

Elementary 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). Additional information referenced below can be found on the LTP Support website at <http://tech.svvsd.org/support/ltp>

The devices referenced in these expectations and commitments are those assigned to a classroom, currently a classroom set of iPads, charging cabinet, and headphones and those assigned to teachers, currently an iPad, laptop and accessories.

School Expectations

1. **Processes:** Schools are expected to follow the support processes that are documented on the LTP Support website.
2. **Communication:** Schools are expected to relay any information provided by DTS to parents and staff in a timely manner.
3. **Loss and Damage:** Schools should report lost, missing, or damaged iPads to DTS in a timely manner and to submit a police report when requested.
4. **School support personnel:** Schools should identify the primary points of contact for student and teacher iPad distribution and collection, parent communication, and work ticket submission and communicate these names to DTS annually. Schools will be responsible for developing processes for basic support tasks, including updating and resetting devices, pushing out apps from the MDM, confirming inventory, and annually renewing classroom iPad checkouts.
5. **Storage:** Schools are expected to secure 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.
6. **Classroom iPad inventory:** Schools are responsible for an accurate accounting of their classroom iPad inventory.
7. **Staff equipment:** Schools will communicate to DTS via a work ticket when there is a change in staff and will collect laptops, iPads and all accessories from teaching staff if they leave the district. Schools will ensure that new staff have support in setting up their equipment and receive a copy of the Classroom and Teacher Expectations and Commitments
8. **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.
9. **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. **Excess:** DTS will monitor inventory at sites and collect devices that are in excess to redistribute at other schools.
3. **Support training:** DTS will provide annual training for staff in LTP processes and MDM use and will use the LTP topic page and the Support Knowledgebase at <http://tech.svvsd.org/support> to share current information with schools. DTS will host quarterly district meetings with school support staff to relay information and gather feedback.
4. **Distribution Support:** DTS will provide on-call support to schools for classroom iPad distribution. DTS will supply iPads for new teaching staff to your school upon submission of a work ticket.
5. **Accessories:** DTS will provide each school with classroom accessories including cables, chargers, and headphones. Excluding normal wear and tear of cables, schools are responsible for the cost of maintaining these items.
6. **Apps:** DTS will provide a suite of productivity, creativity and curriculum apps at no charge and will provide a process for schools to request additional apps for consideration.
7. **Repairs:** DTS will facilitate repairs for all LTP iPads and will communicate with the school the cost of any repairs that are intentionally caused. (Accidental damage will be covered by DTS provided the iPad is in the case).
8. **Support staffing.** DTS will provide up to 40 hours of extra duty pay annually to support school level LTP processes.

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 and a plan 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 and network access.
 - 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 Configurator training in order to manage purchasing and distribution of apps to students beyond the LTP provided suite.
 - b. The school is expected to provide the funds for additional app purchases beyond what is provided by the LTP.
 - c. The school is expected to manage a vetting process for additional app purchases.
 - d. All purchases and contracts shall be in conformity with SVVSD policies.