

## FAQs: Loan laptops for students

21 April 2020

### 1. When will my laptop be delivered?

The courier company will arrange this with you on the cell phone number that you used to communicate with the University about this offer.

### 2. Where will my laptop be delivered?

Your laptop will be delivered at the delivery address you provided via SMS when you accepted the offer of a loan laptop.

### 3. Who will deliver my laptop?

A third-party courier company will deliver the laptop and communicate with you via SMSes or calls to the cellphone number that you provided when you accepted the offer of a loan laptop.

### 4. When do I have to return the laptop?

You must return the laptop by the end of the 2020 academic year, on the Friday before the end-of-year graduation ceremonies.

### 5. Where do I have to return the laptop?

You must return the laptop to SU's IT Division at 11 Hammanshand Road, Stellenbosch. If you cannot deliver it in person, you must send it per courier at your own cost.

### 6. Will the University conclude a contract with me for the loan of the laptop?

Yes, the contract will be delivered along with the laptop. You need to read and sign it, and give it to the courier for returning. If you do not sign the contract, the courier unfortunately has to return the laptop.

### 7. What is the model and type of the laptop?

Lenovo Ideapad S145 i3, 4GB, 1TB HDD 5400RPM, including a laptop bag (this you will receive once lockdown is lifted).

### 8. What amount will be debited against my student account?

R7 598, which includes the laptop bag, the software loaded on the laptop and the courier costs.

9. Is this a new laptop?

Yes.

10. Will laptops be delivered in other countries?

No, only within the borders of South Africa.

11. Could I pick up my laptop at a designated place?

No, all laptops will be delivered by a third-party courier company.

12. Will this laptop deposit block my student account and prevent me from viewing or accessing my results?

The amount for the laptop will have no impact on your student account during the academic year. There will be implications only at the end of the year, if your degree must be issued but you have not yet returned the laptop.

13. Can I purchase the laptop instead of returning it?

Yes, you can. If you decide to do so, please send an e-mail with your laptop's serial number to [student@sun.ac.za](mailto:student@sun.ac.za) and ask for permission to purchase it. The University will then determine the value of the laptop and reply with an amount. The original amount on your student account will then be amended to the new value. Once you have settled your student account, the laptop becomes your property.

14. Will the NSFAS cover the cost of my laptop?

Unfortunately, no. The NSFAS indicated that students may use their allowance for materials to buy devices, and many NSFAS students had done so that last year. However, the NSFAS will not provide additional funding for this purpose.

15. Who is the owner of the laptop?

Stellenbosch University owns the laptop.

16. Will I be allowed a trial period to try out the laptop?

You can return the laptop at any stage before the end of the year, but once you accept the offer and the laptop has been couriered, R7 598 will be charged to your student account. The transaction will be reversed once you have returned the laptop to the Division IT in Stellenbosch.

17. Who will ensure the laptop?

The laptop has been insured by Stellenbosch University (SU), who is liable for the costs of insuring the equipment against accidental damage, loss and theft for the duration of the loan agreement. SU reserves the right and sole discretion to consider any claim that you may bring because of accidental damages to or loss or theft of the laptop. SU will, however, be under no obligation to repair or replace the laptop, as set out in paragraph 8.2 of the contract.

#### 18. What happens if the laptop is damaged, lost or stolen?

If any theft of or damage to the laptop occurs, you must notify SU's IT Hub and the the Division Funds and Asset Management immediately, in writing, at: IT Hub [student@sun.ac.za](mailto:student@sun.ac.za). Also, you must report the incident to the SAPS (Police Service), within five days of the incident. Your e-mail to the IT Hub must include the case number that you will receive from the Police Service.

#### 19. Who is responsible for the costs if the laptop is damaged as a result of an accident?

The laptop is insured by the University, who is responsible for the cost of insuring the equipment against **accidental** damage, loss and theft for the duration of the agreement. SU reserves the right and sole discretion to consider any claim that you may bring because of accidental damages to or loss or theft of the laptop. SU will, however, be under no obligation to repair or replace the laptop, as set out in paragraph 8.2 of the contract.

#### 20. Who is responsible for the costs if the laptop is damaged because of my negligence?

If the laptop is damaged, lost or stolen as a result of **negligence** on your part, whether by action or omission, you will be liable for all related costs and SU will recover such costs from the security amount, as set out in paragraph 8.3 of the contract.

#### 21. If I have the laptop repaired out of my own pocket, can I claim back the costs?

No. If you do not follow the correct proses (i.e. by notifying SU's IT Hub and the Division Funds and Asset Management office immediately, in writing, at: IT Hub [student@sun.ac.za](mailto:student@sun.ac.za)), you will be unable to claim back any expenses, as set out in paragraph 8.5 of the contract.

#### 22. What happens if my laptop is damaged beyond repair?

If the laptop is damaged so badly that it cannot be repaired, the University's insurer will write off the laptop and it will not be replaced, as set out in paragraph 10.3 of the contract.

#### 23. What software is provided on the laptop?

The laptop will be issued with the standard SU software, including:

- Windows 10
- Microsoft Office 365

24. Am I allowed to play games on the laptop?

No, the laptop is to be used for academic purposes only, and only by you.

25. May I install software on the laptop?

Yes, but you may not install any illegal or unlicensed software on the laptop. Also, you may install only software that is related to your academic programme.

26. May I uninstall software from the laptop?

No, you may not remove any licensed software installed by the University.

27. Where do I get information on zero rating?

[www.sun.ac.za/english/learning-teaching/student-affairs/cscd/Documents/Guidance for Student Online Learning/Zero rating FAQ.pdf](http://www.sun.ac.za/english/learning-teaching/student-affairs/cscd/Documents/Guidance%20for%20Student%20Online%20Learning/Zero%20rating%20FAQ.pdf)

Also see "Tips on how to contain data costs":

<http://www.sun.ac.za/english/learning-teaching/student-affairs/cscd/Pages/Tips-for-Containing-Mobile-Data-Costs.aspx>