

# Student Computing Services (SCS) - PAID Services Form

BW Department of Information Technology

- (A) **Hardware Diagnostics, Malware Removal & Operating System Tune-Up: [\$60]**  
A Student Computing Services (SCS) technician will verify device functionality by performing hardware diagnostics; install all required operating system & driver updates; scan for and remove viruses and malicious software; verify the integrity of the operating system; free up hard drive space by removing unnecessary files.
  
- (B) **Operating System Reinstallation with Student Data Backup: [\$80]**  
A Student Computing Services (SCS) technician will perform the **Student Data Backup** service (as detailed below); verify device functionality by performing hardware diagnostics; reinstall the licensed version of the Operating System; install all device drivers; install all required operating system updates; install Symantec Endpoint anti-virus; install Microsoft Office; restore the backed-up data files and scan those files for viruses / malware. **Please note: 3<sup>rd</sup> Party software will NOT be re-installed.**
  
- (C) **Operating System Reinstallation without Student Data Backup: [\$60]**  
A Student Computing Services (SCS) technician will verify device functionality by performing hardware diagnostics; reinstall the licensed version of the Operating System; install all device drivers; install all required operating system updates; install Symantec Endpoint anti-virus; install Microsoft Office.  
**Please note: 3<sup>rd</sup> Party software will NOT be re-installed.**
  
- (D) **Student Data Backup: [\$20]**  
A Student Computing Services (SCS) technician will copy your data files & folders (including: 'Desktop', 'Documents', 'Music', 'Pictures' & 'Videos') to an IT Dept. external storage device. It does not include the programs or program files that created the data. Your files & folders will then be available to be restored to your repaired or replacement computer. *You may elect to have these files & folders copied to your personal Cloud Storage or other storage media at no additional cost.*  
**Please note: This option is only available for computers with a functional operating system.**
  
- (E) **Student Data Recovery: [\$60]**  
A Student Computing Services (SCS) technician will remove your hard drive from your computer and connect it to an IT Dept. computer. They will then scan your hard drive for document, music, picture & video files. **Please note: Depending on the nature / extent of the damage to your hard drive, not all of your files may be recoverable.** All recoverable data files will be copied to an IT Dept. external storage device and will then be available to be restored to your repaired or replacement computer. *You may elect to have these files copied to your personal Cloud Storage or other storage media at no additional cost.*
  
- (F) **Hard Drive Installation: [\$\$\$]**  
A Student Computing Services (SCS) technician will install a student provided hard drive into an existing computer and attempt to copy as much data as possible from the previous hard drive, assuming it is still functional.
  
- (G) **Memory Installation: [\$\$\$]**  
A Student Computing Services (SCS) technician will install student provided memory SIMMs into an existing computer when technically feasible.

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Primary Phone Number

\_\_\_\_\_  
Residence Hall & Room Number

\_\_\_\_\_  
Student ID Number

\_\_\_\_\_  
B-W Email Address @bw.edu

\_\_\_\_\_  
Computer Manufacturer / Model #

\_\_\_\_\_  
Computer Serial #

\_\_\_\_\_  
B-W Password (Wireless)

Microsoft or Apple ID / Password
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Local Microsoft or Apple User Account / Password:
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By signing below, I acknowledge that I have read and agree to the Service Terms and Conditions.

**I also agree to change all passwords divulged to Baldwin Wallace University SCS immediately upon completion of the services requested.**

\_\_\_\_\_  
Full Name (PLEASE PRINT)  
Date

\_\_\_\_\_  
Student Signature ("Client")

.....  
**Service Details**

Work Order Number: \_\_\_\_\_

**Resolution:**

Successful       Unsuccessful

Technician Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Technician Signature: \_\_\_\_\_ Date: \_\_\_\_\_

.....  
**Payment Details**

Amount Due: \$ \_\_\_\_\_ Service Code: \_\_\_\_\_

**Payment Method:**

Jacket Express       Cash       Check (made payable to: **Baldwin Wallace University**)

Help Desk Rep: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Service Terms and Conditions-Applicable to All Services

I understand and agree to the following Baldwin Wallace University Service Terms and Conditions:

## PERMISSION FOR SERVICE

- Complete Agreement - The foregoing Service Terms and Conditions and the Service Check-in Form constitute the entire agreement between the parties. No amendment to or modification of this agreement will be binding unless it is in writing and signed by an authorized Baldwin Wallace University Manager.
- I "Client" hereby authorize the IT Department, or its designee, at Baldwin Wallace University to perform the service requested above on my personal computer, in order that it may be in compliance with network specifications and free from viruses.
- I certify that I am authorized to request hardware and software installation on this computer.
- I have removed screensavers and backgrounds and any material that may be deemed offensive or inappropriate as designated by the Student Code of Conduct and may be reported to Student Affairs. Student Computing Services (SCS) technicians exposed to any such material may choose to delay work on my computer until it has been removed.
- I acknowledge that I have a backup copy of all my important files.
- I certify that I own a legal copy of the Operating System and have a valid OS key code.

## DISCLAIMER

- Baldwin Wallace University will only perform and provide computer services, repairs, and upgrades as requested by the Client. Baldwin Wallace University will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results and outcomes cannot be guaranteed.
- Computer service/repairs are provided as a service. There may be circumstances under which Client's computer cannot be repaired. It will have to be rebuilt or upgraded if applicable. (Examples: Age of PC, repair/replacement parts obsolete (memory chips, motherboards, etc.)
- The length of time required to service/repair your computer cannot be predicted.
- Client understands that in the process of working on your computer equipment, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. Baldwin Wallace University will not be responsible for data loss.
- Client authorizes the technician(s) providing the service or repair to install utility software such as Malwarebytes, SuperAntiSpyware, Spybot Search & Destroy, and Symantec End Point Anti-Virus and any other necessary software on your computer to perform required services. All software will be deleted / uninstalled upon completion of the service unless purchased or agreed to by the Client.
- After a repair is completed and Client is notified, Client must take delivery of computer within 2 business days or a storage fee of \$5.00 per day will be assessed. Any items which have not been claimed and paid within thirty (30) days of service completed shall be considered abandoned by the Client.

## LIABILITY

- Liability for damage to your system is limited only to any damage which is determined to be caused by SCS's negligent acts or negligent omissions. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.
- Client will hold Baldwin Wallace University and any of its designees harmless for any damage to data or to the system.
- It is the Client's responsibility to backup data unless listed on Service Order. Baldwin Wallace University will not be responsible for data loss.
- The total liability of Baldwin Wallace University shall in no event exceed the total sum related to this service and paid to Baldwin Wallace University.
- The Client acknowledges that the estimated and actual fees reflect this limitation of liability and risk.

**REPAIRS & SERVICE GUARANTEE**

- All services and repairs are guaranteed for seven (7) days from the completion / acceptance date on the Service Order.
- Procurement of components as well as any component failures are the sole responsibility of the Client.

**CONFIDENTIALITY**

- Confidential information (the "Confidential Information") refers to any data or information relating to the Client which would be reasonably considered to be the property of the Client including, but not limited to, Personally Identifiable Information, photographs, documents, and any other information on the device.
- Baldwin Wallace University Student Computing Service (SCS) agrees that they will not disclose, divulge, review, report or use, for any purpose, any confidential information which Baldwin Wallace University SCS has obtained, except as authorized by the Client or required by law or by University policies. The obligations of confidentiality will apply during the Term and will survive indefinitely upon termination of this Agreement

**GOVERING LAW**

- This agreement will be governed in accordance with the laws of the State of Ohio.