

Lakewood University Laptop Policy

Purpose

This policy ensures that all enrolled students at Lakewood University have the necessary technological resources to complete their coursework successfully. This policy outlines the procedure for assessing, documenting, and fulfilling the need for a laptop among incoming students.

In accordance with the university's mission to improve the quality of life of students, Lakewood works to close the technological gap that some students face.

Policy Overview

Lakewood University is committed to providing the necessary resources to support our students' academic success. As part of this commitment, the university will provide a Chromebook to any enrolled student who expresses a need for a laptop to complete their coursework.

Procedure

1. Assessment of Needs by Admissions Advisors

- During the admissions process, Lakewood Admissions Advisors will assess the technological needs of each applicant.
- If an applicant indicates the need for a laptop, this requirement will be documented in the student's file within our CRM system, Salesforce.

2. Documentation in CRM

- The need for a laptop is recorded in the student's profile in Salesforce to ensure proper tracking and fulfillment.
- Accurate and timely documentation is essential for efficient processing and subsequent actions by the Student Services Department.

3. Student Verification Form

- Upon recording the need for a laptop in Salesforce, the Student Services Department will send a verification form to the student.
- The form will require the student to verify their demographic information, including their current address, to ensure accurate delivery.

4. Processing and Shipping

- Once the verification form is returned and the information is confirmed, a Chromebook will be shipped to the student within the first week of their enrollment or as soon as possible.
- The laptops are, on average, valued at \$65 per unit.

5. Quality Assurance

- All Chromebooks are tested for quality and basic operations prior to being sent to ensure they meet the necessary standards for academic use.
- Any defects or operational issues are addressed before shipment to guarantee a functional device for the student.

6. Storage and Security

- The Chromebooks are stored in a secure and discrete location within the administrative office to prevent theft or damage.
- Access to the storage area is restricted to authorized personnel only.

Laptop Possession:

- Regardless of the individual student outcome (graduation, withdrawal, or dismissal), students keep the Lakewood issued laptop.

Responsibilities

- **Admissions Advisors**
 - Assess and document the technological needs of applicants.
 - Record the need for a laptop in the student's Salesforce profile.
- **Student Services Department**
 - Send the demographic verification form to the student.
 - Confirm the information and process the shipment of the laptop.
 - Ensure quality assurance and maintain secure storage of laptops.

Contact Information

For questions or further assistance regarding the laptop policy, please contact the Student Services Department at studentservices@lakwood.edu or 800-517-0857 EXT 702.

This policy ensures that all students who need a laptop for their coursework receive one in a timely and efficient manner, supporting their academic success from the moment they enroll at Lakewood University.