

# LITCHFIELD SCHOOL DISTRICT

## CHROMEBOOK REPAIR PROCEDURE

### **1. Overview**

The Litchfield School District 1:1 Chromebook initiative looks to achieve a more engaging, intriguing and captivating learning environment, while fostering collaboration, developing soft skills and promoting good digital citizenship. In supporting these initiatives, and a multitude of Chromebook devices within the district, the Information Technology Department understands and expects damage and malfunction to occur and must develop a procedure to address these issues. Quickly identifying, repairing and returning Chromebooks to students allows the learning process to go uninterrupted and ensures the success of our students.

### **2. Purpose**

The purpose of this procedure is to outline the process the Information Technology Department shall take in repairing, issuing loaners and billing for damaged Chromebook devices.

### **3. Scope**

This procedure applies to all Litchfield School District owned or managed Chromebooks to include the 1:1 initiative, Chromebook carts, pilot program and any other student utilized Chromebook.

### **4. Procedure**

#### **4.1 Insurance**

The Litchfield School District shall offer an insurance program to its students and staff to cover accidental breakage, manufacturer defects and general wear and tear. Chargers and charging cords are the responsibility of the student to replace and are not covered by any insurance fees collected by the district. The insurance policy chosen by the district may be offered through a third party or the responsibility of the Information Technology Department and is at the cost of the student in possession of a Chromebook. Insurance is mandatory to cover events such as accidental breakage, manufacturer defects and general wear and tear and those students found with an outstanding balance at the start of the academic school year may have their account access suspended until the requirement is met. Insurance fees may be reduced or waived at the discretion of building administration staff in the case of free and reduced status or hardship.

#### **4.2 Assessment and Repair**

Students and staff shall promptly alert the Information Technology Department of damaged, malfunctioning or lost/stolen Chromebooks. The Information Technology Department will have the party reporting the damage fill out a technical assistance form which will describe when the damage or malfunction first occurred, how it occurred, the name of the submitter and the asset tag of the device. This information allows the Information Technology Department to identify trends in breakage and allows for accurate ordering of replacement parts in subsequent years to meet the demand and provide timely repair and return of damaged or malfunctioning devices to students or staff. Upon completion of the form, the Information Technology Department shall inspect and assess the device based on the reported issues and repair it accordingly.

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In cases where a Chromebook is assessed as a complete loss, a replacement may be issued of similar condition and may be at cost to the student depending on the event that caused the loss. Damage caused by plastic snap-on protective cases and skins or peripheral devices such as wireless mice, game controllers or smartphones will be at cost to the student for repair. These items are not recommended to be used. Vandalism and negligence as identified by the Information Technology Department, is also not covered under insurance and will be billed accordingly for the parts and service to repair the breakage. The Information Technology Department defines vandalism and negligence as the actions which result in intentional breakage of the Chromebook, drawing or adhering stickers, removal of asset tag and identifying markers such as serial numbers, careless behavior which results in malfunction, and abandonment. In the event a Chromebook is reported lost or stolen, the party reporting will need to submit a police report to the Information Technology Department before insurance claims will be processed or reissue of Chromebook occurs.

### **4.3 Loaner**

A temporary loaner Chromebook will be issued to students for the duration that their Chromebook is being repaired. Students and staff should care for the loaner device as their own while in possession of it. In the case of negligence or intentional damage or vandalism to a Chromebook, or at the discretion of the Information Technology Department, a loaner will not be issued for the duration of the repair and the responsible party may be subjected to additional fees.

### **4.4 Billing**

Insurance offered by the Litchfield School District covers general wear and tear, manufacturer defects and accidental damage. At the discretion of the Information Technology Department and building administration staff, students found to have intentional or repeated damage and breakage during the same academic school year may be billed for damages to the Chromebook. Students who refuse to settle unpaid balances may have their account access revoked, face disciplinary action, and/or other consequences deemed appropriate by building administration. Repairs will not be completed until the appropriate billed amount has been paid. On a per annual basis, the amount billed will fall under these guidelines:

1st Accidental loss/claim the District will cover 100% of the repair cost

2nd Accidental loss/claim the District will cover 50% of the repair cost

3rd Accidental loss/claim the District will cover 0% of the repair cost

## **5. Compliance**

### **5.1 Compliance Measurement**

The Information Technology Department will verify compliance to this procedure through various methods, including but not limited to, internal and external audits and feedback to the Information Technology Department.

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## 5.2 Exceptions

Any exception to this procedure must be approved by the Information Technology Department in advance.

## 5.3 Non-Compliance

Non-compliance to this procedure may prevent accurate reporting, ordering, funding and timely repair of Chromebook devices within the district. Adherence to this procedure promotes the success of the 1:1 Chromebook initiative and the growth of our students and staff as they become 21st century learners.

## 6. Related Standards, Policies and Processes

- a. Campbell High School 1:1 Guidelines
- b. Litchfield Middle School 1:1 Guidelines
- a. NIST CSF 1.1 Maintenance (PR.MA)
  - i. *PR.MA-1: Maintenance and repair of organizational assets are performed and logged, with approved and controlled tools.*