

Incident Assessment Chart

Incident	Action(s) Necessary	Cost
<p>Accidental Damage (1st Instance)</p> <p>Accidental damage to device, adapter, or power cord</p>	<p>A report must be made immediately to administration or IT staff, who are responsible to record the incident.</p> <p>The device must be returned to school so a replacement device may be issued.</p>	<p>With the Device Protection Plan, no cost for accidental damage</p> <p>Without the Device Protection Plan, the cost of replacement will be assessed.</p>
<p>Accidental Damage (2nd Instance)</p> <p>More than one (1) occurrence of loss, theft, or damage in 30 school days will be interpreted as neglect.</p>	<p>A report must be made immediately to administration or IT staff, who are responsible to record the incident.</p> <p>The device must be returned to school so that a replacement device may be issued.</p>	<p>With Device Protection Plan, half the cost of replacement or repair.</p> <p>Without the Device Protection Plan, Full cost of replacement or repair.</p>
<p>Accidental Damage (3rd and additional instances)</p> <p>More than two (2) occurrences of loss, theft, or damage during the school calendar year will be interpreted as neglect.</p>	<p>A report must be made immediately to the administration or IT staff, who are responsible to record the incident.</p> <p>The device must be returned to school so a replacement device may be issued.</p> <p>Some loss of privileges of using the device may occur such as: disciplinary action, restricted from taking the device home</p>	<p>Cost of replacement or repair will be assessed according to damages.</p>
<p>Intentional Damage/ Neglect</p>	<p>Upon notification or the administration's knowledge of an incident of intentional damage or neglect, the device must be returned to school so a replacement device may be issued. Deliberate damage will be referred to administration.</p> <p>Applicable board policies and/or school building policies will be followed regarding appropriate discipline for damage to school property.</p>	<p>Cost of replacement or repair will be assessed according to damages.</p>
<p>Loss/Theft</p> <p>Unless person(s) responsible for a theft are identified, the incident will be considered a loss.</p>	<p>A report must be made immediately to the administration.</p> <p>In the event of theft, a police report will be filed.</p>	<p>Replacement cost.</p>

Device Repair Costs

Item	Cost With DPP (First Instance)	Cost With DPP (Second Instance)	Cost Without DPP or Third Instance
Replacement Device (7 th gen and newer)	\$0	\$200.00	\$400.00
Replacement Device (6 th gen and older)	\$0	\$150.00	\$300.00
iPad Repair Fee	\$0	\$125.00	\$250.00
Lightning Cable	\$20.00	\$20.00	\$20.00
Power Block	\$20.00	\$20.00	\$20.00
Replacement Device (7 th gen and newer)	\$0	\$200.00	\$400.00
Replacement Case	\$0	\$30	\$50

The prices listed are subject to change without notice. Lost accessories will not be replaced.

Procedures for Damages Not Covered

1) Parent did purchase annual DPP

- First repair free
- Second repair ½ price
- Third repair full price

Steps for Repair

1. Parent/guardian/student will complete a damage report.
2. The Technology Department will assess damage and prepare cost to fix.
3. Parent/guardian/student will receive an invoice of cost and description of repair.
4. A record of the invoice and any payments received will be recorded at the building level and will be listed as an obligation of the student, until the cost of the repair is paid in full.

2) Parent did NOT purchase annual DPP

- Repair full price

Steps for Repair

1. Parent/guardian/student will complete a damage report.
2. The Technology Department will assess damage and prepare cost to fix.
3. Parent/guardian/student will receive an invoice of cost and description of repair.
4. A record of the invoice and any payments received will be recorded at the building level and will be listed as an obligation of the student, until the cost of the repair is paid in full.

3) Parent did purchase DPP but Laptop/iPad determined to be lost, stolen, vandalized, neglected, or has multiple accident claims.

- Repair/Replacement full price

Steps for Repair/Replacement

1. Parent/guardian/student will complete a damage report.
2. The Technology Department will assess damage and prepare cost to fix.
3. The Technology Department will provide a written explanation of why the damage was not covered by the Device Protection Plan.
4. Parent/guardian/student will receive an invoice of cost and description of repair.
5. A record of the invoice and any payments received will be recorded at the building level and will be listed as an obligation of the student, until the cost of the repair is paid in full.

Examples of neglected or vandalized devices (includes but not limited to):

- Lost or stolen
 - police report must be filed to get a replacement
- Vandalized (intentional damage)
 - Opening the case and causing damage
 - Physically removing components
 - Graffiti
- Neglected
 - Exposure to the elements
 - extreme temperatures
- 3+ accident claims result in full price repairs

Ambridge Area School District Device Repair Request

This form must be turned in with the device when submitted for repair.

Student's Name: _____

Student ID #: _____ Device Asset Tag #: _____

Building: _____ Grade: _____ Grad Year: _____ Date: _____

Description of Issue/Damage (*include how the damage occurred*):

Student's Signature: _____

Parent's/Guardian's Signature: _____ Phone #: _____

Official Use Only:

Protection Plan Purchased: YES NO N/A Damage Covered: YES NO

If NO, rationale: _____

Charger Returned? YES NO

Resolution / Action Taken: _____

Signature of IT Personnel: _____ Date: _____

Administrator's Signature: _____ Date: _____