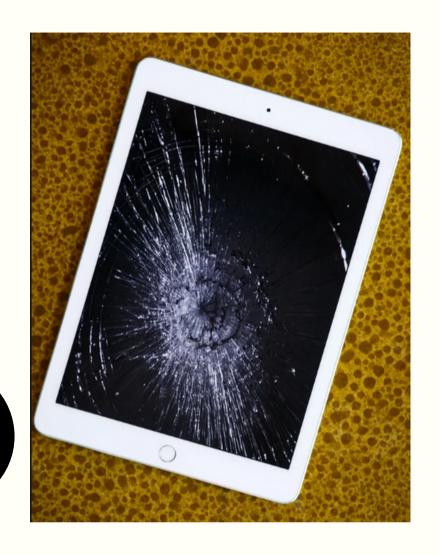


GATHER THE EVIDENCE

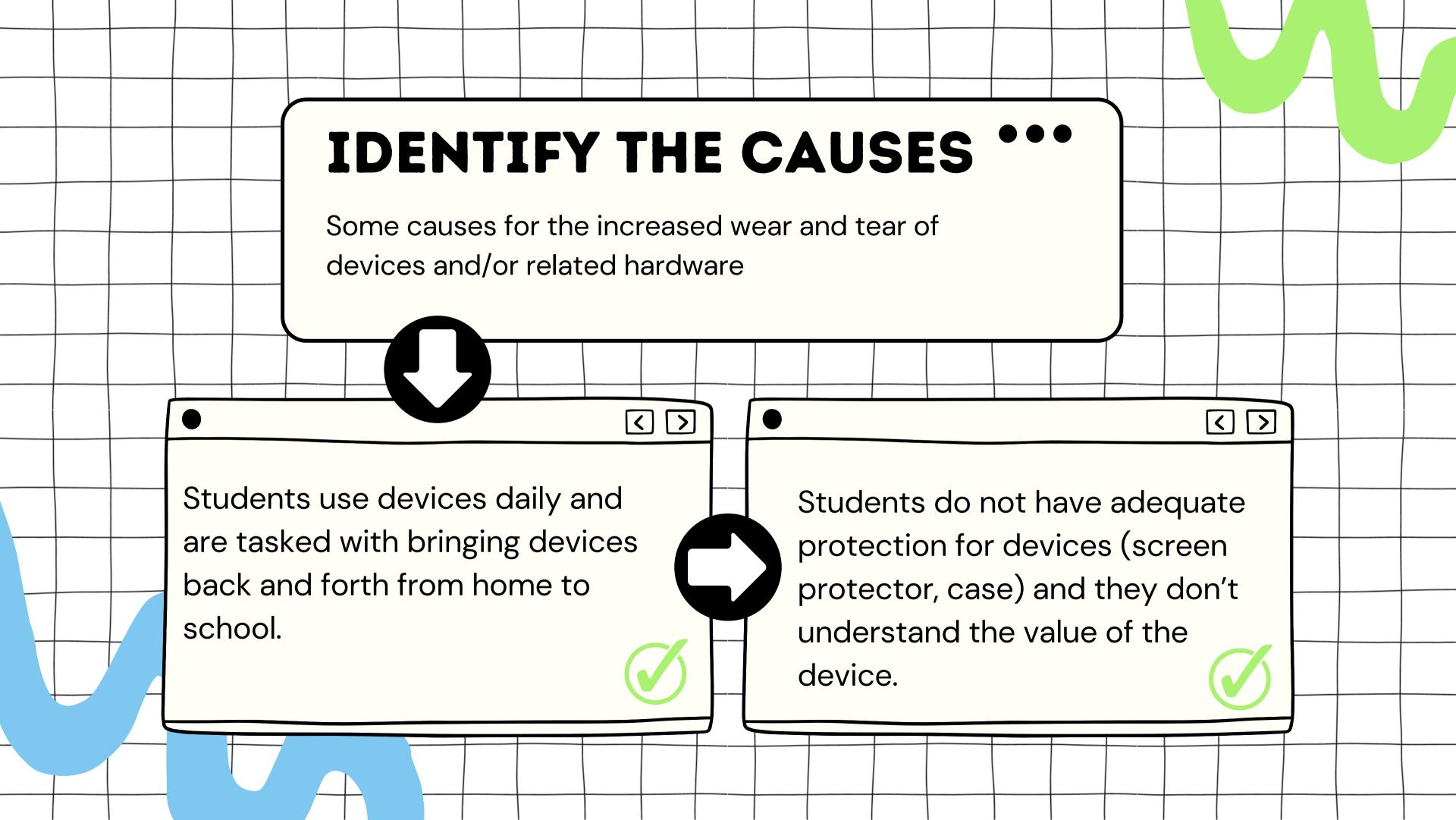
O1 Increase in tickets put into Supporthub for student devices that need repairs

As the STEM cluster teacher,
I have also had many
student bringing devices to
me for updating and
software concerns

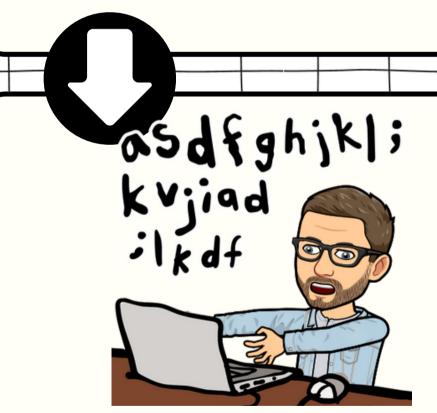












Currently our policy is that students give their broken devices to myself or our parent coordinator. We then put in a ticket for the device on Supporthub and await for a device exchange (if it is still under warranty). If a device is out of warranty then there is nothing that can be done at the school level.

We do not have extra devices to give out and I do not know if we have plans to purchase more. Similarly, if a keyboard and case is damaged or not working, they are no longer replacing them.

