

Category:	Procedure:	
Students	Technology Device Returns	
Descriptor Code:	Issued Date:	Revised Date:
AP-J-270	January 2021	

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PURPOSE

This procedure is to ensure the collection of information technology (IT) devices is consistent across the Knox County school district. This procedure applies to all student and staff assigned devices (to include computers, hotspots, tablets, cell phones, and any other piece of technology equipment regardless of the initial cost, location, or funding source). The following procedure will be implemented to recover or properly account for any devices that are either lost or not returned when requested.

PROCEDURE

1. The onsite device manager will send the following information to the Computer Repair Team Leader or his/her designee at computerrepair@knoxschools.org:
 - Student/staff member’s name
 - Student/employee ID number
 - Asset tag number
 - Device(s)’ serial number(s)
 He or she will then lock the device and change the status to “locked per school admin” in the Incident IQ software.

2. The onsite device manager will contact the individual who accepted the Technology Device Agreement(s) and request that he or she return the device(s) to the school within one (1) week.
 - Calls and emails will be documented via action items in Incident IQ.
 - After three (3) unsuccessful attempts at contact, the device(s) will be deemed stolen. The onsite device manager will file a police report and change the status of the device to “stolen” in Incident IQ.

3. If a student or staff member is unable to return the device(s) to school, the onsite device manager will email the Computer Repair Team Leader or his/her designee at computerrepair@knoxschools.org. He or she will send a prepaid shipping box so that the device(s) can be mailed back to the computer repair shop. The device(s) must be postmarked within one (1) week.

PENALTY

1. If the device(s) are not returned within the allotted timeframe, the device(s) will be deemed stolen. The onsite device manager will file a police report and change the status of the device to “stolen” in Incident IQ.

2. If student device(s) are not returned, KCS Board Policy J-560 Student Fees and Fines allow for the following:

- The grades, grade cards, diploma or transcript of a student who is responsible for vandalism or theft or who has otherwise incurred a debt to a school may be held until the student or the student’s parent/guardian has paid for the damages.

3. The Technology Device Agreement allows KCS to collect the replacement costs from a staff member or student that failed to return the device(s).

- Students, parents/guardians, and staff members that are responsible for stolen device(s) will be invoiced accordingly.

FINAL DISPOSITION

Based on the actions taken and properly logged in the Incident IQ system, unrecovered devices will be dropped from Knox County Schools property books once the police report for stolen property is filed. Failure to complete any of the steps described may result in the initiation of a full investigation to determine pecuniary liability and final property disposition.

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