1:1 Device Expectations

**Come to class prepared to learn**
- Bring your device fully charged each day (it takes 2-3 hours to fully charge a device, so be prepared)
- Bring your headphones
- Bring any other materials you might need

**Report issues with your device right away**
- Notify your teacher if you are in the classroom
- Take your device to your DTL (digital teacher librarian) or other person designated by your school if an issue happens outside of the classroom
- Contact local law enforcement if your device is stolen when you are away from school; notify your school as well

**When you leave or graduate from Jeffco Public Schools, return your device.**
- Upon graduation, turn it into your school.
- If you are not returning to Jeffco Public Schools but are in possession of a district 1:1 device over a break/the summer, return the device to your school or the Ed Center at 1829 Denver West Drive, #27, Golden, CO 80401.

Questions?
Information regarding the 1:1 Chromebook Program can be found on the BCHS Homepage under both the “Family” and “Students” tabs at the top of the page.

For much more information, please visit the public FAQ page from Jefferson County Public Schools: https://www.jeffcopublicschools.org/academics/curriculum/technology_in_the_classroom/TechForEd/faqs

**General Device Care**

Your device is your responsibility. Like library books and other school-owned items that students use, the students are responsible for damage to their Chromebooks. The following are some tips for safety and preventing damage:

- Keep your device in its protective cover
- Keep food and drinks away from your device
- Do not expose your device to excessive heat or cold (hot cars are bad for devices!)
- Do not stack heavy objects (like multiple books in a backpack) on top of your device
- Keep your device out of reach of Fido and Fluffy
- Handle your device gently
- Plug and unplug cords from your device carefully
- Do not place your device on an uneven surface where it might fall
- Beware of cord placement and walking paths; someone might trip on your cord and pull your device off of a table or desk

**Battery Life and System Updates**
- Do not let your battery get below a 5% charge
- Make sure your device is fully charged at the beginning of each day
- Shutdown or reboot your device weekly to load updates

**Security**
- Keep track of your device at all times
- Do not leave your device in an unsupervised location
- Do not give out your password or let someone else use your login information
- Do not remove school or district labels from your device
- Do not install unauthorized apps on your device
## Technology Discipline Guidelines

**Bear Creek High School**

<table>
<thead>
<tr>
<th>Minor Infractions</th>
<th>Major Infractions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Student is off-task (social media, irrelevant websites, etc.)</td>
<td>• Cyberbullying</td>
</tr>
<tr>
<td>• Student is using device for non-educational purpose (apps, games, websites, etc.)</td>
<td>• Lost or stolen device due to negligence</td>
</tr>
<tr>
<td>• Student does not bring device charged to class</td>
<td>• Damage to device due to negligence</td>
</tr>
<tr>
<td>• Any device being used inappropriately in a classroom can be confiscated by the teacher at any time.</td>
<td>• Using untraceable browsers or apps</td>
</tr>
<tr>
<td><strong>Teachers are welcome and encouraged to set protocols and expectations for device use within their classes.</strong></td>
<td>• Identity theft/unauthorized access</td>
</tr>
<tr>
<td><strong>1st Offense:</strong> Teacher provides verbal warning to student; interaction noted in Infinite Campus.</td>
<td>• Looking at inappropriate content</td>
</tr>
<tr>
<td><strong>2nd Offense:</strong> Teacher calls home to parent and emails administrator; admin follows up with student and gives student a warning.</td>
<td></td>
</tr>
<tr>
<td><strong>3rd Offense:</strong> Admin calls home to parent to develop a success plan for student.</td>
<td>All major infractions will require teacher contact of parent and administration; they may also require contact of IT staff.</td>
</tr>
<tr>
<td>Based on the context and severity of the infraction, teacher and administration may use some or all of the following consequences:</td>
<td><strong>Consequences</strong></td>
</tr>
<tr>
<td>• Administrative discipline</td>
<td>• Administrative discipline</td>
</tr>
<tr>
<td>• Loss of activity and/or tech privileges</td>
<td>• Loss of activity and/or tech privileges</td>
</tr>
<tr>
<td>• In or out of school suspension</td>
<td>• In or out of school suspension</td>
</tr>
<tr>
<td>• Loss of take-home privileges</td>
<td>• Loss of take-home privileges</td>
</tr>
<tr>
<td>• Financial compensation (fees and fines)</td>
<td>• Financial compensation (fees and fines)</td>
</tr>
<tr>
<td>• The development of a unique success plan for students to adhere to this Jeffco technology expectation.</td>
<td>• The development of a unique success plan for students to adhere to this Jeffco technology expectation.</td>
</tr>
</tbody>
</table>
1:1 Device “Pro-Tips”

This device is being entrusted to you for the next four years and it will be your responsibility to take care of it as necessary. The following are some suggestions and ideas regarding how to get the most out of your experience and your device.

1. Please keep the device in the provided case at all times; trying to take the case off is likely to result in a broken screen.

2. You are welcome to decorate the case with stickers or other embellishments, but please do not cover the barcodes or information on the bottom of the computer. You are also encouraged to label and/or decorate your power cord so as to distinguish it from others. Extra chargers can be purchased in the financial office if needed; they are $26.73.

3. You are expected to bring the device charged, daily. Wherever you charge your phone or other devices at night, you should also consider charging your Chromebook. Put your phone or device on top of your Chromebook at night and it will help remind you to grab your charged Chromebook (and your power cord) in the morning.

4. Be mindful with this device at all times as all damage is your own financial responsibility.
   a. The most common cause of broken screens is students leaving things on top of the keyboard (pencils, paperclips, food, etc.) and then closing the screen. A replacement screen costs $100.
   b. When a key cap breaks off, usually a full keyboard replacement is needed; it costs $50.

5. Though not required, we STRONGLY SUGGEST that families consider purchasing a warranty (see next section).

1:1 Device Warranty Information and Introduction

The following pages are all district-created resources regarding warranties and repair costs for these 1:1 devices. We encourage families to take the time and read through all the information as they consider this option. For digital versions of these documents (with working links) please visit the 1:1 Chromebook Initiative webpage on the Bear Creek High School homepage under “Families.” As you all weigh your options, here is some additional information to know and consider.

- All warranties are purchased directly through Lenovo, not Jeffco Public Schools or BCHS. Once purchased, all warranties take about one week (7 days) to be processed and to show up in the system.

- Warranties can be purchased at any time (links are available on BCHS 1:1 Chromebook Initiative webpage), but only until the end of May 2020. After that time period has lapsed, it is NOT POSSIBLE to purchase an additional warranty for this device.

- Theft is not covered by any warranty. A student whose device is stolen or lost will be charged the full cost of replacement (about $300). This includes students on free and reduced lunch. Devices lost or stolen will be remotely deactivated by district IT and rendered useless to thieves.

- Repairs are done through Jeffco and BCHS. As this is a district-owned device, any device in need of repair will be repaired. Repairs for devices not under warranty will be billed to student accounts. Unpaid bills will be converted to fines on student accounts. This includes students on free and reduced lunch.

- If a student buys the Full ADP Plan ($86.32) and they drop their computer, resulting in a broken screen ($100 cost), a cracked bezel ($25 cost), and a popped off key ($50 cost); despite the repair costing $175, their cost will be nothing. They could also break their computer every month for 4 years straight and it will not cost them anything because of that warranty.

Despite the added cost, we strongly suggest that families consider buying a warranty for their 1:1 device.
1:1 DEVICE WARRANTY & INSURANCE

View Accidental Damage Protection Warranty information translated into different languages

While Jeffco Public Schools offers device repairs at a minimal cost, some families may choose to protect their student’s device using supplemental coverage they purchase. (See also our tips for minimizing damage to your device.)

Please note that warranties purchased through these 3rd party providers are an agreement between your family and the warranty provider; Jeffco Public Schools is not involved in these policies.

What is Covered with Your District 1:1 Device
All devices come with a one-year manufacturer’s warranty. This manufacturer’s warranty does not cover accidental damage. Manufacturer’s warranty repairs will be provided by Jeffco Public Schools at no charge for the life of the device.

Manufacturer’s Warranty Covers
- Any repair needed due to manufacturing defect
- Internal component failure (hard drive failure, system board failure, internal fan failure)
- Any repair that needs to be made that is no fault of the device user

Accidental Damages Include
- Damage due to accidents or misuse (broken screen, broken bezel, broken key)
- Damage due to a drop
- Water damage
- Fire damage
- Heat damage (leaving device in a hot car for a prolonged amount of time)

Additional Warranty / Insurance Options
Accidental Damage Protection Coverage
DHE offers an additional warranty/insurance option for Lenovo devices at a reasonable price that families can purchase to cover accidental damage to their devices for 1-4 years. See the DHE Accidental Damage Warranty document for details on what is covered and how to purchase the warranty through DHE.

To purchase the ADP warranty for your device from DHE, CLICK HERE. Select the option you would like to purchase, complete the requested information, and submit payment.

See next page for notes on this warranty.
Notes regarding this warranty:

- The Lenovo Accidental Damage warranty must be purchased while the device is under the original 1 year manufacturer warranty.
- Warranty purchases through Lenovo and DHE are tied to a single device serial number and cannot be transferred.
- The accidental damage warranty starts on the date that the original manufacturer warranty started, not the date the warranty was purchased. Because of this, families should purchase a 4 year warranty to cover the full life of the device.

Tips to Minimize Device Damage

- We see a significant decrease in damage if a device is in a protective case. It is required that the case provided with your student’s device remain on it at all times.
- It is recommended that students follow the tips in the How to Care for your Chromebook to minimize loss and damage to their device.
LENOVO ADP (Accidental Damage Protection)
WARRANTY INFORMATION

**View Accidental Damage Protection Warranty information translated into different languages**

**Note:** The purchase of a Lenovo ADP warranty is tied to a specific device serial number and cannot be transferred to another device.

**FULL ADP PRICING**
Full ADP does not have a limit on the number of warranty repair claims per year.

- 5PS0N75581 - Lenovo 1Y Depot + ADP (School year Term, 14 Months) $23.92
- 5PS0N75678 - Lenovo 2Y Depot + ADP (School Year Term, 28 Months) $43.16
- 5PS0N75610 - Lenovo 3Y Depot + ADP (School Year Term, 42 Months) $68.12
- 5PS0Q13676 - Lenovo 4Y Depot + ADP (School Year Term, 56 Months) $86.32

**BASIC ADP PRICING**
Basic ADP limits the number of warranty repair claims to ONE per year.

- 5PS0N99445 - Lenovo 1Y ADP Basic (School Year Term, 14 Months) $17.16
- 5PS0N99474 - Lenovo 2Y ADP Basic (School Year Term, 28 Months) $25.48
- 5PS0N99467 - Lenovo 3Y ADP Basic (School Year Term, 42 Months) $35.88
- 5PS0N99469 - Lenovo 4Y ADP Basic (School Year Term, 56 months) $50.44

**Purchase Period for ADP:** ADP must be purchased while the product is still under the original warranty.

**Coverage Period for ADP:** The duration of the extended Lenovo Limited Warranty for your product will be for the period you purchase, commencing on the start date of your original base warranty period. This Service must be purchased during your product’s original warranty period.

**School Year Term:** Extends the warranty term by two months per year to make allowance for the device not being in use while school is not in session.

**COVERAGE**

**ADP Service WILL COVER**

This Service covers operational or structural failure caused by:
- Liquid spills on the keyboard,
- Unintentional bumps or drops from not more than fifteen (15) feet or five (5) meters,
- An electrical surge that damages the product’s circuitry, or failure of the integrated screen, Lenovo will repair or replace (in its sole discretion) the product; provided, however, that the damage to the product is caused by an accident and is unintentional.

This Service only covers components installed in your product at the time of purchase, including the internal central processing unit, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated screen, optional features installed by Lenovo at the
LENOVO ADP (Accidental Damage Protection)

WARRANTY INFORMATION

time of purchase, and other components that Lenovo includes as a standard feature with the product.

ADP Service WILL NOT COVER

- CRU batteries, light bulbs, memory disks, wire connections, AC adapters, carrying cases or folios, stylus or digitizer pens, cradles, docking stations, port replicators, external keyboards, printers, scanners, external drives, software (preloaded or purchased separately), tapes, CDs, DVDs, film or other media, external modems, external speakers, monitors, external mice or other input/output devices, projectors, any other components not internal to the product, any pre-existing defects in your product that occurred on or before the date of this Agreement, optional features not installed by Lenovo at the time of purchase, accessories purchased in addition to the base unit, third-party products (those not bearing the Lenovo logo) even if sold by Lenovo, products not purchased from Lenovo or any products repaired by anyone other than Lenovo or a service provider authorized by Lenovo.
- Normal wear and tear of the product;
- Parts intended to be replaced or consumed - e.g., batteries, stylus, digitizer pen, etc
- Cosmetic damage (e.g., scratches, dents, or cracks that do not affect the product’s functionality or structural integrity);
- Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environment, improper maintenance by anyone other than Lenovo-authorized service providers, removal of original parts or alteration of product or identification labels;
- Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids; or
- Theft, loss or damage from fire, flood, or natural disaster, war, terrorism, acts of God

CHECK THE STATUS OF YOUR DEVICE WARRANTY

Visit https://pcsupport.lenovo.com/us/en/warrantylookup to check the status of your Lenovo warranty before ordering. DHE CANNOT provide an extended warranty if the device is not currently under its original warranty coverage period. This will also assist you in determining the actual duration of your extended warranty based on the original warranty start date.

WARRANTY PURCHASE PROCESS

To purchase the ADP warranty for your device from DHE, CLICK HERE. Select the option you would like to purchase, complete the requested information, and submit payment.

FILE A REPAIR CLAIM

Contact your school to request a warranty repair.

Alternate repair option
You may also contact Lenovo to schedule a warranty repair. Visit https://pcsupport.lenovo.com/us/en/warrantylookup to check the status of your Lenovo device warranty. While on that page after looking up your warranty status, select Repair and select an option to communicate with Lenovo to arrange the repair.
## Chromebook Repair Costs

<table>
<thead>
<tr>
<th>Part</th>
<th><strong>Touch Device</strong></th>
<th><strong>Non-Touch Device</strong></th>
<th><strong>Labor Charge</strong>*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower case</td>
<td>$20.00</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>LCD cover with antenna</td>
<td>$20.00</td>
<td>$20.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Hinge Set</td>
<td>$20.00</td>
<td>$20.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Upper case with keyboard</td>
<td>$50.00</td>
<td>$50.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Motherboard Replacement</td>
<td>$100.00</td>
<td>$100.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Screen Replacement</td>
<td>$100.00</td>
<td>$50.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Audio/Power sub-board</td>
<td>$20.00</td>
<td>$20.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>LCD Bezel</td>
<td>$25.00</td>
<td>$25.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>AC Adapter - 45 watt</td>
<td>$26.73</td>
<td>$26.73</td>
<td>$0.00</td>
</tr>
<tr>
<td>Battery Replacement</td>
<td>$45.00</td>
<td>$45.00</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

*Labor is only charged for non TechforEd devices