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[Mysterious Profit](#) Sergio Rebelo

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## It's Not Just a Laptop



Photo © Bob Doyle

Whether you're a computer novice or an IT professional, the Kellogg Laptop Program (KLP) is an essential part of the Kellogg student experience. The KLP laptop comes with unrivalled and highly-praised support that you simply can't get from any manufacturer or retailer.

In the 2009 technology survey, students rated Kellogg Information Systems (KIS) support higher than any other service or survey topic, commending the support center's response time, customer service, and quality of visit.

*"The support that comes with the KLP is phenomenal." – Survey response, 2009*

*"The support is invaluable. Love the loaner program." – Survey response, 2009*

### Designed to make your life at Kellogg easier

75-80% of Kellogg students enroll in KLP every year. By joining the KLP program, you receive quick-response support that lets you spend time on your presentation, not fixing your laptop.

By purchasing a KLP laptop, you will never have to:

- Pay inflated support fees
- Worry about contacting the manufacturer or shipping a box
- Waste time being on hold all night with a support technician
- Spend time or money rebuilding your computer after it's infected with a virus

Just stop by our Jacobs Center office and we'll have you on your way with a solution same-day or sooner. Our goal is to ensure **you will never be without access to a laptop and valuable Kellogg resources**. The hours or days you save not dealing with laptop repairs and troubleshooting are invaluable.

*"I highly encourage incoming students to consider participating in the KLP. It's incredibly convenient to have free on-site hardware and software support." - Hilary Meyer, Kellogg Student Association, 2008-2009 V.P. of Technology.*

*"I like the availability of loaner equipment, compatibility with preferred software and*

*classroom/group room systems, and commonality with fellow students.” – Survey response, 2009*

### **Reduced Total Cost of Ownership (TCO)**

With our no-cost support, the KLP allows you to significantly reduce your TCO over any comparable laptop. Instead of paying a repair service like Geek Squad hundreds of dollars to fix your computer, bring your laptop to KIS for free support and repairs.

**We support hardware better than any manufacturer or third party.** KIS maintains a loaner pool of over 120 laptops for KLP participants. If you have any issue with your laptop hardware, we'll repair or replace it for free, and provide a loaner laptop while your computer is repaired. These laptops are the exact same model as the one you purchased so there is no difference in performance between your laptop and the loaner. Plus, you can keep working uninterrupted, because all your software and files will remain identically loaded on your loaner laptop. We even provide loaner power adapters in case you ever forget yours at home!

If you have a virus or other software issue, KIS provides extensive troubleshooting. We can even reinstall all your core software and migrate all your files, returning your laptop to its initial speedy configuration.

*“The ongoing service and loaner laptops were important to me to make sure there wasn't any downtime or lost data.” – Survey response, 2009*

*“It's critically important to be able to get a loaner computer immediately if something happens to mine, and to be able to get things fixed without a hassle.” – Survey response, 2009*

### **Additional Information**

[Support comparison](#) between KLP participants and those with non-KLP laptops: This chart details the difference in support available to KLP participants and students with non-KLP laptops.

[KLP Model and Ordering Information](#): Detailed specs for the 2009 KLP model, as well as ordering information.

[Kellogg Laptop Program FAQ](#): Answers to common questions about participating in the KLP and other KIS support topics.

[NetID, Email, and Discussion Groups](#): Information about your NetID and email account.

[Technology Facilities](#): A brief introduction to other technology services at Kellogg, such as cell phone reception, printing, and public computing.

## **MY TO DOs**

- Submit Waiver Applications (if waivers are being requested) 7/13/2009
- Order your Kellogg Laptop Order NOW!
- Submit your Medical Records Form (pdf) 7/1/2009
- Submit your portrait for the Photo Directory 7/1/2009
- Submit Core Course selection form 8/01/2009

[See All To Dos](#)

## DID YOU KNOW?

- You must elect or waive health coverage. If you take no action, you will automatically be enrolled in a health plan.

[See All FAQs](#)



[Cindi Bigelow '86](#)

President

Bigelow Tea



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