



*Administration Center
1000 East Broadway, Stratford, CT 06615*

Stratford Public Schools - Chromebook Protection Plan Policy

Purpose:

At the secondary school level, **7th-12th grade**, all students receive a Chromebook to use on campus and at home. These devices are assigned to a singular student and that student is responsible for keeping the Chromebook in good working order. These chromebooks are to be treated as any other instructional materials, i.e. textbooks, uniforms, etc., and when theft or damage occurs to these materials, students are responsible for the financial implications. This protection plan is to be considered insurance for said breakage and claims of theft that may occur to the student's district provided chromebooks. Below is the outline of appropriate usage of the device, pricing for insurance programs, damaged coverage, and costs of parts and labor for uninsured students.

District Policy:

While using the chromebooks provided by the district, the students must follow the Student Computer Acceptable Use Policy (5136.5) accessible at:

<https://www.stratfordk12.org/documents/board-of-education/policies/5000-students/300758>

Also, user accounts and devices provided by the district are filtered and tracked for misuse on and off campus. This is in place in accordance with safe internet usage guidelines and policies.

Device Distribution Practices:

The 1:1 chromebook initiative begins for students when entering 7th grade. When transitioning from 7th to 8th grade, new 8th grade students will receive a new device that will be used by that student until 12th grade. Before graduating the chromebooks will be returned to be repurposed.

Device Best Practices:

While using the Chromebook on campus or at home, students should follow these guidelines to ensure uninterrupted usage of the device:

- Devices should be fully charged before arriving at school.
- Students should log off/restart their devices to ensure updates are applied when needed.
- No food or drink should be placed on or near the device.
- Students should not apply inappropriate stickers or vandalize with pens, pencils or markers.
- When transporting the chromebook:
 - Lid is fully closed and the chromebook is turned off.
 - The keyboard palm rest should be held and supported when moving the device while in use during class.
 - Never hold the device by the screen.
 - Place in a backpack when transporting from room to room in the school or when leaving the premises of school buildings.
- When a device is found by a student, it should be returned to the main office.
- Students should only login to their assigned chromebook or a loaner device.



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Continued: Best Practices:

- Devices should be kept in a secure location, never leave in a car or other unsecure location
- To clean the screen or keyboard, use rubbing alcohol, never use bleach or ammonia based cleaning products.

Chromebook Maintenance and Service Procedures:

The IT Department fixes and repairs all chromebooks owned by the District. Normal repair time will be between 4 - 7 working days, depending on volume of chromebook repairs and access to device parts needed. The IT staff will evaluate the damage, document the repair, and make recommendations of the type of damage: (accidental or intentional).

High School Students:

When service is needed for a hardware or system issue, highschool students should:

1. Take the chromebook to the Library Media Center.
2. They should explain the exact issue they are having to the Media Specialist.
3. The chromebook will be taken and sent for repair. The student will then receive a loaner chromebook and charger.
4. Loaner chromebooks should be treated like the student's assigned chromebook.
5. Once the assigned chromebook is repaired, the student will be contacted to pick up their chromebook.

Middle School Students:

7th and 8th grade students will follow the same process but will bring the device to the main office of their respective schools for repairs

See next page for Plan Coverage Information.



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Protection Plan Coverage:

At any point during the year, a student can purchase a protection plan for **\$30**. This covers **2 claims** for the year. If there are any additional claims after that, the student will be responsible for the full price of the repair.

Coverage Terms:

If a student withdraws from the school system after a protection plan is purchased, there will not be a refund of the purchase price. If a student withdraws and returns to the school system during the year, the plan that was purchased will still be in effect. Students that purchase a plan other than at the beginning of the year will still have to pay the full price of the plan. The term life of the plan will be from the date of purchase until the last school day of each year. All damage is to be assessed by the IT Department and they will determine what level the damage falls under, i.e. accidental or intentional.

Protection Plan Exemptions:

The families and students that are listed below will be automatically enrolled in the protection plan and will be covered for 2 claims. If there are any additional claims after that, the student will be responsible for the full price of the repair.

- Students that are considered:
 - Homeless
 - Families that qualify for free or reduced lunch

What is considered as a Claim?(Accidental)

- Screen Breakage (to be evaluated)
- Keyboard Malfunctioning (keys and key beds intact)
- Trackpad Malfunctioning
- Accidental Liquid Spill
- Web Camera Malfunctioning
- Charging port/USB port Malfunctioning
- Fire / Flood / Natural Disaster Damage - claim must be submitted with documentation of the event
- Theft of the device from home or vehicle - police report submitted within 48 hours
- Vandalism from another student - incident report required from building administration

What is considered NOT a Claim?(Intentional)

- Cosmetic Damage to Chromebook case
- Theft of the device from home or vehicle - without a police report within 48 hours
- Keyboards with missing keys and removed key beds(rubber tips under keycaps)
- Intentional forceful breakage of entire chromebook
 - Thrown from flat surface
 - Burned
 - Snapped or Smashed parts

Continued: What is considered NOT a Claim?(Intentional)

- Chargers that have been misplaced



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- Objects jammed into any port on the chromebook that causes device to malfunction
- Misplacement of the device at the fault of the student

Full Pricing for Repairs and Replacements:

The chart below displays the full repair pricing for any claim after the initial 2 claims have been used in 1 year of use.

Part	Price
Full Replacement	\$ 230
Keyboard	\$ 85
Screen	\$ 100
Charger	\$ 25
Trackpad	\$ 50
Webcamera	\$ 50

1:1 Chromebook Protection Policy Agreement



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The Chromebook Insurance Program is to provide families with protection against unanticipated device damage or loss. This program is offered to 7th -12th grade students who are assigned a Chromebook to take to and from school.

COVERAGE: This program covers the Chromebook for all students against accidental damage or theft of the device subject to the following: \$0 deductible for the first two occurrences per year and \$30 deductible per occurrence thereafter.

PROGRAM DESCRIPTION: The Device Insurance Program is designed to protect students and families in the event that the Chromebook issued to a student is stolen, damaged, or malfunctions due to no fault of the student. Students and parents may be charged for any damage resulting from intentional damage to the device caused by the student or for lost devices.

EFFECTIVE AND EXPIRATION DATES: This coverage is effective from date of purchase, until the last calendar school day. Insurance must be renewed annually.

PREMIUM: The cost for the school year is \$30.00. In the event a student withdraws from the district, the premium is not refundable. If a family does not choose to pay the annual premium, the family is responsible for the full cost of replacement parts plus labor or full replacement cost of the Chromebook and charger. (See District Chromebook Policy at stratfordk12.org). Parents must elect coverage by completing this form and submitting a check, money order, or electronic payment (coming soon) payable to *Stratford Public Schools*. Please include "Chromebook Insurance" on the check memo.

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- Yes, I agree to participate in the Chromebook Insurance Program. I have read the District's policy in full, which is available on the Stratford Public School's website. I agree to the terms of participation as outlined in this Notification/District Policy and have included the \$30 premium payment.

Student Name: _____

CB Serial#: _____

Student Number: _____

Parent
Signature: _____

School: _____

Date: _____

Office Use Only

CHECK: _____ CASH: _____ OTHER: _____

DATE PROCESSED: _____ PROCESSED BY: _____