



Device Protection Plan (DPP)

Frequently Asked Questions

How much is DPP and how do I pay for it?

DPP is \$25. It can be paid by cash, check, or through InTouch payment system. Checks may be made payable to the school site.

When is it due?

DPP must be paid for in full no later than the 8th day of school or the 8th day of enrollment

When does DPP take effect?

Your student and their device are not enrolled in DPP until both the agreement and payment have been received by the school district.

If my child has their device replaced, does this cover the new device?

If the device is replaced due to "Total Device Loss", the DPP does not carry over to a new device. If the device is replaced due to faulty hardware or parts, the DPP carries over to the new device.

I have DPP, why am I being charged the full amount for damage?

The damage to the device was found to be intentional. This is done through an investigation into the cause of the damage by the school site. Examples of intentional damage include but are not limited to throwing a device, forcefully closing the screen on an object, pulling keys off the keyboard, or inserting objects such as pens, pencils, or paper clips into a port on the device.

I have DPP, why am I being charged the full amount for damage to another student's device?

DPP covers your child and the damage to the device noted on the DPP agreement. DPP does not cover damage to another student's device by your child.

My child's device was stolen. Do I have to pay for a replacement?

If your child's device is stolen while at school, it must be reported to the teacher or school office as soon as possible, but no later than within 24 hours.

If your child's device is stolen off-campus, it must be reported by the parent/guardian to the police within 48 hours and a copy of the police report must be turned into the school principal. If these conditions are not met, you will be charged to replace the device.

Why are we being charged for sticker removal or device cleaning?

If a device is turned in with stickers or in a dirty condition, it requires technology staff time and cleaning materials to prepare the device for the next student. Device cleaning wipes are provided to students prior to device check-in.

Can I buy charger to replace a broken or lost charger instead of paying for a replacement charger?

No. In order to guarantee the warranty on the device, we must replace the charger with the same make and model as the original charger. In addition, chargers not made for the device may cause battery damage or overheat the device causing damage to other device components.

Do different school sites charge different amounts for DPP, device damage, or device loss?

No. The optional DPP fee is \$25 for all participating school sites. The fines associated with damage are consistent based on the type of damage. If the type of damage is not listed specifically on the chart on the DPP agreement, it would fall under the “other items” category. For this category, the fine is based on the assessed damage by an IT technician and the cost to the district to repair.

What if my device is damaged when I receive it?

Any damage noted at checkout should be noted on the DPP form. Any additional damage found after checkout needs to be reported within 2 weeks of device checkout.