

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 withdraws and returns their tablet without the charger or keyboard, is the student expected to pay for replacements?
A. **The student will have the option to turn in the original charger/keyboard or pay for a replacement.**

LENOVO 300E 2nd Gen	LENOVO 300E	LENOVO N23	DELL VENUE 10 - 5056
Charger - \$32	Charger - \$32	Charger - \$32	Charger - \$32
	Tablet - see Question 6	Tablet - see Question 6	Keyboard - \$77
			Tablet - see Question 6
 3. Q. Who collects fees for replacement parts, damaged tablets, etc.?
A. **The Business Office.**
 4. Q. Can students purchase tablet accessories 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?
A. **Students cannot purchase tablets.**
 6. Q. Is there a prorated amount when the tablet is returned damaged?
A. **The replacement will count as one of their three claims. The replacement cost is:**

LENOVO 300E 2nd Gen	LENOVO - 300e	LENOVO - N23	DELL VENUE 10 - 5056
2019-20 - \$431	2018-19 - \$431	2017-18 - \$431	2016-17 - \$460
	2019-20 - \$331	2018-19 - \$331	2017-18 - \$360
		2019-20 - \$231	2018-19 - \$260
			2019-20 - \$160
- 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?
A. **No. The price remains the same.**
Charger - \$32
Keyboard - \$77
 8. 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?
A. **Yes, the tablet can be transferred in Destiny.**
 9. Q. Since tablets depreciate annually, is the fee contingent on when the student pays for the tablet?
A. **No. Once the fees have been calculated, the fee remains the same until the replacement cost 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 SSC Computer Technician will then wipe the tablet and prepare it for reissue or as a classroom spare.**
2. Q. Tablets have a 1-year warranty from the manufacturer. If there is equipment failure, the manufacturer 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. **The parts would be covered, or the tablet could be replaced with a refurbished tablet.**

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3. Q. Is there software support for the four years that a student has a tablet?
A. **Yes.**
4. Q. If the student pays for the damaged/broken tablet, can they keep the damaged device?
A. **No. Students cannot purchase tablets. They remain property of SMJUHSD.**
5. Q. Is the student required to bring in the broken keyboard, charger or tablet to receive a replacement?
A. **Yes.**
6. Q. Can a student have a replacement tablet if their tablet is lost and they have not filed a police report?
A. **No. A police report must be filed.**
7. Q. Is there a limit of “losses” allowed?
A. **No. The student is responsible to pay for each loss/tablet in full before receiving a replacement.**
8. Q. Is a student responsible to pay for a lost stylus?
A. **No. Replacements are not available, the student does not have to pay for the lost stylus.**
9. Q. All students with Lenovo or Dell are allowed one claim per year, three in total on all tablets. If the student has more than one claim, are they responsible for the damage?
A. **If there is more than one per year, the student must pay for the damage.**

RECOVERY

1. Q. Are we going to track the tablets once the student leaves, drops out or graduates?
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?
A. **Efforts to recover the tablet should begin as soon as the student is no longer enrolled.**

RESPONSIBILITY

1. Q. Who is responsible to maintain copies of theft/police reports?
A. **As we no longer file theft reports with Absolute, copies will be maintained by the Student Affairs Administrator.**
2. 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 and the agency the report was filed with that the tablet has been found.**

THEFTS

1. Q. If the student’s 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.**
2. 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 Student Affairs Administrator and the librarian to update Destiny.**
3. Q. Who is responsible for communicating this to the library?
A. **District Office.**
4. 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 Student Affairs Administrator 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.**