

**Akron Public Schools**  
**OFFICE OF CAREER EDUCATION**  
**BULLETIN 20 : Repairs (stoves, refrigerators, ranges, etc. AND computers)**

▶ **FOR FAMILY & CONSUMER SCIENCE INSTRUCTORS**

For repairs on Family & Consumer Science equipment (washers, dryers, stoves, ranges, dish washers), please refer to <http://www.apscareers.com/newlook/index.htm>, and click on Information & Forms. Page down to select FCS Equipment Repair Request. You may either print out and complete the form (by hand) or complete the form on line. Once you have completed the form, fax it to 330-761-3242. **PLEASE NOTE:** If you pony the form to Career Education, it will delay the repair process. If you have questions about this procedure or these repairs, contact Linda Liska at 330-761-3142 ([lliska@akron.k12.oh.us](mailto:lliska@akron.k12.oh.us)).

▶ **FOR RESTAURANT & HOSPITALITY INSTRUCTORS**

To report a repair on restaurant/hospitality facility care equipment (stoves, freezers, walk-in coolers, garbage disposals, etc.), follow the above instructions; however, questions should be directed to Linda Liska at 330-761-3142 ([lliska@akron.k12.oh.us](mailto:lliska@akron.k12.oh.us)).

▶ **FOR TRADE & INDUSTRIAL (T&I) EDUCATION INSTRUCTORS**

Repairs on T&I equipment, go to <http://ww.apscareers.com/newlook/index.html>; select Information & Forms, page down and select T&I Equipment Repair Request. You may print out the form and complete it by hand, or you may complete the form on line and print it out. Next, fax your request to the attention of Linda Liska, at 330-761-3242. **PLEASE NOTE:** If you pony the form to Career Education, it will delay the repair process. If you have questions about this procedure or these repairs, contact Linda at 330-761-3142 ([lliska@akron.k12.oh.us](mailto:lliska@akron.k12.oh.us)). **IMPORTANT:** You MUST list the vendor on the form for repair service.

▶ **FOR COMPUTER REPAIRS**

In an effort to expedite the repairs of our computer equipment, please follow the outlined trouble shooting repair steps:

REMINDER: To those of you using Windows 95, **REMEMBER** that you must ALWAYS return to the screen which lets you know that it is OK to shut down the computer.

**TEACHERS:**

- Please use the Trouble Shooting Worksheet (see Section A to verify problem)
- Inform the building technology coordinator (TC) of the problem
- Clearly tag equipment Trouble Shooting Worksheet (be sure to completely fill out with date, room number, your name, equipment, serial number and problem).

**TC**

- Confirm whether it is a HARDWARE or SOFTWARE problem by following the trouble shooting guidelines (found on the reverse side of the Trouble Shooting Worksheet (see Computer Problem Report – Section C).
- Using email, please report recommendations to the building equipment or software support person.

**COMPUTER PROBLEM REPORT**

School Name: _____
Tech Coordinator: _____

1. Please complete the checks on the Trouble Shooting Worksheet on the following page.
2. If the problem persists, fill out the information below, attach to the broken equipment, and notify your Tech Coordinator

<b>SECTION B</b>	Date _____	Room # _____	Name _____	
	3 Check below if this machine is specially funded: π Title I π Vocational Education π <b>Special Education</b> π Other _____	MACHINE BRAND		SERIAL NUMBER
		COMPUTER _____		_____
		MONITOR _____		_____
		PRINTER _____		_____
		OTHER _____		_____
OTHER _____		_____		
Problem(s) _____				

<b>SECTION C</b>	<b>Tech Coordinator: Please 3 the following:</b>		
	π I have verified the checks and steps on the Trouble shooting Worksheet (next page)		
	π the computer equipment information above is correct		
	The problem is resolved    π Yes    π No		
	└ If the computer is a Vo-Ed computer and the problem is a software issue, try reloading from the backup		
	└ If you require assistance with resolving this problem, please contact your school's Technical Support person from Information Management and/or have the school secretary enter a 'Z' screen for this problem.		
└ An evaluation form has been provided for you on the following sheet			

**INFORMATION MANAGEMENT USE ONLY**

**Information Management:**  
 'Z' Project # \_\_\_\_\_ Checked by \_\_\_\_\_ Date Checked \_\_\_\_\_

<b>Action: 3 one</b>	<b>Fill in the Date Completed</b>
π Problem is resolved, contact _____ for more information	Problem Resolved _____
π Call Business Office (Alana @ 761-2807) for repair	Business Office Notified _____
π Call Career Ed (Laurie @ 761-3142) – Novell work	Career Ed Notified _____
π Referred to instructor _____	Instructor Notified _____

**Service Company (Check below the items you are removing for repair and indicate the quantity) (Repair/Service Personnel) If an item is not listed, add it in the space provided:**

π Computer    π monitor    π keyboard    π mouse    π power cords    π printer    π other cables (list) \_\_\_\_\_

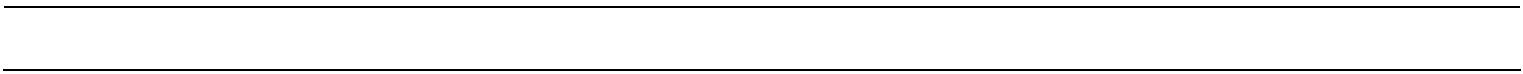
\_\_\_\_\_ π other \_\_\_\_\_

Repair Person name \_\_\_\_\_

**Service Company:**    π Item Repaired    π Item not repaired (explain below – see 'Notes')

π All items have been returned    Date \_\_\_\_\_    Signature \_\_\_\_\_

**Notes:**



 **TROUBLE SHOOTING WORKSHEET**

Please **3check** the following:

**Section A**

- |   |
|---|
| 3 Check all power, cords and connections<br>π power strip/surge protector, if present, is plugged in and turned on<br>π all power cords are plugged into a working power source<br>π computer, monitor and/or printer are all switched on<br>π Monitor's brightness & contrast dials are not turned all the way down<br>π External devices such as keyboard, mouse, monitor, etc. are all connected to the computer |
| 3 If your room is networked:<br>A yellow patch cord should be connected between the computer and the hub (or the network jack in the wall). If your room has a hub, it may be in the bin under the computer table.  |
| 3 If your room is networked and has a hub:<br>The hub should be plugged in (lights on)  |
| 3 If your printer is networked:<br>A yellow patch cord should be connected from the printer to hub.   |
| 3 If your printer is <i>not</i> networked, the printer should be connected to the computer.   |
| <b>Steps to try:</b>  |
| 1. If the power outlet or the surge protector has a reset button, try pressing it   |
| 2. Shut down the computer (if it isn't already), turn the computer off, wait 60 seconds and then turn it back on.   |
| 3. Switch the printer off; wait 60 seconds and then turn it back on.  |

If you had any difficulty completing any of the above checks and steps, please describe the problem. Examples: Missing power cord to the computer or Not sure if the room is networked:

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Evaluation:

The problem was resolved in a: π Satisfactory manner π Unsatisfactory manner

Comments

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