

Effective: July 1st, 2020
Responsible Office: Office of Information Technology
Policy Title: Student Chromebook Service Agreement and Issuing Policy
Approved: Harper Johnson, CIO

Purpose:

Technology is essential equipment for University of Colorado Colorado Springs (UCCS) undergraduate students. The purpose of this document is to outline the process by which UCCS provide Chromebooks to incoming Freshmen and Transfer students enrolled in a minimum of 12 credit hours. The goal of the process is to ensure each incoming student has technology to access resources available for their course studies. Identifying the parameters and process of acquiring this necessary technology will allow Office of Information Technology (OIT) to accurately budget student technology needs each Fiscal Year and provide students the opportunities to succeed while at UCCS. This four-year pilot program will commence for the school year 2020-2021 and will be revisited during the school year of 2023-2024. Various measures, such as retention, graduation rate and success through grade point averages will guide and shape the program's future.

1. UCCS Issuing of Chromebooks

a. Internal OIT Process

i. Funding

1. Student Technology Fees cover the costs of the Chromebooks and many other on-campus IT services while students are enrolled at UCCS.

ii. Purchasing

1. All Chromebooks will be purchased in line with any of the CU Procurement Services Center guidelines, and in partnership with a CU preferred vendor.
2. The purchasing of the Chromebooks will be managed by the OIT Business Office.
3. Numbers of the ordered Chromebooks will be determined in collaboration with the UCCS Office of Enrollment Management.
4. 2% of the inventory purchase will be held in OIT to change out defective/damage/replacement Chromebooks

iii. Configuring

1. The OIT office will be preparing each Chromebook to be properly configured for student use.

iv. Inventory

1. Each Chromebook has a unique QR code/Serial Number on the bottom of the device. This QR/Serial Number code will serve as the unique character used in inventorying each of the multiple Chromebooks.
2. Beyond inventorying, this QR code/Serial Number will be the reference when working with students who are experiencing IT issues, or if a student reports a lost or stolen device.
3. The QR code/Serial Number will also serve at the "end of life" of the device, when the student graduates, or transfers, etc, as the confirmation for returning the device to the OIT Help Desk.

4. The QR code/Serial Number will be manually input into the Bookstore inventory system.

v. Storage

1. While students are remote learning or during fall and spring semesters, students will keep the Chromebooks in their possession. Unissued Chromebooks will be stored at OIT or the UCCS Bookstore.

b. Initial distribution of Chromebooks

- i. OIT is working directly with various vendors on purchasing, inventory levels, compatibility for students.
- ii. The goal of UCCS is to put Chromebooks into as many students' hands as possible without having a large surplus inventory.
- iii. To ensure this is a successful pilot program to help UCCS fuel Success for our students, we will process a tightly controlled roll-out of the Chromebooks.
 1. Summer and Fall of 2020 will be a launch of Chromebooks on a conservative basis. This will help limit potential problems for UCCS/OIT and UCCS/students
 2. The first students to receive the Chromebooks will be on a first come, first serve basis at the UCCS Bookstore on a pre-announced date and time.
 3. After the initial supply of Chromebooks is exhausted, student names (with email and telephone number) will be on a waitlist at the UCCS Bookstore for when the next shipment is received. Upperclassmen will also have an opportunity to enter their names on the waitlist at the UCCS Bookstore, for if/when excess surplus may become available.
 4. Once the initial distribution to eligible students is completed, based on Chromebook availability any excess surplus will be distributed to upperclassmen based on the established waitlist. Once the current Fiscal Year funds are exhausted for the Chromebook program, no more Chromebooks will be issued. Current budget projections have been forecasted to support all eligible students over the four-year pilot program.

c. Student Process

i. Eligibility

1. Incoming full-time (12+ credits) students (freshmen and transfer) who are classified as in- and out-of-state students are eligible to receive a Chromebook. International do not qualify due to customs enforcement and returning upper classmen students will only have an opportunity based on Chromebook availability.
2. Returning upperclassmen enrolled in 12 credit hours and graduate students enrolled in 5 credit hours are eligible to request to be put on a waitlist for Chromebooks, and after September 10, 2020, any remaining devices will be distributed based on when a student applies.
3. If a student does not claim their Chromebook by the census date (varies) of their first semester, as a full-time student at UCCS, they have actively relinquished their opportunity to use this device during their career as a UCCS student.
4. Recipients will maintain their device, while enrolled at UCCS. Those who leave UCCS (graduation, transferring, dropping out or taking a break from schooling) must return their laptop.

ii. Claiming of Chromebook opportunity

1. Eligible students for this program will be directed to the Chromebook/UCCS webpage: <https://laptop.uccs.edu>
2. This page will ask them to:
 - a. Claim the Chromebook before receiving it
 - b. Electronically read and sign the terms and conditions
 - c. Choose to pick up in person or have the Chromebook shipped (in extenuating circumstances, and for out of state students only) Shipping cost is the student's personal experience.
 - d. Input a mailing address where they will receive the device if have the device shipped
 - e. Connect with the Disability Services Coordinator if they have accessibility needs pertaining to their technology use
 - f. Each student will only have one Chromebook in their possession at any given time, multiple issued Chromebooks is a conflict within the IT Inventory Management System.
 - g. The OIT Chromebook website registration will be live 2 months prior to the fall census, and then 2 months prior to the spring census.

iii. Chromebook deployment

1. After all Chromebooks are inventoried by the OIT office, their QR code/Serial Number inventory numbers will be shared with the Bookstore, so they also can use this in their internal inventory system. Devices will then be delivered to the Bookstore.
 - a. The Bookstore will use their inventory system, Sequoia, to disperse Chromebooks only to those students who have "claimed" their device online.
2. Students have two options to receive their device: receive the device on campus, in partnership with the UCCS Bookstore or they can pay to have the device shipped to them (this practice is only encouraged in extenuating circumstances- Ex. COVID 19 response).
3. **On Campus**
 - a. Students who have selected to receive their Chromebook from the UCCS Bookstore, will have one reserved for their pickup.
 - b. Each Chromebook issued to students by this process, will have instructions included. The instructions will indicate to the student how to log on to the Chromebook for it to be configured to their username. In addition, a resource guide will point students to cloud storage solutions, such as OneDrive, and other UCCS resources.
4. **Mail**
 - a. Students will be submitting a mailing address on the Chromebook Bookstore webpage when they claim their Chromebook.
 - b. The UCCS Bookstore will ensure shipping of these Chromebooks to students' correct addresses.
 - c. Each Chromebook shipped out to students, will have instructions included. The instructions will indicate to the student how to log on to the Chromebook for it to be configured to their username. In addition, a

resource guide will point students to cloud storage solutions, such as OneDrive, and other UCCS resources.

iv. Service agreement with Student User

1. See webpage: <https://laptop.uccs.edu>

2. Chromebook Maintenance and Life Cycle

a. Maintenance

- i. All updates and security measures will be pushed out and managed by the OIT. Student users will know when these updates or changes will occur.
- ii. Devices will have to be in this setting for the updates to occur.

b. Theft

- i. In the event of loss or theft, the student needs to immediately file a report with the Campus Police (719-255-3111) and contact the OIT Help Desk (719-255-3536).
- ii. In the event a Chromebook is lost or stolen or the university has sufficient cause to believe the device is no longer in a student's possession, the device may be rendered nonfunctional.
- iii. If the Chromebook is lost or stolen, the student may be issued a "loaner" device for their use while enrolled as a student at UCCS. This "loaner" device must be returned to the university at the conclusion of studies at UCCS. If the "loaner" device is lost or stolen, the student will be responsible for its full replacement cost.

c. Loss and Damage

- i. Student shall take reasonable and prudent care to maintain the Chromebook and assorted components in a safe and secure manner. Student shall bear the risk of loss for a lost, stolen, or damaged Chromebook and components from the date the Student receives delivery of the Chromebook until the return of the Chromebook to UCCS.

Student agrees to report all incidents of vandalism to, and theft of, the Chromebook Computer immediately to UCCS Campus Police or local law enforcement. Student agrees to cooperate fully with UCCS OIT, UCCS Campus Police, and any other appropriate law enforcement agency in completing all necessary reports.

Fees for damaged, lost or stolen equipment:

1. Student shall pay UCCS for the repair and/or replacement cost, not to exceed one hundred dollars (\$100, \$50 LCD screen and \$50 system board), for damaged Chromebook Computers and components.
2. Student shall reimburse UCCS for the entire replacement cost, not to exceed two hundred fifty-nine dollars and thirty-four cents (\$259.34) for lost Chromebook Computer and components.
3. Student shall pay UCCS not to exceed one hundred dollars (\$100) per stolen Chromebook Computer upon UCCS's receipt of a copy of an official police report. Failure to provide an official police report could result in Student being charged the full replacement cost (\$259.34) of the Chromebook Computer and components.

4. Student shall pay UCCS not to exceed (\$25) for lost or non-returned power adapters. Power adapter returned with Chromebook computer must have the Property of sticker affixed to adapter.
5. All fees will be assessed through the Bursar's Office.

d. Return

- i. Any device returned (due to graduation, transferring, etc) will be turned in to the OIT Help Desk and Return Form will be completed acknowledging that the student is relinquishing physical possession of their Chromebook
- ii. If the device is still in good condition/up to date (ex: if the student dropped classes the same year that the Chromebook was issued), the device can be recycled into the issuing inventory, after being cleaned and re-configured.

e. Disposal of Equipment

- i. After a device is turned back into the OIT Help Desk but is unable to be reissued, either due to being damaged, or out of date; the Chromebook will be integrated into a technology recycling program (ex: Blue Star Recyclers).
- ii. Students/ Staff/ Faculty may not buy Chromebooks for their personal or professional use. This is in accordance with State of Colorado Procurement Rules.

f. Depreciation of Equipment

- i. If a Chromebook is lost or stolen and cannot be returned during year one, 100% of initial purchase price will be charged to the student's account. (2020 current purchase price \$259.34)
- ii. If a Chromebook is lost or stolen and cannot be returned during year two, 75% of initial purchase price will be charged to the student's account. (2020 current purchase price of \$259.34 x 75%= \$194.50)
- iii. If a Chromebook is lost or stolen and cannot be returned during year three, 50% of initial purchase price will be charged to the student's account. (2020 current purchase price of \$259.34 x 50%= \$129.67)
- iv. If a Chromebook is lost or stolen and cannot be returned during year four or later, 25% of initial purchase price will be charged to the student's account. (2020 current purchase price of \$259.34 x 25%= \$64.84)

3. Common Questions

a. FAQ Program Questions:

- i. **How are the Chromebooks paid for?**

Every undergrad student pays a Student Technology fee. A portion of this fee is paying for the Chromebook program. Other projects that are also funded by the student technology fee include: student lab refreshes, classroom technology updates, outdoor/bus Wi-Fi updates and some of the OIT student employee programs.

ii. Why am I able to claim a Chromebook?

You can claim a Chromebook as part of UCCS' Student Tech Fee program. This is a pilot program and is available for all incoming traditional undergraduates. The program's intent is to put technology in students' hands, regardless if they are learning from home, or on campus.

iii. I am transferring to UCCS. Can I claim a Chromebook?

If you are a transfer student and enrolled in a minimum of 12 credit hours, you can claim a Chromebook when you enroll at UCCS.

iv. Where do I go to claim or return the Chromebook?

To claim your campus-issued Chromebook, go to the <https://laptop.uccs.edu>. This landing page allows you to complete the full "To Do" list before obtaining your Chromebook. On this webpage, you can choose to pick up the Chromebook in person, at the UCCS Bookstore, or have it shipped to you at your mailing address. You will return the Chromebook to the UCCS OIT Help Desk.

v. Can I take the Chromebook home over break?

Yes. You are welcome to take the device home with you over breaks.

vi. What if I withdraw or transfer from UCCS?

If you withdraw or transfer from UCCS, you will be required to return the device to the OIT Help Desk.

vii. Is the Chromebook mine to keep?

This Chromebook is the property of UCCS. Once you separate (graduate, transfer, etc) from the university, the device needs to be returned to the OIT Help Desk.

viii. Can I sell the Chromebook that was issued to me?

This Chromebook is the property of UCCS. If you attempt to sell it, UCCS OIT will immediately make the Chromebook unusable.

ix. Am I responsible for damage to my UCCS-issued Chromebook?

All repair of UCCS-issued Chromebooks for hardware or software failure as a result of normal "everyday wear and tear" is free of charge at the UCCS Help Desk. If the Chromebook is damaged beyond "everyday wear and tear", the student will be held financially responsible for the repair or replacement of the equipment.

x. My Chromebook was stolen. What do I do?

Report the theft immediately to the following: Campus Police (719-255-3111) and the OIT Help Desk (719-255-3536). Be sure to have your copy of your Chromebook contract available for reporting purposes, it lists your Chromebook serial number. Once a police report has been issued, the OIT Help Desk will work with you to receive a replacement device.

b. FAQ Technology Questions

i. Where do I find the user manual for my Chromebook?

You can locate the user manual for your Chromebook on the HP website.

ii. Do I need to still buy a laptop?

The answer depends on what you plan to do on your Chromebook. While we know many students will find that the Chromebook will cover most of their computing needs, others will need to purchase a computer with additional features. The Chromebook can do many of the same functions of a traditional computer, but there are specific software programs and tasks that will not work on a Chromebook.

iii. What can I put on the Chromebook?

The device is yours to customize and use for classes, Canvas, Office 365, or even Netflix. You are encouraged to use the technology for both schoolwork and your personal life.

iv. Will I be able to customize my device?

Yes, you will have access to change settings on your device to help it best fit you. We will manage these devices with a Mobile Device Management system (Jamf), which will require a strong passcode but will allow you to customize most settings. Apps from UCCS will be made available on the device, but you will be able to add additional apps from the Apple app store and Self Service.

v. Is my activity being monitored by the university?

UCCS monitors the network for security flaws, updates, etc. but ensures that privacy is intact at all times. Please refer to UCCS' privacy policy and responsible computing policy for further explanation:

<https://www.uccs.edu/vcaf/sites/vcaf/files/inline-files/700-002.pdf>

<https://www.uccs.edu/privacystatement>

vi. What information is being gathered from my device?

We will not be monitoring your day-to-day activities on your Chromebook. The mobile device management system does collect data on the apps that are installed on your Chromebook, but does not provide data on when, where, or how those apps were used. That being said, UCCS does

monitor all network traffic and the mobile device management system will have the ability to alert us if you do something illegal, try to jailbreak your device, or download an app not found in the official App Store. If we are alerted to these activities, we will notify you. The full answer can be found in the Student Technology Responsibility and Liability Agreement. Each app you use has a privacy statement that explains how the app collects and uses information.

vii. What if I need to use assistive technology?

Google also has a variety of [accessibility resources](#).

When students claim their device on the Chromebook landing page, they will have the option to connect with the Disability Services Coordinator if they have accessibility needs that need to be addressed in their technology use.

