

# WCPS Student Device Agreement and Obligations

## 1. Overview

Every student and that student's parent(s)/legal guardian(s) are financially responsible for damage or loss to any Chromebook or other device assigned to the student. The device is loaned to the student to be used for instructional purposes only. By borrowing a device from the school, the student and the student's parent(s)/legal guardian(s) acknowledges that they have read and understood the contents of this document and its linked articles.

There is no cost associated for a student to borrow, possess, or use a WCPS Chromebook or other device. If damage or loss occurs that is considered avoidable or intentional, the student's parent(s)/legal guardian(s) may be responsible for repair or replacement costs as outlined in the repair cost chart. Additionally, the corresponding administrative actions will be taken (see section 9 - Repair / Replacement Costs and Administrative Actions). Device insurance is available at a nominal cost to cover accidental damages. Visit <https://securranty.com/wcpsmd> for more information and to enroll.

## 2. Purpose

The purpose of this document is to outline Washington County Public Schools' (WCPS) practices, procedures, expectations, and obligations for the student and their parent(s)/legal guardian(s) during the period in which a Chromebook or other device is assigned to the student.

## 3. Practices

In the event that a student device is damaged, a student or their parent(s)/legal guardian(s) will return the damaged Chromebook or other device to the school where they are enrolled. The school will issue a replacement device to the student while a WCPS technician determines the extent of repairs that are required. When possible, the defective device will be repaired by WCPS or one of our repair vendors and returned to service at the school. WCPS will maintain a description of repair services rendered to restore the damaged device to working condition (see section 7 - Repair Intake Process and section 8 - Lost or Stolen Devices Process for the full process).

- **If Device is Insured:** If the damage or loss has been **deemed accidental or avoidable** and device insurance has been purchased, WCPS will file a claim with the insurance company on behalf of the student and no cost will be charged to the student.

- **If Device is NOT Insured:** If the damage or loss has been **deemed accidental or avoidable** and device insurance has not been purchased, the student may incur an obligation for each incident that occurs.
- If the damage or loss is **deemed intentional** with or without insurance, the school will issue an obligation to the student, and it must be paid in full similar to other school obligations.

## 4. Content Filtering

In order to comply with The Children's Internet Protection Act (CIPA), WCPS attempts to filter the device at all times for abusive, libelous, obscene, offensive, profane, threatening, sexually explicit, pornographic, illegal, or other inappropriate material that is harmful to minors. Users must not attempt to modify the Chromebook or other device, nor access proxy sites in an attempt to impair filtering functionality. Additionally, all sites used for instruction are evaluated by staff for appropriateness. Parent(s)/legal guardian(s) should note that while WCPS devices are configured to filter the sites students may visit, they should still discuss the importance of being safe, responsible, and respectful online with their student and monitor their child's online activities.

## 5. Proper Care

To protect the device from damage, the student and their parent(s)/guardian(s) will:

- Keep the device in the provided protective case (if provided). Do not apply stickers or any other decorative items that would alter the appearance of the device from when you received it. In addition, do not tamper with school tags that are present on the device.
- Use the proper method to plug and unplug your device. Do not place foreign objects into your device's ports. Cords, cables, and removable storage devices (e.g. thumb drives) must be inserted carefully into appropriate ports.
- Only use the charger issued with the device to charge it.
- Never place heavy objects on top of your device. Be certain all objects are out of the way before closing the screen, ensure the lid is completely closed before transporting, and never lift by the screen.
- Use only your clean finger or a touch-screen stylus when touching your screen. Do not write on, etch, scratch, or mark the device.
- Use a soft dry microfiber cloth or anti-static cloth to clean the screen or keyboard. Do not use liquid to clean the screen.
- Keep all food, drinks, and pets away from your device and its cords.
- Be responsible for the safe handling, transport, storage, and security of the device and take the appropriate precautions to prevent damage, loss, or theft.

## 6. Student / Parent / Legal Guardian Agreement

Students and their parent(s)/legal guardian(s) agree to:

- Use the device in accordance with all provisions of the WCPS Acceptable Use of Telecommunication Regulation - IIBH-R as it currently exists and as updated or modified.
- Report any objectionable content to a teacher and/or administrator.
- Acknowledge that WCPS has the ability to monitor WCPS device usage to ensure compliance with WCPS policies and understand that, because of WCPS' need to monitor WCPS devices, there is a limited expectation of data privacy while using WCPS technology.
- Understand that they may only use WCPS approved digital tools in order to safeguard student data from unauthorized access.
- Understand that the device may be randomly collected, inspected, and searched.
- Use the device exclusively by WCPS employees and the assigned student. Parent(s)/legal guardian(s) may use the device for purposes of assisting their student with educational studies.
- Obtain consent from participants before taking photos, recording audio, or capturing video.
- Not install a program or modify the device in any way.
- Notify the school immediately if the device is lost, stolen, or damaged.
- Not attempt to repair the device or contact any other computer repair service facility directly.
- Return the device to the school within four (4) calendar days, should the student's enrollment be terminated for any reason.

## **7. Repair Intake Process**

1. Take the device, case, and charger to the school where the student is enrolled.
2. Provide the library media specialist (LMS), teacher, principal, assistant principal, or other staff member with the student's ID number (if known), First and Last Name, and the best contact information to reach the parent(s)/legal guardian(s). Also, provide the details of the issue the device is having and any known possible causes of the problem.
3. A replacement device will be assigned to the student, pending inventory availability. The new device may not be the same model as the student's originally assigned device but will allow the student to access any necessary WCPS applications. If this device incurs damages or is lost, an obligation will also be assessed.
4. Once the device has been repaired, the parent(s)/legal guardian(s) will receive an invoice for any obligations charged to the student for incurred costs (if applicable). If the parent(s)/legal guardian(s) has any questions regarding the obligations, they may contact the student's school of enrollment.

## **8. Lost or Stolen Devices Process**

1. Immediately notify the school's library media specialist (LMS), teacher, principal, assistant principal, or other staff member.
2. Provide the student's ID number (if known), First and Last Name, and the best contact information to reach the parent(s)/legal guardian(s). Provide any details surrounding the loss or theft of the device.
3. A replacement device will be assigned to the student, pending inventory availability. The new device may not be the same model as the student's originally assigned device but will allow the student to access any necessary WCPS applications. If this device incurs damages or is lost, an obligation will also be assessed.
4. The parent(s)/legal guardian(s) will receive an invoice for any obligations charged to the student for incurred costs (if applicable). If the parent(s)/legal guardian(s) has any questions regarding the obligations, they may contact the student's school of enrollment.

## 9. Repair / Replacement Costs and Administrative Actions

The following charges and administrative actions may be assessed for devices and power adapters that are damaged or lost/stolen while in a student's care. Please note: This is not an exhaustive list of examples for each Tier; additional items may be included. Device insurance to protect against accidental damage is available at a nominal cost to cover accidental device damages, however, it must be purchased prior to the occurrence of an incident. Visit <https://securranty.com/wcpsmd> for more information.

|                              |                                                          | Cost  | Administrative Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|----------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tier 1<br>Device<br>Problems | Examples                                                 | \$25  | <b>1st Incident -<br/>Accidental Damage</b><br>Notice to parent(s) / legal guardian(s).<br><br><b>1st Incident -<br/>Intentional / Avoidable Damage</b><br>Notice to parent(s) / legal guardian(s).<br>If device is lost, stolen, or not repairable, parent(s) / legal guardian(s) contact with administration required.<br><br><b>2nd Incident -<br/>Accidental Damage</b><br>Notice to parent(s) / legal guardian(s).<br>Parent(s) / legal guardian(s) contact with administration required if student has frequent damages.<br><br><b>2nd Incident -<br/>Intentional / Avoidable Damage</b><br>Parent(s) / legal guardian(s) contact with administration required.<br>If device is stolen, parent(s) / legal guardian(s) must file police report and provide school with a copy. |
|                              | If your device is missing keys                           |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device has its trackpad peeled up                |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device has minor chassis/casing damage           |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device has a broken camera                       |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device's charger is lost or broken               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | Device case is lost or has major damage                  |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Tier 2<br>Device<br>Problems | Examples                                                 | \$50  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device has moderate chassis/casing damage        |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your non-touchscreen device has a damaged screen      |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | Combined Tier 1 damage                                   |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Tier 3<br>Device<br>Problems | Examples                                                 | \$75  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your touchscreen device has a damaged screen          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | If your device has major chassis/casing damage           |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | Combined Tier 1 and Tier 2 damage                        |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Tier 4<br>Replacement        | Examples                                                 | \$150 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | *Device replacement due to fluid damage                  |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | *Device replacement due to destruction                   |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | Combined damage due to Tier 1, Tier 2, and Tier 3 damage |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | *Device replacement due to loss                          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                              | *Device replacement due to theft                         |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

\*If three (3) or more replacement devices are lost, stolen, or damaged beyond repair, full replacement value of up to \$400 may be assessed on the 3rd and subsequent devices.

## 10. Repair / Replacement Cost Collection Process

Students and their parent(s)/legal guardian(s) are financially responsible for any damage or loss to the Chromebook or other device assigned to the student. The following is the process to collect any delinquent obligations:

1. All students will receive a loaner device to be used at school during school hours, regardless of any outstanding Chromebook repair/replacement obligations.
2. WCPS offers convenient options to pay for Chromebook repairs or replacements, such as online payment or cash/check sent to the student's school.
3. Parent(s)/legal guardian(s) of students with an outstanding obligation balance will be provided with written, verbal, and automated reminders on the status of their obligation. The reminders may include phone calls, written memos, letters, or electronic notices.
4. In the event an outstanding obligation balance remains after several reminders have been provided, WCPS will reach out to the parent(s)/legal guardian(s) to assess the situation further.
5. If, following consultation with the parent/legal guardian(s), they do not agree to a payment plan or fail to respond to multiple attempts to discuss the matter, WCPS may designate that the account be sent to a collection agency.