

# Web to One Ticket Summary - Monroe

New Student	Missing/Stolen	Repair Screen	Repair Power	Repair Keyboard	Other	Total
24	10	51	98	51	76	310

- Of 10 tickets regarding missing/stolen items, 3 Chromebooks stolen, 2 Chromebooks missing but recovered, 5 chargers missing/stolen. Required replacement parts totaling \$1025.00.
- Of 51 tickets regarding screen issues, 32 were accidental damage and required repair parts totaling \$1280.00.
- Of 98 tickets regarding power issues, 4 were accidental damage (chargers) and required parts totaling \$100.00. 48 Chromebooks covered under factory warranty for power issues, ~5% failure rate from the factory.
- Of 51 tickets regarding keyboard/trackpad issues, 22 were accidental damage but required no additional repair parts (by reusing parts from decommissioned Chromebooks)
- Total Web to One Repair costs caused by preventable or accidental damage: \$2405.00

# Repair Summary - Rolling Hills

New Student	Missing/Stolen	Repair Screen	Repair Power	Repair Keyboard	Other	Total
N/A	N/A	2	N/A	56	N/A	58

Of 2 tickets regarding cracked screens, both were accidental damage and required \$66.00 to repair  
Of 56 tickets regarding keyboard issues, all were accidental damage and required \$427.00 to repair  
(Trackpad picking and physical keyboard housing damage)  
Total repair costs caused by accidental damage: \$493.00