

FAQ

Laptop and data provision to students



University of Fort Hare
Together in Excellence

1. What is a loan-to-buy scheme?

This is a cost recovery model where the university buys the devices on behalf of students and recovers the cost (interest free) by debiting the amount to the student's fee account.

2. Specify the devices available to students

Students can opt to place an order for:

- A laptop only OR
- A laptop + modem (datacard)

3. Is it compulsory to participate in the scheme?

No. Students who have other means of obtaining a laptop are free to decline the university's offer.

4. Does the university offer monthly data as part of the scheme?

Yes the university will offer FREE data to students, regardless of whether they purchase the laptop or not.

5. Who is eligible to apply for a UFH laptop?

All registered students of the university who do not have a device are welcome to apply. This includes NSFAS beneficiaries, self-funded and bursary holders.

6. How much do the devices cost?

The laptop will cost R5200 while the modem is priced at R800. A student may choose to buy one or both of these items. Remember, data will be provided by the university free of charge.

NB: this is a tender process so prices can only be confirmed after conclusion.

Also, the price mentioned above is applicable for this round of applications. In future prices may increase depending on market costs.

7. What is the brand and model of the laptop?

There are two possible laptop brands:

- 1) HP 250, UMA CeleronN4000 250 G7, 15.6 HD AG SVA 220, 4GB 1D DDR4 2400, 500GB 5400, W10p64NationalAcademicEMarket, No ODD, 1 year HP warranty, Jet keyboard TP Imagepad with numeric keypad, AC 1x1+BT 4.2, Dark Ash Silver Textured with VGA Webcam no Optical Drive / DIB, Clamshell bag
- 2) ACER Extensa 215, Acer Extensa EX215-31-C5B4 Intel Celeron, Shale Black 15 PC+ABS Texture, 3-pin 45W AC adapter, Intel® Celeron™ N4020 Processor, OB4GB Memory, 500GB 5.4KS HDD, No ODD, 15.6" HD Acer ComfyView LED LCD, Wireless+ BT, HD Camera with 2Mic, UMA | Windows 10 Home Academic, Vendor issued 1 year Acer Educare Warranty with Exchange, Clamshell bag.

8. How do I add the e-learning cellular data number on my personal details on iEnabler?

Please select the option: Student Administration -> Personal Contact Detail -> New Record -> Communication Type lookup, and choose the "DT" type, which is "E-Learning Cellular Data", and then enter the cell number onto which you chose to load your data. Save and exit.

9. Can I cancel the request for a laptop?

Yes, the method to cancel is to log a call by sending an email to ictservicemanager@ufh.ac.za stating your student number and requesting for the application to be cancelled. You will be advised by helpdesk that the application has been cancelled. You may start the process again.

10. When will the devices be available?

Due to low stock levels across the country and globe, it may take 8-10 weeks to manufacture and deliver the devices to the University.

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11. How will I know that the free data package has been loaded onto the number I have submitted on iEnabler

You will receive an SMS on the device.

12. How will students receive their computers if these arrive during lockdown?

There are various possibilities for delivery which may depend on the level of lockdown. Some students may need to travel to a central point where they can collect their laptop, ideally close to home. No decision has been taken yet regarding deliveries to neighbouring countries as this depends on the lockdown regulations of each country. The university will communicate further as soon as more details have been confirmed.

13. Are students liable for delivery costs?

No. The University will carry delivery costs.

NB: More questions and answers will be uploaded on daily basis