



STUDENT LOANER LAPTOP PROCESS

BACKGROUND

- On March 10th, 2020 SUNY Old Westbury community was notified no face to face classes for the remainder of the week. (Spring Break was the following week)
- ITS along with most other campus departments, worked feverishly to ensure all courses, faculty, students and staff, we would be able to work, learn, teach remotely by March 23rd, 2020.
- Students who needed a laptop/device were advised to email our student IT help desk.

WHERE WERE THE LAPTOPS GOING TO COME FROM

- Our first round came from the Apple (MacBook Pro's) carts we had in the Library and the computer labs.
- Second wave came from new Microsoft Surface Pro's
- Third wave will be from the Dell laptop's we received from SUNY

INITIAL PROCEDURE TO APPROVE/DENY THE REQUEST

- The Librarian compiled the list of students – she then reached out to all students to see their exact needs
- The list was sent to ITS to determine who was eligible
- Our criteria was based on EOP students, PELL/TAP/EXCELSIOR recipients, FT vs PT.
- Students were only denied based on Bursar holds
- In total there were 92 requests over the course of 6 weeks.

NOTIFICATIONS AND DISTRIBUTION

- A new email account was created specifically for this communication
- All eligible students received an email to make an appointment to pick it up
- Appointment is scheduled during specific times
- Laptop is given to the student and the Technology Issuance Agreement Form is completed by OW ITS and the student
- A new table was created and process to log in the asset tag of the laptop so we can keep track of who received what.


HOW WILL THE STUDENTS RETURN THE LAPTOP

- A week prior to the end of the term, an email will go out to all recipients about returning the laptop.
- If the student is registered for Summer 2020 at OW they can keep the laptop until the end of summer.
- If there is no OW Summer 2020 registration, the laptop will have to be returned by 5/29/2020 – no appointment just open hours.
- If the laptop is not returned when requested, an \$1100 charge will be placed on their account and a Bursar hold put on.

HOW CAN WE IMPROVE ON THIS PROCESS MOVING FORWARD

- There were many steps along this process that could be improved upon
- The student wont email student IT help to request a loaner laptop, they will complete an online form (created April 2020)
- ITS will not be determining who is eligible – Academic Affairs will handle this.
- ITS will continue to distribute the laptop and maintain records

FORM CREATED FOR THIS PROCESS

 SUNY OLD WESTBURY Student Loaner Device Request	
STUDENT INFORMATION	
<i>Name</i> *:	<input type="text"/>
<i>ID</i> *:	<input type="text"/>
<i>Are you an EOP student?</i> *	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>Are you a financial aid recipient?</i> *	Yes <input type="checkbox"/> No <input type="checkbox"/>
<input type="button" value="Submit"/>	
Academic Affairs Approval	
<i>Comments</i> *:	<input type="text"/>
<input type="button" value="Approve"/> <input type="button" value="Deny"/>	

FINAL STATS FOR SPRING 2020 LAPTOPS

- Total of 92 requests
- 77 student eligible – 15 ineligible because they owe OW tuition/fees
- 46 received laptops
- 3 missed appointment and never rescheduled
- 4 were unable to come to campus – 1 student picked up a laptop from Buffalo Stat