



SEFS Faculty Computer Replacement & Support Policy

This policy details when and how SEFS replaces computers for faculty. *This policy does not apply to Lecturers, Adjunct, Affiliate and Emeritus faculty.* “Computer” is defined as either a desktop or laptop computer and does not exclude external equipment or software. Monitors are addressed in Section 6.

1. SEFS Intends to Replace Faculty Work Computers Every 5 Years

The number of computers to be replaced annually may vary based on costs and available funds. Early replacement of faculty computers will only be considered if a computer fails and is out of warranty, or IT staff determined in-house repair is neither feasible nor cost-effective.

2. The Directors Office will determine the SEFS contribution to the cost

Faculty members will use their own budgets to cover any and all costs exceeding this amount and/or for any computer customization, custom input devices and peripherals, or software.

3. Computer Update Schedule

- Faculty computers will be sorted by purchase date and system compatibility and a rank list of computers will be generated.
- Selected faculty members will be contacted to coordinate and place orders for the desired equipment.

4. Supported Computer Configurations

Faculty are encouraged to select a replacement computer from [the list of standard configurations maintained by SEFS IT](#). These configurations are designed to meet the needs of most users and establish a stable and uniform computing environment. For faculty who prefer a non-standard configuration, the cost of replacement will be capped at the most current price from the IT standard configuration, including extended warranty and taxes. Any exceeding cost must be covered by the faculty's own budget.

SEFS IT will update this list as needed to reflect changes in cost and hardware. Computers from this list will come with an extended warranty and will fully support all computing services and software provided by SEFS IT.

5. Limited Support Will be Provided for Non-Standard Configurations or Manufacturers

SEFS IT will provide support for PC computers with the standard configuration.

SEFS IT will not provide support for consumer-grade computer models. Limited support will be provided for business-class PC computers manufactured by companies other than Dell.

SEFS IT will provide desktop support for Apple computers and macOS but reserves the right to limit the scope of this support on an ad hoc basis. Faculty using Apple computers will acknowledge the following:

- Any needed hardware repairs must be performed by either the University Bookstore Tech Center or an Apple Store location. Users will be responsible for arranging computer repair and transporting devices as needed to receive these services.
- Some software and services provided by either SEFS IT or UW-IT may be unavailable or are not supported.
- SEFS IT cannot guarantee the compatibility of hardware or software with dual boot configurations using Boot Camp or similar software.
- When purchasing a MacBook or MacBook Pro laptop, faculty must purchase a USB to Ethernet adapter to allow for wired network connections.
- Additional adapters may be required for use with projectors or other external equipment.

6. Computer Monitors

During the annual computer inventory evaluation, SEFS IT will evaluate existing monitor(s). If the existing monitor(s) are found inadequate, SEFS IT will submit a recommendation to the Director's Office that the monitor(s) be replaced. If approved, SEFS IT will then provide monitor options.