



In the pursuit of excellence...

Caledonia Community Schools

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Dear Parents/Guardians,

Caledonia Community Schools will be offering the ChromeCare Plan for the 2024-25 school year. Families have an opportunity to participate in an optional, but recommended, insurance program for Chromebooks issued to students. This program is open to all students and families who have received or are receiving a district-issued Chromebook.

ChromeCare insurance for district provided devices is **\$20 per year**. The insurance will cover accidental damage to the device and theft protection. *Theft claims require a police report.*

The cost of the insurance is per student/device. If you are a Reduced Lunch Recipient there is a 25% discount. If you are a Free Lunch Recipient there is a 50% discount. There is a family maximum of \$60 which is prorated for students eligible for free and reduced lunches.

Students receive new devices in Kindergarten, 5th and 9th grade. The multi-year plans are structured for the amount of time students will have their devices (before upgrading or graduation) based on grade level.

Multi-year plans are not eligible for free/reduced lunch recipient discounts or family maximums.

If you signed up for a multi-year plan in the past, coverage will automatically roll over each year until your student receives a new device. At that time you would have to purchase a single year or another multi-year plan.

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| Family Maximum | \$60 |
| Reduced Lunch Recipients | \$45 |
| Free Lunch Recipients | \$30 |

Multi-Year Plans

Multi-year plans are designed to cover a device for the remaining duration of its life cycle at a discounted cost.

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| 2 years | \$35 - grades 3, 7, and 11 only |
| 3 years | \$50 - grades 2, 6 and 10 only |
| 4 years | \$60 - grades 1, 5, and 9 only |
| 5 years | \$70 - Kindergarten only |

If you are interested in applying for the family maximum or a multi-year plan, please email

helpdesk@calschools.org.

Service Fee

Applied on an annual basis

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| 1st repair | Free |
| 2nd repair | \$15 |
| 3rd repair | \$30 |

Families are entitled to a total of three (3) accidental damage claims per school year for each insured device. There is an incrementing service fee charged for accidental damage after the first repair. After the third repair, a meeting between the parents and the building principal will take place to discuss the issues and what to do moving forward.

Stolen Chromebooks will be covered, after the service fee, with a police report. Lost Chromebooks are the responsibility of the student; loss is not covered by insurance.

The district will provide a loaner Chromebook while devices are out for insurance repair if there is one available.

Manufacturer defects are covered by the district with no service fee.

The insurance does NOT cover the following.

- Lost Chromebooks or components (i.e. AC adapter, case, etc).
- Cosmetic scratches and dents that do NOT affect the functionality of the device.
- Damage caused intentionally or through extreme neglect.
- Any device that indicates an attempt to remove, or removal of, the district identification stickers.
- Any device that was not issued to the student.

When a district issued Chromebook needs repair you or your student can bring the device into the Main Office at your student's building. The student will be issued a temporary loaner device if one is available. Estimated turnaround for onsite repair is 24-48 hours; depending upon availability of parts. Once repair is complete your student will be contacted to return the loaner device and receive their original device back.

For students/families that do NOT invest in this insurance program, repair costs will be added to the student account and families will be notified. Families that do not choose to participate in the insurance program that have a damaged Chromebook will not be able to participate in the insurance program until the damaged Chromebook is repaired or replaced.

Determination of whether damage is considered “intentional” or due to “extreme neglect” will be made by a staff member of the Technology Department. Any reasonable accidental damage defined above will be covered but if the rare instance arises that coverage is denied, relevant documentation and justification will be provided to the student and family and the fee for repair or replacement will be added to the student account.

ChromeCare Purchasing Window

ChromeCare Insurance will be available for purchase at the beginning of each school year. The purchasing window will be open from **August 13th - September 20th**. Chromebooks must be in good working condition as determined by a district technician to be eligible for insurance. If the Chromebook is not functional or has broken components they must be repaired at the student’s expense prior to purchasing insurance. Insurance may be purchased outside of the open purchasing window, however, the Chromebook must be in good working condition and inspected by a technician.

Payment Information:

Please follow this [link](#) to learn more about e~Funds and how to pay for your ChromeCare Plan.

Any questions about the insurance program can be directed, via email to:

helpdesk@calschools.org