



LAPTOP APPROPRIATE USE GUIDELINES

Introduction

Vancouver Community College provides laptop computers to some faculty, staff members or contractors to enhance and enrich teaching, learning and research at the College, to facilitate the conduct of administrative duties and to support communication.

You are strongly encouraged to take particular care of the laptop, as the College's insurance policy has a deductible greater than the value of the majority of the laptops in the College's inventory and funding to replace a lost or stolen machine is contingent on availability of a finite resource.

Frequently Asked Questions (FAQ)

Q. I'm getting a laptop. What happens to my existing desktop PC?

A. The laptop computer is intended to serve as your primary computer workstation. If you already have a desktop computer, it will be replaced by the laptop. Desktop systems returned to Information Technology (IT) will be redistributed on campus or disposed of, depending on the needs of the college and the condition of the unit.

Q. I don't have a PC at home. Can I use my College laptop for my personal activities?

A. Your laptop is intended for use for College-related business as a productivity tool, curriculum tool and for research and communication. It is not intended as a replacement for any computers you may own personally. Use of the laptop for personal purposes should be within the standards of good judgment and common sense, in compliance with the College's published policies on acceptable use and as required through the terms and conditions of applicable software license agreements.

Q. Do I own the laptop?

A. The laptop computer is provided for your use, but it remains the property of Vancouver Community College. Each unit is labeled with a unique inventory ID. The ID allows IT to manage fleet inventory, co-ordinate repairs and maintain systems. Please do not remove the property ID tag from your laptop. Laptops are supplied with a carrying case and a combination security lock. It is your responsibility to take appropriate precautions to prevent damage to or the loss or theft of your laptop computer.

Q. What about warranty or service if I have a problem?

A. The College and IT will secure, via warranty extension or other means, the services needed to repair the laptop should its operation be impaired by a component failure or normal wear and tear. Contact the VCC Help Desk to initiate a Service request.

Q. If I'm off on PD or vacation, will IT come to my home to fix a problem?

A. Should you have problems with your laptop, you will need to bring it to the IT offices at Broadway or Downtown for hardware repair, software installation or problem diagnosis. IT staff will not visit your home or go to off-campus locations to provide services.

Q. What happens if the laptop gets damaged?

A. It is your responsibility to take appropriate precautions to prevent damage to the device assigned to you by the College. Policies for appropriate use of College property may be used to determine whether liability due to negligent behavior exists.

Q. What do I do if the laptop is stolen?

A. If your laptop is lost or stolen you must report the disappearance to the proper authority and to the VCC Help Desk know immediately (604-443-8700). Theft or loss that occurs on campus should be reported to the Security office. For theft or loss off-campus, you should report the disappearance to the local police. The police report should include the serial number for the lost computer. You will need to provide IT with a copy of the police report within 48 hours of the discovery of the loss.

Q. What software will be installed on the laptop?

A. The laptop will be configured with a standard suite of programs based upon the College's software standards. It is also possible that other applications will be provided to you by the College, based upon your professional needs or the requirements of the laptop. You should keep in mind the College policies for appropriate use of software, including the requirement to demonstrate legal license to a program before it can be installed on a College-owned computer. You should not load games or entertainment software on a College-owned laptop computer.

Q. How long do I have this laptop before it will be replaced?

A. Laptop computers purchased by the College are currently maintained on a fit-for-purpose replacement cycle. You should therefore expect to use your laptop for at least four years. Beyond the possible addition of memory (RAM), you should not expect hardware upgrades to be available for your laptop during that period. Similarly, although IT may offer operating system and application software upgrades during that period, you may not be able to benefit from these upgrades due to hardware limitations as your laptop ages.

Q. Can I connect the laptop to the Internet from off-campus?

A. You should feel free to use your laptop to connect to the Internet from locations other than on campus, such as through an Internet service provider (ISP) at your home. Your laptop will be configured with network capability both wired and wireless. However, IT will neither provide Internet access to you from off campus nor configure your laptop to work with your ISP.

Although IT may offer some tips or advice about best practices for off-campus use, it will be up to you and your ISP to make remote connections work.

Q. What happens to files I store on the laptop's hard disk?

A. You are responsible for maintaining an appropriate backup of your laptop, especially of the work-related documents and data files you create that cannot be retrieved by reinstalling the operating system or programs. Depending upon how you intend to use the laptop, you will probably need to store some of your documents and data files on the laptop's hard disk. It would be prudent to establish a process of copying the data files you use on the laptop to your VCC network H:\ drive or a USB data stick as an added precaution against data loss.

Q. I'd like some guidance in looking after my laptop. Can you help?

A. The following guidelines must be followed when storing and travelling with the College laptop.

- ✓ Always use the supplied combination lock.
- ✓ Keep your office door locked even if you plan to be away for only a few minutes.
- ✓ Do not leave your laptop in a car or other location that is exposed to the weather for any length of time as the LCD screen is susceptible to damage from heat, cold and moisture (and theft).
- ✓ As with any computer, keep liquids away from the laptop and especially the keyboard.
- ✓ If you leave your laptop in your office overnight, lock it up in a cabinet or drawer or secured to your desk with the combination lock.
- ✓ When travelling, make sure your laptop is in your possession at all times.
- ✓ When travelling, make sure you are carrying the correct laptop bag and that the bag is properly labeled with your personal information and the College's information.

ACCEPTANCE OF POSSESSION OF A VCC LAPTOP

Your signature below indicates that you have read and agreed to the content of this appropriate use document and, specifically, to follow its guidelines, and have had your questions about appropriate laptop use answered.

You will need to sign this agreement before you will be issued a laptop.

VCC Computer ID :	
Device Model / Type :	
Device Serial Number :	
Name :	
Department :	
Job Title :	
Signature :	
Date :	

Laptop Appropriate Usage Client Agreement v2.0