Instructional Continuity Plan
Returning Devices to Schools

The following questions concern any computers, laptops, tablets, connectivity (hotspot) devices issued by schools to students for virtual, distance learning.

FREQUENTLY ASKED QUESTIONS

I am planning to attend the same school next year as this year? Do I need to return my devices?

No. You can hold onto your device during the summer months and continue using it next year. Remember this device belongs to your school, so you should always keep it stored in a safe place and safe from theft, loss, or damage as best you can.

I am not planning to attend the same school next year. Do I need to return my devices?

Yes. Each school is responsible for its own inventory of devices. Therefore, students who will not attend that school the following year should return devices issued by that school.

What if I need my device for summer school? Can I hold onto it?

Yes. This year, summer sessions will be open to all students. Even if a student attends a session hosted by a school different from the one attended last year, the student may keep the device during summer session and then make arrangements to return once the session is finished.

But, wait… schools are closed. How will I return devices?

Each school will offer device drop-off windows and promote them to their communities. Drop off processes will follow safety protocols in alignment with Department of Public Health guidelines. Contact your school or local district for information on device collection/drop-off windows.
I am not able to return the device during the drop-off window offered? What do I do?

Contact the school and request to return the device to the school at a time that works for you. If the school is unable to make staff available at a time when you can visit, or you are unable to get to the school, you can contact your school’s local district office, many of whom are offering regional drop-off centers or otherwise supporting their schools with device returns. If those options are unsuccessful, you can also contact the COVID-19 hotline at (213) 443-1300 for additional guidance and support.

What will happen if I cannot return the device to the school?

While we recognize these are extraordinary times and many families may be juggling a number of priorities and hardships, please know that these devices belong to schools and must be returned to that school so there are a sufficient number for incoming students.

The school may be unable to provide diplomas, copies of academic records, and others items students need to move forward with their education until devices are properly returned.

My device was damaged or broken. Do I still need to return it?

Yes. We understand things happen and have measures in place to deal effectively with devices that need to be repaired or repurposed. Broken or damaged devices should still be returned; no questions will be asked.

What if a device is lost or stolen?

You should report a lost/stolen device to the issuing school as soon as possible. Things happen, but we do have measures in place to help recover devices that go missing.

- First: our technicians are able to deactivate devices remotely wherever they are; thus, the device will not be usable to anyone who may find or steal the device.
- Second: lost/stolen devices are immediately reported to law enforcement who can use global position system (GPS) technology to track down the location of the device.