

California State University Computer Refresh Program

Frequently Asked Questions

What is the CSUCI Computer Refresh Program?

The CSUCI Computer Refresh program was created to replace all out of warranty computers, to create replacement cycles for all computers, and to create campus standards for minimum requirements on all computers to help efficiently run the day to day business of all individuals on campus. During the first phase it was estimated that more than 250 computers are out of warranty and it is critical that we replace these with up to date computers.

Which Computers are covered?

All computers on campus are covered. This includes PCs, MACs, laptops, classroom, lab, and those computers from self support units. Minimum requirements for computers are reviewed regularly to ensure that each computer will meet the minimum requirements. There are 4 different computers that are currently available. Dell Desktop (755 SFF); Dell Laptop (Latitude 630); Mac Book Pro, and IMAC. All computers include all the various peripherals including mice, keyboards, monitors and speakers. Laptops will include docking stations.

What kind of computer will I get?

This depends upon your needs and the approval of your division/department, most commonly the Dell Desktops will be issued for departmental use.

Why standardize?

Standardizing computers across the University will allow us to reduce support costs, additionally with computers on a replacement cycle we will ensure that all computers are under warranty and replaced regularly to accommodate the changing environments. Also, the University has the ability to buy in bulk allowing us to negotiate with the vendors for large discounts. During the first phase 65 additional computers were purchased because of the great discounts we received.

What will happen to my old computer?

The University is working to eliminate all out of warranty computers, all replaced computers will be removed from you department as they are replaced and disposed of based on the campus policy. Please note that out of warranty computers cannot be given to employees or purchased by employees. As well, they cannot be passed down for others to use.

How often will my computer be refreshed?

The campus is currently on a 3 year warranty cycle, therefore every three years you will receive an updated computer. These computers are currently being leased under an operating lease. At the end of the lease the University has opted to have a salvage company come pick these lease computers up. All computers and their parts must be

returned at the end of the lease. The University does not own these and therefore all departments are required to inventory computers annually and any location changes be forward to the Budget office.

Can I opt out of the program and my department gets the funding instead?
Unfortunately not, all computers on campus will be part of the computer refresh program.

How will I know when my new computer is coming?
The IT technicians will notify individuals when your computer is scheduled to be refreshed. Budget managers have a complete listing of computers slated for refresh.

Who do I contact if I have additional questions?
The CSUCI Computer Refresh program is run through the Budget, Procurement and Support Services office with considerable assistance from the Campus Information Technology Department. If you should have additional questions, please contact Missy Jarnagin at ext 3282.