

Creighton University School of Medicine

Medical Education Program Policies

POLICY: Mobile Device Program Policy

GOVERNING BODY: Educational Program Committee

APPROVAL DATE: 7/9/2019

REVISED DATE: 7/21/2020, 6/8/2021, 4/26/2022, 12/12/2023

LCME ACCREDITATION STANDARD REFERENCE:

PURPOSE

The Mobile Device Program gives medical students consistency in access to the curriculum and Creighton resources in the classroom, clinics, hospitals, and home.

POLICY

1. Student Participation

Due to the nature of the medical education program and testing requirements, students receive a Creighton-issued laptop computer. Participation in the mobile device program is mandatory. Students will be charged for the devices through the Mobile Device Fee.

2. Device Warranty

- A. Students who matriculated into the medical education program **between August 2017 and July 2020** are enrolled in the 3-year AppleCare+ warranty serviced by Apple. The warranty coverage includes the following:

- i. Battery
- ii. Included accessories such as the power adapter
- iii. Apple memory (RAM)
- iv. AirPort
- v. Apple USB SuperDrive
- vi. Coverage for up to two incidents of accidental damage, each subject to a service fee of \$99 for screen damage or external enclosure damage, or \$299 for other damage, plus applicable tax.

The complete warranty description can be reviewed at:

<https://www.apple.com/support/products/mac.html>.

- B. Students who matriculated into the medical education program **during or after July 2020** are enrolled in the 4-year AppleCare+ for Schools factory warranty. The warranty coverage includes the following:

- i. Battery
- ii. Included accessories such as the power adapter
- iii. Apple memory (RAM)
- iv. AirPort
- v. Apple USB SuperDrive

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- vi. Coverage for up to two incidents of accidental damage per coverage year. Service fees are applicable, and terms do apply. Please review warranty terms and conditions at:

<https://www.apple.com/legal/sales-support/applecare/education/applecareplusus.html>

3. Student Responsibility

A. Device Maintenance:

Students are required to maintain a functional device throughout the first three component years of the medical education program.

B. Accidental Damage:

Students who enrolled after July 2020:

Students will be responsible for accidental damage that occurs after two incidents of accidental damage annually as determined by the 4-year AppleCare+ for Schools factory warranty.

- i. The SOM will cover the power adapter for the first two incidents of accidental damage, but the students will be responsible for the costs of the computer cord.

C. Loss of Device

Students who lose their device:

- i. During the first three component years of the curriculum are required to purchase a new device.
- ii. During the fourth component year of the curriculum students will be provided a loaner unit to utilize until the end of the component. Students will be required to return the loaner unit prior to graduation.
 - a. Students will be required to purchase a replacement device if the loaner unit is lost.

The Office of Medical Education will assist students in navigating the device repair process. Students will be required to refund the Office of Medical Education for any applicable out of warranty device repair charges.

4. Office of Medical Education Responsibility

- A. Devices for students who enrolled prior to July 2020:

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- The Office of Medical Education will be responsible for:
 - i. Providing support for accidental damage
 - ii. Extending the AppleCare warranty coverage until date of graduation.
 - iii. Assisting students navigate the repair process.

- B. Devices for students who enrolled after July 2020:
The Office of Medical Education will be responsible for the first two accidental damage deductibles, and assisting students navigate the repair process.

- C. The Office of Medical Education will be responsible for removing the device from the program's management software during the student's fourth component year of the medical education program.

PROCEDURE

1. Device Management

The devices will be managed by the University's myIT Department in collaboration with the Office of Medical Education through management software. Devices will be enrolled into the management software prior to being deployed to students. The devices will remain enrolled and maintain a specific configuration provided by the University. Devices will be removed from the management software during a student's fourth component year of the medical education program.

2. Device Deployment

- A. myIT will collaborate with OME to deploy devices for the medical education program.
- B. Students will be required to sign an attestation stating they will adhere to the Mobile Device Policy prior to receiving their device.

3. Device Support

Students will receive support for their devices from myIT, which may be supplemented by Apple service depots based on the discretion of myIT technicians.

4. Student Device Return Procedure

- A. Withdrawn/Dismissed Students:
 - i. A student who matriculated prior to July 2020 and withdraws or is dismissed from the medical education program is required to return their device to the

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Office of Medical Education. The student will not be responsible for Mobile Device Fee for the remaining component years.

- ii. A student who matriculated on or after July 2020 and withdraws or is dismissed from the medical education program will keep their device when they leave the University. In addition, in following the Medical Education Program Tuition Refund Policy, the student will be responsible for 100% of the Mobile Device Fee even though a portion of the financial aid received to purchase the device may be returned to the lender.

- B. An Advanced Standing Student (Transfer Student) will be provided a device to complete the third component year of the medical education program. The student will be charged the Mobile Device Fee for the third component year of the medical education program. The student will be required to return the device after the completion of the third component year of the medical education program.

SCOPE

All students enrolled in the medical education program.

ADMINISTRATION AND INTERPRETATION

The Office of Medical Education is responsible for the administration of this policy. Please forward questions to the Associate Dean for Medical Education.

AMENDMENT

This policy may be amended by majority vote of the School of Medicine Medical Education Program Educational Program Committee.