William Jewell College
Jewellverse Policies

All members of the College community are be required to read and sign the College Issued Technology Terms and Conditions and the Copyright Policy prior to receiving their college-issued technology.

College Issued Technology Terms and Conditions

All campus provided iPads, computers and college-licensed software on those devices are the property of William Jewell College. However, students, faculty and staff will be financially responsible for all damage, vandalism and replacement of lost or stolen devices. To minimize personal risk, a list of iPad Best Practices can be found in Appendix A at the end of this document.

Terms and Conditions Specific to Student iPad Use

Each iPad Pro comes with one year of hardware repair coverage through its limited warranty and up to 90 days of complimentary support through Apple Inc.

NOTE: This Warranty does not apply:
(a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
(b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports;
(c) to damage caused by use with another product;
(d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause;
(e) to damage caused by operating the Apple Product outside Apple’s published guidelines;
(f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider (“AASP”);
(g) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple;
(h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Apple Product, or
(i) if any serial number has been removed or defaced from the Apple Product.

Optional Extended Coverage

AppleCare+

A student may extend the AppleCare coverage on his or her device to two years of service, including expert telephone technical support, at his or her own expense. A full description of AppleCare+ may be found at the following link: http://www.apple.com/support/products/ipad.html. This extended service must be purchased within 45 days of receiving your iPad. You may use either the walk-in service through an Apple Authorized Service Provider or the mail-in service. Information for both services is provided below.

Mail-In Service:
Contact 1-800-APL-CARE (800-275-2273)
7:00 a.m. to 10:00 p.m. Central Standard Time
Seven Days per Week

Walk-In Service:
The nearest Apple Service Providers are:
Supplemental Insurance

Students, faculty and staff are also financially responsible for major damage, vandalism and replacement of lost or stolen devices during the academic year and during breaks; therefore, the College encourages you to consider purchasing supplemental insurance for your devices. Two such vendors are:

- SquareTrade, Inc.
  - 1-877-834-8478
  - www.squaretrade.com

- Safeware
  - 1-800-800-1492
  - www.safeware.com

William Jewell College, however, is not endorsing these vendors, and you may purchase insurance from any vendor you choose. The purchase of supplemental insurance is recommended but not required.

Contact the Office of Information Technology (IT) if the device needs to be replaced for any reason. Make an appointment by going to the Help Desk on Jewell Central, https://central.jewell.edu, (https://helpdesk.jewell.edu/account/new_ticket%20%3E). Working through IT ensures all devices are enrolled in the College’s mobile device management system and are properly tracked.

If your device sustains major damage or vandalism or is lost or stolen, please contact the Office of Information Technology to arrange for device replacement. A replacement charge will be added to your student account.

In the event of egregious misuse, the College reserves the right to terminate the use of any/all devices.

Technology Replacement and Return Agreement

Student iPad Replacement

In general, student iPads will be replaced every two years, assuming continuous full-time enrollment beginning as a first-year student and graduating within four years. At the time of replacement, students will be required to turn in the initial device with authentic Apple power adapter and charging cable in “Average Saleable Condition” as defined below. If the returned device is not in Average Saleable Condition, the student will be charged for any missing or defective parts/accessories. Only students who graduate from the College will be allowed to take the iPad with them.

The iPad will remain the property of William Jewell until a student graduates from the College. A student who leaves the College prior to graduation must return the device in good condition. If the iPad is not returned or is not returned in good condition, the replacement cost will be charged to the student. If the iPad is not received prior to separation from the College, this charge will be applied to the student account, resulting in financial and technology holds. As a result, student transcripts will not be released until the charge is paid. In addition, any iPad not returned to the College will be disabled five (5) days from the date of billing.
**Faculty and Staff Technology Replacement**

Faculty and staff will receive a computer and or iPad for use, as appropriate to their position, while they remain employees of William Jewell College. Should an employee leave the College, the current device(s) should be returned to the College, in good condition, at the time of their exit interview. If the device(s) is(are) not returned or is not returned in good condition, the replacement cost for damaged or missing devices will be charged to the employee. Any employee technology not returned to the College upon leaving will be disabled as of the termination date.

I, the undersigned, understand and agree to the policies here set forth:

**Full Name (please print):** ____________________________

**Signature:** ____________________________ **Date:** __________

**Jewell Student/Employee ID#:** __________

"**Average Saleable Condition**” means that all of the Equipment is immediately available for use by a third party buyer, user, lessee, without the need for any repair or refurbishment. All Equipment must be free of markings.
Appendix A
iPad Best Practices

铤 General

Ⅲ Register for an Apple ID with a NON-Jewell email address. Since students will not have a Jewell email address after graduation, your Apple ID should be linked to an email address that you will always have access to.
Ⅲ Purchase a cover for your device that will protect it from accidental damage.
Ⅲ Contact the Office of Information Technology for questions or concerns related to the functioning or security of your iPad.

铤 Security

Ⅲ Use your AppleID account to enable Find my iPad, see http://support.apple.com/kb/ht5818
Ⅲ Enable a passcode lock and create a complex passcode.
Ⅲ Set the iPad to automatically lock after a period of inactivity.
Ⅲ Don’t leave your iPad unattended. Always keep it secure and never leave it in your car. If you are staying in a hotel, lock your iPad in the room safe if one is available.
Ⅲ Do not allow other users to use the iPad
Ⅲ If the iPad is misplaced, use www.icloud.com and “Find my iPad” to locate.
Ⅲ Contact the Office of Information Technology immediately if your iPad is lost or stolen. They may be able to help you locate it or, if necessary, issue a remote wipe.
Ⅲ Do not enable Location Services for all apps, unless needed.
Ⅲ Sensitive data should not be stored on the iPad
Ⅲ Encrypt iPad backup in iTunes, see http://support.apple.com/kb/ht4946
Ⅲ Install iOS updates when available.

铤 Backup

Ⅲ Backup the iPad, either with iCloud or iTunes, see http://support.apple.com/kb/ht1766
Ⅲ Back up often.
Ⅲ Encrypt the backup in iTunes.

铤 Hardware Repair

Ⅲ To determine warranty and support coverage, see http://www.apple.com/support/ipad/contact
Ⅲ Additional fees will apply for repairing or replacing iPad due to negligence, loss, or intentional misconduct.

铤 Student Separation from the College

Ⅲ Separation refers to the time when students are no longer registered for classes at the College due to withdrawal, dismissal or any other reason. The iPad will remain the property of the College, therefore, must be returned in good condition in the event of student separation. If the device is not returned or is not returned in good condition, the replacement cost will be charged to the student. If payment is not received prior to separation from the College, this charge will be applied to the student account, resulting in a financial hold. As a result, student transcripts will not be released until the charge is paid.
Appendix B
Excerpt from AppleCare + Plan

If during the Plan Term, you submit a valid claim by notifying Apple that (i) a defect in materials and workmanship has arisen in the Covered Equipment, or (ii) the capacity of the Covered Equipment’s battery to hold an electrical charge has depleted fifty (50%) percent or more from its original specifications, Apple will either (a) repair the defect at no charge, using new parts or parts that are equivalent to new in performance and reliability, or (b) exchange the Covered Equipment, with a replacement product that is new or equivalent to new in performance and reliability. All replacement products provided under this Plan will at a minimum be functionally equivalent to the original product. If Apple exchanges the Covered Equipment, the original product becomes Apple’s property and the replacement product is your property, with coverage for the remaining period of the Plan.

If during the Plan Term you submit a valid claim notifying Apple that the Covered Device has failed due to accidental damage from handling (“ADH”), Apple will, subject to the $49 service fee, either (i) repair the defect using new or refurbished parts that are equivalent to new in performance and reliability, or (ii) exchange the Covered Device with a replacement product that is new or equivalent to new in performance and reliability (both individually known as a “Service Event”). ADH coverage will expire and all of Apple’s obligations to you under this section will be fulfilled in its entirety before the end of the Plan Term when Apple, as a result of ADH claims, has provided to you two (2) Service Events.

ADH coverage only applies to an operational or mechanical failure caused by an accident from handling that is the result of an unexpected and unintentional external event (e.g. drops and liquid contact) that arises from your normal daily usage of the Covered Device as intended for such Covered Device. ADH coverage does not include (a) protection against normal wear and tear, theft, misplacement, reckless, abusive, willful or intentional conduct associated with handling and use of the Covered Device, (b) protection against any other act or result not covered by the Plan, as described in Section 4.2 below, or (c) any resultant damage to the Covered Device that arises from one or more conditions described in Section 3.2(a) or (b).

Apple may ask you to provide an explanation of where and when the accident occurred with a detailed description of the actual event. Apple will deny your claim if you fail to pay the service fee or fail to provide information relating to the accident when asked.

What is not Covered?

Hardware Service and ADH Coverage Area. Under AppleCare+ for iPhone and AppleCare+ for iPad, Apple may restrict hardware service and ADH coverage to the country where the Covered Device was originally purchased.

Hardware Coverage and ADH Coverage.

The Plan does not apply to installation, removal or disposal of the Covered Equipment, or provision of equipment while the Covered Equipment is being serviced.

The Plan does not apply to damage caused by (a) a product that is not the Covered Equipment, (b) abuse, misuse, fire, earthquake or other external causes except as described in section 3.2 above, (c) operating the Covered Equipment outside the permitted or intended uses described by the manufacturer, or (d) service performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider (“AASP”).

(iii) The Plan does not apply to a product with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of the manufacturer.
(iv) The Plan does not apply to Covered Equipment that has been lost or stolen. This Plan only applies to Covered Equipment returned to Apple in its entirety.

(v) The Plan does not apply to cosmetic damage to the Covered Equipment, including but not limited to scratches and dents that do not otherwise affect the functionality of the Covered Equipment.

(vi) The Plan does not apply to preventative maintenance on the Covered Equipment.

(vii) The Plan does not apply to defects caused by normal wear and tear or which is otherwise due to normal aging of the product, and

(viii) The Plan does not apply to a pre-existing condition on any Covered Equipment if you purchased the Plan after you purchased the Covered Equipment.

**Important:** Do not open the Covered Equipment, as damage caused as a result of opening the equipment is not covered by this Plan. Only Apple or an authorized service provider should perform service on the Covered Equipment.

A full description of AppleCare+ may be found at the following link: