



WASHINGTON LATIN PUBLIC CHARTER SCHOOL Technology Replacement Policy, Process & Payment

Washington Latin will issue a Chromebook (a basic laptop) to each enrolled student for the 2020-21 school year.

As outlined in our **1:1 Technology FAQ** (available on latinpcs.org/tech), we want all students to be able to fully access the Latin education, even while in a distance learning mode and therefore working at home. We need our students to treat these devices with care, as we would ask them on campus, so that they can continue learning and our technology investment can last as long as possible.

We are committed to addressing any issues with these Chromebooks as quickly as possible, because we want all students to be able to learn at home without interruption. We encourage students or their parents/guardians to let us know *whenever* there is a problem so that we can keep the students engaged and learning. That said, we know that things happen, including both defective technology and device damage caused by accidents, mishaps, and other real-life moments.

Washington Latin Technology Replacement Policy

- ✓ ***Washington Latin will replace a student's device*** (either the Chromebook or its charger) if it is lost, damaged, or malfunctioning and therefore cannot be used for school (including joining class via Zoom, doing schoolwork, or communicating with Latin teachers).
- ✓ ***The replacement cost may be charged to the student's parent/guardian(s)***, depending on the cause of the issue (manufacturer defect v. damage caused by user error or misadventure).

Chromebooks

Washington Latin will replace a student's Chromebook in the event of manufacturer defect or malfunction, physical damage, or loss. Malfunction can include a defective graphics card, slow processing, and other issues related to the computer's functioning. Damage can include liquid spills, cracked or bent screens, damaged keyboards, broken charging or data ports, and cracked casing.

- Latin will replace an undamaged but malfunctioning Chromebook **free of charge**.
- The cost to replace a damaged Chromebook is **\$150**.
- The cost to replace a missing Chromebook is **\$300**.

Chromebook Chargers

Washington Latin will replace Chromebook chargers in the event of manufacturer defect or malfunction, physical damage, or loss. Damage to chargers includes but is not limited to bent or snapped prongs; frayed, severed, or worn cords; and damage to the charger box or casing.

- Latin will replace an undamaged but malfunctioning charger **free of charge**.
- The cost to replace a damaged charger is **\$20**.
- The cost to replace a missing charger is **\$40**.

In the unlikely event that your child's Chromebook or charger is lost or damaged after being replaced previously, Latin reserves the right to charge the full cost of the device for a second (and any subsequent) replacement.

Technology Replacement Process

What parents/guardians need to do to get started and what to expect

1. **Contact the Tech Office** – The first step is notifying the Tech Team about the problem, including a brief description of the issue and any details that could be helpful. **NOTE: the more information you share, the faster the assessment process will be!** You may send an email to techsupport@latinpcs.org or call 202.223.1111 and ask for Carl Lyon or the Tech Office.
2. **Lost Devices** – Skip to #3.
Damaged Devices: Return to Latin - Please bring the Chromebook and/or charger to the front desk at school as soon as possible. There is a receptionist at the front desk from 10 AM to 3 PM on weekdays. To schedule a different time, please contact techsupport@latinpcs.org.
3. **Sign out a loaner device, if needed** – We do not want any student to miss learning time because of a technology device problem. There are a limited number of Chromebooks and chargers available for students to borrow for up to 10 days or until the new device is available. Please let us know in advance so we can have a loaner ready for you.
4. **Latin's Tech Office conducts an assessment** – We will evaluate the device and determine the issue and whether it can be repaired or requires a replacement. This will take no more than two business days. We will contact you to share our determination and next steps.
5. **Pay the replacement fee, if applicable** – Parents/guardians will need to pay the fee (outlined above) as soon as possible, so we can issue another device to the student. See below for payment options, including establishing a payment plan or requesting fee relief, if needed.
6. **Pick up the replacement** – The new/repaired Chromebook or charger will be available for pick up at the school building between 10 AM and 3PM weekdays or by appointment (contact us at techsupport@latinpcs.org to arrange a time.)

Note: This process can be reduced to a single trip to Latin to drop off the damaged device and retrieve a replacement. If you already know that your child's device is damaged (for example, it was dropped), please inform the Tech Office and pay the fee, so you can pick up the replacement when you drop off the damaged device. Please email techsupport@latinpcs.org before you come to campus.

Replacement Fee Payment Options

- ***Credit Card/Paypal**** - You can make a secure credit card payment on the [Make Payments page](#) of latinpcs.org. Select “Other Payments” and write “Chromebook/charger replacement.”
- ***Personal checks*** – You can mail a check to the school, payable to Washington Latin PCS. Please include a note with your child’s full name, your name, and that this is a technology replacement payment.
- ***Payment Plan or Fee Reduction*** – If your family qualifies for Free & Reduced Meals, or if you are simply facing financial strain and cannot pay the full amount immediately, please contact us to discuss options at techsupport@latinpcs.org.

** Preferred payment method*