



Device Protection Plan 2017-18

As part of the Gilbert Public School's 1:1 program for grades 7-12, parents and guardians have the option to enroll in the Device Protection Plan. The DPP has undergone modifications based on feedback from parents and guardians to provide an optional protection plan that is affordable and based on current pricing.

The optional DPP fee has been lowered to a \$25 enrollment price. The fee has been changed from an annual fee to one based on a damage claim. If a student damages their device during the current school year, the claim will be documented and the \$25 DPP fee would be assessed the following school year as an option. If the student does not have a damage claim during the current school year, the \$25 fee rolls over to the next school year. *(Please remember this does not include any manufacturer issues, those do not count as a claim against a student).*

For any parent or guardian who had paid for the DPP for the 2016-17 school year, your fee will roll over to the 2017-18 school year. *(Below is the updated DPP plan reflecting the 2016-17 fee rollover. You may have already received a version from your student's school that did not reflect the correct rollover information).* If you paid the fee in the 2016-17 school year, the fee payment system will reflect a \$0 amount. Your student's device will be covered for the 2017-18 school year.

Please remember that if a student device becomes damaged, they need to visit their school's library and follow their procedures for documenting their issue. All fee payment questions are handled by each school and Technology Services will work closely with them on any issues to best serve our students, staff, and parents. Please e-mail gpstech@gilbertschools.net with any questions you may have.

Thank you,
Jon Castelhano
Executive Director of Technology

Device Protection Plan (DPP)

As part of Gilbert Public School's 1:1 technology initiative, parents have the option to enroll in the Device Protection Plan (DPP). Enrollment in the plan will minimize the potential repair and/or replacement fees associated with the device.

By selecting this plan you agree to pay a **fee of \$25** to be enrolled in the DPP. If a device becomes damaged, your student will take it to the school's library and fill out the **Student Device Repair Form** (See Appendix B). The Technology Services repair department will repair the device. **If the device is lost, a fee of \$160 will be assessed.** If the device is stolen while at school, the incident must be reported by the student to their teacher, librarian, or front office within 24 hours. If the device is stolen outside of school, the parent/guardian must file a police report within 48 hours. A copy of the report must be turned into the school's front office.

Students who have purchased the DPP during the 2016-2017 school year, will have their fee rolled over to the 2017-2018 school year and their device will remain covered under the DPP. The yearly roll over of the original DPP purchase will remain in place until the student is no longer a GPS student or has a claim. Devices will be periodically inspected to ensure the device is in good working condition and a claim is not being avoided.

There will be no refunds given on the original DPP purchase if a student leaves GPS or upon graduation. Special circumstances will be evaluated by school administration in collaboration with Technology Services.

Enrollment in the DPP does not begin until the \$25 payment has been received and must be completed by September 6th, 2017. Students enrolling in Gilbert Public Schools after September 6th, 2017, will be given 2 weeks after their official GPS enrollment date to enroll in the Device Protection Plan.

What is covered under the plan?

- Accidental damage, such as cracked screens or cases, broken keyboards, etc.
- Battery replacement (if it is determined that the battery is malfunctioning)
- Damage of original power cord. Any lost power cords will be assessed a fee of \$25.
- Replacement of stolen device. If the device is stolen, a police report must be filed within 48 hours. A copy of the report must be sent to the school's front office
- Hardware issues (video cable, broken ports, speakers)

Intentional damage to the device is NOT covered under the plan.

Repair/Replacement Costs

Parents and students who choose NOT to purchase the **Device Protection Plan** are responsible for 100% of all repair and replacement costs for the device that is not related to a manufacturer issue.

The following prices are estimates, as exact costs for each repair will be made upon further inspection of the damaged device. Should the student's device become damaged, the student will be provided a loaner device, while their assigned device is being repaired. Once the assigned device is repaired, the loaner will be collected.

	With DPP	Without DPP
Device Replacement (lost)	\$160	\$160
Device Replacement (stolen)	\$0	\$160
AC Adapter	\$0	\$25
Battery	\$0	\$44
Base enclosure	\$0	\$26
Touchpad board	\$0	\$20
Power connector cable	\$0	\$13
Display panel (screen)	\$0	\$29
Display bezel (front cover)	\$0	\$15
Display back cover	\$0	\$30
Display Hinges	\$0	\$16
Display video cable	\$0	\$12
Keyboard / top cover	\$0	\$45
Wifi card	\$0	\$46
Speaker kit	\$0	\$8
Webcam	\$0	\$25
Antenna Cable	\$0	\$14
System Board	\$0	\$85

NOTE: All repairs must be made or supervised by GPS certified technicians.