

# Information Services - Computer Support Services

## Frequently Asked Questions (revised February 2023)

### NEW FACULTY & STAFF COMPUTER & ACCESSORIES

#### Q: We have a newly funded employee starting, and they need a computer. What do we do?

- a. If your department has a newly funded employee and you haven't heard from IS about resources needed for the new position, please open a [Web Help Desk](#) (WHD) ticket. Include:
  1. Preference for Mac laptop or Windows laptop
  2. Is a new physical phone required, or is there an existing phone that needs to be linked to the new position?
  3. Are there additional items needed, e.g., dock, monitor, etc.
  4. The index-Account number for charging equipment costs for the newly funded position.
- b. If your department is replacing a current employee, the expense for a computer is covered by the College.

#### Q: Does my department need to purchase the computer?

- a. Computers for newly funded positions must be funded by the department. As of FY2019, the Technology Replacement Fund does not cover technology costs for new positions at the College. For example:
  1. Your department has ten employees, and upon hiring a new employee, your department now has eleven people. In this instance, your department must fund a computer and peripherals for the new employee as needed.

**NOTE:** When the purchased computer is replaced, typically in four years, your department will be responsible for purchasing the replacement computer.
  2. Your department promotes someone to a new position and hires a new employee to fill the old position. The department has added a new employee, so the department would need to purchase a new computer.
  3. Your department replaces a currently-funded position with a new employee. Typically, the technology expense allowance for the currently-funded position will transfer to the replacement employee.

#### Q: Who gets a computer?

- a. All permanent employees who are eligible and whose work requires a computer.

#### Q: Which faculty get computers?

- a. All full-time faculty.
- b. All head coaches and associate head coaches.
- c. Visiting faculty can receive a used computer based on availability.
- d. Adjunct faculty are not eligible for a computer.

#### Q: If my computer is funded by the Technology Replacement Fund, can I have any computer I want?

- a. Yes, you may select either a Mac or a Windows standard laptop. If the standard computer does not meet your needs, your department may pay the difference for an upgraded machine, e.g., additional memory, etc. Your department may also cover the cost of peripherals, e.g., external monitor, docking station, etc. IS will recommend compatible peripherals.

**Q: If I change departments, can I take my computer and peripherals with me?**

- a. Typically, yes, unless the computer was funded by the originating department. In that case, the computer stays with the originating department, and the new department is responsible for the cost of a new machine. Departments may transfer funds to facilitate staff movement between and among departments.

**Q: How do we get a phone for a new employee?**

- a. If a telephone is already in place, it is updated with the new employee's information. If a phone is not in place, enter a [Web Help Desk](#) ticket or call the IT Service Desk (HELP or x4357), and Information Services will work to resolve the issue.

**An employee is leaving the college**

**Q: We have an employee leaving the College. What do we do?**

- a. The employee should submit a [Web Help Desk](#) ticket to make arrangements to drop off or have their assets picked up. The employee must return the computer, the power supply, and the port expander if originally provided. If additional monitors, a dock or other peripherals were purchased, those can be reassigned to other employees in that department.

**An employee is moving to a new position**

**Q: Does IS move my computer equipment to my new office?**

- a. No, you are responsible for moving your desktop or laptop computer equipment. If you are changing buildings, Facilities Management will move your computer with the other items from your office. If you have problems after your move, enter a [Web Help Desk](#) (WHD) ticket for assistance.

**Q: Does IS move my phone?**

- a. Phones are tied to individuals and not locations. If you move offices, you can take your phone with you and plug it into the network jack in the new location. If there is a problem with the connection (it will not light up), enter a WHD ticket for assistance. If you are changing departments and have to change your extension, enter a WHD ticket, as you may be moving to a location with an existing department phone. For more information, visit the [Frequently Asked Questions - Cisco Internet Phone System](#).

**Q: I moved my office. How does my location and title get updated in the campus directory?**

- a. The Campus Directory is updated automatically when Banner data is updated either by HR for a staff member or by the Dean of Faculty office for a faculty member.

**Computer replacements and accessories**

**Q: How frequently does the college replace College-owned computers?**

- a. College-owned computers are replaced every four years.

**Q: What is the process for replacing my computer?**

- a. The IS Asset and Inventory Manager will contact you via a Web Help Desk ticket when your machine is due to be replaced. College-owned computers are tracked in the inventory system and are automatically replaced. When the equipment is received in IS and ready for deployment, a Computer Support Services(CSS) technician will contact you to schedule a time for the replacement.

**Q: What if I don't want to replace my computer?**

- a. If you are happy with your current computer, you may defer your replacement.

Q: What happens if my replacement computer costs more than the College's base model?

- a. Departments are responsible for the added cost of computers over the College's base model. Faculty may apply for additional funding from the Dean of Faculty office. The IS Asset and Inventory Manager can assist faculty with that process.

Q: I paid above the College's base model cost out of my budget and/or startup funds. Why do I have to pay again when the computer is eligible for replacement?

- a. College-owned computers are eligible for replacement every 4+ years to stay current with newer technology, support more demanding software, implement information security advances, etc. This requires a new machine to be purchased. If you require a higher than a standard level computer, you or your department will need to fund the difference. You can defer the replacement if you feel purchasing an upgrade is not a fiscally responsible choice when your computer is first eligible for replacement.

Q: I paid above the College's base model cost out of my budget and/or startup funds. Why don't I get a percentage of my money back when I turn in the college-owned computer?

- a. If you feel your computer is still of value at the time of replacement, you can defer your replacement. Taken as a whole, when computers are sent to electronic disposal, the charge for damages, the fees charged for shipping, the fees for secure data wipe with verification, and the disposal fees generally produce a net wash of any value still left in the computers.

Q: I want to purchase my computer when it needs to be replaced.

- a. The College does not sell computers to faculty or staff members.

Q: I want a docking station for my laptop computer.

- a. Enter a [Web Help Desk](#) ticket or call the IT Service Desk (x4357). Laptop docking stations are **not** a standard issue item. When the IS Asset and Inventory Manager contacts you to make arrangements to replace your computer, let them know if you have a docking station. They will be able to assess if it will work with your new computer or if you will need to purchase a new docking station. Your department will need to approve and provide the funding for the docking station and any additional cables required for multiple monitors or other accessories.

Q: I want additional monitors for my desktop or laptop?

- a. Enter a [Web Help Desk](#) ticket or call the IT Service Desk (x4357). The desktop computer base cost includes a monitor. Laptops do not include a monitor. If you need/want additional monitors, your department will need to provide the funding for the monitors and any additional cables that are needed.

### **Computer problems & repair**

Q: How do I get my computer fixed, and how long will it take to resolve the issue?

- a. Enter a [Web Help Desk](#) ticket or call the IT Service Desk (x4357) for a CSS Technician to review the problem. Once we know the severity of the problem, staff can estimate how long the repair may take. A loaner computer may be available but is not guaranteed.

### **Printing**

Q: I found a printer in my office closet. May I have it installed in my office?

- a. New printing devices, with a few exceptions, are not supported by Computer Support Services, nor are old printers replaced if they fail. The College policy is to use the more cost effective MultiFunction Devices (MFD) conveniently located across campus.

Q: Our department printer is having problems.

- a. Open a [Web Help Desk](#) ticket for assistance and specify the nature of the problem you are having. Know that if the printer has failed, it will not be replaced.

- Q: We don't want to use the MultiFunction Devices (MFD) since we have to pay for the printing.
- a. The MFD system was put into place to save the college money on printing. The MFDs cost the college less to print than department-based or personal printers, which require the purchase of toner and paper separately.
- Q. There's an old computer, fax and/or printing equipment in my office. How can we have it removed?
- a. Items that are a part of the college's inventory (has an inventory tag affixed) should be returned to IT Procurement and Asset Management in the Hamilton Basement by Facilities Management (FM). Enter a FM Service Request, under Campus Services on CamelWeb. If the items do not have an asset tag, they are not part of IS inventory and you may request FM to send them directly to a recycle center.

### **Other network devices**

- Q: Can entertainment devices be used in College offices? (i.e., bluetooth speakers, smart TVs, etc.)
- a. Devices that connect via Bluetooth may be used, but may need to be appropriately configured by IS. Please enter a [Web Help Desk](#) ticket. Devices that connect to the College wireless or wired network may need to be registered and configured. Enter a [Web Help Desk](#) ticket if you encounter problems.

### **Support for Home Computers**

- Q. Will the College support my Home Computer?
- a. Computer Support Services technicians will make their best effort to assist employees working from home on non-College-owned endpoints. Maintenance and repair of non-College-owned devices are the responsibility of the employee. IS staff will give guidance on non-College-owned equipment, but do not offer any other services such as repair or replacement of vital components. College software licenses cannot be installed on non-College-owned devices. It is the responsibility of the employee to install software licenses on their devices. Selected software can be purchased through the College via On-the-Hub.