

Big Spring SD Technology – Frequently asked questions

Q - What is the \$25 device protection agreement for?

A – This covers the cost of repairs for any accidental damages to the student device. Common repairs include broken screens, replacing plastic bezel parts, new keyboards, replacement circuit boards. It is a one-time use plan and you will be asked to purchase another plan when used. Unused plans carry over to high school. NOTE: the plan does not cover intentional damage, cost of repairs will be billed in that case.

Q – Who do I contact about the status of my student’s protection plan?

A – Contact Lori Martin, lmartin@bigspring.k12.pa.us or by phone at 717-776-2417.

Q – We don’t have internet at home or the service is very poor. Does the district have a hot spot program?

A – Yes, the district has a limited number of hot spots available to be loaned out to families. Contact Rob Krepps, rkrepps@bigspring.k12.pa.us or by phone at 717-776-2415.

Q – What is Aspen?

A – Aspen is the student information system (SIS) platform used in the Big Spring School District. The system safely and securely stores data like class schedules, school events, grades, individual health records and education plans. It is a powerful resource tool for staff, students and parents. You can access Aspen from the district website (www.bigspring.k12.pa.us) by clicking on the Parents tab.

Q – I don’t know my ID/password to log in to the Aspen Family Portal, who do I contact?

A – There is an Aspen ID and Password request form on the district website main page (www.bigspring.k12.pa.us). Or, contact Lori Martin, lmartin@bigspring.k12.pa.us.

Q – What can I do if my student’s Chromebook freezes, won’t charge, or won’t power on?

A – You can try to reset it with the following procedure:

1. Plug the power in.
2. Press and hold the Power and Refresh keys for 1 second, then release



3. The power LED should light, and in a few seconds, it should boot up.