



## West Clermont *1ToWolf* Chromebook

### Frequently Asked Questions

#### Why must my student use a Chromebook at school?

The direction of instruction at West Clermont Local Schools is heavily rooted in digital learning that seeks to prepare students for the requirements of a digital world. This is why it was important to ensure each student has a device to use every day.

The Schoology Learning Management System (LMS) is an online resource for teachers to house their class materials, such as classwork, homework, tests, etc. It gives them great flexibility in course design, as well as the ability to retain and update those courses. More importantly, this system expands student access to digital learning resources across the Internet. For these reasons, it is necessary to ensure students have a device with which they can access this system.

#### Can I provide a Chromebook for my student to bring to school each day?

The district is investigating the forms that a Bring-Your-Own-Device (BYOD) program might take, but BYOD is not possible at this time.

#### How can the district expect children of this age to care for a costly device?

Since the inception of the *1ToWolf* program, the district has seen incredible resiliency throughout the communities we serve, and most certainly in our students. What we have learned is that students develop a sense of ownership of the device assigned to their care and will rise to the level of expectations set for them at school and at home.

#### Who is responsible for costs due to damage or loss of the device issued to my student?

Like any district asset issued to a student, the student/family is responsible for ensuring the asset is properly cared for. West Clermont has invested significant resources to ensure all of our students have the ability to learn in a 21<sup>st</sup> century learning environment, but it will take commitment from everyone (administrators, staff, students, & families) to ensure we can maintain the resources we are committed to providing.

#### How much does it cost to fix a damaged Chromebook?

Repair costs vary depending on the type of damage. Repair Fees are published at the beginning of each school year. The list details the cost of replacing the most commonly damaged parts. The Total Cost of Repair for an incident of damage will be the sum total of replacement costs for all parts needed to repair the device. In the event that the sum of costs for individual parts exceeds the cost of the device, the charge will be for Total Replacement.

Will I be expected to pay for repairing a device that is just wearing out?

No. As they age, devices will experience failures that are not caused by damage. Failures that occur with no sign of physical damage will be repaired by the district at no charge. These may include, but are not limited to: A battery that will not hold a charge; A wireless network card that will not reliably connect to the network; A failed motherboard; A failed software update or corrupted operating system.

## Insurance

Why is the district providing the Optional Insurance Program?

Because accidents can happen to anyone, the district felt it necessary to inform parents and guardians of the significant cost for the most common repairs while offering them an affordable level of protection against a random accident.

Do I have to buy Chromebook insurance offered by the district?

No.

The district does not require anyone to participate. The Optional Insurance Program is provided to the parents of West Clermont students as an affordable alternative to an unexpected repair charge.

What is the cost for annual insurance coverage of a district-issued Chromebook?

The annual insurance cost has been set at \$30.

Is there a limit on the number of incidents covered by the Optional Insurance Program?

Yes. The program is intended to assist parents in the event of an unfortunate accident. For this reason it provides coverage for a single incident. Most repair costs substantially exceed the cost of insurance. Knowing that many families will struggle with an unexpected bill for repair or replacement, the district chose to implement this program. The program is NOT intended to support careless or harmful behaviors by covering multiple incidents of damage throughout the coverage period.

What is the coverage period for the Optional Insurance Program?

If purchased by September 2, 2022, the Optional Insurance Program offers coverage for the specific device for which it was purchased from the first day a student reports to school (either Face to Face or Remotely) until the day before the student returns to school in the following school year. If purchased after September 2, 2022, coverage begins 7 calendar days after the purchase date and extends until the day before students return to school in the following school year.

Example 1: Insurance purchased on September 2 is retroactive to the first day the student attended school in August, 2022 and provides coverage until the day before the student returns to school in August of 2023.

Example 2: Insurance is purchased on or after September 3, 2022. Coverage begins 7 calendar days from the date of purchase and extends until the day before the student returns to school in August, 2023.

I have more than one student who received a district-issued device. Can I buy one instance of insurance to cover all devices in the household?

Unfortunately, No. The district records and tracks insurance purchases by the device, so while you can choose which device(s) you wish to cover at the time of purchase, a single instance of coverage must be assigned to a specific device at the time of purchase.

Why wouldn't I just buy insurance in the event that my child tells me their Chromebook was damaged?

This insurance, like any other, must be in force prior to the covered device being damaged. If the damage occurs prior to the purchase of insurance, those repair charges will not be covered by the insurance program (the sole exception being the grace period provided if the purchase occurs on or before September 2, 2022, as explained in Example 1 above).

If my student damages the Chromebook and the insurance is used to repair it, can I buy insurance again?

No. Currently, the program only allows for a single purchase of insurance coverage each year.

If multiple parts are damaged on my student's Chromebook, how many parts are covered by the insurance?

The Chromebook insurance covers all damage incurred in a single incident. Should multiple parts be damaged in a single accident, all costs, up to and including replacement of the entire unit, will be covered by the insurance program.

Does the insurance cover theft of my student's district-issued Chromebook?

Yes. In the event your student's district-issued Chromebook is stolen, insurance will cover replacement of the device if a copy of the police report is submitted to your building's administration team.

Is there a way to help families to get insurance for their students' Chromebooks?

Yes. We have established a means for accepting payments for Chromebook insurance to be discreetly assigned by our administration team, to students of families on the Free and Reduced Lunch program. Checks made out to West Clermont Local School District with a memo of F&R Chromebook Insurance, will be applied to this program and spread evenly among our more disadvantaged students. THANK YOU!

## Carrying Cases

Is the district going to make carrying cases available for purchase this year?

This question is currently being investigated. With disruptions in national and global supply chains, product availability is uncertain at this time.