

Middle School (6-8) Chromebook Repair Policy
(Effective August 30, 2018)

If a Chromebook is damaged:

- Since Ms. Patselas has a teaching and coaching schedule, the repair request is to be submitted online at the CTTCS website under “1:1 Chromebook Program” only during elective and flex period times.
- Students must bring damaged Chromebooks to Ms. Patselas so that the IT Coordinator can make an assessment of damage.
- Repairs will be made as soon as reasonably possible, which is dependent on the insurance company completing the repairs.
- The student will be provided with a “loaner” Chromebook for the duration of the time that theirs is being repaired. Students are never permitted to bring in a Chromebook from home or a non-school issued Chromebook.
- If the result of the Chromebook’s damage is due to malicious use of hardware or software, the school reserves the right to not issue a loaner Chromebook.
- According to the below schedule, students and parents will be charged for Chromebook damage. This accounts for shipping, processing, and the time for our IT Staff to assess the repairs and communicate with the necessary companies.
- FACTS accounts will be charged on the 20th day of the month when the repaired Chromebook has been returned to the student.

Schedule of Repair/Replacement Fees

Each claim that a student files is cumulative over their entire career at CTTCS. It is possible a student may not have a claim to make during their entire career at CTTCS. If a student makes Claim #1 in 6th grade, that would be Claim #1; if that same student does not make a claim again until 8th grade, that would be Claim #2. Claim tracking is effective beginning August 30, 2018.

1. Claim #1 - \$0
2. Claim #2 - \$30
3. Claim #3 - \$60
4. Claim #4 - \$120
5. Claim #5 - \$150
6. Claim #6 - Chromebook will be replaced at full cost to student/parent
7. Complete Loss/Damage - Chromebook will be replaced at full cost to student/parent
8. Screen damage - \$50 - plus the claim fee

Not covered: screen damage; dishonest, fraudulent, malicious or criminal behavior; any acts against the Diocese of Wilmington Acceptable Use Policy; installing software/apps/extensions not approved by school administration or IT staff; disappearance of device not reported to law enforcement and/or school authorities; replacement of a Chromebook with a non-school issued Chromebook. Careless and reckless care for the Chromebooks in which the students show no respect or regard for the device are not covered. The fees for these will be assessed by school administration.