



# Solution Center Notebook Checkout Process

## **Summary:**

This policy outlines the eligibility, support and terms of use for Notebook Checkout from the Jackson College (JC) Solution Center in William Atkinson Hall.

## **Scope:**

This policy applies to all current Jackson College Employees.

## **Statement:**

Jackson College shall make notebook computers available for short-term check-out from the Solution Center. These units are not intended to replace primary work site computers. They are available to current Jackson College Employees only, in accordance with approval criteria (Attachment A). Due to limited notebook availability Information Technology (IT) cannot guarantee that we will have a notebook available for check out. Notebook check-out requests must be sent to the Jackson College Solution Center at [jcsolutioncenter@jccmi.edu](mailto:jcsolutioncenter@jccmi.edu).

Users must allow adequate time (30 minutes) prior to picking up the notebook to receive instruction, sign out the notebook and log in to the computer on a wired connection (so that the user can logon as off campus).

Notebooks must be picked up and dropped off during regular business hours at the Jackson College Solution Center. Users will be notified when the notebook is available in the Jackson College Solution Center for pick-up. If other arrangements need to be made for pickup and drop off, the Jackson College Solution Center must be given at least 24 hours (or 1 day) notice.

Notebooks may be checked out for a maximum of 2 weeks. If notebooks are not returned within two weeks, IT will contact the employee and the employee's supervisor. Extensions may be requested with the Jackson College Solution Center.

## **Software and Hardware**

All check-out notebooks are provided with the following software and associated hardware (subject to change at any time).

<b>Software</b>	<b>Extra Hardware</b>
Microsoft Windows (Current Version)	Extra Battery Pack
Microsoft Office (Current Version) Word, Excel, PowerPoint, Outlook, Access, OneNote	AC Adaptor
Microsoft Publisher	Notebook Carrying Case
Microsoft Project	Mouse
Microsoft Visio	Ethernet Cable
Microsoft SharePoint Designer	
Microsoft Expressions	

**Support**

Employees using the notebook check-out service shall contact the Jackson College Solution Center for standard system support and to notify the IT Department of any problems encountered during their check-out period.

**Security**

Users are responsible for performing their own data backups. The IT Department is not responsible for any files left on the notebook or for loss of, or damage to, a user's files during the check-out period. The IT Department is also not responsible for any computer viruses transferred to, or from, a user's external media (CD, flash/thumb drive) while using the notebook. All notebook check outs are reloaded upon their return to the Jackson College Solution Center.

Users must also follow the Respectful Use and Responsible Use policy when using the Notebook Checkout computers.



**Attachment A**

<b>Solution Center Notebook Check-Out Matrix</b>								
<b>Use</b>	<b>JC Faculty Member</b>	<b>Approval</b>	<b>JC Student Employee</b>	<b>Approval</b>	<b>JCC Staff</b>	<b>Approval</b>	<b>JC Adjunct Faculty Member*</b>	<b>Approval</b>
Forgot work computer at home	1 day	None	Not Applicable	Not Applicable	1 day	None	1 day	Department Chair
All other Requests	Up to 2 weeks	None	Up to 2 weeks	Supervisor	Up to 2 weeks	None	Up to 2 weeks	Department Chair
*Adjunct faculty must have their department chair request a notebook on their behalf. Please see <a href="http://www.jccmi.edu/infotech/solcen.htm">http://www.jccmi.edu/infotech/solcen.htm</a> for the Solution Center business hours.								