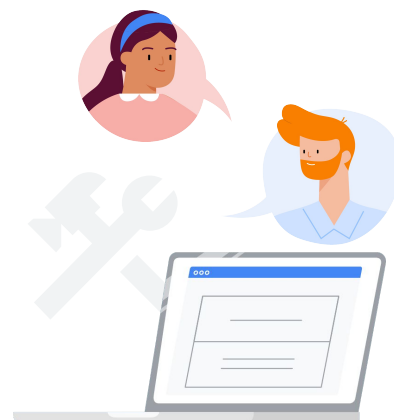


Best practices for creating a Chromebook repair program



While Chromebooks are built to be sturdy and durable devices, the constant use over the years, and the transporting that happens from home to school and back again, can inevitably take their toll. When cracked screens, broken hinge caps, and disappearing keys get in the way of learning and teaching, schools have options, like sending the device out to a repair program or the manufacturer.



And there is another way—school districts can create in-house Chromebook repair programs that are staffed by students. We’ve heard from schools that programs like this work well because:



Learning continuity

Minimize turnaround to get devices back to teaching and learning.



Sustainability

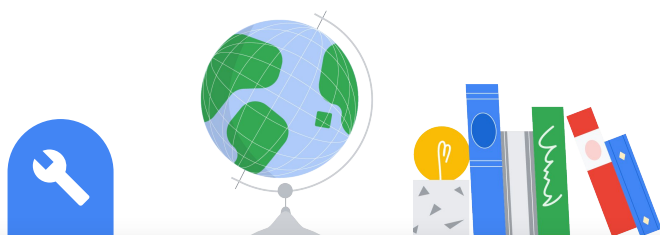
Keep your devices in service longer to keep them out of the e-waste bin.



Practical skills

Give students practical tech skills by completing manufacturers’ trainings.

The best practices below, shared directly from schools and admins, can help your school district launch and successfully run a student-staffed Chromebook repair program. [Jenks Public Schools](#) is just one of those districts that have created a program—here are some tips.



Anyone performing repairs (including students) needs to complete self-maintainer training. To find out who’s eligible and start training, contact your Chromebook manufacturer.



Find a dedicated and centrally located space

A Chromebook repair program needs space for students to repair devices, storage for parts, and a front desk where 'customers' (that is, students, teachers, and staff) can check in and ask for help. This is especially important for large school districts. Add space for a few repair benches, and it's easy to see that simply sticking the program in a corner of the library won't work. Keep in mind that the repair center also needs to be in a central location where the school community can easily stop by on the way to classrooms or offices.



Create an intern application process

Applicants should have good attendance records and show a willingness to stick to a schedule.



Help students to gain marketable skills

Besides teaching students IT skills, the repair program can uplevel their ability to respond to customer needs and run a front desk. Ask students to rotate among multiple roles, including different types of repairs as well as front-desk duty.



Swap out Chromebooks instead of loaning them out

Some repairs may take longer than others, which means the Chromebook owner won't have a device during that time. Save yourself the headaches of managing a loaner program, where you'll have to maintain records for who borrowed which device, and follow up to make sure they bring them back. Simply give customers a previously repaired Chromebook, since they can log into any device. The broken Chromebooks, once repaired, can be placed in the pool of devices to be handed out to future customers.



Create a skill tracker board

Whether it's virtual or physical, design a board to list the names of student interns on one axis, and the types of repairs on the other axis. The idea is to mark off how many of each repair type students have completed. It's an easy way for students and advisors to ensure that everyone gets enough experience doing every type of repair.

For more ideas, read this [case study from Jenks Public Schools](#) on how they created their own Chromebook repair program.

For help starting your own in-house repair program, contact [C4L Consulting](#).



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