

# Laptop Loan Policy

All UK Campuses  
Classification – *Public*

FEBRUARY 2025



## 1. Purpose & Scope of the Policy

- 1.1. Arden University recognises that due to financial hardship, digital exclusion, extenuating circumstances or without access to a suitable digital device, students may need to borrow a laptop.
- 1.2. The laptop loan scheme will enable students to borrow a laptop for a short period to time, for educational purposes, whether remote or onsite. Laptops can be issued to students at any time during their studies, especially students who may be waiting for financial support from Arden University to purchase a laptop, or due to damage of their own laptop.
- 1.3. This policy outlines the short-term loan of laptops to students enrolled at Arden University.

## 2. Eligibility

- 2.1. This scheme is available for Blended Learning students only. Blended Learning students must be enrolled and 'active' on an Arden University programme to access the scheme.
- 2.2. The laptop will be issued from the UK campus at which the student is enrolled.
- 2.3. Distance Learning Students are not eligible for this scheme. If you require support to purchase a laptop, you may be eligible to apply via the Digital Fund subject to meeting the criteria. <https://www.blackbullion.com/funding>.

## 3. Reserving a Laptop

- 3.1. Laptops are available for loan in all UK Campuses only. Each campus has between 10 - 30 laptops which will be issued on a first come first served basis, with a waiting list process once all the laptops have been issued.
- 3.2. Reservations must be made using the online booking app available [here](#).
- 3.3. Once a laptop loan request has been approved, students must book a 20-minute slot for collection in the campus where the laptop is located and to go through the terms and conditions of loan.

## 4. Responsibility of the student

- 4.1. When requesting the laptop, students must read, acknowledge and sign to agree to the terms and conditions of the scheme.
- 4.2. Provide the member of staff issuing the laptop with a current mobile phone number and allow them to dial the number and verify the number.

- 4.3. Provide the member of staff issuing the laptop with a personal e-mail and acknowledge receipt of the e-mail.
- 4.4. Produce photographic ID when collecting the laptop.

## 5. Issuing & collection of a laptop

- 5.1. Laptops will be issued by campus staff during hours advertised, during the booked appointment.
- 5.2. On issue the member of staff will ensure the laptop is fully charged and in working order, any previous damage or marks will be recorded.
- 5.3. The laptop will be issued with a charger and a laptop bag for safekeeping.
- 5.4. If the laptop isn't collected on the allocated collection date, it may be reallocated to the next student with a booking request.

## 6. Length of Loan

- 6.1. Laptops will be issued for a maximum of two weeks. The return will be outlined during the booking process and in the booking confirmation. At the end of the two-week loan period, students will be required to return the laptop. On return to campus, the laptop will be reviewed by the IT representative in each campus, before being returned to the LapSafe cabinet for the next student.
- 6.2. Should a student require a laptop for longer than two weeks, they must make a second booking via the app and return the original laptop. Once approved, students will then be issued with another laptop, for a further two weeks.
- 6.3. Students are eligible to access a laptop loan for up to two bookings per semester, if there is a requirement for a longer loan period, the student will be referred to the digital laptop fund <https://www.blackbullion.com/funding>].

## 7. Acceptable Use

- 7.1. This list is not exhaustive, please adhere to terms and condition as outlined in the [Acceptable Use Policy](#).
- 7.2. When borrowing a laptop the student must accept responsibility for its care and take the following precautions:
  - a) Only use the laptop for educational purposes.
  - b) Ensure that the laptop is used only by themselves

- c) Ensure appropriate use of the webcam and microphone. They should only be used in an educational context and not for the purposes of online chat etc.
- d) Under no circumstances should the laptop be used for inappropriate materials e.g. pornographic, racist, harassment, pictures or files that may cause offence or embarrassment.
- e) Ensure the laptop is always locked with a password. Particularly if walking away from the machine.
- f) Ensure the laptop is not left unattended at any time, particularly on campus or in public places.
- g) Ensure the laptop and case are not defaced and that any stickers on the laptop remain intact.
- h) Ensure the laptop is not disassembled or repairs attempted – if there is an issue with the laptop it should be returned and exchanged for another one.
- i) Ensure the laptop is stored appropriately e.g. not left in a car, protected from extreme heat and cold, away from liquids, not allowed to overheat.

7.3. It is not permitted to store personal data or information on the laptop. Some examples of personal data are listed below:

- a) Personal emails
- b) Files – documents, photos, music files copies of personal ID
- c) Personal login details e.g. online banking etc.
- d) Syncing browsers (logging in with personal details and sharing resources between devices).

7.4. Returning the laptop:

- a) Students should return laptops on their due date (e.g. 14 days from issue).
- b) Laptops should be returned in the same condition in which it was lent to the student. If students fail to return the laptop on time, three days after the due date their access to the laptop will be blocked. Once returned, the laptop will need to go to the IT department in the campus for security updates and maintenance.
- c) Failure to return a laptop **could result in your Arden University account being suspended/blocked, meaning you will lose access to our online systems (iLearn, Office 365, Arden email etc).**

## 8. Damage or Loss

- 8.1. Should the machine become damaged or malfunction, it must be returned to the campus it was borrowed from and reported.
- 8.2. If the laptop is lost or stolen, it must be reported to the campus it was borrowed from and to the police. Students will be asked to provide a crime number for stolen devices.
- 8.3. Any damage or loss should be reported as soon as possible to campus staff to organise a replacement. If a student loses or damages more than one device, they will not be given a second replacement but will need to apply for digital support or use devices on campus.
- 8.4. As above, failure to return a laptop may negatively impact enrolment and academic progression. Your account may be suspended/blocked.

## 9. Communication and Awareness of this policy

- 9.1. Policy to be shared publicly on [Arden University website](#).
- 9.2. Policy will be available to all employees within the SharePoint intranet.
- 9.3. Policy and booking process will be available to students via the Laptop Booking App.

## 10. Breaches of this policy

Any student who breaches this policy and fails to return a laptop could result in your student account being blocked. Once your account is blocked, you will not be able to log into the laptop nor access University systems such as iLearn or Office 365 and will be put forward for withdrawal. The matter will also be reported to the police.

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<b>Responsible Department:</b>	<b>Student Experience</b>

<b>Policy Contact:</b>	<b>Debbie Groom</b>
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