

Break/Fix Report

Session Law 2025-46

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Purpose and Statutory Lens

Session Law 2025-46 requires reporting on school technology device Break/Fix rates and calls for technology-cost considerations that include long-term cost of ownership, flexibility during the useful life of the technology, and anticipated resale or salvage value.



Collect

PSUs submit device data through the existing Digital Learning and Media Inventory



Validate

Review for mathematical inconsistencies and document reconciled values



Analyze

Summarize statewide results by device type and statutory Break/Fix measures



Act

Use findings to generate a statewide understanding of devices in the classroom, PSU needs, and next steps to support those needs

Statewide Measures

2.17M

Devices*
Reported in
Service

311,436

Repairs
Reported

14.38%

Overall Repair
Rate

8.62%

Estimated
Break/Fix Rate

\$6.62M

Reported Repair
Expenditures

\$85.1M

Reported Device
Replacement Costs

Warranty-Covered Devices

124,794

40.07%

Estimated Non-Warranty Devices

186,642

59.93%

*Student Devices Include: laptops, desktops, and tablets as reported in the DLMI

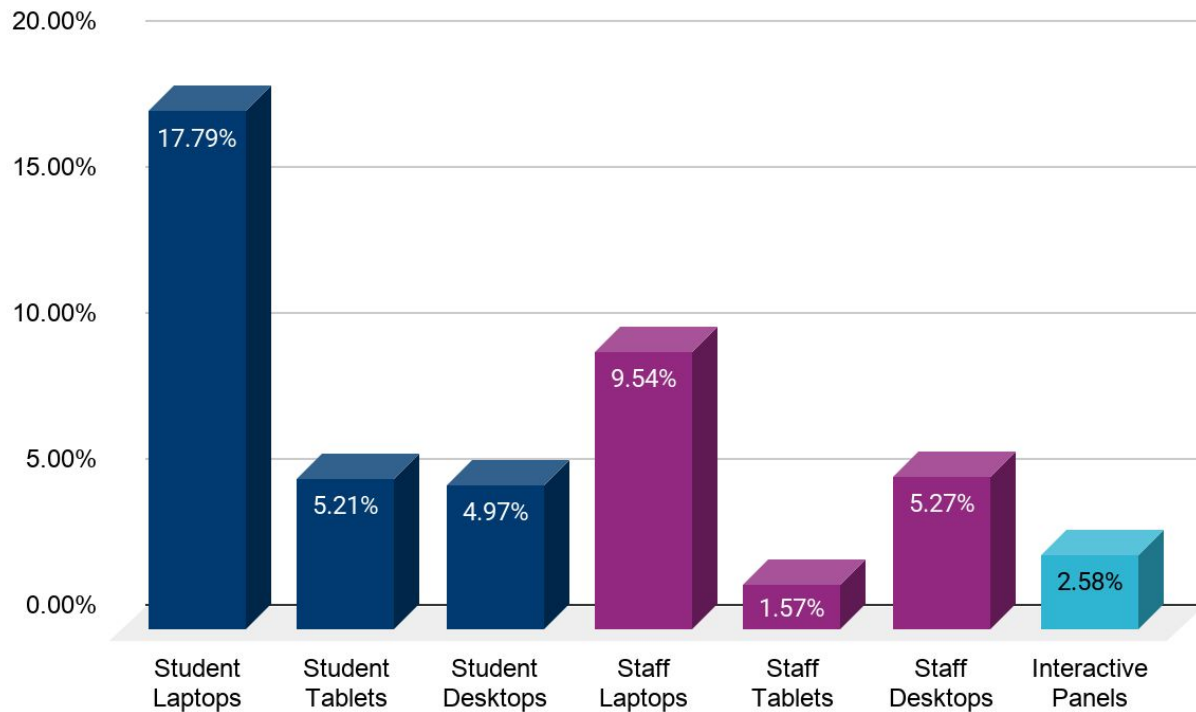
*Staff Devices Include: laptops, desktops, tablets, and interactive panels as reported in the DLMI

Repair Rates by Device Type

Repair Rate:

The percentage of devices in service that were reported as requiring repair during the school year, regardless of whether the repair was covered by warranty.

**Repair rates illustrated in the graph do not exceed 20%*

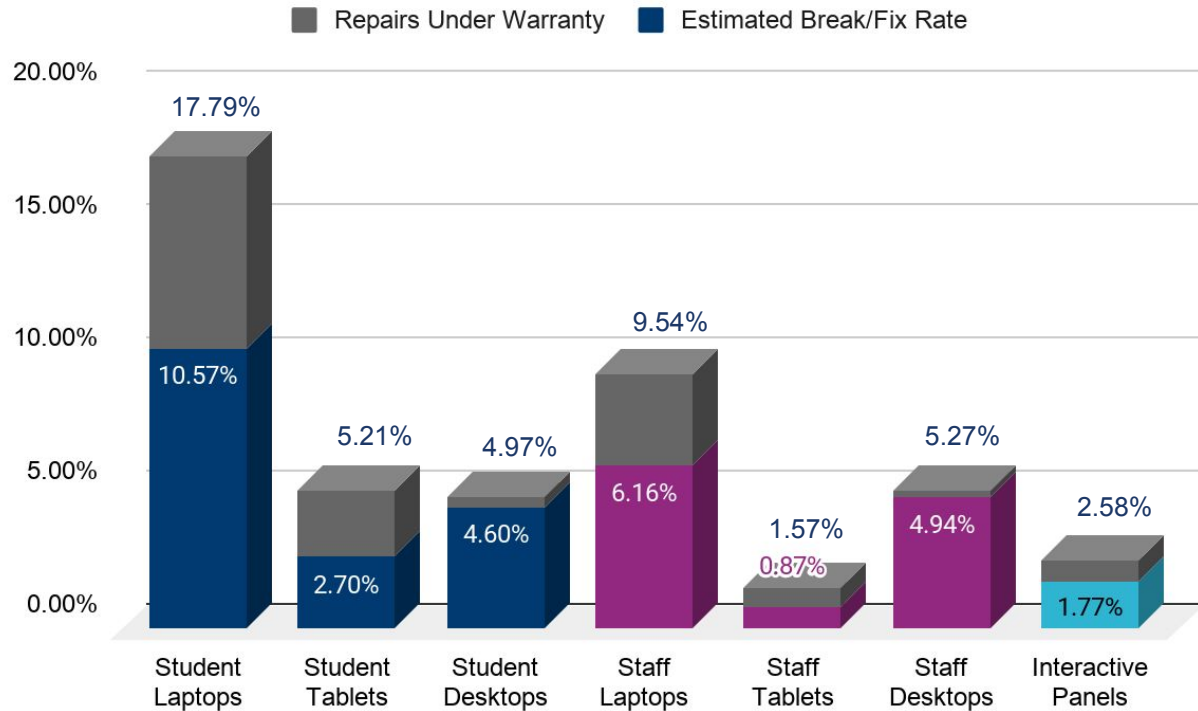


Repair Rate vs. Break/Fix Rate

Break/Fix Rate:

The percentage of devices in service that were reported as requiring repair and were not covered by warranty.

**Repair rates illustrated in the graph do not exceed 20%*

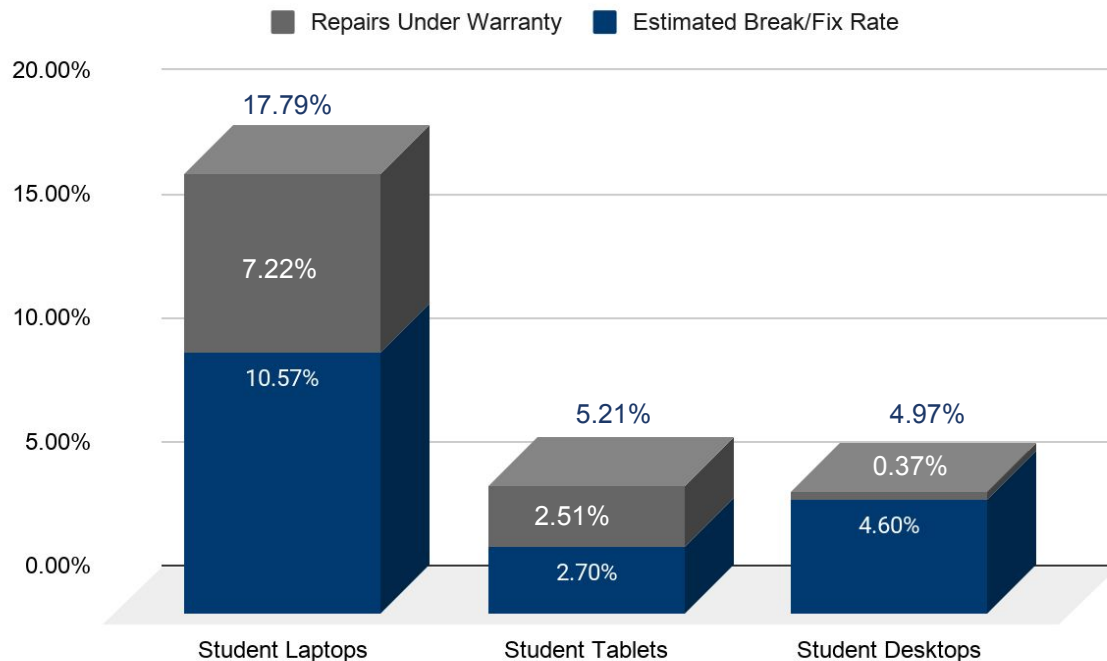


Repair Rate vs. Break/Fix Rate Student Data

Break/Fix Rate:

The percentage of devices in service that were reported as requiring repair and were not covered by warranty.

**Repair rates illustrated in the graph do not exceed 20%*

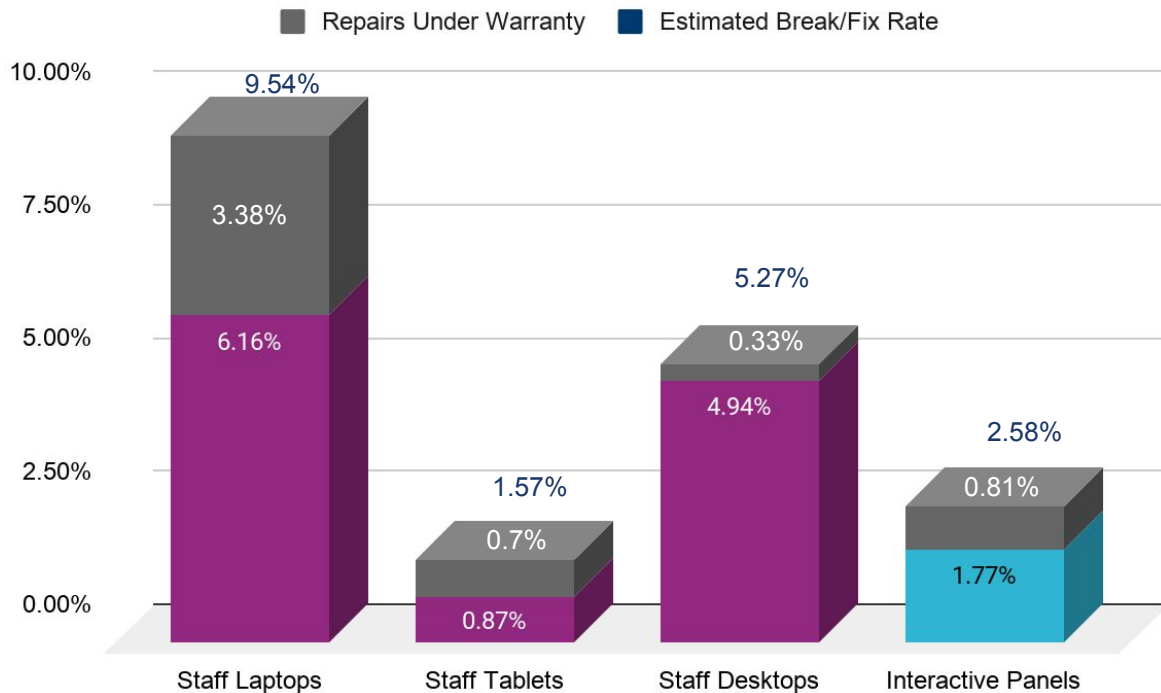


Repair Rate vs. Break/Fix Rate Staff Data

Break/Fix Rate:

The percentage of devices in service that were reported as requiring repair and were not covered by warranty.

**Repair rates illustrated in the graph do not exceed 10%*

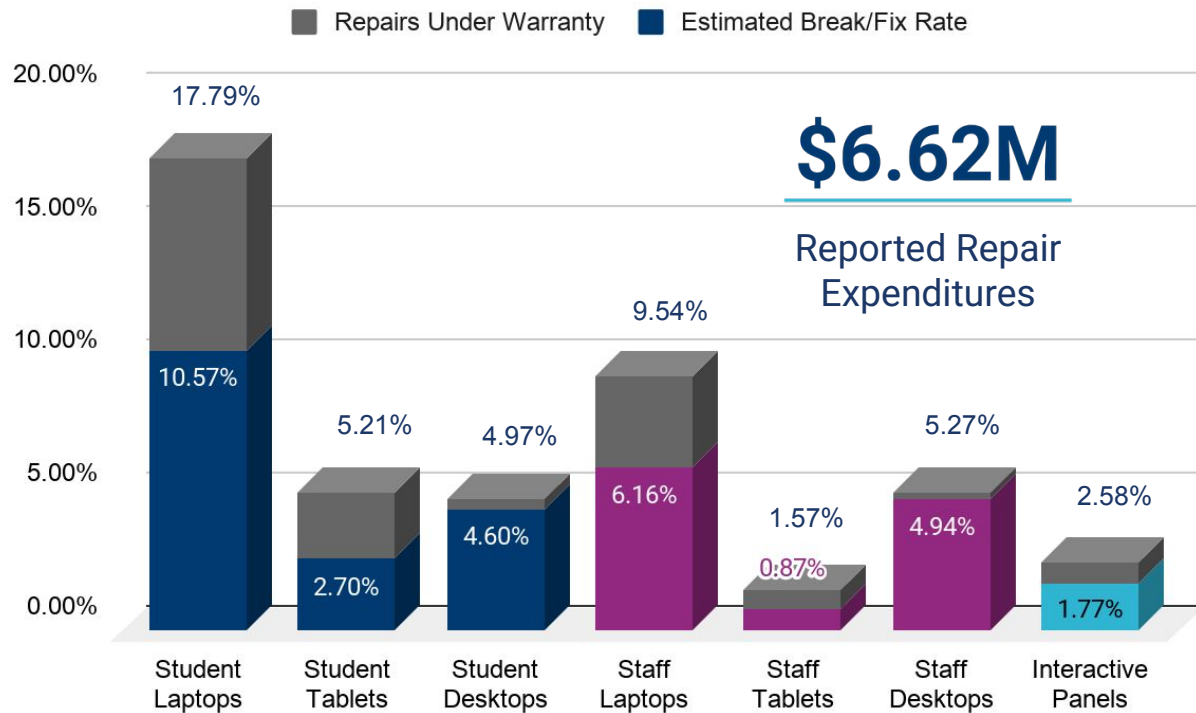


Repair Rate vs. Break/Fix Rate

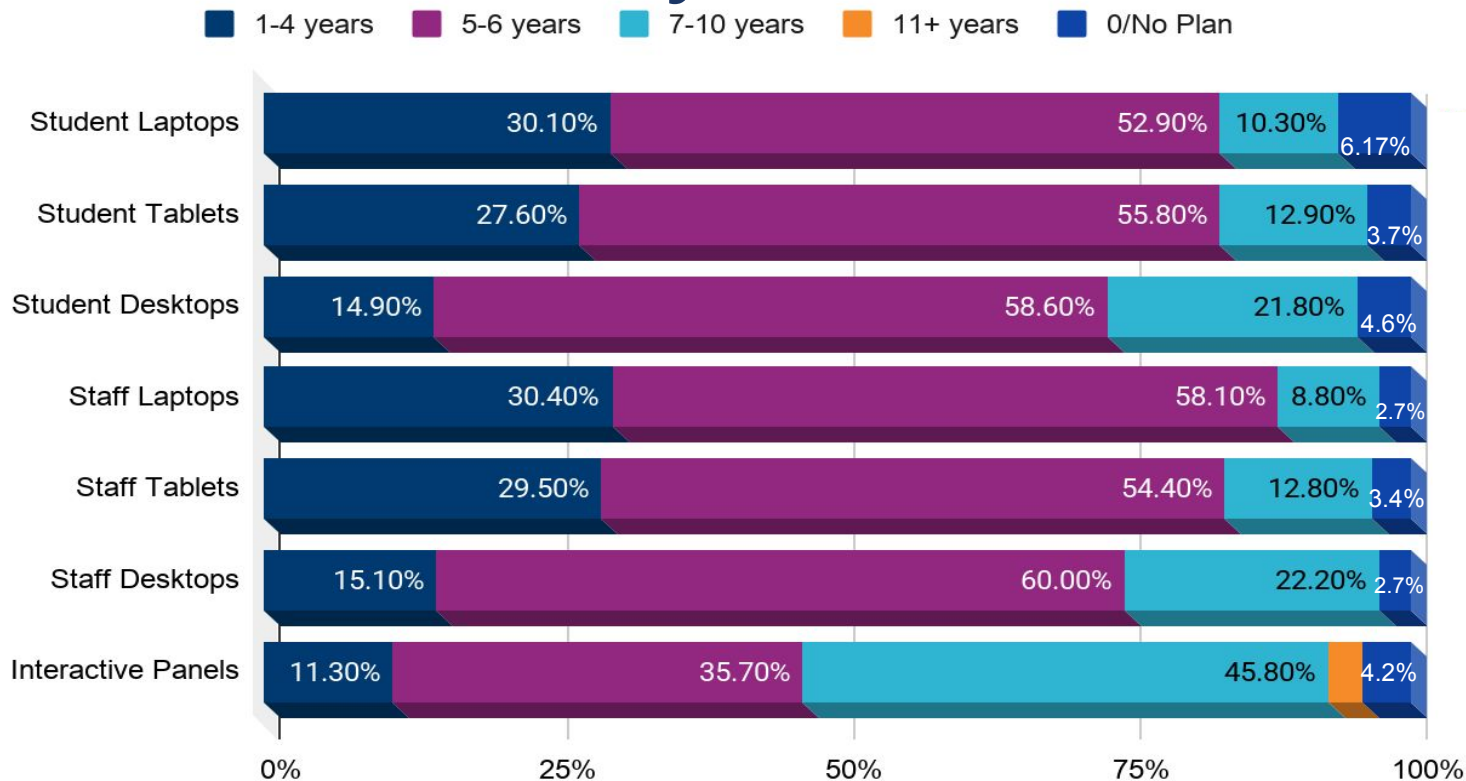
Break/Fix Rate:

The percentage of devices in service that were reported as requiring repair and were not covered by warranty.

**Repair rates illustrated in the graph do not exceed 20%*



Statewide Refresh Cycles



Funding for Ongoing Device Refresh

PSU Type	No Sustainable Funding Source Available	Sustainable Funding Source Available	No Response	Total
LEA	86	20	9	115
Charter	87	112	0	199
Regional	1	3	0	4
Lab	0	5	0	5

53.9%

Indicate they do not have sufficient funding without ESSER funds to maintain technology refresh needs.

Total Cost of Ownership (TCO)

Statewide Average

\$441
per device*

*includes student and staff laptops
and tablets



Purchase price is only the starting point



Warranty and life cycle decisions matter



Sustainability remains a challenge

Each PSU's TCO is located here:

go.ncdpi.gov/TCO25-26

Total Cost of Ownership (TCO)

Student Devices

\$382

*includes laptops and tablets

Staff Devices

\$912

*includes laptops and tablets

Total Cost of Ownership (TCO)

Desktops

\$833

*for student & staff use

Interactive Panels

\$2,620

*for student & staff use

Data Limitations

All data was manually entered by PSUs.

During validation, a limited number of submissions reported repair and warranty repair values that were mathematically inconsistent.

Where PSUs clarified or corrected information, those values were used.

Where relationship could be reasonably determined, values were reconciled for calculations.



Current Issue

Different interpretations of total repairs vs. warranty-covered repairs



Recommended Fix

Work with PSUs to support better understanding of how the numbers are used for the Break/Fix report



Current Issue

Manual inventory and lifecycle tracking varies by PSU



Recommended Fix

Explore common inventory/asset management solution through state or convenience contract

Recommendations

Reduce Break/Fix Rates Through Device Durability, Warranty Coverage, and Care Practices.

- Encourage PSUs to build durability specifications and protective cases into their student laptop procurement decisions.
- Support PSUs in extending warranty and accidental-damage coverage on the highest break/fix device categories.
- Provide guidance to PSUs on device-care expectations, such as responsible-use agreements and handling practices, for portable devices.

Recommendations



Sustain support for student technology devices.

- Reinforce device-care expectations, such as responsible-use agreements and handling guidance, for portable devices.
- Suggest to PSUs the purchase of extended warranty and accidental-damage coverage on the highest break/fix device category, student devices.
- Identify dedicated, recurring funding for student technology devices, rather than relying on temporary or one-time funding sources.
- Enable PSUs to plan more effectively for the total cost of device ownership, while supporting reliable refresh cycles that reduce exposure to costly out-of-warranty repairs.

Recommendations



Strengthen Total Cost of Ownership and lifecycle planning.

- Evaluate acquisitions on TCO, including warranty coverage, repair costs, lifecycle, and resale/salvage value, not purchase price alone.
- Pursue a statewide convenience contract for a technology asset management/TCO-tracking solution. *(many smaller PSUs currently have no way to track this)*
- Continue annual Break/Fix reporting; distinguish warranty and non-warranty repairs, capture replacement spending, and track failure causes.

Questions?