

Technology Purchase and Refresh Procedures
College of Education
(Effective December 2013; revised July 2020)

OVERVIEW

Computer Refresh (CR) is an annual project to ensure a proactive approach to replacing aging desktop and laptop computers used by ISU College of Education faculty and staff. The primary goal of this project is to ensure faculty and staff have the appropriate computer hardware to support academic scholarship and achievement, as well as increase productivity and efficiency while supporting the ISU community. CR aims for a regular refresh cycle of 25 percent of the computers annually to ensure that all CR eligible computers are on a four-year refresh cycle.

GENERAL COMPUTER REFRESH

The College of Education (COE) will refresh the primary computer used by full-time employees in the college. It will provide access to computers and refreshes at its discretion for part-time positions, student workers, research, supervision, labs, laptop carts, spares, or other purposes.

- On occasion, departments will require out-of-cycle technology purchases for non-FTE (i.e. Supervisors, NTT) employees. In these cases, department leadership can complete the [Out-of-Cycle Technology Request](#) form to gain a quote for the current fiscal year standard technology setup. If this is a new, permanent line that needs to be added to the annual refresh, department leadership can indicate this on the form, and this will be reviewed by the Associate Dean and Director of Technology, and approved by the Dean.
- The purchase will be made by the COE Tech Team (being expensed to the department) if the total is under the \$1,500 purchase limit or go to the Leadership Team for approval via the [Priority Purchase Notification Process](#) if it exceeds \$1,500.
- The COE Tech Team will immediately outfit the department/staff member with the technology ordered, utilizing the identical model from the Pool.
- The device would remain part of the COE Dean's Office inventory to maintain consistency and keep the departmental staff from managing separate technology inventories.
- The COE Dean's Office inventory will label the device as "owned" by the purchasing department. This will ensure that the device would/could be recycled (within the four-year lifespan of the device) to the purchasing department.

If a faculty or staff member is in possession of more than one COE computer, only the one designated as the primary will be on the refresh list. As of July 1, 2014, only one computer per faculty/staff member will be supported unless prior written approval is on file with the Associate Dean and/or the Director of Technology. Non-primary computers purchased after July 1, 2014, will not be supported unless prior written approval was granted and is on file with the Associate Dean and/or the Director of Technology (see computers funded through grants).

Computers to be refreshed must meet at least one of the following criteria:

- COE Tech Team recommends replacement (due to hardware failure or other factors)
- Job duties have significantly changed requiring a new computer with current capabilities
- The computer is at least four years old

When a computer is replaced according to the criteria above, the COE Tech Team will assess the machine and determine if it has the specifications necessary to be used effectively in the college. If the computer can be used, it will be rebuilt and distributed as needed. All decisions are subject to approval from the Dean.

The college inventory coordinator maintains a computer inventory list indicating the purchase date of all computers and displays. This inventory list is used to determine which computers will be refreshed during each year.

An annual audit of the technology refresh list will be scheduled every January to remain up to date and compliant with the previous criteria. The COE Tech Team will provide filtered lists to each department, accounting for the prior four years of a technology refresh. Departments will review the list and provide contraction updates and recommendations for potential additions. The COE Tech Team will update the list handle contraction. Recommendations for additions will be reviewed by the Associate Dean and Director of Technology and brought to the COE Leadership Team. All decisions are subject to approval from the Dean.

Unless the unit/department/school head or dean decides otherwise, new tenure track-faculty will receive a new computer; they will receive either a new or current external display depending on availability.

Once an employee has an external display, he or she retains that display unit until it fails or is no longer compatible with the standard model; only the computer will normally be replaced during a computer refresh.

Requests for equipment outside the standard configuration for a full-time employee will be made through the unit head to the Dean via the Technology Exception Form (link below). The unit head, in consultation with the Dean, will determine if these exceptions are appropriate. Before the equipment is ordered, the purchasing unit will notify the Director of Technology to verify the equipment's compatibility with standard computer configurations.

Technology Exception Form: <https://forms.illinoisstate.edu/forms/technologyexpectationrequest>

The COE Tech Team will select two (or more) laptops (one Windows, one Mac) from the standard recommended configurations established as part of the mass purchase agreements the university makes with its approved university vendors. The COE Tech Team selections will be based on several variables, including budget, and consultation with the College Council Technology Committee (*See Appendix A for the College of Education FY21 configuration*). Selections will be updated once per year, as new models are released from university-approved vendors

Exceptions to the refresh policy may be made due to financial conditions, changing job requirements, or other factors at the discretion of the Dean.

PROCESS FOR COMPUTER REFRESH

1. Faculty and Staff will identify their primary computer.
2. The College of Education inventory coordinator will identify the oldest 25% of primary machines in the College.
3. The Dean, in consultation with the unit heads, will make any necessary adjustments and approve the list.
4. The COE Director of Technology will notify the faculty members of upcoming orders and the expected date range for delivery to the faculty member.
5. The computers will be ordered, received, and configured.
6. Faculty will be contacted to schedule an appointment to refresh their current primary computer with the newly-configured replacement computer. The replaced computer will be collected and placed in tech storage until its future viability is determined.

POOL COMPUTERS

The COE Tech Team will hold, maintain, and upon the recommendation of departments/units, issue pool computers for the following purposes:

1. Issued temporarily (loaned) for replacing computers that are non-functional and under repair
2. Issued to faculty/staff as a permanent replacement for those computers permanently taken out of service

Note: Pool computers will be replaced on the same replacement schedule as others

If a faculty or staff member transfers from one unit to another within the College of Education, the technology assigned to the previous unit should remain with that unit, and the new unit

will assign technology to the faculty or staff member who is moving. Technology should not transfer from one unit to another. Any modifications to this procedure must be reviewed by the Director of Technology.

GRANT TECHNOLOGY & SUPPORT

The College of Education recognizes that to be competitive for some grants, technology purchases and in-kind matches of technology may be necessary. This practice should not be discouraged. Before submitting a grant, any potential technology purchases or in-kind commitments included in a grant should be coordinated and approved by the Associate Dean and the Director of Technology. In other words, grant awardees should not plan to purchase any grant technology or to expect support of that technology, without prior approval from both the Associate Dean and Director of Technology. These discussions must take place to agree upon formally and document, in writing, which of the following two technology support scenarios will be utilized for the grant being considered:

1. The faculty member(s) has the expertise to support the grant's technology, and will therefore not require any technology support from COE support personnel outside of the standard setup and configuration.
2. COE technology support personnel will support grant technology if the terms of this support (stipends for support staff, amount of time required, etc.) are formally written into the grant and approved by the Associate Dean and Director of Technology. Support provided by COE technology personnel must happen outside of regular work hours, or if support occurs during the standard workday, vacation time must be taken during those hours that support is provided to the grant. This prevents financial "double-dipping" scenarios and alleviates any discrepancies with auditors.

In both situations, COE tech support will help connect the grant personnel to the appropriate ISU offices (Campus Help Desk, TechZone, Dell/Apple, ISU Telecom, CTLT, etc.) as needed. In cases where standard-issue computers and/or peripherals (purchased as part of the COE refresh) are used in combination with grant-purchased technology, such as in a classroom or office, COE tech support will provide support to those computers and peripherals that were included in a standard refresh purchase.

If the Associate Dean and Director of Technology are *not* consulted as part of the grant-writing process, and/or if no funding is available for support personnel as part of the terms of the grant, COE tech personnel will not be responsible for supporting the grant technology.

Upon receipt of grant funds and before the purchase of technology using grant funds, the grant awardee will need to coordinate the purchase with the Associate Dean and Director of

APPENDIX A: FY 2021 Recapitalization Configurations

Computer

Type	Manufacturer	Model	Processor	RAM (GB)	Hard Drive (GB)	Screen Size	Warranty
Laptop	Dell	Latitude 7400	Intel i5 8365u	8	256 GB Solid State	14"	3 years
Laptop	Apple	Macbook Pro	Intel i5 8257u	8	256 GB Solid State	13"	3 years
Desktop	Dell	Optiplex 7070	Intel i5 9600	8	256 GB Solid State	n/a	3 years

Peripherals

Item	Manufacturer	Model	Notes
Dock	Dell	WD19	USB-C Dock with 180W Adapter (powers laptop)
Dock	Satechi	4K HDMI	USB-C Dock with power, NIC, USB 3.0, HDMI, SD Card
Adapter	Dell	DA300	USB-C to HDMI/VGA/DisplayPort/Ethernet/USB 3.0/USB-C (travel adapter)
Adapter	Apple + Anker	60W USB-C	USB-C 60W Charger

Optional Peripherals - to be purchased by the department

Item	Manufacturer	Model	Notes
Printer	Brother	HL-L2300D	TN-450 cartridges, 24ppm, black & white only