

# Technology Committee Chromebook Update November 2018

## Chromebook Break/Fix Statistics

	2017-18	2018-19
# of Devices	1,361	2,396
# of New Devices	330	1,027
Average Device Age (yrs)	2.25	2.5
Repairs, Sept-Oct – All Devices	112	206
Repairs, Sept-Oct – New Devices	32	8
Break / Fix Rate, Sept – Oct		
All Devices	8.2%	8.6%
New Devices	9.7%	0.8%
Middle School	9.0%	11.7%
High School	5.4%	6.3%

### HIGHLIGHTS

- Each month, 4% of devices require repair
- 2018 break/fix rates up moderately from 2017 driven primarily by aging of devices
- Middle School break/fix rates higher than High School

## Minimal Impact to Student Learning

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- If a device needs repair:
  - The student brings the device to technical support in each building
  - If repairs are needed, a loaner device is issued
  - Once the repair is completed, the student is notified and picks up the original device from technical support
- 90 spares are in place for 2,396 active devices (3.8%)
- Average time to repair is 2 business days
- Average loaner utilization rate is 40%
- Loaner pool has never been oversubscribed

## Low Cost Internal Support Model

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- UCF is self insured
  - No protection contract, pay for parts
  - Anticipated repair costs for 18-19 School Year: ~\$38,000
  - Average turnaround time 2 days
- Alternative to Self Insured - Accidental Damage Protection Program
  - ~\$120 for four year contract (HS)
  - ~\$85 for three year contract (MS)
  - Cost based on 660 new devices a year ~\$68,000
  - All damages covered for contract
  - Average turnaround time 10 days
- Technology insurance fee helps offset costs of program (\$50.00)
  - ~\$80,000 in fees collected