

Avon High School STEP-UP Frequently Asked Questions - Summer

Will students be allowed to take devices home from school over the summer?

Yes. However, if a student has unpaid charges and has been using a loaner device, they will not be able to take their loaner home.

What can my child do to take care of their laptop over the summer?

Be sure your child keeps the battery charged. This means plug in at least once a week. If the battery dies the computer may lose its synchronization with the clock and it will stop working until a technician can perform a reset. Installation of applications/programs is not permitted. Please also have your child login to the computer weekly.

What do we need to do to prepare my child's laptop when they go back to school?

Your child's laptop will need to be fully charged when they return to school. Incoming Freshmen and Sophomores should bring their devices in on one of the High School registration days, either July 13th or 20th, to login for updates.

What do we do if there is damage to the device, or if the device or charger gets lost or stolen?

For any damage or loss, please contact Technology Services at 317-544-6121. We will work with you to repair or replace the device. If the device is insured, please contact Technology Services so that we are aware, and then submit a claim through your insurance company.

What do we do if we move out of district during the summer?

Families who move over the summer will be expected to return the laptop to the school or pay the depreciated cost of the laptop if they intend to keep it. Please contact Technology Services at 317-544-6121.

ACSC maintains the STEP-UP information page which is periodically updated with new and relevant information. Please visit www.avon-schools.org/stepup for more info.