

Excessive Chromebook Damage Procedures:

Procedures to be performed in the event that we have excessive student damage to a TCS issued student device. Damaged and malfunctioning Chromebooks will be evaluated to determine type and extent of damage or malfunction, whether repair or replacement is required, and student liability for repair or replacement and costs.

Step 1: Media Specialists

The Media Specialists will serve as the first point of contact for students with Chromebook issues. Students should be referred to the library for all Chromebook issues that cannot be resolved in the classroom.

1. Library Media Specialist or Media Specialist Aide will trouble shoot problems with the device and resolve any internal, non-physical damages possible (charger issues, passwords, OS Damage, reboot etc.).
2. If needed the Library Media Specialist or Media Specialist Aide will submit a WORF that will include information about the damage or malfunction if the device has physical damage or if the device is malfunctioning beyond our ability to repair.
3. Media Specialist or Media Specialist Aide will add the student information to the WORF and pass the device over to the Technology Department Technician for repairs.

Step 2: Technology Department

The Technology Technician will then take the device to be repaired and evaluate the damage or malfunction. Any device with physical damage or damage that can't be repaired with basic trouble shooting will be handed over to the Technology Technician.

1. The Technology Technician will review the information in the WORF and assess the damage or malfunction.
2. The Technology Technician will assess the damage and add that information to the notes section of the WORF.
3. The device will be repaired by the Technology Technician and given back to the Library Media Specialist or Aide to return to the student.
4. If needed based on the extent or excessiveness of the damage to the student device the Technology Technician will give the appropriate administrator their recommendation based on their determination of damages being intentional, excessive or the result of negligent behavior.
5. If needed based on the damage the device will be labeled with damages and prices of damages and given to the appropriate grade level administrator and if a device is labeled as requiring the assistance of an Administrator that device will be passed over to the appropriate grade level Administrator before being returned to the student.

Step 3: Administrator

The grade level administrators will be given the device with a description of the damages and prices. Administrators will determine next steps and communicate with the student and parents as needed.

Step 4: Bookkeeper

If payments or charges are required at Administrators discretion for damages based on intentional, excessive or negligent behavior causing damage to a TCS issued device the Bookkeeper will receipt any money received in the front office.