

QPS DEVICE DAMAGE/LOSS- REMOTE LEARNING

PROCESS/PROCEDURE

If a family reports a district loaned device has been lost or damaged, please use the following process/procedure in communicating with families.

1. Ask the family how the device became damaged. If it is normal wear and tear that caused the device to break, the process below will not apply.
2. Ask the family to return the device to the home school (who loaned the device).**
3. Upon return, please place a note on the laptop with return date and described damages and notify Kim.
4. Kim will notify technology to pick up the damaged device from the school it was returned to.
5. Inform the parent that the QPS technology department will determine the cost to fix the device.
6. Per the device contract signed by parents through QPS registration, the family will be charged for cost of repair up to the current cost of a new Chromebook.
7. District will send a letter to the family informing them of the cost and how to make a payment.
8. If the laptop is lost, the family will be charged for the current cost of a new Chromebook.

***A family may be loaned an additional laptop from the district but should consider other options if possible.*