

Procedures for Secondary Students

Nonfunctioning Devices

- A. If there is an issue with the device's functionality (for example, cannot log in to Clever, Schoology, or the device itself), the student can attempt basic troubleshooting steps (hard reset, shut down/turn on, etc.). If that doesn't work, then:
 - a. The student should call the Help Desk at 256-774-4611 or dial extension 11123 or 11124 from a school phone.
 - i. If there is no answer, the student should go to the library at the school and fill out a ticket for their device.

Damaged Devices

- A. If the device has a hardware issue (e.g., a broken keyboard, a cracked screen, or not charging), students should bring it to the media center circulation desk. After creating the ticket, the student will place the damaged device in the designated area.
 - b. The school-level IT Tech will issue a new device to the student through Incident IQ.

Lost/Stolen Devices

- A. If the device is lost, students should go to the media center circulation desk and fill out a ticket in Incident IQ.
 - a. The school-level IT tech or media specialist/library aide will issue the student with a new device through Incident IQ.
- B. If the device is stolen, parents/students should file a police report with the School Resource Officer or police department and provide the administration, school-level IT tech, and media specialist/library aide with a copy of the police report.
 - a. The student should go to the school-level IT tech to receive a new device from the media specialist/library aide.

Withdrawal/Transfer

- A. If a student withdraws from Madison City Schools during the school year, the device and charger must be returned to the school (registrar, school-level IT tech, media specialist, administrator, etc.). The device will then be moved to a designated area for the techs to pick up.
- B. If a student transfers from one school within the district to another, the student will keep the device and charger with them. The school-level IT tech, media specialist, or library

aide must check in the device through Incident IQ and identify the transfer.

Chargers

Each student will be issued a charger upon receiving their device. It is up to the student to keep up with their charger and keep it in good, working condition. Should they lose or damage, or if it becomes stolen, students will be expected to complete a help desk ticket.

New Student Devices

School registrars will notify the technician when a new student enrolls through Classlink. The technician will then issue the student a Chromebook.

Issuing or Returning Device Procedures

1. The device and charger will be issued to students in Kindergarten.
2. The technology department will assign new students who enroll in the school system a device. The department will give the device to the school (registrar, media specialist, library aide, etc.) to give to the student.
3. The devices will be returned when a student withdraws or graduates.
4. Seniors will turn in their devices before receiving their graduation packet.

Discipline related to the device

Each school will handle discipline for any inappropriate behavior related to the device. Teachers will follow the normal procedures for reporting disciplinary issues.