

## Procedures for Student Damaged/Lost/Stolen Devices

1. Student brings the damaged device to the attention of the techs
2. The student will be instructed to go to student services and fill out a statement form as to how the damages were caused
  - **NEW:** The student must then speak to an administrator, who will use the price list to assign the appropriate fees and notify the parent/guardian. this money will go to the school and be used at the end of the year to cover the repair center costs that the shop will charge the school.
3. The damaged laptop with the statement will go to the techs for fixing/replacement
4. The student will then return the following day, during student tech hours, to pick up the fixed/replaced device.
  - If the student is a repeat offender of broken/damaged devices, the device that the student is given, which will be the device they use until withdrawn/graduated, will be an older model on hand

For lost/stolen devices:

1. The student will reach out to the techs/teachers/admin stating their device has been lost/stolen.
2. The student will meet with the SROs to fill out a statement.
  - SRO's will get device information from the techs to fill out their incident report.
3. The student will then need to talk to an administrator so their parent/guardian is notified of the corresponding fee.
  - This fee can always be returned to the parent/guardian if the device returns to the school undamaged.
4. Once an incident number has been generated, the device will be marked as lost in the system and the student will be able to visit the techs, during student tech hours, for a replacement device.

# SDOC Repair Shop Repair Price List

Below is a list of parts and the associated cost for when a student laptop comes the district office for repairs. \*Prices are subject to change as quotes are updated throughout the year

Dell 3189		
Part	Cost	Vendor
LCD Screen Assembly	\$294.00	MicroReplay
Palm Rest/ Body	\$44.99	Dakota PC
Bottom Cover	\$29.00	MicroReplay
Keyboard	\$23.00	MicroReplay
Charging Port	\$12.00	MicroReplay
SSD	\$99.99	Dell
Motherboard	\$135.00	Dakota PC
Dell 3190		
Part	Cost	Vendor
LCD Screen Assembly	\$254.99	MicroReplay
Palm Rest/ Body	\$49.99	Dakota PC
Bottom Cover	\$49.99	Dakota PC
Keyboard	\$23.00	MicroReplay
Charging Port	\$12.00	MicroReplay
SSD	\$99.99	Dell
Motherboard	\$135.00	Dakota PC
Lenovo 500w		
Part	Cost	Vendor
LCD	\$179.99	Dakota PC
LCD Housing	\$44.95	Lenovo
Palm Rest/ Body (keyboard is integrated)	\$87.95	Lenovo
LCD Bezel	\$17.95	Lenovo
Back Cover	\$49.95	Lenovo
Hinge	\$31.95	Lenovo
Hinge grommet	\$16.95	Lenovo
Apple iPad		
iPad Repair (When not covered by insurance or AppleCare)	\$199.99	MicroReplay
AppleCare Deductible	\$49.99	Apple

**The following items are NOT provided by the repair shop and are for reference. They are to be ordered by the School Tech**

Dell Power Supply 65W	\$29.99	Dakota PC
Dell 3189 Battery	\$64.99	Dakota PC
Dell 3190 Battery	\$64.99	Dakota PC
Hotspot Replacement	\$29.99	T-Mobile

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**Laptop Replacement**

Prorated based on Age, Manufacturer, and Model

**iPad Replacement**

Prorated based on Age and model