

## ***Frequently Asked Questions*** about the

### **Saint Anselm College/Dell University—Student Voluntary Computer Purchase Program**

**Q. I have some questions about the ordering process or the laptop program itself. Can someone help me with placing my order?**

A. Sure. Once the computers are ready to order, you can call the Saint Anselm/Dell Order line and we'll answer your questions and actually place your order for you if you like. The SAC/Dell University order line will be available Monday through Thursday from 8:30 a.m. to 4:30 p.m. (EST) and Fridays from 8:30 a.m. to 2:00 p.m. (EST).

**Q. I already have a desktop or laptop computer. Can I still bring it to campus?**

A. Yes, but you will have to register it onto the network and install our anti-virus software prior to being allowed to connect it to the College's computer network.

**Q. Can I purchase the laptop even though I'm a Senior?**

A. Absolutely! You can purchase the laptop anytime you like as long as you are a Saint Anselm College Student. We offer a three year Complete Care Warranty just for the upper classes. In fact, you could buy the laptop as a graduation gift the day before you graduate from Saint Anselm College? (Hey that's a pretty good idea...)

**Q. I don't wish to participate in this program. Are there other computers on campus available for student use?**

A. Absolutely! With more than 120 personal computers available in our 3 public labs and the library—you will definitely stay connected.

**Q. Can I use financial aid to pay for a personal computer?**

A. Yes, the Office of Financial Aid will allow you to include your personal computer expense when calculating the cost of attending Saint Anselm College. To do this, you must submit a paid invoice to the Office of Financial Aid along with a request for the type of loan (Signature Loan, Parent PLUS Loan, or another alternative educational loan, etc) that you wish to use to cover the cost. Once all of your financial aid is disbursed and you have a credit balance on your Tuition Account, you may request a refund from the Business Office to reimburse you for the cost of your computer. If you are a freshman, all of the aid will disburse per federal regulations after October 1, 2006 as long as you have completed all of the required paperwork to receive your financial aid. Returning student aid should disburse by the middle of September.

**Q. I don't see a printer listed — don't I need one?**

A. We have many printers available on campus. With the included USB Drive, you can copy your papers to the USB drive and bring the drive to any lab where you can print on high quality laser printers without having to buy one. A 128MB USB key can hold as much as 88 floppy disks! That's a lot of papers.

**Q. What happens if I have a problem with my laptop purchased through this program?**

A. Simply contact our helpdesk. If the problem is hardware, we'll call Dell, order the repair parts if required, and do the warranty work right on campus. We'll even try to provide you with a loaner if your laptop is going to be out for an extended period of time (more than 5 business days). If it's software related, we'll help you reload the program or restore your laptop to its original factory configuration—all free of charge.

You should also know that your warranty is from Dell, so it is valid anywhere you experience a hardware problem. So, if you're at home or traveling abroad, simply contact Dell and they'll handle the repair for you.

**Q. Does Complete Care include coverage for theft or intentional damage?**

A. Coverage is limited to accidental damage and hardware failure - that's everything but theft and fire. These types of losses are probably covered as part of your family homeowner's policy, but check to make sure. Complete care just about covers everything else -- spilled a glass of OJ in the keyboard? You're covered. Accidentally knocked off a table? You're covered. Roommate tripped over your laptop and broke the screen? You're covered.

**Q. Why doesn't the website give me the option of having my computer shipped to my home?**

A. Saint Anselm has special licensing agreements with Microsoft and other vendors that allow us to install Microsoft Office and other products for our students. In order to ensure that your laptop is in compliance with our agreements and has the latest available software updates, virus updates and is in proper working order, we prefer that the laptop be shipped to the College so that we can perform these services for you and ensure that your laptop is ready to go at the start of the academic year. Additionally, you will not pay sales tax or shipping costs by having it shipped directly to the College. If you must have it prior to the start of the academic year, then you can come to the College to pick it up.

**Q. What happens when I graduate?**

A. The laptop is yours