



District Information Technology Office

Township of Union Public Schools

Dear Parent/Guardian/Student,

We would like to inform you of our updated policy for Chromebook damage. In the event that your assigned Chromebook is damaged/broken, the procedures are to be as follows:

- In the event a student Chromebook is damaged/broken, a teacher technician will be on duty in the library loft during 1st period and all lunch periods to assist with the issue.
- The designated teacher on duty will take the Chromebook and provide level one troubleshooting of the device.
- If the Chromebook issue cannot be resolved by the teacher technician, the Chromebook will be held by the teacher tech and the student will be provided a notice stating that their Chromebook will be evaluated by the IT department within 24 hours.
- If the damaged Chromebook cannot be repaired in-house it will be sent out for service and the student may be charged a **\$25 damage fee**. (The student will not be charged if the issue is the result of a manufacturer's defect)
- Whether or not a fee is assessed, the student will be eligible to receive a loaner Chromebook from the IT Department. If a fee is assessed the student will be required to pay the charge prior to receiving a loaner..
- The IT staff member will note the name, student ID number, grade, and loaner Chromebook serial number and asset tag that will be used by the student during the time of the Chromebook repair.
- Once the Chromebook has been repaired and delivered to the IT Department, a member of the IT team will call the student's classroom to have them report to the IT office and swap the loaner for their originally assigned device.

If you have any further questions, please feel free to contact the IT department via email at ITDepartment2@twpunionschools.org or call 908-851-4422