
Secondary Student Optional Device Damage and Protection Plan

1. Program Overview

Midlothian ISD is committed to providing students with the necessary tools for 21st-century learning. As part of our 1-to-1 technology initiative, students are issued a district-owned device for educational use in the following manner:

- Grades K–1: Apple iPads
- Grades 2–12: Lenovo Chromebooks

Devices will be assigned to middle and high school students and will go home daily with students. While the district provides these devices at no initial cost to families, students and parents/guardians are responsible for their safe care, use, and handling. To help offset the costs of potential damages, the District offers families the opportunity to purchase an optional and voluntary accidental **Device Protection Plan (DPP)**. Additionally, to ensure devices are in good working order, staff may perform periodic physical inspections throughout the year. This will help catch and fix small issues before they become larger problems. The fact that a student/parent is given a district-owned device and/or purchases a Device Protection Plan does not give the student/parent ownership rights of the district-owned device.

Elementary student devices are classroom sets and will not go home with students. Since students in grades prekindergarten through fifth will not be issued an individual device, the Device Protection Plan is not available at the elementary level. Families of prekindergarten through fifth grade students will be responsible for the cost of repairs associated with neglectful treatment or intentional damage of devices.

2. The Optional Device Protection Plan (DPP)

Parents and guardians have the option to purchase the district's Device Protection Plan at the beginning of each school year.

- **Cost: \$25 per student, per academic year (non-refundable).** The annual fee is \$10 for students qualifying for free or reduced lunch.
- **What it Covers:** The \$25 fee covers 100% of the repair or replacement costs for the **first instance of accidental damage** to the device during this academic school year. The DPP does not cover intentional and negligent damages, even if the damage is a first-time occurrence.

- **Enrollment Deadline:** The fee must be paid by **October 5, 2026**, via RevTrack using Skyward Family Access before any damage occurs. Students enrolling after school starts have two weeks from the student's official start date in Skyward to enroll in the plan.

If a family does not choose to purchase the \$25 device protection plan, they are fully responsible for the cost of all repairs or device replacement from the first incident, regardless of how the damage occurred.

3. Coverage Breakdown

Category	Cost WITH Protection Plan	Cost WITHOUT Protection Plan
First Accidental Damage	\$0	Full Repair/Replacement Cost
Second and Additional Accidental Damage	Full Repair/Replacement Cost	Full Repair/Replacement Cost
Intentional/Negligent Damage	Full Repair/Replacement Cost	Full Repair/Replacement Cost
Lost/Missing Device or Charger	Full Replacement Cost	Full Replacement Cost
Please Note: If more than one repair is needed, and no prior incidents have been used in the current plan year, the most expensive repair will be covered based on the table above. Additional parts will be repaired at the Plan holder's expense.		

4. Defining Damage Types

To ensure full transparency, the district categorizes device damage into two main types: Accidental and Intentional/Negligent.

A. Accidental Damage (Covered for the first incident under the DPP)

Accidental damage is damage that results from an unexpected, unintentional event that happens while the device is being handled in a normal, reasonable way — for example, carrying it in a backpack, setting it on a desk, or using it in class. The key question is whether the student was handling the device normally and reasonably when the event occurred. If the event was unexpected and the student was not handling the device carelessly, the damage is considered accidental. Technology Services will investigate each incident and make the final determination on whether the damage is accidental.

Examples of accidental damage:

- A student's backpack slips off their shoulder and hits the floor, cracking the Chromebook inside.
- A student's chair is pulled in and the Chromebook on the desk slides off and falls to the floor.
- A classmate's elbow knocks a device off a shared table.
- A door swings into a student's backpack, denting the device inside
- A device slips out of a student's hands while they are reaching for another item.
- Hardware failures not caused by the user (e.g., a battery stops holding a charge or internal components fail—*Note: Manufacturer defects are always repaired at no cost to the student*).

B. Intentional or Negligent Damage (Never covered by the DPP)

The DPP does not cover damage that results from intentional acts or from negligence.

- **Intentional damage** occurs when a student deliberately damages, alters, or tampers with the device.
- **Negligent damage** occurs when a student handles the device carelessly or leaves it in a situation where damage was reasonably foreseeable — that is, a reasonable student would have known the handling or environment put the device at risk.

Technology Services will investigate each incident and make the final determination on whether the damage was accidental, negligent, or intentional.

Both negligent and intentional damage are billed at the full repair or replacement cost, whether the student has the DPP. Intentional damage may also result in disciplinary action under the district's student code of conduct.

Examples of negligence (careless handling or foreseeable risk):

- Leaving the device outside, in a hot vehicle, or exposed to rain or extreme weather.
- Leaving the device unattended in an unsecured public area (e.g., a cafeteria table, gym bleachers, a park) where it is stepped on, knocked over, or otherwise damaged. (*If the device is stolen, the claim is handled under Section 5, Lost or Stolen Devices, not as a damage claim.*)

- Using or storing the device next to open drinks or food, and a spill reaches the device (e.g., a drink in the same backpack compartment as the Chromebook).
- Closing the lid with an object resting on the keyboard or screen (e.g., a pencil, earbuds, or a stack of papers).
- Carrying the device improperly, such as carrying a Chromebook by its screen/lid instead of by the base.

Examples of intentional damage:

- Throwing, striking, or slamming the device.
- Deliberately picking off keyboard keys, peeling off the screen bezel, or prying open the case.
- Removing, defacing, or covering district asset tags or barcodes.
- Writing on, marking, or applying stickers, paint, or adhesive directly to the device.
- Cutting or damaging the charger cable.
- Jailbreaking, or attempting to bypass or disable the district's operating system, security profiles, or management settings.

5. Lost or Stolen Devices

Lost Devices: The Device Protection Plan does not cover lost devices or accessories. Parents/guardians will be billed for the full replacement cost.

Stolen Devices: If a device is stolen, a police report must be filed and a copy provided to the school administration. The District will review stolen device claims on a case-by-case basis to determine if the district will cover the replacement cost of the device.

6. Incident Reporting & Repair Process

- **Report Immediately:** All damage should be reported to the student's teacher or the IT Help Desk within one (1) school day of the incident.
- **Assessment:** The District Technology Services Department will assess the device to determine the cause and extent of the damage. The Technology Services Department will make the final determination on whether damage is deemed accidental, intentional or negligent.
- **Repair/Billing:**
 - If covered under the student's first DPP claim, the device will be **repaired/replaced and returned**.
 - If the damage is intentional, negligent, or it is the student's second incident, the school will issue an invoice for the exact cost of the repair

parts or the full replacement cost of the device. The student will receive lesson materials in an alternative manner until the repair fee is paid and repairs are completed. If it is determined that the device is not repairable and must be replaced, the student will receive a Chromebook once the device replacement fee is paid.

7. Fees for Common Repairs for Lenovo Chromebooks

Item/Component to be Replaced	Cost for Repairs*
Battery	\$200
Bottom Cover	\$130
Hinge Cover	\$90
Top Cover	\$135
Screen	\$170
Charger	\$30
Keyboard	\$125
Total Cost of Chromebook Replacement	\$480

PLEASE NOTE: These costs (except for the charger) include an additional \$79 triage and repair fee that will be applied by the company completing the repairs.

If you have any questions or need support with your device or securing a protection plan, please contact the Technology Services department at 469-856-5050 or access the [Midlothian ISD website](#).