

Procedures for Student Devices at Elementary Schools

Damaged or Nonfunctioning Devices

Students will be the first to identify if their device is damaged or not functioning properly. Once an issue is discovered, the following steps should take place:

- A. **Software/Functionality Issues:** If there is an issue with the functionality of the device (for example, cannot login to Clever or Schoology) the student or classroom teacher can attempt three simple troubleshooting steps.
1. Close multiple tabs
 2. Log out and back in to device
 3. Restart/Shutdown and turn back on device

***Special Situation:** If the issue is obviously student damage or repeated poor care of device, treat this situation as a discipline issue. Student should be sent to the appropriate administrator before a replacement device is issued. Replacement device should only be issued once approved by administrator.

- a. If the three steps above do not resolve the issue, the MCS help desk should be contacted. There are two ways to contact:
 1. Call the helpdesk directly at **256-774-4611** (This method is suggested if you need the situation to be addressed quickly.)
 2. Turn in a help desk ticket via [Incident IQ](#) (This method may be preferred if the problem is not urgent and you do not want to pause your instruction time to talk with a technician on the phone.)
- b. If the technician can not resolve the issue remotely, they will pick up the device from the local school for repair/replacement or forward the issue to the onsite technician.
 - i. **If Device Available in Classroom**

In some situations, a school or teacher may have spare devices issued to the classroom. If the student only needs access to the device during the school day or a particular period, and can make use of the spare classroom device, there is no need to go through the media center check out system. ***If this route will be taken, it is important that the classroom teacher communicates this with the technician, to ensure the repaired device or a replacement device is issued to the student by the technician.**

- ii. **If No Device Available in Classroom**

Once a student's malfunctioning device is turned in, they may be issued a new device from the media center via the school technician, media specialist or aide.

Directions below:

- iii. Complete the [device issue pass](#) and send the student to the media center.
 - iv. If a technician, media specialist or aide is available, they will issue a device to the student through Incident IQ.
 - v. If the technician, media specialist, and aide are out of the media center or working with a class, the device issue pass should be left in the designated area in the media center and a device will be issued to the student as soon as possible.
- c. Once repaired, the original device will be returned to the media center bank. In the situation that repair is not possible, a new replacement device will be delivered to the media center bank.

- B. **Hardware Issues:** If there is a hardware issue (keyboard not working, cracked screen, not charging, etc.) a help desk ticket should be created through Incident IQ. The device will be handed over to the technician for repair/replacement.

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Lost/Stolen Devices

If the device is lost, students and parents should contact an administrator to provide details of the situation. If the device is stolen, parents/students should file a police report with the School Resource Officer or police department, and provide the administration with a copy of the policy report.

- A. Once administration has been notified, a ticket should be created in incident IQ by administration, teacher, or student.
- B. At this point, the technician will issue a new device from the school bank for the student based on the Incident IQ ticket. The technician will add a replacement device to the school chromebook bank.
- C. If the original device is found, the student will return it to the administrator or teacher and continue using the replacement device. The administrator or teacher can notify the help desk that the lost device was found at **256-774-4611** or in Incident IQ.

Withdrawal/Transfer

If a student withdraws from Madison City Schools at any point during the school year, the device and charger must be returned to the school (registrar, administrator, etc.)

If a student is transferring from one school within the district to another, the student will keep the device and charger with them. The device will need to be checked back in through Incident IQ identifying the transfer.

Chargers

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

Issuing or Returning Device Procedures

The device and charger will be issued to students in Kindergarten. The devices will be returned when a student withdraws, graduates, or a newer device is provided to the student.

Discipline related to device

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

- MCS Modules and Assessments are provided to reinforce device expectations when needed.