

KUSD Student Technology Damage and Exchange Policy

Technology Repair/Replacement Plan

Annually, all KUSD parents/guardians are required to electronically acknowledge KUSD Policy 6633 Student Technology Acceptable Use Policy. For any product damage due to mishandling/abuse/neglect, the parent/guardian is responsible for the coverage and potential replacement cost of the technology. Available technology is to be used for educational purposes only, and further expectations can be found in [Policy 6633 - Student Technology Acceptable Use Policy \(en Espanol\)](#) and in the [KUSD Student Technology Handbook](#).

1. Students who are required to bring their assigned device home each night, are expected to have their device fully charged when bringing it to school each day.
2. Students will only use their @students.kusd.edu account on a KUSD assigned device. Use of personal accounts is prohibited on a KUSD device.
3. Students will not modify the configuration of the hardware and software of their assigned KUSD device.
4. The assigned KUSD device will be used for academic purposes only to achieve learning targets and content mastery. KUSD will review reports of installed filtering/monitoring software to determine intended student usage.
5. Students/Parents/Guardians must keep KUSD account username and password confidential.
6. Students must return the device undamaged and in working condition when requested.
7. Some students will be issued a district-owned mobile Hotspot to support Internet access for school purposes. Monthly usage reports will be reviewed and students who are not utilizing the Hotspot will be asked to return the Hotspot so others may benefit.

For Technical Issues:

The expected support path should start with the teacher to determine if the issue is curriculum related. If it is technical, a HelpDesk ticket should be opened by a teacher/staff member to notify the building Technician.

Each school will have an inventory of devices to swap a student device if necessary. The building Technician will investigate the issue and work to repair the device as soon as possible.

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For Device Damage/Destruction/Loss:

Notices of damage or lost devices should be communicated to a teacher/staff member. The staff member will notify the Technology Support Technician through a Helpdesk Ticket. The building Technician will identify the product damage and repair or assign a replacement device. The Technician will generate an invoice through the HelpDesk system. Invoices are sent to the Administrative Support Professional/Admin staff for processing. In the event a device is lost, the Technician will request approval from the building Admin to issue another device. Parents/guardians may be responsible for covering the cost to repair/replace the device. Building administrators have discretion to apply charges. Payments can be processed by each building and submitted to the KUSD Technology Program Refresh account.

Instructions for Schools to Process Payments:

For any identified costs associated with damage and/or replacement of any technology device, the parent/guardian will be made aware of the respective charges and school staff will record such charges in Infinite Campus. Any fees or monies received for damaged or lost technology, will be deposited into the KUSD Technology Program Refresh Account. The Finance Department will send a separate communication with the specific steps to process any deposits.