, 8 AM-5 PM. Please note that if the computer was stolen, a police report will be required for insurance purposes.
- For *chargers*: You may purchase a replacement charger from here: <https://bit.ly/LCPSTechPurchase>. Alternatively, you may use the open market to find a replacement so long as the model of the charger is an official Lenovo replacement and not a 3rd party brand. If you do not return your charger at the time of turn-in, you may be invoiced by the school division.

My student's computer is one of the ones to be collected. Where and when do I turn in the equipment?

Details regarding the collection process and timeline will be shared by your school administration. Several turn-in opportunities will be available.

What if a student/parent cannot make it to any of the scheduled collection opportunities?

If you are unable to make the collection event at the school, you may schedule an appointment at your convenience to return the equipment to the Staff Training Center in Ashburn. To schedule an appointment, visit <https://bit.ly/DDI-REPAIR>.

Will students lose my personal stickers when I turn in my computer?

The collected computers will be repurposed, so please peel off personalized stickers prior to turning in the computer.

My student's computer is missing the LCPS inventory stickers, and I don't know the inventory number.

Your student's inventory number (also known as the asset tag) should be visible within ParentVUE. Additionally, we can look up the inventory number when you turn in the computer.

Can I purchase the student assigned computer from LCPS instead of returning it?

No, LCPS devices must be returned.

How can I retrieve my student's data from their Google account before students leave LCPS?

Prior to turning in your student's computer, you can make a backup copy of their Google account data. You can export/download this data by using Google Takeout. Please visit <https://takeout.google.com/?hl=en> for more information on Google Takeout.

Where do students return their computer if they are departing the district (i.e. moving away or transferring to a non-LCPS school)?

The district will operate a limited on-site support center located at the Staff Training Center in Ashburn, VA. Appointments are required and can be scheduled by visiting <https://bit.ly/DDI-Repair>