

Computer Replacement Procedure/Policy

GVSU Math Department

Overview:

"The Technology Supply Office in the Information Technology Division handles procurement of all computer equipment for GVSU faculty and staff with university funds."

See this IT [webpage](#) for more detailed information.

Do we still have a standard rotation time frame for receiving a new computer?

No. There is no longer a standard rotation or a set time frame for faculty/staff to receive a replacement computer. A few years ago the Math Department changed its computer policy and computer replacement funding is no longer part of our yearly departmental budget – computer replacements/funding are handled through the Information Technology Division¹. Each request is looked at on a case-by-case basis by IT due to various curriculums, different models/hardware, position types, and initiatives.

I'm having computer issues, what should I do?

Contact IT immediately and place a ticket. Most issues are resolved by fixing the machine, updating drivers, etc.. See this IT [service portal webpage](#) to submit a service ticket, check the status of a ticket and for additional resources.

Note: If your computer is not functioning properly, having a history of tickets/service rendered also builds a case for why you need a replacement.

What do I do if I am having computer issues and/ or think I need a computer replacement?

- IT handles computer replacements and determines if they are necessary
- Replacements are considered based upon curriculum needs, evaluating computer models/hardware, position types of faculty/staff, and various other initiatives
- If a machine is beyond repair or no longer supports the work done by a faculty member, IT will let you know to communicate with the Math Department about replacing the machine
- Let Ana VanBragt (vanbraga@gvsu.edu) know if you need a computer replacement and she will liaise with IT

¹ We no longer have a policy that allows faculty to rotate the purchase/replacement of iPads and computers as part of the computer replacement process. Tablet purchases will be handled through a different process.

What is the criteria for receiving a new computer?

IT (occasionally in collaboration with the Math Department) evaluates:

- Changing curriculum or scholarship (computing/software) needs
- The computer model or its hardware
- Requirements of position for faculty/staff
- New or ongoing initiative requirements
- Repairability of machine

IT will let the faculty/staff member know to communicate with the Math Department about replacing the machine

Should I let the Math Office know when I've received a replacement computer? Yes!

Once IT determines you are eligible for a replacement, they take care of all the paperwork/ordering. We are expected to have specific information about your computer on file in the Math Office (IT does not directly notify the Math Department with these details).

After you receive the new computer, please send an email to Ana vanbraga@gvsu.edu with the following information:

- Date you received your computer replacement
- Type of computer (i.e., desktop/laptop and size of laptop)
- Brand/Model (Mac, MacBook Pro/Dell ####, etc.)
- Any additional hardware you received (i.e., monitor(s), mouse, printer, etc.)
- For additional hardware, also include size, brand, model, etc. if applicable
- PO # and IDC# for all equipment if labeled. You can also send a picture of the label.

Can I purchase a computer, software/hardware or other accessories, submit receipts, and receive reimbursement?

No. "Information Technology requires all GVSU funded computer hardware, peripherals (e.g. external drives, mice, keyboards, USB devices, etc.) and software be purchased through the Technology Supply Office. If the Technology Supply Office is unable to purchase the item, Tech Supply will coordinate with the department on other purchasing options. Personal purchase with reimbursement is prohibited." (IT [webpage](#))

Can I use professional development funds to supplement features/software/hardware to the replacement computer purchase made by IT?

Yes, if you need certain hardware/software/accessories that are not covered through IT's computer replacement, you can request to use professional development funds or make a case to use departmental funds. Any technology items must have pre-approval and be purchased by the department and adhere to the Technology Supply Policy.

Note: According to this policy, you **cannot** buy something and have it reimbursed: so contact Ana if you need any type of technology purchase. Remember technology purchases above \$300 for TT/\$200 for AFF/VIS (single or accumulated purchases) need approval by the unithead.

What happens if my computer needs replacing and the IT Division has used up its replacement computer funds for the year. Do I have to wait until the next fiscal year to receive a computer?

IT is not able to fund all new machine requests due to funding restrictions. If IT has approved the request, the Math Department will use contingency funds and/or work with the CLAS Dean's Office to secure necessary funding. Purchases are still handled through IT.