

Frequently Asked Questions

Why did the district choose to offer insurance for student devices?

When providing a mobile learning device to students also comes a responsibility for students and families to care and protect for their device. As we understand incidents will occur, we want to put proper guidelines in place to ensure your child's device can be repaired and returned efficiently. A protection plan will ensure that if an incident does occur the fees associated will be limited.

What is the district doing to assist students with keeping the device safe from damage?

Classroom teachers will be teaching students to protect and care for their device. This will include ways in which they hold the device when traveling in the classroom to keeping it safe in their backpack when carrying the device back and forth from home to school.

Each device will have a case to keep the device in while at school, in their backpack or at home.

What does the insurance cover?

In return for payment received, we will pay for specific accidental damages incurred to the district issued mobile device while the device is not on school property. This is to include the following incidents:

- Manufacturer's defect
- Accidental damage
- Liquid spills
- Drops, falls or collisions

We will not pay for loss or damage caused by, or resulting from the following:

- Abuse, neglect or intentional damage including not following the original equipment manufacturer's guidelines for proper operation and use.
- Burglary, theft, robbery, vandalism, mysterious disappearance, floods or fires.

Summary of Coverage

Incident Description	Covered	Not Covered
Accidental Damage	X	
Liquid Spills	X	
Drops, Falls, Collisions	X	
Burglary, Theft, Robbery		X
Vandalism		X
Floods or Fires		X

What do I do if I have to make a claim?

In the event of a broken or malfunctioning device, the following steps should be taken. We suggest all device incidents reported within three school days of occurrence.

1. Report to your classroom teacher.
2. Deliver device to your school's office.
3. Sign-out loaner device from your school's Media Center.

Note: If a device is deemed in need of a repair, a loaner device shall be provided **during the school day only**. This device shall remain in your classroom/school and cannot be taken home.

What if I cannot afford the insurance?

The opportunity to have a mobile device for use at all times is something we would like to provide for every child. If you feel that this technology protection plan may cause a financial burden to your family, please contact your building principal for options that may be available. Additional details are included in the following pages but please feel free to contact the building principal with any questions or concerns you may have on this exciting initiative ahead.

How long is the device covered under the insurance that I purchase this year?

Insurance will cover a student device for one school year.

Are parents required to purchase insurance?

Parents have the option to opt out of the device protection plan and be responsible for the full fees associated with common repairs such as a cracked screen or damage from accidental drops or spills. If a parent would not like their child to take the district issued device home, the district can also make accommodations for safe keeping at school. Students will not be allowed to take the device home if the parent opts out of the insurance option or the parent can give the school permission to have the student take the device home if the parent agrees to assume all costs associated with the device.

If I purchase insurance and my student brings the device home, is the content on this device filtered by the district for my student?

East Jackson Community Schools will be filtering the devices at school. East Jackson Community Schools has invested in a mobile filter that will filter your student's device wherever he/she is.

If I choose not to purchase insurance, what does that mean for my student?

If the protection plan is declined and an incident occurs off school grounds, the student will be responsible for the full cost of the device repair or replacement. If a parent would not like their child to take the district issued device home, the district can also make accommodations for safe keeping at school.

Is the device durable enough to stand up to typical student usage?

Yes. The model device that was selected is considered highly durable but care will still have to be taken with the device.

Who will repair inoperable devices?

East Jackson Community Schools' staff will work to ensure that all students have an operable device. Parents/guardians should not take a damaged device to another repair facility or attempt to repair it themselves.

Will the device be able to connect to the student's home WIFI?

Yes. The district does not restrict the WIFI networks a device can connect to.

Are there other options for students if there is not internet access at home?

For those who do not have internet access at home, there are other options. Local libraries offer WIFI access in addition to a number of businesses in the Rockford area. Ask your specific building office if open times are available for your student to work in the building.

Devices also work in offline mode. Students can download items from their drive or email account to work on offline and then the changes will sync back to the device when they re-attach to the WIFI at school. Students would have to download what they need while at school or connected to a WIFI network.

Who do I contact if I have questions about insuring student devices?

Feel free to contact the building principal with any questions or concerns you may have on this exciting initiative ahead.