

**ROSEMAN AND DELL –
1:1 PROGRAMS FOR NEW STUDENTS POLICY**

Approved by Administrative Council 4/01/19

Effective date 4/01/19

DESCRIPTION OF PROGRAM:

Roseman understands that computers are a critical component to a student's successful academic experience and that the investment a student makes in developing strong technology skills will have a direct impact on his/her professional future. To support a student's quest for excellence as a student and a graduate, Roseman has introduced the 1:1 (pronounced one to one) Student Computing Initiative, designed to help one affordably acquire, maintain and use a laptop computer throughout his/her academic career. 1:1 means a new Dell laptop computer package will be provided to a student upon matriculation. These packages include an extended service warranty, onsite support, just-in-time repair, and discounted software bundles a student will need for his/her classes. The computer will be procured by Roseman, with ownership being transferred to each student once all appropriate fees are received.

Roseman campuses were designed with 1:1 computing in mind - with wireless Internet access throughout the campus, web-accessible software, and a service center located ON campus! Going wireless and portable with one's own laptop offers a student the full benefits of 1:1 computing at Roseman. The student can study anywhere on campus, as well as get help and repairs on campus at the Technology Services Help Desk. The student will have easy access to Roseman's online network of scholastic services, academic tools, and course resource. Each student laptop comes with Dell's standard three-year warranty (four-year warranty is provided for the DMD program), as well as Dell's Complete Care program covering things such as accidental damage to the laptop. When addressing any service needs a student may have, Roseman will adhere to the terms and conditions of the warranty and Complete Care program as set forth by Dell.

The specific terms and conditions of the standard warranty are located on Dell's website at:

<http://www.dell.com/content/topics/global.aspx/policy/en/policy?c=us&l=en&s=gen&~section=010>

The specific terms and conditions of the Complete Care program are located on Dell's website at:

<https://www.dell.com/learn/ai/en/aibsd1/services/support-services-accidental-damage>

The battery warranty is NOT covered under Complete Care (Accidental Damage Service). The Standard Warranty covers the battery from the original ship date (the date the laptop left Dell's warehouse) for the first year and the second and third years are covered under the Extended Battery Service. Information regarding the Extended Battery Service is available at this website:

http://www.dell.com/downloads/global/services/Extended_Battery_Service_Global_Version_FI_NA_L.pdf

LOSS OR THEFT OF THE LAPTOP:

In the event of loss or theft, you will need to contact the Technology Services Help Desk to initiate the replacement laptop procedure. If the loss or theft occurs on campus, in addition to contacting the Technology Services Help Desk, you will also need to contact the University's Facilities Management unit to fill out an incident form.

It is recommended that you check with your (or your parent's) renter's or homeowner's insurance to get coverage for the laptop in case of loss or theft of the computer. If the insurance companies ask for a "bill of sale" for the laptop, you can use your Roseman University Payment Agreement to provide proof of payment. If additional information is needed, the User Services Director can provide the student with a letter stating the make, model, serial number, and the cost you are responsible for in case of loss or theft of the computer. The replacement charge will be billed to your student account and you will be responsible to pay the Bursar's Office. Loaner laptops may be checked out for a maximum of two weeks while the replacement laptop is being ordered/processed.

Please note Dell's standard warranty or Complete Care program does NOT cover loss/theft.

Roseman University of Health Sciences is not responsible for loss or damage to personal property. All personal property brought to Roseman University of Health Sciences is brought at the owner's risk. Roseman University of Health Sciences assumes no liability of any kind for all personal property.

WITHDRAWAL FROM THE UNIVERSITY:

The Roseman issued computer equipment is non-refundable/non-returnable. For more information on refunds, please see the University Refund Policy.

READMISSION TO THE UNIVERSITY:

Students readmitting to the university within 2 years of being issued a laptop from Roseman are not required to purchase a new device unless the academic program requires it or if the Dell warranty cannot be extended to cover during enrollment in the program. Students will be required to purchase a Dell laptop warranty extension, when applicable, at the time of readmission. Please note that the battery warranty is three years from the original purchase date and cannot be extended. Readmitting students do have the option to purchase a new laptop through the university.

It is a privilege to offer you this beneficial technology service. Information regarding the exact specifications will be provided to admitted students within two months prior to the start of the academic year. In the meantime, should you have any questions regarding the 1:1 Student Computing Initiative, please contact Technology Services:

Henderson Campus:
nvhelpdesk@roseman.edu
(702) 968-2030

ROSEMAN UNIVERSITY

OF HEALTH SCIENCES

South Jordan Campus:
uthelpdesk@roseman.edu
(801) 878-1010



HENDERSON CAMPUS | 11 Sunset Way | Henderson, NV 89014 | 702-990-4433
SUMMERLIN CAMPUS | 10530 Discovery Drive | Las Vegas, NV 89135 | 702-802-2841
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