UNIVERSITY of GUYANA

Student Technology Support Services

Laptop Loan Programme

"Sometimes students need a hand up…we are here to help you succeed!"

Prepared by

Rayman Khan, *Manager*, CCSES

Tactical Online Service

Client, Core Services and Enterprise Support

Office of the Vice Chancellor

University of Guyana

helpdesk.tos-ccses@uog.edu.gy

[Date drafted]

Document Revision History and Version Control

Date	Version	Description	Authorised by	Done by
		Draft document	P. Mohamed Martin	T. Azeez
		Revised	M. Williams	R. Khan
		Give feedback	M. Williams	M. Williams
		Proofread; identified issues to be addressed	T. Azeez	N. Forde T. Rampersaud Y. Jervis
		Proofread; identified issues to be addressed	T. Azeez	D. King
		Approval of corrections and updates	T. Azeez	M. Williams
		Updated with feedback from TOS, DECC and Students' Welfare Division	T. Azeez	Neketa Forde

Contents

About the Initiative

The Student Technology Support Services – Laptop Loan Programme, forms part of the broader University of Guyana's COVID-19 support services. The programme intends to provide access to laptop computers for students pursuing studies at the University who are vulnerable to the socio-economic impacts resulting from this pandemic. In response to these difficulties and challenges, the University has implemented the necessary changes to the mode of educational delivery in keeping with the safe mode action — the online context in which the University must now operate.

During these unprecedented times, some of the University's students may find themselves in exceptionally difficult circumstances, including, but not limited to, lack of availability and or access to the requisite technologies to enable their participation in the online mode of education. Professor Paloma Mohamed, Vice Chancellor Xi, considers it important to ensure that such requisite technologies are made available and accessible to these vulnerable students to ensure equal opportunities to participate in the University's current platform.

What is the initiative?

This service is offered by the University of Guyana to help students who encounter genuine and unavoidable difficulties that are the direct results of the COVID-19 pandemic so that they are able to access a laptop computer to attend classes via the Moodle online platform offered by the University of Guyana.

Who can apply?

Any full-time student enrolled at the University of Guyana, who demonstrates, with evidence, their challenging circumstances and inability to garner support from any other avenues to access requisite technologies to attend classes. The connection must be made between these circumstances and the impact on the student's ability to complete their academic programme.

How to apply?

Applicants are required to complete the online Student Laptop Loan Request Form to be considered for the offer. The form is available through the web link:

https://www.uog.edu.gy/documents/

Eligibility

Eligibility will be on a need basis and the Laptop Loan Committee must be satisfied that a student who has made a request to receive a device under this initiative, has demonstrated the need for the device to access their programme of study e.g. they or their family do not have the means to purchase such a device themselves. Applicants will be asked to provide documentation including proof of their own or their household income, as appropriate, and receipts for living costs such as rent, bills, or childcare.

In deciding which students should receive a laptop, the University will distribute based on target groups such as:

1. Students who reside in geographically isolated locations in Guyana.
2. Students disadvantaged by socio-economic barriers.
3. Students with disabilities.
4. Students who are single parents or are from a single-parent household.
5. Other special circumstances may be considered.

Terms and Conditions

1. The student will be required to complete a Student Laptop Loan Agreement Form before collecting the laptop.
2. The loaned laptop will remain the property of the University of Guyana.
3. The student may keep the loaned laptop for the duration of their studies and will be required to return it to the University on; their leave of absence, withdrawal, completion of their studies, or when the loan is otherwise no longer required.
4. The student will be given an option from lease to own at a monthly cost of $2,000.

5. The equipment is for academic purposes only. It is not to be used for any other purpose or loaned to any third party.

6. The student bears the sole responsibility for the safekeeping of the laptop and will be held liable for any loss or damage.

7. The student will be required to pay the cost for a laptop that is lost or stolen at a fair market price. The Students' Welfare Division and the Tactical Online Services (TOS) Unit should be informed of either of these occurs, and a fair market price should be computed by TOS for the student to pay.

8. The student will have full administrative control of the loaned laptop and are required to use the Internet to update Microsoft Windows, Microsoft Office, and other software installed on the laptop at the time of pickup. However, anti-virus software is not included.

9. The student is required to follow cyber-safe strategies and to demonstrate digital social responsibility in the use of the loaned laptop.

10. The student will be required to pay the cost of replacement parts should the loaned laptop be damaged while in their care.

11. If the loaned laptop is under warranty, the student is required to take it to the sales company for any repair needed. Furthermore, the warranty does not include software issues. The student may have to pay to reload the loaned laptop should there be a software issue affecting its functionality, which was caused by illegal or unlicensed software installed by the student. Students are encouraged to install license software only.

12. The student is required to contact the helpdesk for any issues with the laptop. The helpdesk is available via Live Chat on the uog.edu.gy website, Mobile/WhatsApp: 624–1368 or 624–6214 and via email: helpdesk.tos-ccses@uog.edu.gy.

Issuing Process

1. The student completes and submits the Student Laptop Loan Request Form via email: studentswelfare@uog.edu.gy.

2. The Students' Welfare Division after receiving the request form will then verify that the applicant is a registered full-time student.

3. The Assistant Registrar, Students' Welfare Division, will submit all request forms received to the Laptop Loan Committee for consideration during their meetings.

The Laptop Loan Committee will comprise any of the following three members:
- ED Tactical Online Services Unit or Representative.
- Deputy Vice-Chancellor for Institutional Advancement.
- Students' Welfare Division, Registry.
- Student Union Representative.
- Berbice Campus Representative.
- Assistant Dean, Elected by Academic Board.
- Vice-Chancellor's Designate.

The committee may meet via video or audio conferencing, via email, round-robin or as directed by its Secretary or Chair. The committee will consider each request and accept, reject, or request further investigation.

4. Once a student's request form is accepted, the Secretary will issue a letter to the student via email and follow up with a phone call for the student to collect a loaned laptop from Tactical Online Services (TOS).
5. The Student Laptop Loan Agreement Form is signed when the laptop is being issued to the student by a member of Centre for Information Technology (CIT).

Return Process

1. The student will return the loaned laptop to the Tactical Online Services (TOS) Unit.
2. The designated officer at the Centre for Information Technology (CIT) will verify that the laptop is in good working condition.
3. If the laptop is damaged, the officer will compute a fair market price for the student to pay before the laptop is collected.
4. CIT will issue a Student Laptop Loan Return Form to the student upon return of the laptop.

Appendix I: Student Laptop Loan Request Form

STUDENT LAPTOP LOAN
REQUEST FORM

Please return this form to:
University of Guyana Students' Welfare Division
via email: studentswelfare@uog.edu.gy

UNIVERSITY of GUYANA

PERSONAL DETAILS

First Name: **Last Name:**

Telephone:

Email Address:

Home Address *(please include Administrative Region)*:

UNIVERSITY DETAILS

USI Number: **Year of Study:**

Faculty/School:

Programme:

Why are you applying to loan a laptop from UG?

How do you currently attend Online classes?

Are you living with Parents/Guardians?
        Yes   No

Are you renting a private property?
        Yes   No

STUDENT LAPTOP LOAN
REQUEST FORM

Please indicate your marital status:

    Married   Single   Divorced   Widowed   Other

Are you a single parent living with a child/children?

    Yes   No

Are you currently employed?

    Yes   No

If yes, please state place of employment and designation.

Please state your family's net household income (monthly) and attach evidence with this email.

Do you own a smartphone?

    Yes   No

Do you have a data plan?

    Yes   No

Does your residence have Internet Access?

    Yes   No

Where did you learn about the Student Technology Support Services?

TERMS AND CONDITIONS

1. The student will be required to complete a Student Laptop Loan Agreement Form before collecting the laptop.
2. The loaned laptop will remain the property of the University of Guyana.
3. The student may keep the loaned laptop for the duration of their studies and will be required to return it to the University on; their leave of absence, withdrawal, completion of their studies, or when the loan is otherwise no longer required.
4. The student will be given an option from lease to own at a monthly cost of $2,000.
5. The equipment is for academic purposes only. It is not to be used for any other purpose or loaned to any third party.

TERMS AND CONDITIONS

6. The student bears the sole responsibility for the safekeeping of the laptop and will be held liable for any loss or damage.
7. The student will be required to pay the cost for a laptop that is lost or stolen at a fair market price. The Students' Welfare Division and the Tactical Online Services (TOS) Unit should be informed of either of these occurs, and a fair market price should be computed by TOS for the student to pay.
8. The student will have full administrative control of the loaned laptop and are required to use the Internet to update Microsoft Windows, Microsoft Office, and other software installed on the laptop at the time of pickup. However, anti-virus software is not included.
9. The student is required to follow cyber-safe strategies and to demonstrate digital social responsibility in the use of the loaned laptop.
10. The student will be required to pay the cost of replacement parts should the loaned laptop be damaged while in their care.
11. If the loaned laptop is under warranty, the student is required to take it to the sales company for any repair needed. Furthermore, the warranty does not include software issues. The student may have to pay to reload the loaned laptop should there be a software issue affecting it's functionality, which was caused by illegal or unlicensed software installed by the student. Students are encouraged to install license software only.
12. The student is required to contact the helpdesk for any issues with the laptop. The helpdesk is available via Live Chat on the uog.edu.gy website, Mobile/WhatsApp: 624–1368 or 624–6214 and via email: helpdesk.tos-ccses@uog.edu.gy.

DECLARATION

By submitting this form, I confirm that:
· I am unable to access sufficient IT equipment for my Online studies through another source.
· I confirm that I have read and agree to the terms and conditions of the Student Laptop Loan Programme.
· The information I have provided is accurate and correct to the best of my knowledge.

Appendix II: Student Laptop Loan Agreement Form

STUDENT LAPTOP LOAN
AGREEMENT FORM

This form should be completed at the point when the laptop is being issued to the student by a member of Centre for Information Technology (CIT).

UNIVERSITY of GUYANA

STUDENT INFORMATION

First Name: Last Name:

USI Number: Year of Study:

Faculty/School:

Programme:

LAPTOP LOANED INFORMATION

I confirmed that I have received the following:

Laptop Name/Model:

Charger Serial No.:

Laptop Serial No.:

UG Asset No.:

TERMS AND CONDITIONS

1. The student will be required to complete a Student Laptop Loan Agreement Form before collecting the laptop.
2. The loaned laptop will remain the property of the University of Guyana.
3. The student may keep the loaned laptop for the duration of their studies and will be required to return it to the University on; their leave of absence, withdrawal, completion of their studies, or when the loan is otherwise no longer required.
4. The student will be given an option from lease to own at a monthly cost of $2,000.
5. The equipment is for academic purposes only. It is not to be used for any other purpose or loaned to any third party.
6. The student bears the sole responsibility for the safekeeping of the laptop and will be held liable for any loss or damage.

TERMS AND CONDITIONS

7. The student will be required to pay the cost for a laptop that is lost or stolen at a fair market price. The Students' Welfare Division and the Tactical Online Services (TOS) Unit should be informed of either of these occurs, and a fair market price should be computed by TOS for the student to pay.

8. The student will have full administrative control of the loaned laptop and are required to use the Internet to update Microsoft Windows, Microsoft Office, and other software installed on the laptop at the time of pickup. However, anti-virus software is not included.

9. The student is required to follow cyber-safe strategies and to demonstrate digital social responsibility in the use of the loaned laptop.

10. The student will be required to pay the cost of replacement parts should the loaned laptop be damaged while in their care.

11. If the loaned laptop is under warranty, the student is required to take it to the sales company for any repair needed. Furthermore, the warranty does not include software issues. The student may have to pay to reload the loaned laptop should there be a software issue affecting it's functionality, which was caused by illegal or unlicensed software installed by the student. Students are encouraged to install license software only.

12. The student is required to contact the helpdesk for any issues with the laptop. The helpdesk is available via Live Chat on the uog.edu.gy website, Mobile/WhatsApp: 624–1368 or 624–6214 and via email: helpdesk.tos-ccses@uog.edu.gy.

Agreement

- I have read, understood, and agreed to the terms and conditions for the laptop loaned to me.
- I agree to pay in the event there is a cost associated with repairs, replacement, or loss of loaned laptop while in my care and custody.

CIT Manager Name: **Signature:**

                                         Date:

Student's Name: **Signature:**

                                         Date:

Appendix III: Student Laptop Loan Return Form

STUDENT LAPTOP LOAN
RETURN FORM

This form should be completed by a member of the Centre for Information
Technology (CIT) when the student returns the laptop.

UNIVERSITY of GUYANA

STUDENT INFORMATION

First Name: **Last Name:**

USI Number: **Year of Study:**

Faculty/School:

Programme:

LAPTOP RETURN INFORMATION

I confirmed that I have received the following:

UG Asset No.:

Laptop Name/Model:

Charger Serial No.:

Laptop Serial No.:

Date Borrowed:

Laptop Condition:

Cost (if applicable):

CIT Manager Name: **Signature:**
                                         Date:

Student's Name: **Signature:**
                                         Date: