Hardware Fines Process

- Damage is found on a device that is associated with a student.
- Library Technology Educator (LTE), Technology Support Technician (TST), or Administration (Admin) ask the student for details about how the damage occurred. A review for a fine can be requested based on what is found in this conversation. Final determination if the damage was willful will be made by your Area Lead Field Technician (Field Tech).
  - If student insists that they are not sure what happened or the damage was clearly not willful, then a normal hardware repair ticket can be made with the student as the contact on the ticket. The device will be repaired, and no one will apply a fine.
  - If the student caused the damage willfully, or there is evidence that the damage was caused willfully because other staff witnessed it, then proceed to the next steps to request a review for a fine.
- LTE/TST will create a HappyFox ticket with the student as the contact of the ticket. The asset tag must also be recorded in the ticket. Because this damage needs to be reviewed for a fine, please indicate such in the ticket title and message. Be sure to include how the damage occurred and why it should be a fine so that your Field Tech can properly determine if a fine should be applied. Set device aside for Field Tech to pick up and ensure the student has access to their schoolwork.
- The "Behavior Matrix" should be referred to for further steps that admin will take with the student.
- Field Tech will repair the device noting what parts were broken because of the damage. Field Tech will consider the age of the device during repair, since some damage may be due to age.
  - If Field Tech determines that the incident described **is not willful**, they will indicate such in the ticket and a fine will not be applied.
    - You can always go back into this ticket and add further details if you believe Field Tech should review this again.
  - If Field Tech determines that the incident **is willful**, they will indicate a fine will be applied to the student listed as the contact in the ticket.
    - Field Tech will log in to Destiny, find students' patron account.
    - Add fine, being sure to include the HappyFox ticket number in the notes of the fine.
- Field Tech will return the repaired device to your school.

Common FAQ

How is a fine amount determined?

Fine amounts are determined by a consistent district-wide price list. The Field Tech will add up the dollar amount of the broken parts, and the total will be applied as a fine in Destiny if applicable. In cases of a total loss, the depreciated value of the machine that is a total loss, will become the fine amount, which is based on the year that device was purchased.

Can LTE/TST add a fine to a student in Destiny?

The only technology fine that an LTE/TST/Library Assistant can add to students is a lost or broken charger fine. All other technology fines are added by the Field Tech. This is to ensure consistency throughout the District.

My school uses class sets, how do I fine for willful damage?

If your school uses class sets, the only willful damage that can be fined for is damage that has good evidence to show that a particular student caused that damage. In this case, be sure to create a HappyFox ticket listing the student as the contact and follow the process listed above. In the case that no student can be connected with the damage, put the ticket in the name of the teacher the set is checked out to, but keep in mind that no fine will be applied.

I am a Library Assistant. What is my role in this?

Library Assistants are usually the first contact with students and therefore are encouraged to write down/record any relevant information. Library Assistants should not be entering any HappyFox tickets for students. Library Assistants should only create fines for chargers and nothing else. This includes clicking "Lost" in Destiny for lost assets. If a device is lost, please look below for proper procedures to follow. Any questions can be directed to your Area Lead Field Technician.

Lost Devices Fine Process

- Student comes to LTE/TST/Library Assistant and claims device is lost.
- **Do not** mark the device "Lost" in Destiny. If you are a Library Assistant, please gather all relevant information and pass along to your LTE/TST.
- LTE/TST must enter a "Missing/Lost//Stolen Device" ticket in HappyFox for the device that has the student's name as the contact and the asset tag properly listed in the ticket (use ticket templates).
- It is also recommended that LTE/TST apply a note in Destiny on the missing device that states "device is missing as of (date). Ticket (List ticket number here)". Ensure that if the device returns, the note is removed.
- Per the HappyFox ticket, the device will be locked.
   - Chromebooks – Locked by Field Tech or Support Center
   - iPads – Locked by LTE/TST or if needed a Field Tech or the Support Center can assist
- After 90 days of the "Missing/Lost//Stolen Device" ticket sitting in HappyFox with no request to unlock the device, Field Techs will assign the proper fine amount to the patron that is listed as the contact in the ticket. The fine amount for lost devices is the depreciated value of the device that they lost. These depreciated values can be found in the Board approved Price List.
- A canned response will be added to any ticket that a fine has been applied to the contact.
- If a fine has been assigned, but the device is found:
   - LTE/TST need to change status to get device unlocked.
   - LTE/TST will check in the device to return the device to "Available" status in Destiny and remove the fine assigned to the patron.
- If a fine has been paid for the lost device, and device returns:
   - LTE/TST must note in HappyFox ticket that device has returned and work with Booking staff to get a refund to the student. Once refund has been issued, add a note to the ticket indicating such.
   - Refunds can be issued for those fines that have been paid within a school year
- At the end of a school year, Field Techs will find all "Missing/Lost//Stolen Device" tickets that are one calendar year or older from the start date of the next school year, and disposition those devices (example: in the summer of 2026 the missing device tickets put in during the 24-25 SY will be dispositioned). In Destiny we will work with Digital Solutions to "Retire" these devices. For each "Retired" device, there will be a fine applied per the 90-day policy.

Common FAQ

Can I click the "Lost" button in Destiny?

Please do not click the "Lost" button in Destiny. Clicking this button will apply a default value as the fine which is not correct.

My school has class sets implemented. How do I track lost items?

If your school has class sets it is likely that the devices are checked out to a teacher or a room and not a student. In this case, please put the missing device ticket under the teacher's name. Because there is not a Patron who was accountable for the device attached to this, there will not be a fine associated with this even after the 90-days.

I am a Library Assistant. What is my role in this?

Library Assistants are usually the first contact with students and therefore are encouraged to write down/record any relevant information. Please do not click the "Lost" button in Destiny. Any questions can be directed to your Area Lead Field Technician.

How does this process work for graduating students?

If a senior loses their device, the process listed should still be followed so that the asset is tracked and everyone is aware that the device is missing. A fine will likely still be assigned and the student will get any correspondence that is sent out about the obligation. If the Patron account is removed the fine will disappear with the account. Regardless the process should still be followed.

How does this work for students that have withdrawn from my school?

If a student withdraws but does not return their device, a missing device ticket should be created in HappyFox. The device will then be locked down per the process and hopefully return to a D11 location. If it does not return in the 90-days the fine will be applied to the Patron account.