Technology Support for Students
Updated for 21-22

For Staff: Chromebook/Tech Support for Students

The following provides descriptions of the 4 tiers of support, the roles/responsibilities for staff within each tier, and internal processes within each tier. This support process will serve the following purpose:

- Providing initial support for student devices and associated applications
- Providing an escalation process for resolving issues in a timely manner

Tier 1 Support Process: Classroom Level

Teachers should be the first point of contact for a student technical issue. If the teacher can not resolve the issue, they need to direct the student to the building Chromebook Point Person.

Quick Troubleshooting at the classroom level may include:

Is the student issue related to software?
- If so, it is more than likely not solved at the building level, and the teacher may fill out a helpdesk ticket on behalf of the student
- If it is a device issue (broken screen, keyboard, etc) proceed to Tier 2 Support

The laptop won't turn on.
- Is it charged?
- When plugged in, does it turn on?
- If no, proceed to Tier 2 Support

I can't get onto anything.
- Is internet working?
- Does device restart resolve issue?
- If still not working, proceed to Tier 2 Support

If the device is visibly broken and affecting its performance
- proceed to Tier 2 Support

If the issue is not resolved by the teacher in Tier 1, it is escalated to Tier 2.

Tier 2 Support Process: Chromebook Point Person / Media Specialist

Dependent on building policy, teachers may send students to the building Chromebook point person, or instruct students to go to the building Chromebook point person location at the end of class, before or after school.

- The Chromebook Point Person / Media Specialist may attempt basic troubleshooting. Troubleshooting the issue may include:
  - Talking the teacher/student through the issue
  - Scheduling a zoom meeting and walk through the issue with them as they share their screen. Please record the session, as it may be helpful for Tier 3 Support Staff
  - If the issue is a broken device, it should be replaced at the building by the Chromebook Point Person / Media Specialist

- Most issues will be resolved at Tier 2. If the issue is not resolved after completing the steps above, the media specialist will escalate the issue to Tier 3 via Helpdesk.

Tier 3 Support Process: Technician

District 87 Technology is fully responsible for Tier 3 and above, and works as if the issue was reported within the helpdesk.
- Building Chromebook Point Person / Media Specialist will open a helpdesk ticket to escalate issue to Tier 3.
- Building tech will work to resolve
- If ticket is not able to be resolved by building technicians, it will be escalated to Technology Systems Manager, at which time all are updated within the HelpDesk email strand.

Tier 4 Support Process: District 87 Technology Core

Technology Director, Systems Manager and/or Supervisor of Data will work with building technician to resolve issue.