

**PALO ALTO COLLEGE  
COLLEGE PROCEDURE**

Procedure Number: F 15.0  
Procedure Title: Student Technology Lending and Return

Relevant Board Policy: [C.2.7.4 Property Management: Inventory Control](#)  
[C.1.9 Appropriate Use of Information Technology Resources](#)  
[F.4.2 Student Code of Conduct – Non-Academic Misconduct, Academic Integrity](#)

Relevant Board Procedure: [C.1.9.1 Appropriate Use of Information Technology Resources](#)  
[F.4.2.1 Non-Academic Misconduct Disciplinary and Appeal Process](#)

Originating Unit: Information Technology Services  
Unit: Vice President of College Services

- I. Purpose: The purpose of this procedure is to ensure Information Technology Services resources provided for checkout remain in compliance with operational standards and are available to the students in support of the Palo Alto College mission.
- II. Procedure Statement: The Palo Alto College Information Technology Services department (ITS) maintains an inventory of checkout equipment located in the Academic Learning Studio (ALS), available at no cost to students. The primary purpose of equipment checkout is to provide access to technology resources to enhance student learning outcomes.
  - A. ITS Student Checkout Guidelines:
    1. Students requesting checkout equipment must be currently enrolled at Palo Alto College (PAC) with no registration holds.
    2. Equipment is available on a first-come, first-served basis.
    3. Equipment may be reserved one week in advance, if available.
    4. The maximum length of time an item may be checked out is one term.
    5. Student issued equipment may be held by the student until completion as long as all student eligibility requirements are maintained
    6. Students issued equipment must have documentation updated each semester.
    7. Request for checkout renewal must be completed onsite within the existing checkout period and is dependent on equipment availability.
    8. Students may request to be put on a wait list if equipment is not currently available for checkout.
    9. Equipment will be unavailable for checkout during scheduled blackout dates approved annually by the Vice President of College Services, and posted at the beginning of every academic year in the ITS Academic Learning Studio.
    10. All check out and issued equipment must be returned on or by the issued due date, immediately returned when withdrawing from current enrollment, or upon

- request from Palo Alto College Information Technology Services.
11. Equipment shall be used for Alamo Colleges research, coursework, and study only.
  12. Checkout equipment shall be made available at any time upon request by the Information Technology Services department for inventory control, system updates, or IT security purposes.
  13. Students should make efforts to ensure all checkout and issued equipment remain connected to the internet and powered on for general maintenance, such as virus scanning and application of system updates.
  14. Students utilizing College owned technology resources must adhere to Board Policy C.1.9 and Board Procedure C.1.9.1 Appropriate Use of Information Technology Resources.
  15. Failure to adhere to this procedure or the agreements signed at the time of checkout can result in the loss of checkout privilege.
  16. All referrals for student code of conduct violations are processed by the Student Conduct Officer.

#### B. Checkout Process:

1. Currently enrolled PAC students who are eligible for ITS student checkout must complete all required documents for verification of eligibility to checkout equipment from the ITS Academic Learning Studio.
2. FTIC Students who have opted-in for an issued device must complete all required documentation for issuance prior to the beginning of their first semester.
3. Minors requesting checkout equipment must have a parent or legal guardian also sign for the checkout equipment.
4. Borrowers must provide two forms of valid photo identification which include, without limitation, College student ID, current Driver's License, State ID, Military ID, handgun license, etc.
5. Alamo Colleges Loaned Property Request Form must be agreed to, filled out, and signed by the student and parent or legal guardian (if applicable).
6. Palo Alto Colleges ITS Equipment Loan Agreement must be agreed to, filled out, and signed by the student and parent or legal guardian (if applicable).
7. A copy of all paperwork signed is given to the student and the original is filed for college records.

#### C. Return Process:

1. Student returns checkout equipment by the assigned due date.
2. Palo Alto College ITS inspects all equipment for any damages, or inappropriate use outlined in [Board Procedure Appropriate Use of Information Technology Resources Procedure C.1.9.1](#).
3. Palo Alto College ITS updates all documentation with the findings, notifies the student of any issues, and both parties sign for the acceptance of equipment back to Palo Alto College ITS.
4. A copy of the updated documents is given to the student and the original is filed for college records.

5. If a student fails to return checked out equipment by the assigned due date ITS will start the recovery process.

#### D. Recovery Process:

1. As outlined in the ITS Equipment Loan Form, a police report will be filed for loaned equipment more than three business days past due, unless reported as lost or stolen by the borrower within three business days after the assigned due date.
2. ITS will refer all police reports involving student theft to the Student Conduct Officer for disciplinary action.
3. ITS will adhere to the following process to recover college property.
  - a. 3 days prior until due date – An attempt will be made each day to reach the student by phone and email using the contact information provided to remind the student of the due date for checked out equipment.
  - b. Once contacted and the student acknowledges the due date, additional attempts to recover are stopped until the checkout equipment is past due.
  - c. 1<sup>st</sup> day late – An attempt will be made to reach the student by phone and email using the contact information provided to notify the student that the checked-out item is one day past due; if not returned within two additional business days, a police report and student conduct violation report will be filed.
  - d. 2<sup>nd</sup> day late – A second attempt will be made to reach the student by phone and email using the contact information provided to notify the student that the checked-out item is two days past due; if not returned by the following business day, a police report and student conduct violation report will be filed.
  - e. 3<sup>rd</sup> day late – A third attempt will be made to reach the student by phone and email using the contact information provided to notify the student that the checked-out item is now three days past due; if not returned by the close of business, a police report and student conduct violation report will be filed.
  - f. 4<sup>th</sup> day late – Palo Alto College ITS attempts to contact the student by phone and email using the contact information provided to notify the student that a police report and a case with the Student Conduct Officer has been filed.

#### E. Checkout Agreement Violations:

1. Continued failure to adhere to this procedure or the agreements signed will result in the following progressive disciplinary action steps.
  - a. Step 1/1<sup>st</sup> Infraction – Written warning will be given to the student detailing the actions taken for additional infractions.
  - b. Step 2/2<sup>nd</sup> Infraction – A second written warning will be given to the student detailing the actions taken for additional infractions.
  - c. Step 3/3<sup>rd</sup> Infraction – Written notice that checkout privileges have been suspended for one term.
  - d. Step 4/4<sup>th</sup> Infraction – Written notice that checkout privileges have been suspended for one year.

- e. Step 5/5<sup>th</sup> Infraction – Written notice that checkout privileges have been permanently revoked.
2. Any inappropriate use will result in a report being filed with the Student Conduct Officer for failure to adhere to [Board Procedure Appropriate Use of Information Technology Resources Procedure C.1.9.1](#); disciplinary action Step 3 will immediately be applied.
3. If a police report is filed by the ITS department for theft of college property a report will be filed with the Student Conduct Officer; disciplinary action Step 5 will immediately be applied.
4. Any checkout equipment that has been damaged, lost, or stolen while in the possession of the student must be reported to the police department and a copy of the police report will be kept for records. Checkout privileges will be suspended until the student financial obligation for repair or replacement is cleared.

F. Repair and Replacement Process:

1. If it has been determined that a device has been damaged, lost, or stolen while in the possession of a student, the student will be held accountable and a hold will be placed on the student's Alamo Colleges account.
2. Students must pay back all costs associated with the checkout equipment to include all hardware, software, and peripherals.
  - a. ITS will file a police report to document all damages to loaned equipment.
  - b. ITS will request a quote for the repair through their current vendor and will provide a copy to the student.
  - c. For lost or stolen devices, ITS will provide the student with the amount of the original purchase price for checked out equipment.
  - d. Once ITS has a police report on file and the student acknowledges the amount to repair or replace the checkout equipment, ITS will have the amount added to the student's Alamo Colleges account for payment.
  - e. The student must provide a copy of the payment receipt to ITS to clear the student of any financial obligation regarding the checkout equipment.
  - f. Once all holds and financial obligations have been cleared, checkout privileges will be reinstated unless other restrictions have been imposed.

G. Checkout Violation Appeals:

1. A student may appeal disciplinary actions steps taken against them by submitting in writing the request for appeal to the Director of Information Technology Services.
2. A student who requests to be in attendance for the appeal will be notified by the Director of Information Technology Services the date, time, and location of the appeal meeting.
3. All appeals will be presented to the Palo Alto College Technology Committee for their review of all supporting documents; a decision will be made and the student will be notified within five business days of the findings and outcome.

H. Special Circumstances:

1. Special requests or accommodations to this procedure may be approved by the Vice President of College Services.
2. All requests for special circumstances to be taken into consideration must be submitted in writing to the Director of Information Technology Services.
3. The Director of Information Technology Services will discuss all special circumstance requests with the Vice President of College Services and a decision will be made.
4. Students will be notified in writing of the decision on their request within five business days of the request receipt.

Attachments:

Alamo Colleges Loaned Property Request Form  
ITS Equipment Loan Agreement

Date Created: January 18, 2022

Date Updated/ Approved: February 15, 2022

Approved:

(signed: Katherine Doss)

Vice President of College Services

(signed: Dr. Robert Garza)

President