

PROCEDURE MANUAL

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Section:	Technology	Subject:	Student Equipment Rental Program

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes to manage the student equipment rental program and agreement.

SCOPE

This procedure applies to all students who want to rent a laptop from AWC.

PROCEDURE

1. Loan Program Requirements
 - 1.1 Student agrees to abide by Arizona Western College's Computing Policies and Procedures: <https://www.azwestern.edu/support/topics/policies/technology-acceptable-use>.
 - 1.2 Students who request the use of a college laptop must meet the following criteria:
 - i Enrolled in courses for that semester.
 - ii Not be on an academic or financial hold.
 - 1 All holds must be removed prior to a unit being provided to a student.
 - 2 Holds are **NOT** processed in IT; students must see the appropriate department to resolve outstanding holds.
2. Rental Process
 - 2.1 Students can visit the Cashier Office in the College Community Center (3C Building) at the Yuma Campus or call the Cashier Office at [\(928\) 317-7666](tel:9283177666).
 - i Students will pay the rental fees designated by the fee structure approved for the calendar year. Fees are subject to change pending approval by the College District Governing Board.
 - ii Students will then complete a Laptop Rental Agreement online and attach a copy of their paid receipt) for proof of payment.
 - iii Once the Laptop Rental Agreement is completed, the student will schedule an appointment to pick up their laptop. During that visit with the Service Desk (located in the Learning Resources building on the- Yuma Campus), a technician will:
 - iv Inspect the laptop for proper operation and any damage with the student.
 - v Verify the student can log in successfully.
 - 2.2 Students will receive email confirmation of their rental with instructions on how to return their laptop and prevent delinquency. Students will be required to

complete the Laptop Rental Agreement Form to renew their rental and are required to upload a renewal fee receipt of \$75.00 to their form submission. All students who fail to renew/extend their term will be charged a \$500 replacement fee. Due to delinquency a hold will be placed on the student's academic account, and they will be unable to register for classes for the upcoming term until the replacement fee is paid OR the laptop is returned.

2.3 Students can return their laptop at any point prior or on the agreed upon return date.

3. Equipment Loan Agreement –

3.1 The student is responsible for returning the equipment on time and in the same condition as when borrowed.

3.2 Student understands that:

- i If, after an ITSS staff inspection, it is determined that any component of the laptop has been damaged in any way (regardless of fault), the student will accept and pay repair or replacement costs as solely determined by ITSS staff as specified in the Fee Structure below
- ii If upon request the student fails to return all cables or accessories, they will accept and pay the replacement costs.
- iii If the student fails to return the laptop by the due date, to the same location from which they borrowed it, a delinquent fee as specified in the Fee Structure below will be placed on the students' account.
- iv ITSS is not responsible for damage to data caused by viruses that may exist on the network or are spread through the network or from software malfunctions.
- v ITSS is not responsible for damage to external drives, or any other devices plugged into the laptop.
- vi ITSS is not able to provide student file support. Students who save files to the laptop's hard drive should ensure they have a reliable backup. Examples of backup locations include:
 - 1 Cloud storage location (O365 OneDrive, etc.)
 - 2 External USB drive

4. Communication and Notifications

4.1 All communications and notifications about your laptop loan rental will be sent to the student's Arizona Western email account and their personal email account that was provided in the laptop rental agreement.

4.2 Notifications will be sent two weeks prior, one week prior, and one day after the laptop rental return date.

5. Equipment Diagnosis, Repair, and charge backs

5.1 Should the laptop become unresponsive or damaged, students may bring it to the Service Desk for an assessment. Students are not guaranteed a replacement unit if there is not a viable replacement unit available.

- i. ITSS staff taking the return will evaluate the laptop for damage or missing components.
- ii. In most instances, ITSS will proceed with reimaging the computer to return the computer to its original default state like when it was deployed to the student.
- iii. Students are responsible for their files and to reinstall any 3rd party software they use on the computer.
- iv. If damaged, students will be notified that a fee may be assessed on the damaged device. An estimate of repair or replacement will be obtained from the vendor of the laptop and that cost will be noted and passed on to Student Services to be charged to the student's account.

6. Fee Structure

6.1 Laptop Rental/Renewal Fee	\$75.00
6.2 Laptop Delinquent Fee	\$500.00
6.3 Significant Dents and Scratches	\$30
6.4 Missing Charging/Power Cables	\$30
6.5 Any Screen Damage	Up To \$200