

# Computer Replacement Procedure/Policy

*GVSU Math Department*

*(updated 7-2024)*

## **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.

## **Is there 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. Computer replacements/funding are handled through the University and the Information Technology Division. The University will fund replacements for faculty computers based on age of the machine. Individual replacements outside of these will be considered by IT on a case-by-case basis.

## **I’m having computer issues, what should I do?**

If you feel your computer is no longer functioning as it should, please put in an IT ticket detailing the issues you are having along. If you feel your computer is in need of an upgrade, you can include a request to have it evaluated for replacement. Each request is considered by IT and repair/replacement options are evaluated. IT will determine if your computer is eligible for replacement. 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.

## **Notify the Math Office when you’ve received a replacement computer.**

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](mailto:vanbraga@gvsu.edu) or Gabriella [barajaga@gvsu.edu](mailto:barajaga@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 (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.