



Technology Support Policy

Policy Owner: General Manager
Audience: Members, URSU Staff, URSU Executives, URSU Board of Directors
Approved: Board of Directors (Board Meeting December 29, 2020)
Last Reviewed:
Review Schedule: August 2021

1. Introduction

The use of technology is an important element in a student's academic journey. This has become even more prevalent as more and more courses move to online delivery. The University of Regina Students' Union (URSU) understands the challenges faced by students and that not all students may have the necessary resources to acquire the necessary computer hardware to enable them to succeed. This policy addresses how URSU can assist those students that have a demonstrated need.

2. Definitions

- Computer** - either a desktop computer system complete with CPU, monitor, keyboard and operating system or a laptop computer outfitted with an operating system and a carrying bag.
- Student** - any student that is a fee-paying member of URSU and is in good standing with URSU

3. Policy

- 3.1. Every student is eligible to apply to receive a free computer.
- 3.2. Students that receive a computer under this policy may not apply again within eighteen (18) months of receipt of their previously allotted computer.
- 3.3. Applications must be submitted via the approved application form found on the [UniVerse](#) student engagement platform.
- 3.4. Applications will be prioritized based on need.
- 3.5. Applications will be vetted by the Student Advocate (or VP Student Affairs) who may contact the applicant for further information if required.
- 3.6. Computers allocated through the program are refurbished and tested for proper operating condition. All computer hard drives have been wiped, reformatted and are ready to use. URSU is not liable for repairs or upgrades on computers.
- 3.7. This program is intended to assist students that do not have regular access

- to a computer. I.e. students solely dependent on lab or public computers.
- 3.7.1. Students already having computers that stopped working or require upgrades are not eligible.
 - 3.7.2. Students that have computers but just require software are not eligible.
 - 3.7.3. Students not wanting to use their own computer for some reason (ie: Proctortrack software) should be referred to the Archer Library to utilize the exam rooms on campus that are available for booking.
 - 3.7.4. Students requiring SPSS software can access online streaming: <https://www.uregina.ca/is/common/ur/software/appstream.html>
 - 3.7.5. Engineering students that have a Mac but require software that is only compatible with the Windows operating system can access such programs via remote access on computers within the Engineering computer lab.
- 3.8. Awarding of computers under this program/policy is subject to inventory availability.
 - 3.9. In the event that there is an obvious hardware fault with the computer within the first three months of receipt, URSU will replace the computer with a comparable device if available.
 - 3.10. URSU is not responsible in any way for repairs to or replacements of computers as a result of negligence by the recipient.

4. Process and Procedure

- 4.1. Applications must be submitted via the approved application form found on www.universe.ursu.ca
 - 4.1.1. Applicants must be able to provide proof of enrollment.
 - 4.1.2. Applicants will be required to establish need. The Student Advocate will use their discretion to determine which supporting documents may be necessary to fully justify need.
 - 4.1.3. Applicants must be willing to provide their social insurance number, 30 days or more of financial records, and be willing to execute a confidentiality agreement.
- 4.2. The Student Advocate (or VP Student Affairs) will schedule a meeting with the applicant to review the application and any necessary supporting documentation.
- 4.3. The Student Advocate will advise the Applicant within three (3) business days of the aforementioned meeting as to the status of the application. If approved, they must collect their computer within three (3) business days of approval.
- 4.4. Photo ID will be required to confirm identity when equipment is picked up.

5. Roles & Responsibilities

- 5.1. Student Advocate (or VP Student Affairs)
 - 5.1.1. Shall process all applications in a timely manner.
 - 5.1.2. Shall have the authority to determine or alter threshold eligibility

- requirements at any time.
- 5.1.3. Responsible for tracking of computers awarded for compliance with any applicable tax regulations.
- 5.2. Operations Manager
 - 5.2.1. Maintain a current inventory of available computers at all times.
 - 5.2.2. Liaise with program product suppliers to ensure availability of computers at all times.
 - 5.2.3. Ensure that the application forms are up to date and readily available online.

6. Related Information

- 6.1.