



1:1 Device Handbook

2023 -2024

Grades 6-12

<http://www.lakeorionschools.org>

Optional Device Protection Program Information: Accidental damage insurance is available for all district owned devices. Please check with your building administrator if you need financial assistance. Protection coverage can be purchased during your child's meet and greet or walk-through events. Students enrolling in the district throughout the year will have two weeks to purchase insurance. See additional details on page 4.

Craig Schoon, District Technology Coordinator and 1:1 Coordinator

Email: craig.schoon@lok12.org

**** Payment method is by credit card/bank cards only ****

Table of Contents

Introduction	Page 2
Expectations and Care	Page 3
1:1 Student Contract (Sample)	Page 4
Optional Device Protection Program	Page 5
Frequently Asked Questions	Page 7
Repair and Billing Procedures	Page 10
Area places offering free WIFI	Page 11

INTRODUCTION

The following information will refer to the use of an individual student computing device provided by Lake Orion Community Schools (LOCS). This will include an Apple iPad or a laptop. In addition to this 1:1 handbook, students are required to follow the guidelines outlined in the Lake Orion Community Schools "Technology Acceptable Use Policy." Lake Orion will continue to review and update or modify policies. Please refer to the Lake Orion Community Schools' website for the most up to date information.

DEVICES

LOCS is excited to offer devices for all age groups. DK-1 level, students will utilize an Apple iPad with protective case. Grades 2-5 will use the HP ProBook laptop and grades 6-12 will make use of an HP ProBook x360 laptop. Students will utilize the Microsoft 365 suite of products and be able to store files in the "cloud" utilizing Microsoft's OneDrive storage solution. Only students in grades 6-12 will be taking their devices from school to home if needed.



1:1 DEVICE KEY POINTS

- Students will be assigned a device beginning in DK.
- The device will not come with any protection to cover any damages when assigned.
- This device will be used for in-class learning, at home learning, and state testing based upon grade level.
- Families will be able to purchase device protection each year to defray the cost of accidental breakage.
- The protection coverage will not cover intentional damage or lost items.
- Last school year 55% of damaged devices were **NOT** covered under the protection coverage and the repair costs ranged from \$100 - \$450.
- **It is strongly encouraged for families to purchase the protection coverage.**



EXPECTATIONS OF CARE AND HELPFUL MAINTENANCE TIPS

- Students are expected to bring their devices fully charged and prepared for learning.
- It is advised that students bring the power cord/charger to school each day to ensure the device is usable the entire school day.
- Devices should be turned off during transportation.
- Power cables should be removed and stored in a separate compartment. This is covered 2 bullet points below.
- The laptop should never be picked up or carried by its screen.
- Always close the screen and disconnect all cords before carrying the laptop.
- Do not place any items (charger, pencils, scissors, etc.) in the same storage compartment as the device.
- Do not hit, drop, or throw the laptop bag and or backpack (with your device inside) against lockers, walls, etc. as it could damage the screen.
- Remember to carefully set your bag down with the device inside.
- No food or drink is allowed next to a district device and should not be consumed while using the device.
- Chargers and removable storage devices should be carefully inserted and removed.
- devices must never be placed in unlocked cars or lockers, left in an unsupervised area, or left unattended.
- Never expose a device to long term extremes in temperature or direct sunlight. An automobile is not a good place to store any technology for any significant length of time.

SCREEN CARE

- Do not apply undue pressure to the screen. This includes placing heavy objects on the lid of the laptop as it can cause a pressure crack in the screen.
- Do not poke or scratch the screen.
- Clean the screen with a soft, dry 100% cotton or microfiber cloth.
- Laptops should be closed (nothing in between the screen and keyboard) when not in use.
- Convertible laptops must be closed properly so the screen is protected.
- ***Do not overload bags such that books and supplies weigh down on the screen.***
 - ***Pressure cracks are the number one cause of screen cracks and damage***



Student Computer Use 1:1 Acknowledgment Form

**** No student shall be allowed to use school-issued mobile computing device until the parent/guardian has signed and returned this acknowledgment to the school ****

Parent/Guardian:

I have read the Acceptable Use of Technology Policy. I understand that my son/daughter's use of the school-issued device is subject to compliance with these rules. I further understand that violation of the policy and/or rules may result in the revocation of device privileges and may also be subject to further disciplinary and/or legal action.

By signing this form, I agree to the following:

1. I am responsible for the equipment or property issued to my son/daughter, who will use it in the manner intended.
2. I will be responsible for any damage done (excluding normal wear and tear).
3. Whenever requested by the school administration, I will return the item(s) issued to me in proper working order (excluding normal wear and tear). I will reimburse the district for damage or loss of any item(s) issued to my son/daughter that is damaged or lost, at my expense. If I do not pay any fees or return the device, I understand that my son/daughter may be excluded from graduation activities, and I may face legal action or outstanding debts may be turned over to a collection agency.
4. I need this device to support my student's school and home learning needs.

Any suspicion of theft and/or intentional damage to the item(s) will be reported to the appropriate law enforcement agencies.

Date: _____ Student ID: _____ Grade: _____

Student First Name: _____ Student Last Name: _____

Building: _____ Do you have internet access at your home? _____

Legibly Printed Name of Parent/Guardian: _____

Signature of Parent/Guardian: _____

Optional Device Protection Program

*** The fee covers the 2023/2024 school year ***

Coverage with Policy:	
Accidental Damage	✓
Drops	✓
Falls	✓
Collisions	✓
Cracked Screens	✓
Liquid Spills	✓
Power Surge	✓
Vandalism	✓
Flood	✓
Fire	✓

HP ProBook's
Full replacement cost ranges from \$600 - \$700
Average repair costs – data last year \$200 - \$400
-screen replacements, port repairs, keyboard repairs

The device protection fee will cover any laptop grades 6-12. Protection coverage is available and **STRONGLY** encouraged given that in-person students will be transporting the device to and from school each day. If choosing to not purchase or opt out of protection coverage, each student/family will be responsible for the full repair/replacement cost of any device issued and assigned.

On the next page is a sample form that will need to be completed when the registration window opens. A form for each device will need to be completed. If a family is looking at covering two devices, then two forms will need to be completed

More details and cost about the program continue below.

Registration is open: August 21, 2023.



Lake Orion Device Protection Coverage (DPC) Enrollment Form

Enrollment Window: August of school year or within 2 weeks of enrollment within the district.

Cost:

- Laptop coverage per device ----- \$50 + \$1.75 processing fee for Total: \$51.75
- Multiple devices coverage maximum ----- \$169 + \$5.50 processing fee for Total: \$174.50

Coverage: Protection coverage is for the current school year.

- Intentional damage and LOSS not covered.
- Lost or damaged power cords are not covered.

Laptop Claims

- **1st repair claim:** FREE – device swap provided when available for 1st repair.
- **2nd repair claim:** \$25 deductible and no device swap.
- **3rd repair claim:** Actual cost of the repair and no device swap.

By enrolling in the insurance, the Parent/Guardian is agreeing to the following statement:

By enrolling in the optional device insurance, "I certify that my student's device is not presently in need of repair and is in good working order."

Please complete this form and return with your payment.

Date: _____ Student ID: _____ Phone: _____

Grade: _____ Building: _____

Student First Name: _____ Student Last Name: _____

Device to Insure: _____ Pay by: _____

Parent/Guardian Signature: _____ Total Cost: _____

**** If paying by CHECK please note in the memo line – "LO Protection Coverage" ****

Payment mailing address can be found page 8 in the FAQ

FAQs about the Device Protection Coverage (DPC):

**** The below information covers both laptop and iPad devices ****

Q: What are the benefits of Device Protection Coverage?

A: The coverage will cover any Accidental damage and handling (ADH), parts and labor coverage, mechanical and electrical failure, and power surges without having to pay for the full cost of repair.

Q: What is covered under the accidental damage from handling (ADH)?

A: Drops, falls, collisions, cracked screens, and any damage resulting from an accident that impacts functionality.

Q: What devices qualify for ADH?

A: Any district issued laptop(s).

Q: When does the Device Protection Coverage begin?

A: The protection coverage begins upon completion of payment.

Q: How long does a customer have to purchase a plan?

A: The open enrollment for purchase begins on August 21, 2023.

Q: Who is administering my Device Insurance Protection Plan?

A: (LOCS) will be administering the device protection coverage plan.

Q: Who will be servicing my claims?

A: (LOCS) will have trained technicians for repairs, HP, SEHI, and Cracked.

Q: What do I do if my device gets damaged?

A: Please inform your child's teacher, building media specialists, or the main office.

Q: Are batteries covered?

A: The device protection coverage plan does not cover batteries that fail due to normal use.

Q: Does the device protection coverage plan cover data recovery or backup?

A: No. Please make sure to regularly backing up files to district assigned cloud storage.

Q: Are AC or power adapters covered under the device protection coverage plan?

A: Yes, only if the adapter fails due to normal use.

Q: Does the Device Protection Coverage cover software or viruses?

A: No. Software and virus-related problems are not covered by the device protection coverage plan.

Q: What happens when my device is out for repair during school?

A: If you have the device protection coverage, you will be provided a replacement device while the original device is out for repair. This device swap is only allowed on the first claim. Further subsequent claims will not include a device swap/replacement.

Q: What if I do not have a Device Protection Coverage plan and my device needs to be sent out for repair?

A: The cost of any repair(s) is the responsibility of the parent/guardian according to the 1:1 device agreement contract.

Q: Why does the device I received have scratches or imperfections?

A: All devices were collected at the end of the 2022-2023 school year. Devices were cleaned and verified by technology staff to be in good working order. If you have a concern, please contact Craig Schoon at craig.schoon@lok12.org.

Q: What is the replacement cost of the laptop?

A: Full replacement cost ranges from \$600 - \$700.

Q: What should I do if my device is lost or stolen?

A: Immediately contact the school administrator. The filing of a police report might be necessary for district and coverage documentation. If a police report is filed for a lost or stolen device, Lake Orion Community Schools may aid the police in recovering the device. All devices are tagged with an asset label. The label is not to be tampered with or removed.

Q: What if my child unenrolls from Lake Orion Community Schools during the school year?

A: The device, along with any issued accessories, must be returned to the district. The devices and all accessories should be returned to the building's Main Office. If a device is not returned, any paperwork will be held up and/or legal action may result.

Q: Which grades have which device?

A: DK-2 will have iPads and 3-12 will have laptops. Only grades 6-12 will be able to take their devices home if needed.

Q: Do parents or students need/have to sign a contract?

A: Parents must view and digitally sign the 1:1 student device agreement each year.

Q: What happens if I do not accept the agreement or complete the 1:1 student device contract?

A: Your student will not receive a district issued device.

Q: Will the devices be filtered for student-accessed content?

A: Lake Orion Community Schools will be using a filtered solution. This client will provide the same filtered protection both on and off campus. Please note, not all protection is fool proof. LOCS will strive to provide a safe experience.

Q: Will students be able to take the district issued devices home?

A: By signing the 1:1 student device agreement, students will be able to take their district issued devices home during the school year to use for school related work, this is for students in grades 6-12 only.

Q: If we do not have Internet access at home, are there options for my student?

A: For those who do not have Internet access there are few options. Comcast has rates available at a reasonable cost for families who qualify under free/reduced lunch. In addition, there is an enclosed list of free Wi-Fi locations in Lake Orion. Contact your building administration to arrange a loaner hotspot. In addition, you can reach out to our 1:1 Coordinator at craig.schoon@lok12.org for more information as well.

Q: If I have additional questions or concerns, whom can I contact?

A: You may contact any building principal by phone or email. In addition, please feel free to reach out to our 1:1 Coordinator at craig.schoon@lok12.org.

Q: What is the maximum a family or household must pay for multiple devices?

A: The maximum cost for the optional device protection coverage in a family or single household is \$174.50. Example if you have (4) laptops and you would like coverage for those four items together comes to \$207. However, with the maximum cap the total amount to pay would be \$174.50.

REPAIR AND BILLING PROCEDURES

School Year

During the school year any device that needs repair should be taken to your school's media center. A device repair form will be filled out and the device will be sent to the Technology Department for repair. The Technology Department will contact you about any costs associated with the repair.

Summer

When school is done in June and if your device needs repair, please call 248-814-1798 to set up a time to drop off your device to the Technology Department. The Technology Department is located at:

Community Educational Resource Center
455 E. Scripps Road
Lake Orion, MI 48360
Door 19

A device repair form will be filled out and the device will be repaired as soon as possible. The Technology Department will contact you about any costs associated with the repair and call you when the device is ready for pick-up.

Invoices and Payment

For all damaged devices, a digital invoice will be issued by the district. Payment should be made within two weeks of the invoice being received. The preferred method of payment is by a digital invoice emailed with a link using a credit/bank card. If another method payment is needed, please email the 1:1 Coordinator at craig.schoon@lok12.org.

FREE WIFI AND HOTSPOT INFORMATION

If you need internet here is a list of some area merchants that offer free service. If you have further questions or need internet in your home, please contact your building administrator.

**** Please note services and policies could have changed ****

Baldwin & I 75 Starbucks

3920 Baldwin Rd
Auburn Hills, MI 48326
(248) 253-1230
(Free Wifi Coffeeshop / Cafe)

Great Lakes Bread Co

3800 Baldwin Rd
Lake Orion, MI 48359
(248) 393-0546
(Free Wifi Coffeeshop / Cafe)

McDonald's

3950 Baldwin Rd
Auburn Hills, MI 48326
(248) 335-9160
(Free Wifi Fast Food)

Lake Orion Library Information

[Wireless Internet Access & Wireless Printing | Orion Township Public Library \(orionlibrary.org\)](https://orionlibrary.org)

Lake Orion Community Schools – outdoor access points at:

- Lake Orion High School
- Waldon Middle School
- Oakview Middle School
- Scripps Middle School
- Stadium Drive Elementary
- Carpenter Elementary
- Orion Oaks Elementary
- Webber Elementary
- Blanche Sims Elementary
- Paint Creek Elementary