

FAQ's for Classroom and Computer Lab Computer Renewal

Contact Julie Leary at 410-704-4561 or jleary@towson.edu with any questions, requests for modifications, requests for assistance, etc.

- 1. What is the difference between the Student Technology Fee (STF) Computer Renewal Process and the Computer Trade-Up Program?**
Renewal of computers in smart classrooms and computer labs is funded through Student Technology Fees with a three-year replacement cycle goal. The Computer Trade-Up Program is funded through the university's general fund and covers only faculty and staff office computers plus certain other scenarios. See this website for details: <http://www.towson.edu/tradeup>
- 2. What is a decommissioning date?**
The decommissioning date is the actual date on which the department or college intends to retire the computer from classroom or lab service and replace it with a new one. The date should generally be selected so that it falls within a regular period of "down time" such as between semesters or during the summer. This will allow staff to change out the old computer without interfering with facility use.
- 3. If the renewal cycle is three years, what is the earliest decommissioning date we can use?**
Three years from the date of purchase.
- 4. If the decommissioning date falls on a date that is not practical to replace the computer, what can we do?**
You have a four-month grace period. As long as the computer is retired within three years and four months from the date of purchase, the goal of a three-year renewal cycle will be met. This gives you the latitude to schedule computer replacements at a time that best meets the needs of your college or department, e.g. summer, spring break.
- 5. Can I delay renewal beyond three years, plus the four-month setup grace period?**
No. However, if it creates unreasonable workload pressure on department or college technology staff, OTS stands ready to help with computer set up, inventory, and with computer census updates. Any other reason for an extension would need to be approved through the STF process. The three-year renewal cycle for computers in classrooms and labs was decided and approved by the Academic Committee for Technology. It is a policy decision.
- 6. I want a particular lab to have only one make and model of computer. This will keep things simple. Can I adjust the decommissioning date to make that happen?**
Since computer manufacturers, Dell specifically, change models annually, there is never a guarantee that the same models will be available, so the practical answer is no. OTS will assist college and department lab managers to resolve imaging issues in mixed-model labs.
- 7. Can I wait till the break to arrange delivery of my new computers, e.g. summer, winter, spring break?**
Absolutely. In fact, you should factor that in when setting your decommissioning date—just keep it within the four-month grace period.
- 8. If I do not have the time or resources to handle a scheduled computer renewal, what can I do?**
OTS staff will help college or department technology staff, on request, with computer unboxing, set up, and updates to inventory or computer census records.
- 9. I don't have time to inventory my classroom and lab computers. Can I wait till Property Records visits to conduct an audit of new computers in my classrooms and labs?**
Records are expected to be updated within 14 business days after computers are setup in a lab or classroom and we are counting on cooperation from colleges and departments. OTS needs near-real-time data for planning, budgeting, and logistics purposes. Property Records interests focus primarily on inventory.
- 10. Can I have multiple people access the computer census database to help keep it up-to-date?**
Yes. Using the Microsoft Access database supplied by OTS for your college or department, multiple people can have access and help keep it up-to-date. Just contact Julie Leary, 410-704-4561 and make the request to add additional people to your college or department's access group.

11. One of my rooms is missing from the Computer Census. How can I update my information?

Let us know if a classroom or computer lab is not in the census database or is incorrectly listed.

12. My college or department wants to fund the replacement of some of the computer lab and classroom computers out of our operating budget. Can we do that?

You really should let the Student Technology Fee program cover renewal of those things it was designed for and preserve your department operating funds for other expenses. If a college or department wants to purchase computers from their own budgets or grants sources, or otherwise procure or dispose of computers from the Student Technology Fee initiative, the request must be made in writing through the Academic Committee for Technology.