

## Laptop information for students doing Study Abroad, Internships, or Student teaching away from WSU

Students that are enrolled in study abroad, an internship away from campus or student teaching for a semester are NOT required to have a laptop computer unless specified by the instructor.

Please check with your instructor or advisor regarding the laptop requirement. If your instructor/advisor does not have a laptop requirement you have two options:

### **Option 1: Keep your laptop computer during your semester away from campus.**

If you decide to keep your laptop computer your student account will be billed for the semester laptop fee. Before you leave it is very important that you notify the Technical Support Center of your situation and your intention to keep the laptop. There are 3 ways that you can do this:

- 1) Email [Techsupport@winona.edu](mailto:Techsupport@winona.edu)
- 2) Call the Technical Support Center at 507 457-5240
- 3) Stop in to the Technical Support Center at Somsen 207 and talk to someone at the front desk.

**Note:** If you do not give us notification of your status, we have no way of knowing your student status and it will appear to us that you are no longer a WSU student and have failed to return your laptop.

PLEASE SEE "Receiving technical support and laptop service" section below.

### **Option 2: Return your laptop computer to the Technical Support Center before you leave and before the semester begins.**

Since you are not required to have a laptop computer, returning the laptop to technical support will result in a removal of the semester laptop fee if it returned **BEFORE** the semester begins. When you return to WSU you can pick up a different laptop at the Technical Support Center. When you return the laptop, please inform us about your semester away from campus so that we can make a note in your record so that you are not billed for the laptop.

#### Receiving technical support and laptop service while away from campus:

If you keep your laptop during your semester away from campus you are still eligible for technical support. You can call us or email us for your support needs. If you call us during normal business hours we can use a remote diagnostics tool to troubleshoot issues, but only if you have an active internet connection when you call. For hardware problems we can arrange to have a part or a unit shipped to you but you will have to pay return shipping for the broken machine –please insure the package appropriately. Depending on which laptop you have, other service options may be available to you.

**IMPORTANT NOTE:** If your study away from WSU is your last semester before graduation, please contact the Technical Support Center for information regard laptop purchase options for graduates. You may be eligible for discounted fees.

Technical Support Center  
Somsen 207  
507 457-5240  
[Techsupport@winona.edu](mailto:Techsupport@winona.edu)