

## **School Level Expectations and Commitments**

### SVVSD Learning Technology Plan

This document outlines the major areas of agreement required for successful implementation. It contains the commitments District Technology Services (DTS) will honor to ensure the highest quality support and service for teaching and learning with technology. It also outlines expectations for schools as part of the Learning Technology Plan (LTP).

The devices referenced in these expectations and commitments are those specifically assigned to a single student or teacher, currently an iPad mini, case, charger, and USB-to-Lightning cable.

### **School Expectations**

1. **Processes:** Schools are expected to follow the support processed documented on the LTP site at <https://tech.svvsd.org/ltp/resources/support-documentation/>
2. **Communication:** Schools are expected to relay any information provided by DTS to parents and staff in a timely manner including information about the Expectations and Commitments and the annual Optional Insurance pool.
3. **Apple IDs and accounts:** Schools are responsible for assisting students and staff in creating an Apple ID and for assisting students in resetting passwords as needed. Schools will be required to collect parent email addresses to facilitate this process for students under the age of 13.
4. **Loss and Police Report:** Schools should report lost or missing iPads to DTS in a timely manner and to submit a police report within 4 days of the reported loss.
5. **Fees for repair and loss:** Schools will be the primary point of contact for communicating fees to parents for damage and loss and should do so in a timely manner. Schools will also work with families where fees constitute a hardship to provide a service option to the student.
6. **Fees for iPad accessories:** Schools are responsible for the assignment and collection of fees for missing or damaged accessories (iPad case, charger). Schools are expected to use the fees collected to restock their school supply as needed.
7. **School support personnel:** Schools should identify the primary points of contact for student and teacher iPad distribution and collection, fee collection, parent communication, and work ticket submission and communicate these names to DTS annually.
8. **Storage:** Schools are expected to provide a secure storage area for iPads during the summer and communicate this location to DTS annually. Access to the location will be limited to DTS staff and designated school staff when devices are in storage.
9. **Student iPads:** Schools are responsible for their student iPad inventory and their annual distribution and collection on dates determined by the school.
10. **Staff iPads:** Schools will communicate to DTS via work ticket when there is a change in staff and will collect iPads from teaching staff if they leave the district. Schools will ensure that new staff have support in setting up their iPad and receive a copy of the Teacher Expectations and Commitments
11. **Staff Training:** Schools are expected to work with the Office of Professional Development and with the Instructional Technology team to provide adequate professional learning opportunities for their staff on an annual basis.
12. **Student Training:** Schools are required to provide training to students on digital citizenship and iPad care and use on an annual basis.

## DTS Commitments

1. **Spares:** DTS commits to obtaining and maintaining a set of spare devices that can be used to replace a non-functioning student or teacher device (excluding devices lost or intentionally damaged) upon work ticket submission in a timely manner.
2. **Loaners:** DTS will provide each school with a temporary loaner fleet at the ratio of 1 per 150 students that can be utilized at the school's discretion.
3. **Apple IDs:** DTS will create Apple IDs for students under the age of 13 at the start of each year and communicate this process to school support contacts.
4. **Excess:** DTS will monitor inventory at sites and collect devices that are in excess to redistribute at other schools.
5. **Documentation:** DTS will provide updated copies of the Expectations and Commitments and Insurance documents to schools no later than April 1 of each year.
6. **Support training:** DTS will provide annual training for staff in LTP process and MDM use and will use the LTP and the Support Knowledgebase at <http://tech.svvsd.org/support> to share current information with schools
7. **Distribution Support** DTS will provide on-call support to schools for student iPad distribution days provided the dates are communicated to us in advance. DTS will supply iPads for new teaching staff to your school upon submission of a work ticket.
8. **Communication:** DTS will provide materials via ShoutPoint and the LTP website that schools can use to communicate to parents and will communicate updates and important information to the support contacts identified at each school.
9. **Accessories:** DTS will provide each school with cables for the incoming 6th and 9th grade class annually and with additional cables for new enrollees to the district. DTS will provide a small starter stock of chargers, cases and parts that can be used in a school store.
10. **Repairs:** DTS will facilitate repairs for all LTP devices and the assignment of fees for non-Insured repairs and loss.

## Additional Hardware and App purchases:

1. It is expected that schools refresh any technology purchased beyond the LTP.
  - a. Any equipment purchased above the LTP must include funds to repair and replace ("refresh") that equipment once it has expired.
  - b. Equipment purchased should be DTS approved. See the [SVVSD tech store](#) for information.
2. The District commits to supporting additional hardware purchased by schools provided it meets district standards.
  - a. Support includes maintenance, repair and networking.
  - b. Support does not include replacing equipment when it nears its lifespan or the cost of any parts associated with an out of warranty repair.
3. Schools are expected to have a vetting and purchasing process to acquire additional apps beyond the provided Educational Suite that aligns with [district policy](#) and [district guidelines](#).
  - a. The district commits to providing a process in order to manage purchasing and distribution of apps to students.
  - b. The school is expected to provide the funds for additional app purchases.
  - c. The school is expected to manage a vetting process for additional app purchases. This process should include a group of teachers and students to evaluate the merits of this purchase.
  - d. All purchases and contracts shall be in conformity with SVVSD policies.