

## KUSD 1:1 Mobile Device Damage and Exchange Policy

### 1:1 Replacement/Repair Plan

Annually, all KUSD parents/guardians are required to electronically acknowledge KUSD Policy 6633 Student Technology Acceptable Use Policy. For any product damage due to mishandling/abuse/neglect, the parent/guardian is responsible for the coverage and potential replacement cost of the assigned mobile device. Assigned devices are to be used for educational purposes only, and further expectations can be found in Policy 6633 - Student Technology Acceptable Use Policy. <http://kUSD.edu/techuse> and in the KUSD 1:1 Handbook <http://kUSD.edu/tech>.

1. Students are expected to have their device fully charged when bringing it to school each day.
2. Students are not allowed to modify their account rights or add an account to obtain additional access to their device.
3. Students are not allowed to modify the configuration of the hardware and software on their device.
4. Students must use their device solely for educational purposes, and their device is for their use only. KUSD will review reports of installed filtering/monitoring software to determine usage.
5. Students/parents must keep the KUSD username and password confidential.
6. Students must return the device undamaged and in working condition when requested.
7. Some students will be issued a district-owned mobile HotSpot to support Internet access for school purposes. Monthly usage reports will be reviewed and students who are not utilizing the Hotspot will be asked to return the HotSpot so others may benefit.

### For Technical Issues:

The expected support path should start with the teacher to determine if the issue isn't curriculum related. If it is technical, parents and students can call the 1:1 Support Line (**262-359-7711**) with any questions. If necessary, a HelpDesk ticket would be opened to notify the building Technician. If the school Technician needs assistance, they are to contact their Regional Supervisor for additional support.

School staff can submit a Helpdesk Ticket for processing. Each school will have an inventory of devices to "swap out" a student device if necessary. School staff or other designee would need to record the KUSD asset tag number for record keeping. The building Technician will investigate the issue and work to repair as possible. Solutions would either be a fix of the issue or a permanent replacement of the device. Each Technician will monitor their building supply for device exchanges and communicate with their Regional Supervisor if they need to request more devices.

## **KUSD 1:1 Mobile Device Damage and Exchange Policy**

### **For Device Damage/Destruction:**

Notices of damage should be communicated to the building Technology Support Technician by way of a Helpdesk Ticket. The building Technician will identify the product damage and assign a replacement amount if the damage was caused by the user. Parents/guardians may be responsible for covering the cost to repair/replace the device. Building administrators have discretion to apply charges. Payments can be processed by each building and submitted to the KUSD 1:1 program account.

### **Instructions for Schools to Process Payments:**

For any identified costs associated with damage and/or replacement of any 1:1 assigned device, the parent will be made aware of the respective charges and school staff will record such charges in Infinite Campus. Any fees or monies received for damaged or lost 1:1 related device will be deposited into the KUSD 1:1 Refresh Allocation Account. The Finance Department will send a separate communication with the specific steps to process these deposits.