

# Frequently Asked Questions

1. Why is each middle and high school student issued a device? Lexington District One believes in providing students with the tools they need to support their learning and to prepare them for higher education opportunities and careers. The devices give students access to the most current information available through the internet and to the district's Learning Management System 24 hours a day, seven days a week. Students electronically complete and turn in assignments, homework, projects, or research, while interactive applications help them improve their reading fluency, and build mathematics skills.
2. Where can I get more information about Lexington District One and Personal Mobile Computing Devices? <http://www.lexington1.net/iam/astudent/personal-mobilecomputing> Our website has additional resources as well as the full Personal Mobile Computing Guide.
3. What is OPP? OPP stands for Optional Protection Plan. This is a onetime coverage for accidental damage, repair or theft (only if police report is filed within 72 hours), but OPP does not cover losing the device.
4. What does OPP cover? One incident of accidental damage per school year. An example of an incident would be a student's device accidentally falling on a rock and the screen cracking.
5. What doesn't OPP cover?
  - a. Loss: If a student device cannot be found or returned to the school for any reason, this is not covered.
    - i. Example: A student device is left in a restaurant by mistake and cannot be recovered and returned to the school.
  - b. Intentional Damage: If damage is intentionally inflicted onto a student device, the damage would not be covered.
    - i. Example: Intentionally punching the screen, causing the glass to crack.
  - c. NonRepairable damage due to neglect: If a student neglects to care for the device in such a way, causing damage that cannot be repaired, this counts as neglect.
    - i. Example: A student device is left outdoors when there is rainfall and the water damage causes the device to no longer function properly.
  - d. Peripherals: Device case, charging block and cable excessive wear and tear.
6. How many times can I use OPP each year I purchase it? Just once. Once the OPP has been used for that year, it cannot be purchased again until the next school year.
7. Does OPP cover during the summer? Yes! OPP covers student devices through the school year, over the summer, and up to the first ten days of the following school year.
8. How much does accidental damage cost if OPP is not purchased? Each incident of accidental damage that is not covered by OPP has a maximum charge of \$100.00 per incident.
9. What should a student do if their device is lost? If a student device is lost, the student must fill out a lost report with the School Resource Officer and report the loss to the school helpdesk to be issued a replacement device.
10. What should a student do if their device is stolen? If a student device is stolen, the student must fill out a police report within 72 hours. This report should be filed with the local police department in the area where the device was stolen.
  - a. For example, if a student is out of town visiting relatives and the relatives' home is burglarized, the police report should reflect the device being stolen.