1. ***Device loss prevention:***
   1. Parent and Student signatures on an agreement.
   2. Offering a damage subscription ($20) that allows for the optional payment to cover any damage to the device that occurs.*
   3. We use Absolute for tracking all devices. We have used this tool for years and we partner with them and the local law enforcement agencies to make sure that we track and then find devices. A key portion of this partnership is their ability to communicate with those that have the device and the law enforcement around the country. The phone call from Absolute very often leads to a quick return of the device. We have a strong history with our stakeholders of doing what it takes to collect the devices. We have had the police show up at employees' and students' homes (unfortunately) many times. We place tags on the devices that alert the user that we are tracking it. We are just beginning to use the Absoluto toolkit to wipe devices for disposal/sale. (We also use Absolute to wipe devices if needed after theft/missing, but we try to do this sparingly as it often leads to disposal in a ditch or bayou. Having the device say we would like to recover seems to be more effective.)
   4. We own the software and tag printers to print tags and place multiple tags on our devices. One tag is for asset tracking and the other identifies whose device it is. We cover these tags with clear protective labels to make them last longer. The color of the asset tag indicates the year purchased and by extension the grade level that should be using it and when it will be disposed of.
   5. We track the devices as a textbook and the schools treat them as a textbook in regard to transfers out, end of the school year, etc.
   6. Students can purchase their devices after 4 years of use. We currently focus on the seniors for device purchases, but our plan is to allow eighth grade students to purchase devices as well.
   7. We pick up devices at school before the end of the year. Usually a week or two before the last day of school. This year's "no school" situation has given us approximately 10% that did not return the devices at the first device drop off opportunity. Our first pick ups were daytime only. We will be scheduling evening pick ups in the coming weeks.
   8. We also get device usage reports that can help us find out if a device was lost or stolen and not reported to us.
   9. We collect the "Technology Damage Subscription" as an optional $20 fee per device with a Family max of $40 for all children in that family. We collect it online and at the school and track the collection in PowerSchool with an upload from our online payment or school accounting system (depending on how they paid). The "Family" thing is a little aggravating because we do not have an automation for flagging all family members as paid. Still working on a better way to do that. It

does not cover all the costs for diagnosis, damage repair, replacement, and transportation of devices. Between 85 and 90% of the students participate in the program. We also purchase accidental damage protection for 4 years, but it only covers one incident per device per year. There are more expensive solutions that offer more incidents, but they are a bunch more expensive (4 and 5 times). The school principal must personally sign off to wave the payment of a repair. This happens about one or two dozen times a year for our neediest students. (Most of the time, the principal says they will make an exception and let them pay the subscription late and they go ahead and do that.) We allow the subscription to be paid for everyone until November. After that, the principal approves allowing them to pay it late.

2. ***Protecting the district from any "criminal" activities the student might use the device for:***
    1. Once again, Parent and Student signatures on an agreement and our Acceptable Use Policy within our Student Rights and Responsibilities Handbook. We allow digital/online signatures and schools must get the signatures for delivery of the devices.
    2. Many schools hand out devices at a parent event and collect the signatures at that event for anyone who has not already signed online.
    3. School staff (teachers and administrators) try to get the parents to sign and we reach a very high percentage. We have "opt-outs" every year. Continuing pressure from their students usually moves them by October or November. Others join the opt out group during the year (some are pushed into the group by behavior) and we typically end the year with between 40 and 100 students whose access has been removed. I think that we have had teachers call parents and try to get them to opt back in, but the teachers need to have alternate lessons if they have students that opt-out or if they have students that are being disciplined with a removal of their rights. We STRONGLY discourage this as a discipline method, but it is appropriate for some technology issues or Internet offenses. Getting the paperwork/signatures is something that requires effort and the personal involvement of the principals/admins/counselors/teachers.... A main point that I like to tell admins is that it doubles the work on a teacher who has a student who cannot use the online tools. (We used buses to help distribute alternate materials during this Covid event.)
    4. Our content filtering and protections on the devices also serve to help prevent criminal activity from occurring on the devices. Our devices are filtered at home and onsite with the same system. We allow portions of some things like FaceBook because in discussion damage and hacking of the devices over time, we found that the students just wanted access to some key platforms. We tell parents that these are allowed at home with some filtering, recording of activities, and reporting to our school admins when certain words are used by students. In

addition to the prevention of "criminal" activities, these tools have helped us proactively identify students that needed counseling support and helped us alert parents to things like depression medication issues.

3. ***Handling support for the volume of devices and devices going home:***
   1. We have been sending approximately 17,000 student devices home for years. For this event, we added 3,000 more to that. Most of our 3800 employees have district devices that they take home. Prior to this Covid event, we used a combination of "in-house" help desk support, "outsourced" help desk support, and a very good help desk ticketing and routing system to manage support of these devices.
   2. For the Covid event, we increased the number of "outsourced" helpdesk support staff with the ability to roll-over calls to even more help then was originally assigned.
   3. We implemented different phone numbers for teacher/staff support and student support so we could prioritize a teacher having an issue with a conference call that students were waiting on.
   4. Teachers acted as a first line of support with students and would place issues on a Google form for follow up by school or district staff.
   5. If unresolved, it was submitted into our ticketing system and routed to the appropriate team member for additional support. We averaged 80 to 120 calls per day and resolved over 95% within 24 hours. Most were fixed by remotely taking control of the device and resolving the issue.
   6. We set up "Depots" for exchange" of devices that we could not fix remotely. These moved between sites and we never had more than 4 running at once. Staffing and PPE were both issues we had to deal with. These operated under a "no touch" style environment with zipper bags used to store devices and all staff wearing appropriate PPE. There were days we exchanged over 100 devices and days that we exchanged 8 devices

Label Printing Resources:

1. BarTender Software for Barcode labeling and managing the label printers. (A quote and Documentation is attached. We only upgraded this year to this number of licenses. We started with just one Label Printer and the software was even less expensive. We have just grown to where we felt we needed more. We Tag all E-rate hadrware, student Mobile Hotspots, printers get an asset tag number and their IP address on tags.)
2. Label and Barcode Printer that we use -- TSC TC300 BARCODE PRINTER - https://www.barcodefactory.com/tsc/printers/tc300/99-059a004-7001

3. Label Printer Consumables -- 2.5"X244' BCW RESIN RIBBONS 12 rolls/cs BARCODE WAREHOUSE.BIZ http://Barcodewarehouse.biz
4. Labels -- 2X1 THERMAL LABELS / ROLL - barcode - from https://www.discountthermallabels.com/product/2-x-1-thermal-labels/
5. Label Protectors -- Clear Glossy Label Protectors 2"H x 3"W 1000/Roll from Demco.com https://www.demco.com/