

# Plymouth Public Schools

## Device Protection Plan and Fee Schedule Guide

Plymouth Public Schools issues Chromebooks to students grades 2 through 12. These devices may travel home with the students and may face damage or loss if not cared for. The District offers families an opportunity to opt-in to a Chromebook Protection Plan to help reduce the burden of a full cost repair in the event an incident were to arise.

Chromebooks will be issued upon the first weeks back to school, depending on the return of a signed Technology Use Agreement. Technology Use Agreements and the Protection Plan Opt-In or Opt-out as well as the electronic payment processing can be found on the District Technology Page; <https://www.plymouth.k12.ct.us/central-office/technology>.

### How does my child(s) get a district device?

Laptops/Chromebooks are issued at the beginning of the school year to all students and to any student who transfers after the start of the school year. Two items are required before a student is issued a device: 1) a signed “Technology Acceptable Use Policy” #P6141.321(a); and 2) Opt-in or Opt-out of the Protection Plan. 3) Pay the recommended fee for the Protection Plan.

1. **Acceptable Use Policy**
2. **[Acceptable Use Policy Sign off form](#)**
  - a. You may also use the returning registration form from PowerSchool Parent Portal
3. **Chromebook Protection Plan form (Recommended)**
  - a. You may also complete this form and make an online payment using our E-Payment Solution. More details can be found on our webpage <https://www.plymouth.k12.ct.us/central-office/technology>.

### What is the Protection Plan

The Protection Plan will cover up to two (2) repairs per school year. Additional repairs beyond the covered two incidents will incur an additional \$25.00 deductible charge.

#### PROTECTION PLAN COVERAGES

- What’s Covered
  - Accidental damage (2 separate claims per year) - including but not limited to broken screen, liquid spillage, dropped. All additional claims beyond this will incur a \$25 deductible.

- 1 replacement of damaged charger (this does not include the loss of a charger, this is considered a 1:1 swap)
- What's Not Covered
  - Lost or stolen Chromebooks. A police report must be completed within 72 hours of loss
  - Cosmetic or operational damage resulting from Intentional marking, defacing, and/or abusing the Chromebook
  - Damage caused by tampering with hardware components or operating system (i.e. jailbreaking) to alter district configurations.
  - Excessive scratches/wear to device exterior caused by failure to use a protective case
  - Intentional marking, defacing, and/or abusing the device to include stickers removal.

#### **POLICY VOID**

- The policy will become void for the term if:
  - - more than two claims are made during the policy term
  - - Device is/was not protected by a protective case.
  - - The Technology Department and/or school administration makes a determination that damage to device was caused by abuse or neglect.

## How do I opt-in to the Protection Plan?

The Protection Plan is an annual occurrence and expires on the last day of the current school year. The protection plan is nonrefundable.

**Purchase device protection at the start of the school year and before December 31st to pay \$25.**

**If you delay and purchase device protection after December 31st, you will pay \$35.**

**Option 1:** A PDF version of the protection plan form can be found here:

<https://resources.finalsite.net/images/v1660932932/plymouthk12ctus/pqbg3flp1rsxcbga42jp/ChromebookInsuranceForm.pdf>

**Recommended - Option 2:** A digital version is available with an electronic payment option, for more details visit the technology webpage at

<https://www.plymouth.k12.ct.us/central-office/technology>.

## Damage / Replacement Fee Table

Students and Parents/Guardians will be held responsible for ALL damage to their Chromebook including, but not limited to: broken screens, cracked plastic pieces, inoperability, etc. Should the cost to repair exceed the cost of purchasing a new device, parents/guardians will incur a financial obligation equal to the full replacement value of the device.

**\*Protection Plan will cover up to two (2) repairs per school year. Additional repairs beyond the covered two incidents will incur a \$ 25.00 deductible charge.**

|   |  |
|---|--|
| Cracked Screen \$99   | Battery \$139  |
| Cracked Plastics \$50   | Hard Drive \$159   |
| Keyboard/Touchpad \$75  | Full device replacement (excessive damage, intentional, loss or theft) \$250 |
| Hinge and/or bezel cover \$50   | Charger \$25   |
| Sticker removal \$10 per sticker (Will allow 1 sticker or tape that states the students name) |  |

## What to do when damage or loss occurs?

DO NOT attempt to repair the Chromebook yourself.

Submit a ticket describing the details of the damage or have your child inform the main office of their school and leave the damaged Chromebook. The Technology Department will review the chromebook damage.

IF you opted INTO the Protection Plan, your child will receive a spare device while theirs is in repair. Depending on availability. No invoice will be issued, unless it is beyond the 2nd repair or the issue has voided the Protection Plan.

IF you opted OUT of the Protection Plan, your child will receive a spare device while theirs is in repair. Depending on availability. You will receive an invoice with the full repair cost per the fee schedule.

*\*\*If damage to the Chromebook is intentional, willful or purposeful, as determined by Plymouth Public Schools, the parents or guardians will pay the full replacement cost of the Chromebook Device\*\**

Each main office has spare devices. The secretary will take in the students' chromebook and document the issue, the student can use a loaner for the day but must return it at the end of the school day.

**Additional Information:** In cases of theft, vandalism and other criminal acts, a police/fire report **MUST be filed by the student or parent** for the protection coverage to take place. A copy of the police/fire report must be provided to the Principal's office.

**Intentional Damage:** Students/Parents are responsible for full payment of intentional damages, as determined by school district, regardless of Protection Plan selection.

Warranty, Accidental Damage, Theft School District Chromebook Device Protection DOES NOT cover intentional damage of the Chromebook Device, loss of the Chromebook Device, nor forced-entry theft of a Chromebook that is not accompanied by a copy of a police report. Damaged or lost cases and chargers are not covered under this protection plan and will result in the parent or guardian incurring a financial obligation to the school district.

## Will I receive a protective case

No

- Students will no longer receive a carry case. A case can be purchased if desired. Backpacks with laptop protector sleeve is highly recommended. Devices should not be carried in a draw string bag or with no type of protection.

Here are links for suggested case from Amazon; <https://a.co/d/5Sr6ylr>

If you have a hardship please reach out to the Tech Director to see what we may have available to borrow. [terryj@plymouth.k12.ct.us](mailto:terryj@plymouth.k12.ct.us).

## Will my student receive a headset or earbuds

- Headsets - should be purchased and maintained by the family. If you have a hardship please reach out to the Tech Director to see what we may have available to borrow. [terryj@plymouth.k12.ct.us](mailto:terryj@plymouth.k12.ct.us).

## Does my son/daughter have to take a school-loaned device?

Currently, the Board of Education policy provides guidelines for 1 to 1 computing. Our software licensing agreements are only for district owned devices, and our technology department can only provide support for our district devices. All students will use a Plymouth Public Schools District Loaned Device for assessments throughout the school year.

## Can my child(ren) use a personal device?

It is highly discouraged that personal devices are used. Your student has the best success using a district loaned device that is managed, protected, and serviceable by district technology resources.