

8. LAPTOP FOR REPAIR / MAINTENANCE

This serves as a guide in laptop repair / maintenance for students issued with a university laptop unit.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laptop Repair Form		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Laptop Repair Form	1.1 Check filled-out Laptop Repair Form	None	5 minutes	SAU Staff
2. Proceed to MIS to surrender laptop for repair	2.1 Receive the defective laptop and examine the unit.	None	1 to 3 days Depending on the damage / condition of the laptop	MIS technician
	2.2 Contact/ email the client/ students on the status of laptop			
3. Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.	2.3 If ok for release, inform the SASD to schedule the appointment of student to claim the repaired laptop.	None	5 minutes	SAU Staff
	Schedule with the student for pickup/claim of the repaired laptop			
	TOTAL:	None	3 to 4 working days	