

Review controls over the assignment and tracking of APS devices assigned to students – March 2018

Objective

Review controls over the assignment and tracking of APS devices assigned to students.

Scope

An iPad Air is assigned to each elementary and middle school student and a MacBook Air is assigned to each high school student.

In addition, other devices and equipment may be assigned to a student, under an IEP.

Issues considered:

- Process for assignment to each student;
- Tracking devices and equipment assigned to each student;
- Maintenance of devices;
- Policy on retention of each device over summer break;
- Return of devices to APS when no longer needed or when student leaves APS.

As of March 7, 2008 the following information was noted:

For the FY18 school year, there were 22,301 student instructional devices issued to students in grades 2 through 12.

- iPad Air is assigned to each elementary student at grade 2 and middle school student at grade 6.
- MacBook Air is assigned to each high school student at grade 9.

As of March 5, 2018, 1436 pieces of equipment, 116 ipads, 130 applications, 69 software items were also assigned to students under an IEP. This included 72 additional new devices purchased for FY18. A student may be assigned multiple devices. Also a student may be assigned an iPad to assist with communication in addition to the student instructional device provided by APS.

Controls

Student Instructional Devices

Assignment to each student:

- Asset # and bar code are assigned to all devices purchased by APS. TIPWeb-IT inventory system tracks APS IT assets valued at least \$300.
- Devices are assigned to each school based on projected enrollment each September. On September 15th and September 30th, surplus devices are collected for re-distribution to schools that require devices.
- Information Technology Coordinator (ITC) at each school assigns device to a student and updates TIPWeb-IT inventory system.
- All Software on devices must be installed by APS IS. License for each piece of software is required. In some cases, a school may have specific software installed on all of their student's devices.

Maintenance and return of devices:

- Student takes device to ITC at their school for any maintenance required. ITC follows their hardware repair request process.
- Police report is filed for each device reported as stolen.
- ITC collects devices from all students at the end of 5th, 8th and 12th grade, the transition years from elementary to middle school, middle school to high school and graduation from high school.
- ITC at each school will follow-up on any students who have not returned to APS but who still have devices.
- APS can disable any device that is not assigned to a current student. This has often prompted the user to contact APS to arrange for return of the device.

Assistive Devices

Request and assignment of each device:

- Request for purchase is prepared for each device for approval by the AsTech Specialist and Director, Special Education

- Purchase order is issued by the Purchasing Department for each item. If total paid to vendor will exceed \$10,000 for the year, including other APS departments, then a Sole Source is required and prepared by the AsTech Specialist for approval by the Director, Special Education and submitted to Purchasing Department by the Administrative Assistant.
- As devices are received, they are recorded on AsTech inventory in Google spreadsheets and a pink tag is attached to identify device as an APS AsTech asset.
- iPads and laptops are received by APS Warehouse and assigned an APS inventory # and barcode by Information Systems. Upon transfer to AsTech, devices are tagged and included in AsTech inventory.
- iPads and other high value devices are stored in a locked cabinet and/or locked AsTech storage room prior to assignment to a student.
- As each device is assigned to a student, AsTech Specialist completes a *WHITE AsTech Equipment Inventory* form to record date, student name & ID #, school, grade, equipment and purpose of each device. This is provided to Administrative Assistant to update record on Google spreadsheet inventory.
- AsTech Specialist also completes *YELLOW Statement of Responsibility* for each IPAD / Laptop / Dynamic Display Device or *GREEN Statement of Responsibility* for less expensive devices. This records the equipment type, APS serial #, service tag # and is signed by the Case Carrier.
- Parent/ guardian signature is required on the *WHITE Equipment Loan* form which lists equipment & serial #, cost, student and teacher/staff and parent. After signature is obtained, form is provided to the Administrative Assistant.

Maintenance and Return of devices:

- Devices which require repair are returned to the Administrative Assistant and noted on respective inventory sheets.
- *ORANGE End of Year* form is complete at the end of the school year by the Case Carrier and used to note need for device in next school year, school for next year, summer school use and home use of the device.
- AsTech Specialist follows-up with Case Carrier during the summer months on any devices not returned or noted for summer home use at the closing of the school year.

Issues

At the May 18, 2018 School Board meeting, the updates to 20-2-210 *Electronic Technologies Acceptable Use Policy Implementation Procedures* included the following on maintenance, loss of devices and use of each device outside of APS.

Maintenance:

- APS is responsible for the routine maintenance or standard repairs to school-issued devices.
- Users are responsible for any loss or damage not covered by APS provided insurance, or caused by intentional or negligent acts.
- All damage incidents will be investigated by school administration and technology staff. If it appears that damage is beyond normal wear and tear, the student may be asked to pay for damages in accordance with PIP 40-1.20.4 External Funding – Fee and Payment Collection.

Loss:

- If any equipment is lost, the student or parent must report it to the school immediately.
- In general, loss of issued equipment is assumed to be a result of theft.
- If there is no clear evidence of theft, or the equipment has been lost due to student negligence, the student and parent will be responsible for the full cost of replacing the equipment.

Use of each device outside of APS:

Middle school and high school students may take devices home each night and over summer break. Elementary students keep their device at their school unless there is a specific assignment that requires the device.

- Devices will only be sent home in elementary school when a purpose or specific assignment has been communicated to families or families have requested the device to come home each evening.
- Both the student and parent or guardian must sign the Electronic Technologies Acceptable Use before a device may be taken home.

- When devices are taken home, parents are responsible for monitoring their student's use of APS' educational technologies as is done with other information sources, whether utilizing the home network or other remote locations.

Repairs and Replacement:

Equipment repairs on student devices per Cost Center Desktop Support totaled \$178,316 for FY17 and \$153,402 for FY18 through 5-15-18. Information Services Director, Service Support Center & Infrastructure Services noted total annual cost of replacement devices and repairs is less than 2% of total inventory value of \$10,000,000.

The FY19 School Board budget as of April 5, 2018 included new revenues for an amount to be determined from fees for lost or damaged devices.

Conclusion

APS has set up an effective system of controls for all student instructional devices as well as assistive devices approved by APS. The controls provide a perpetual record throughout the life cycle of each device:

- purchase & receipt by APS,
- recording in APS inventory,
- assignment to student,
- return to APS for maintenance and repairs, as needed, and
- return to APS when student no longer needs device or leaves APS.