Important Note: New SBM students should NOT purchase a laptop for use at AUS until they arrive on campus for Orientation.

AUS Laptop Requirement for School of Business and Management: Frequently Asked Questions

Updated January 18, 2007

What warranty, support and services come with the required SBM laptop?

- Laptop operating system and utilities fully configured to operate within the AUS network environment, including wireless and security requirements.
- International 3-year warranty on parts and labor.
- Battery warranty extended to three years.
- Full-time certified engineer(s) on campus dedicated to resolving SBM laptop issues.
- Technical support for hardware and system errors, broken equipment, and other problems not resolved by rollback, restore, or re-imaging utilities.
- Spare parts on maintained on campus for all significant components: hard drives, batteries, keyboards, motherboards, combo drives, power adaptors.
- Spare laptops available for loan if student's laptop is kept for extensive troubleshooting or repair.
- Compatible peripherals available in some classrooms and the Library (battery rechargers, power adapters, docking stations, optical drives, etc.)

When and where do I purchase the required laptop? What financing options are available?

Students or their parents purchase the SBM laptop during Spring 2007 Orientation Week. **Jumbo Electronics staff will be available in room B113 (SBM building) to process payments from 10:00 am – 3:00 pm Monday - Thursday.** On Wednesday and Thursday laptops will be distributed to students who have completed payment the payment process and present their receipt.

Jumbo Electronics provides the following payment options:

- **Full Amount (Cash Payment)**
  Pay the full amount in cash upon purchase of the laptop.

- **Full Amount (Cheque Payment)**
  Pay the full amount in cheque upon initial purchase of the laptops; please note that the cheque needs to be cleared before actual delivery of the laptop. Cheques should be written to "Jumbo Electronics Co".

- **Full Amount (Credit Card Payment)**
  Pay the full amount by Credit Card upon initial purchase of the laptops.

- **Financing Options**
  Students (or parents) who wish to pay on installments should contact the campus branch of **Sharjah Islamic Bank**. They will have a table set up in the Main Building during Orientation.

What is the price?

The price of the laptop with CD-RW/DVD drive is AED 6,600 inclusive of on-campus service, warranties, insurance, and required software. An option for a DVD-RW is available as well for AED 7,000.

What software is included with the laptop?

- MS Windows XP Professional
- MS Office 2003
  - Note: the Microsoft license includes new versions release over the next 3 years.
- Minitab, and other curricular software as allowed by licenses
- Pharos print client

What are specifications of the laptop model arranged by AUS?

For the 2006 - 2007 academic year, AUS is standardizing on the Lenovo (IBM) Thinkpad T60 model. As stated previously, students should *not* purchase a Thinkpad T60 anywhere except at AUS--the AUS laptops come pre-configured with components and software to support intensive use in the classroom for business courses and related learning activities. Further, the model is selected for its proven durability in an educational environment and typical student uses and situations. (However, the laptop specifications are not aimed at supporting gaming or intensive graphics applications.) The AUS laptop includes a dual-core processor, wireless connectivity, a CD-writer or DVD-writer, and a biosecurity device, and sufficient memory for the next release of Microsoft applications.

Why can't I buy a cheaper laptop or a consumer model to use at AUS?

Since SBM has established the laptop as a critical learning tool within its programs the laptop must be both highly reliable and supportable within the AUS infrastructure, and familiar to on campus service personnel. This will insure that technical problems are remedied quickly and do not interfere with learning exercises in the classroom or the student's academic work generally.

Although the purchase price of the laptop specified for AUS is more expensive than some models with comparable specifications, we expect the total cost of ownership (TCO)* to be less than other laptop options. For instance, few laptop agreements come with a three year warranty on the battery and no laptop warranty, available to individuals, assures same-day onsite service or the loan of a comparable laptop when extensive service is required on the owner's laptop during the semester. Further, when the student is away from AUS, the laptop is backed by an international warranty.

*For a fuller explanation of TCO, see
http://search390.techtarget.com/sDefinition/0,,sid10_gci342316,00.html

What options are available in the 4th year, following expiration of the 3-year warranty?

The laptop supplier will provide an optional 4th year warranty extension, upgrade purchase plans, or pay as needed services. AUS is still evaluating which options it recommends as most suitable to insure student laptops are well-supported across SBM's degree plan.

Is insurance coverage available for loss or theft?

Yes, insurance is included in the price and through covers loss or damage to the laptop by fire, theft, or accidental means. Details and deductible amounts are distributed with each laptop.

What if my TOEFL score disqualifies me for Spring 2007 enrollment in SBM courses?

Purchase and distribution of the laptops follows TOEFL testing and determination of scores. If your TOEFL score does not qualify you for SBM, you will delay purchasing the laptop until the semester you are qualified to register for SBM courses.

Whom do I contact if I have other questions?

Call the SBM help desk at +971 6 515 4357 or e-mail us at sasteam@aus.edu