Hotspot Loan Program

This program allows eligible students to borrow Hotspots acquired by the College to bridge the Digital Divide regarding full-time RBC students on campus, who have graduated from high school or equivalent as determined solely by Richard Bland College, and are in a degree-granting program at the College. Students who borrow a Hotspot must comply fully with the **Hotspot Loan Agreement**, which they must sign prior to taking possession of the device.

Richard Bland College is committed to providing students with an excellent learning environment regardless of their socioeconomic status. An essential element for fulfilling this commitment is bridging the Digital Divide by loaning eligible students the tools necessary to help maximize their opportunities to learn.

Definitions

"Digital Divide" means the gulf between those who have ready access to computers and the Internet and those who do not.

"STAC" means Statesman Technical Assistance Center.

Hotspot Loan Program

Overview

The Richard Bland College maintains an inventory of Hotspots available for short-term loan. The Hotspots are the property of Richard Bland College. The Hotspots are for College business only and may be checked out for a maximum timeframe of one academic course, this referring to summer sessions or a full semester. Only students who are full time, have graduated from high school or equivalent as determined solely by Richard Bland College, and are in a degree-granting program at the College are eligible to participate in this program. All students participating in this program must comply with this policy and the **Hotspot Loan Agreement**.

How do I reserve a Hotspot?

Student checkout of Hotspots require sponsorship from a faculty member. This member will submit a ticket on behalf through **servicedesk.rbc.edu** of the student to STAC and will include the following information:

1. Students Full Name
2. Students Email
3. Students R#

Where do I pick up and return the Hotspot?

Once faculty sponsorship has submitted a ticket, STAC will reach out to the student to pick up the device from McNeer 110. The **Hotspot Loan Agreement** must be completed and signed prior to checking out the Hotspot.

How long can I keep a borrowed Hotspot?

To maintain maximum availability, we allow Hotspots to be checked out no longer than one semester. All Hotspots must be returned in good condition on or before the last day of final exams for the semester in which the Hotspot is borrowed or three days prior to a student's withdrawal or other termination from Richard Bland College. Hotspots not returned by the due date will have processes initiated to apply a $150 charge (three months of service) to the student's account.

What happens if the Hotspot is lost, stolen, or damaged while I have it?

You will be responsible for the cost of repairing or replacing the Hotspot regardless of fault. Normal wear and tear may be authorized at the sole discretion of the Richard Bland College Information Technology Services Department. Costs may be as high as $150 for full replacement. Any costs not paid by the end of a semester will result in a hold placed on your grades and transcript. Such costs also may be forwarded to collections for appropriate action.

What happens if the Hotspot experiences a hardware failure while I have it that is not due to any avoidable damage to the Hotspot?

Information and Technology Services (STAC, McNeer Hall 110, (804) 862-6401) will be responsible for all repairs when the Hotspot is returned.

RBC Responsibilities:

Statesman Technical Assistance Center "STAC"

1. STAC will support/service Hotspots during normal operating hours.
2. All STAC support requests will be documented in Service Desk tickets.

STAC – Hotspot checkout processing

1. Student wishing a Hotspot will reach out to a faculty member;
2. Faculty member will submit a ticket to STAC with the following information;
   1. Student Name
   2. Student Email
   3. Student R#
3. STAC will contact student and schedule a time for them to pick up the device;
4. Student shows the STAC agent his/her ID to initiate the checkout process;
5. STAC agent retrieves a Hotspot providing the same to the student;
6. STAC agent conducts the checkout process using the library's tracking system scanning the bar code applied to the Hotspot; The Hotspot checkout automatically generates a Hotspot hold on the student's account.

7. Student verifies Hotspot access while in STAC (this activity builds the student's profile so it will work off campus).

STAC (device return processing)

1. Student goes to STAC to return the Hotspot;

2. STAC creates a Service Desk ticket to document a Hotspot return.

   1. This Service Desk ticket specifies the Student's R# and the Hotspot Library identification.

3. STAC will assess the device's condition:

   1. Satisfactory Hotspots:

      1. Hotspot will be returned to the Hotspot Checkout inventory in STAC.

      2. The Hotspot hold is released from the student's account.

   2. Unsatisfactory Hotspots:

      1. STAC will determine if the unsatisfactory Hotspot can be repaired for return to the Hotspot Checkout inventory.

         1. Repaired Hotspots will be as needed.

         2. Repaired Hotspot will be returned to the Hotspot Checkout inventory in STAC.

         3. The Hotspot hold is released from the student's account.

      2. Hotspots that cannot be repaired:

         1. Will be removed from STAC's Hotspot tracking system.

         2. STAC updates the Service Desk ticket to document an unsatisfactory Hotspot return.

         3. STAC assigns the Service Desk ticket to the Library.

RBC Library

1. Library assesses the Service Desk ticket created by STAC to document the returned Hotspot.

   1. If the returned Hotspot is unsatisfactory and cannot be repaired:

      1. RBC Library initiates steps necessary to remove the non-repairable Hotspot from the library collection.

      2. The drafts and sends the Business Office an email to create a Hotspot charge on the student's account.

   2. RBC Library closes the Service Desk ticket.

STAC (device support processing)

1. Device soft issue (e.g. network connectivity)
    1. STAC checks in the original Hotspot releasing the Banner hold.
    2. STAC checks out a replacement Hotspot and creates a new Banner hold
2. Device damage issue (e.g. cracked screen, etc.).
    1. Device to be assessed by STAC.
    2. Pending STAC evaluation, the student may receive a replacement Hotspot and/or will be charged the amount specified in the Banner hold for the Hotspot.