



Building a Safety Net: Creating a Laptop Loan Checkout Partnership for Student Success

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The Beginnings of a Partnership

- Anecdotally, we had a lot of information about student needs
 - Covid amplified the need
- Suite of Needs
 - Dovetailed with need to revamp campuswide laptop requirements for incoming and current students
 - Need to better educate about warranty
- Pulling together departments and units
 - MSU IT
 - MSU Libraries
 - Associate Provost for Undergraduate Education Office (APUE)
 - Enhanced Digital Learning Initiative (EDLI)

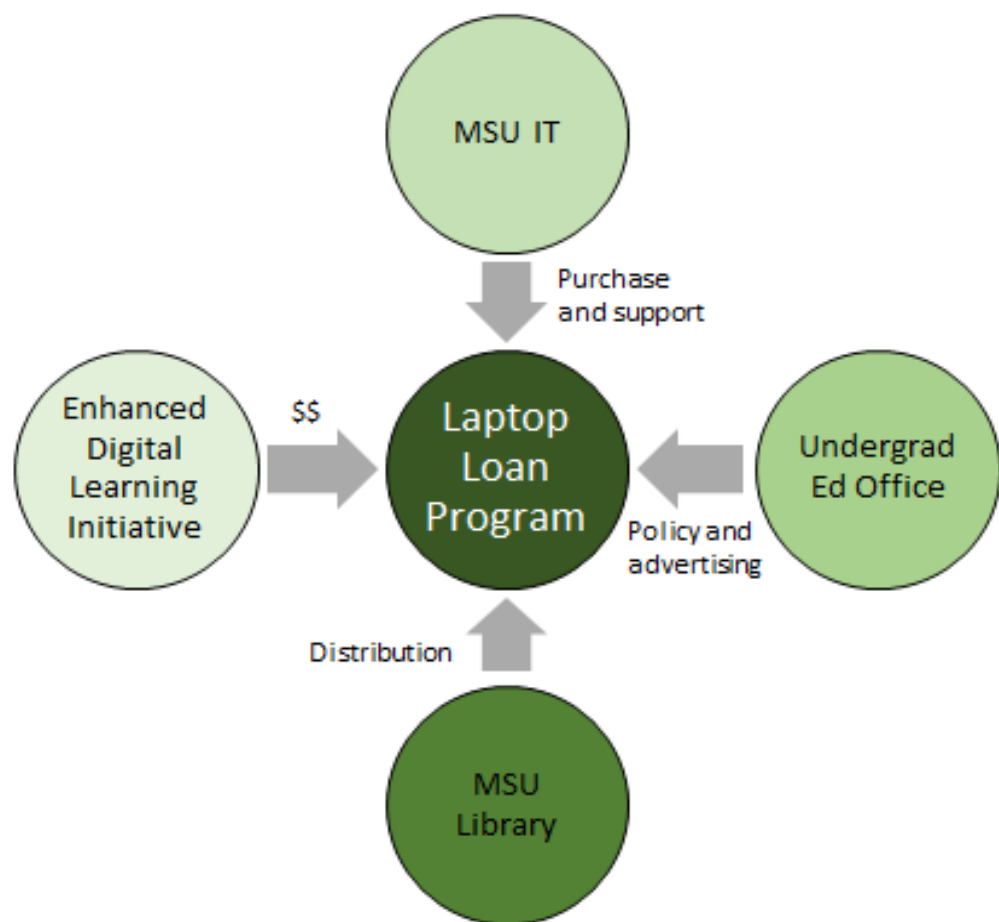
How do we get laptops to students in need?



From Partnership to Plan

- No immediately obvious unit for central coordination
 - community discussion, development of a solution
- Understanding capacity/capabilities of each partner
 - Advertising, connection, website, distribution, service/reimaging, IT support
- Development of *complex* Qualtrics form
 - Lots of if/then statements
- Routing students to their support networks
 - Detroit MADE
 - Pathways programs
 - TRIO
 - Dow Stem Scholars, others

If students WEREN'T part of these programs, they were encouraged to check out from MSUL.





Setting Up the Program: MSU IT and MSUL

- Initial purchase of 10 laptops, expanded fairly quickly to purchase an additional 10 now circulating 20 laptops total
- **MSU IT:**
 - Ordering of laptops, chargers, laptop bags, etc.
 - Reimaging
 - Any service needs
- **MSUL:**
 - Barcoded
 - Created records
 - Loan periods
 - Need to talk to Head of Circulation for any extenuating circumstances
 - Anecdotally, we've noticed there's a need through the end of the semester
 - Fines
 - Storage



Launch of Program

- Rollout in Fall 2022
- Stephen presented at all campus advisors meeting, sent an email talking about the service
- Put it on Laptop Tech requirement page
 - Quickly had to edit this
- We didn't do any investigation of validity of their need
 - Only requirement was that they filled out the form and were an undergrad student
- All laptops checked out almost immediately
 - Initial 10 and additional 10



Safety Net

- **Safety Net**
 - **The safety net is three nets:**
 - Updated computer requirement-if they follow guidance, students will largely be supported (some exceptions for really specific departmental/discipline needs)
 - Better communication around warranty availability
 - Laptop loan for those who wouldn't get support elsewhere
 - Trying to identify resources for students who may not know where resources are/where to get help
 - Also trying to figure out most need



Challenges and Opportunities

- **Capacity**
 - Limited by space
 - Limited by staffing
 - Happened to also coincide with our rollout of new ILS and catalog 😬
 - Also rolled out in August, a notoriously busy time
- **How do we think about funding and sustainability?**
 - Will we need to address longevity- what happens when we don't get a computer back (knock on wood)
- **Most of our data is anecdotal**
 - Still don't have a great sense of campus wide need, we're engaging with those we can, but we know we're missing some
- **MSUL and MSU IT Partnership**
 - Working relationship that directly impacts student success, as opposed to printer issues, other things that can be frustrating



Next Steps

- **Design and development of survey to gather feedback**
 - Survey to better understand technology insecurity
 - Iterative improvements
 - IRB approval
- **Possible expansion to graduate students**
 - Had a few graduate students and faculty come through on the form-trying to understand why, how we can get them in touch with the program they need
- **Improve other loan programs on campus**
 - Pathways Programs
- **Promote and expand campus computer store warranty potential**
- **Other Partnerships?**
 - In the aftermath of the Feb 14 shooting, we received a number of inquiries about partnering with other groups on campus to provide laptops
 - Evidence of need, type of program, and other collaboration between units



Thank you!

Any Questions?