

Business/Non-Instructional Operations

Technology Protection Plan

Families opting to take the Technology Protection Plan must opt into the Plan and pay the insurance premium for each school year that the participant seeks coverage under the Plan. Families would use the MyPaymentsPlus to agree to the plan and pay.

Families participating in the free and reduced meals program will automatically have their fees waived. Families suffering from economic hardships who do not qualify for the free and reduced meals program should contact their child's school principal to discuss options.

What is Covered by the Technology Protection Plan:

- Accidental damage - including but not limited to broken screen, liquid spillage, dropped
- Unavoidable Theft - police report must be submitted within 72 hours of theft
- Mechanical failure or defect
- Fire, flood, natural disaster
- Power surge

If the student requires more than two (2) device repairs or replacements during a school year, the cost shall be at the student's sole expense. The Plan does not cover replacement of a device that is lost or stolen, unless a report is filed with the police department within 72 hours of the theft.

What is not covered by the Protection Plan:

- The Plan does not cover replacement of a device that is lost or stolen. Devices will be considered lost if the assigned user cannot supply the IT Department with a police report.
- Excessive scratches/wear to Chromebook's exterior.
- Intentional marking, defacing, and/or abusing the Chromebook.
- Removal of keys from keyboard.
- Damage caused by tampering with hardware components or operating system (i.e. jailbreaking) to alter District configuration.

Procedures to Collect Unpaid Fees:

1. Collection attempts are initially made at the school level by the principal or designee.
2. Principal or designee will do the following:
 - a) First attempt is a letter to the parent or guardian.
 - b) Second attempt is a conversation with the parent or guardian. After 14 days, the letter and the date of the conversation need to be conveyed to the District Finance Office.
3. Business Office – One certified letter will be mailed to the parent or guardian requesting payment within 30 days.
4. Assistant Superintendent's Office – 30 days after the letter was mailed, one final attempt to contact the parent will be made by phone.
5. Outstanding invoices may be sent to collections and/or small claims court. Any and all applicable Board policies and handbook procedures regarding fees will be followed.

Technology Protection Plan (continued)

Costs without the Technology Protection Plan:

Families who do not take part of the Technology Protection Plan are subject to the following costs for these repairs:

Accidental/Intentional Damage	
Item/Description	Price
Replacement Chromebook	\$300
Replacement Chromebook Screen	\$85
Replacement Chromebook Keyboard	\$45
Replacement Chromebook Touchpad	\$35
Replacement Charging Port	\$135
Replacement Chromebook Charger	\$25

**Prices reflect the current market (2022). Prices are subject to change*

Procedures for Device Disbursement/ Collection /School Withdrawal

Device Disbursement

- Students who are currently enrolled and have been using their own personal devices (BYOD) will be assigned a Waterford Schools device by the IT Department or a designee.
- New students enrolling in Waterford Public Schools during the school year will receive a device after the student’s network accounts are activated.
 - New students will have the opportunity to enroll in the Protection Plan at this time. Students enrolling after January 1 will pay a reduced rate of \$10.00.

Where to Bring Broken Devices

WHS / CLMS

- Students that have a broken device will bring the device to the school library where they will be assigned a loaner device for the day.
 - The library staff will enter a ticket in Incident IQ for the broken device on the behalf of the student. The IT Department will pick up broken devices at the end of the day and assess any damages, apply any fees and make repairs. Depending on the severity of the damage students may be assigned a different device.
- Students can pick up the repaired / replacement device in the library the following school day.

Technology Protection Plan (continued)

Elementary Schools

- Students that have a broken device will notify their teacher. The device will be brought to the designated location at each school (main office / library). The student will be assigned a loaner device for the day.
 - School secretary/librarian will enter a ticket in Incident IQ for the broken device on the behalf of the student. The IT Department will pick up broken devices at the end of the day and assess any damages, apply any fees and make repairs. Depending on the severity of the damage students may be assigned a different device.
 - The IT Department will pick up broken devices at the end of the day and assess any damages, apply any fees and make repairs. Depending on the severity of the damage students may be assigned a different device.
- Students can pick up the repaired / replacement device in the school office the following school day.

Device Collection

- Graduating seniors will have their devices collected before the graduation ceremony.
 - Students who have not returned an assigned device before graduation may be subject to all applicable Board policies and handbook procedures regarding outstanding fees.
- Devices that have reached their end of life (EOL) will be collected at the end of each school year; new devices will be assigned at the start of the next school year.
 - Students that may be without a device due to the device being EOL and are participating in Summer Academy will be provided a device for the summer. These devices will be collected at the end of Summer Academy.

Student Withdrawal

If a student transfers to a site outside of Waterford Public Schools or withdraws, the device must be returned immediately to the school the student is withdrawing from or full replacement cost will be billed to the family.

- Once the device is returned, the school designee will notify the IT Department that the device has been returned.
 - The IT Department will collect the device and inspect it for damages.
 - If no damages are found the device will be unassigned from the student and returned to the IT Department inventory.
 - If damages are found an invoice for the repairs will be sent to the family unless the family has enrolled in the device protection program and have not met the two (2) repair limit.

Technology Protection Plan (continued)

Regulation adopted: October 28, 2022

WATERFORD PUBLIC SCHOOLS
Waterford, Connecticut