

# STUDENT TABLET PROCEDURES

## COST

1. Q. Is there an installment plan contract for parents to sign when they cannot pay for the tablet in one payment? There is one for textbooks. Could something similar be used?  
 A. **The "Contract for Payment of Charges" will be for a maximum of 10 months unless the student is a senior. Seniors will be allowed to pay for the tablet in equal payments through graduation. Contract is attached.**
  
2. Q. If a student without insurance withdraws and returns their tablet without the charger or keyboard, is the student expected to pay for replacements? 02/2018  
 A. **The student will have the option to turn in the original charger/keyboard or pay for a replacement.**  

<b>Lenovo 300e</b>	<b>Lenovo N23</b>	<b>DELL VENUE 10 - 5056</b>	<b>DELL VENUE 10 - 5055</b>
Charger - \$32	Charger - \$32	Charger - \$32	Charger - \$32
Tablet – see Question 6	Tablet - see Question 6	Keyboard - \$77	Keyboard - \$77
		Tablet – see Question 6	Tablet - see Question 6
  
3. Q. Who collects fees for replacement parts, damaged tablets, etc., Business Office or library?  
 A. **The Business Office.**
  
4. Q. Can students purchase new and used parts from the Business Office?  
 A. **The Business Office will take payment for all tablet-related purchases. The student will take their receipt to the library to pick up the purchased item.**
  
5. Q. What is the tablet buyout program protocol and cost? 04/2017  
 A. **Students cannot purchase tablets.**
  
6. Q. Is there a prorated amount when the tablet is returned damaged? Does insurance cover that damage? 02/2018  
 A. **If the student has insurance, the replacement will count as one of their three claims. If the student does not have insurance the replacement cost is:**  

<b>LENOVO – 300e</b>	<b>LENOVO – N23</b>	<b>DELL VENUE 10 - 5056</b>	<b>DELL VENUE 10 - 5055</b>
2018-19 - \$TBD	2017-18 - \$431	2016-17 - \$460	2015-16 - \$400
	2018-19 - \$331	2017-18 - \$360	2016-17 - \$300
		2018-19 - \$260	2017-18 - \$200
			2018-19 - \$100
  
- NOTE: When a student loses or damages a tablet, the amount the student owes does not depreciate. If the tablet is valued at \$360 when a sophomore student damaged/lost the tablet but waits to pay for the tablet as a senior, he/she must pay what the replacement value was (\$360) at the time of the loss.**
  
7. Q. Will the cost of the charger and keyboard depreciate like the tablet? 04/2017  
 A. **No. The price remains the same.**  
**Charger - \$32**  
**Keyboard - \$77**
  
8. Q. If a student did not buy insurance this year within the 14 days after checkout, are they allowed to purchase the Insurance next year at the beginning of school if the tablet is in working order? 11/2015  
 A. **Yes. They can purchase the insurance if the tablet is in good condition.**
  
- Q. Are returning students (seniors) allowed to keep tablets when they leave the comprehensive school to enter Delta High, IS or another program in our district? 04/2017  
 A. **Yes, the tablet can be transferred in Destiny.**
  
- Q. Since tablets depreciate annually, is the fee contingent on when the student pays for the tablet? 04/2017  
 A. **No. When the student returns a damaged tablet and the fees have been calculated, the fee remains the same until it is paid in full.**

## REPLACEMENT

1. Q. Will returned tablets be assessed before determining damage or replacement fees?  
A. **The initial assessment to determine external damage will be done by the librarian. The site technician will then wipe the tablet and prepare it for reissue or as a classroom spare.**
2. Q. Is hardware failure covered by the student tablet insurance after the manufacturer's warranty expires?  
A. **Yes.**
3. Q. If the student gets replacement parts, how long are those covered?  
A. **If the student has insurance, the parts would be covered for the life of the tablet.**
4. Q. Are out-of-warranty parts covered by insurance or are they the users' responsibility?  
A. **If the student has insurance, the parts would be covered. A student without insurance will pay for replacement parts.**
5. Q. Tablets have a 1-year warranty from the manufacturer. If there is equipment failure, Dell is replacing the components under their warranty. What happens when any part of the unit (tablet, keyboard, charger, charging cable) fails after the warranty expires?  
A. **If the student has insurance, the parts would be covered, or the tablet could be replaced with a refurbished tablet.**
6. Q. If the student did not purchase insurance, in their 2nd year or greater, the tablet fails, and the manufacturer's warranty has expired?  
A. **Pay the second-year prorated replacement cost for the tablet.**
7. Q. Is there software support for the four years that a student has a tablet?  
A. **Yes.**
8. Q. 2015-16 Freshman students are eligible for three claims for the duration of the student's enrollment in our district. Installment plans will vary depending on when the student received their tablet. 04/2017  
A. **Freshman: \$40  
Sophomores: \$30  
Juniors: \$20  
Seniors: \$10**
9. Q. Will the grade level of the student be added to the Student Use Policy? The reports are being filed in the cums.  
A. **Grade level will be added.**
10. Q. If the student pays for the damaged/broken tablet, can they keep the damaged device? 04/2017  
A. **No. Students cannot purchase tablets.**
11. Q. Is the student required to bring in the broken keyboard, charger or tablet to receive a replacement? 02/2016  
A. **Yes.**
12. Q. Can a student have a replacement tablet if their tablet is lost and they have not filed a police report? 02/2016  
A. **No. A police report must be filed.**  
Q. Is there a limit of "losses" allowed? 04/2017  
A. **No. The student is responsible to pay for each loss/tablet in full before receiving a replacement.**
13. Q. Can a recovered tablet be returned to a student who does not have insurance? 02/2016  
A. **No. If a tablet is reported stolen then recovered, the student must purchase insurance before it's returned to them.**  
Q. 2016/17 Freshman do not have insurance, can they receive a new tablet if they lose it? 04/2017  
A. **Freshman must pay for their lost tablet before receiving a replacement.**  
Q. Is a student responsible to pay for a lost stylus? 04/2017  
A. **No. Replacements are not available, the student does not have to pay for the lost stylus.**

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- Q. 2016/17 tablets have Complete Care Coverage. Freshman are allowed one claim per year through Dell. If the student has more than one claim, are they responsible for the damage? 04/2017  
A. ***If there is more than one per year, the student must pay for the damage.***
- Q. The replacement cost in Destiny for 2015/16 Dell 5055 tablets is \$300, should it now be \$200? 04/2017  
A. ***The replacement cost will be revised in Destiny to \$200 after the end of the school year.***
- Q. The replacement cost in Destiny for 2016/17 Dell 5056 tablets is \$460, should it now be \$360? 04/2017  
A. ***The replacement cost will be revised in Destiny to \$360 after the end of the school year.***

### DOCUMENTATION/PARENT INFORMATION

1. Q. Can we add to the insurance form a positive denial statement (parent is aware of the insurance option and elects not to purchase it)? The insurance document should be turned in with the TUP (Tablet Use Policy). The student only receives the tablet if the parent purchases insurance or elects not to purchase insurance?  
A. ***The Tablet Insurance Form has been revised to include the positive denial statement.***
2. Q. Add the positive denial to the enrollment form?  
A. ***The Tablet Insurance Form has been revised. The positive denial will not be added to the enrollment form.***
3. Q. Should the cost of the tablet be stated on the Insurance Enrollment form? This is a good place for a breakdown of cost when the student graduates and wants to purchase the tablet.  
A. ***The approximate or current cost has been added to the Student Tablet Use Policy.***
4. Q. *Student Tablet Use Policy – REVISED* 02/2018  
***Added under Acceptable Use: Parent must be present to receive replacement tablet.***

### RECOVERY

1. Q. Are we going to track the tablets once the student leaves, drops out or graduates, when? Should we be monitoring that? 04/2017  
A. ***The procedures used to recover textbooks will be the same for tablets, phone calls, letters, etc.***
2. Q. If tablets are treated like textbooks, are we waiting until the end of the year to report tablets as stolen? 04/2017  
A. ***Efforts to recover the tablet should begin as soon as the student is no longer enrolled.***
3. Q. Will we push a custom message to those who take the tablet for whatever reason, a reminder? 04/2017  
A. ***We cannot push messages to the tablets.***

### RESPONSIBILITY

1. Q. In case of a runaway, are we tracking runaways and is the tablet stolen if the student is in possession of it?  
A. ***We will not be tracking runaways. If the student leaves home with a tablet, it is considered stolen.***
- Q. Who is responsible to maintain copies of theft/police reports? 04/2017  
A. ***As we no longer file theft reports with Absolute, copies will be maintained by the AP, Student Affairs.***
3. Q. When tablets are found by students after reporting the tablet as stolen, who is responsible to cancel the theft report with the Police Department?  
A. ***The student should notify the school that the tablet has been found. The District Office will be notified, and the theft report will be cancelled. If the student does not notify the school, the theft report remains active and the tablet will continue to be monitored by Absolute.***

### THEFTS

1. Q. Can we use the “amnesty” for thefts as well as damage to tablets?  
A. ***No.***
2. Q. How soon can a student who purchased insurance receive a replacement tablet? Is there a waiting period?  
A. ***There is no waiting period. If the student has insurance, a claim is filed, and a new tablet issued promptly.***

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3. Q. In case of theft, if the student doesn't have insurance, do they pay for the tablet before receiving a replacement?  
A. ***A. student without insurance can receive a new tablet when the tablet is paid off or a payment contract is signed. Tablets can be paid off in installments. The contract will allow for a maximum of 10 payments made to the Business Office (not during the month of July) or equal payments through graduation if less than 10 months. If the tablet is recovered, they will be issued a refund.***
5. Q. If the student does not have insurance, their stolen tablet is recovered, can the student have another tablet while waiting for the Police Department to release the tablet?  
A. ***Yes. Both tablet bar codes should be documented in Destiny.***
6. Q. When the tablet is recovered, and returned, how is that communicated to the library to update Destiny?  
A. ***When the recovered tablet is returned to the District, the District Office will notify the Assistant Principal/Student Affairs and the librarian to update Destiny.***
7. Q. Who is responsible for communicating this to the library?  
A. ***District Office.***
8. Q. If a stolen tablet is recovered and returned to the student, who collects one of the tablets from the student or do we wait until the end of the year to resolve?  
A. ***The Police Department will contact the District Office that the tablet has been returned. The DO will then notify the Assistant Principal, Student Affairs who will contact the student and collect one of the tablets within 5 days (1 week) or the student will be responsible for a second tablet.***