

Faculty (full-time) Colleagues –

Information Technology Services (ITS) has moved forward with the procurement of laptops and tablets for the full-time faculty laptop refresh program, and a first delivery of devices to The University of Akron has occurred.

The next step for the rollout process is to begin the phased deployment of the new devices culminating with the retrieval of the old devices. The deployments will follow one of two tracks.

(A) The colleges/schools/units that maintain non-centralized departmental technology staff will schedule and deploy their own devices. Those colleges/schools/units and the expected delivery of the devices from Information Technology Services to the departmental technology staff are as follows:

- College of Business Administration (expected delivery September 29 – October 4);
- College of Applied Science and Technology (expected delivery October 4 – October 9);
- College of Engineering (expected delivery October 10 – October 13);
- School of Law (expected delivery October 16 – October 19);
- Wayne College (expected delivery October 20 – October 25);
- School of Communications (expected delivery October 26 – October 31); and
- UA Libraries (expected delivery November 1 – November 6).

Your respective departmental technology staff will soon contact you to begin the communication and coordination process. Please note that you may either return your old unit as soon as you receive your new device or you may elect to hold onto your old unit until December 8, 2017, but you must turn-in that old unit to your in-house college/school/unit ITS support staff by December 8.

Please contact your departmental technology staff if you do not receive notification that you are scheduled to receive a new device if you believe a new device should be forthcoming or Neal L'Amoreaux at [neal@uakron.edu](mailto:neal@uakron.edu) if you have questions on the process.

(B) Information Technology Services will schedule and deploy devices to certain colleges/schools/units. Those colleges/schools/units and the expected deployment of the devices follows:

- College of Arts and Sciences (expected deployment September 29 – November 22);
- LeBron James Family Foundation College of Education (expected deployment September 29 – November 22);
- College of Health Professions (expected deployment September 29 – November 22);

- College of Polymer Science and Polymer Engineering (expected deployment September 29 – November 22); and
- Honors College (expected deployment September 29 – November 22).

ITS Support Services will soon directly contact full-time faculty to begin the communication and coordination process. Please note that you may either return your old unit as soon as you receive your new device or you may elect to hold onto your old unit until December 8, 2017, but you must turn-in that old unit to ITS Support Services by December 8.

- To begin the process, a Footprints ticket will be created by an ITS Support Services Technician for each faculty member who is to receive a new device.
- Each respective faculty member will receive an email along with a ticket number from Footprints stating that a ticket has been created. Afterwards, please call the ITS Help Desk at 330-972-6888 to schedule an appointment to receive your new device. **Please note appointments should be scheduled no sooner than 3 days after the date of the call into the ITS Help Desk.** This timing will permit ITS Support Services to have the device imaged in time for your appointment.
- The appointments to deploy your new device will take up to an hour so please allow for that amount of time. The appointments will be held at the Computer Center and will largely follow Monday through Friday and normal University business hours. Please note appointments will be scheduled on the hour so timely arrival is important. Special evening and weekend appointment accommodations may be made upon request.
- You must bring your current device to your deployment appointment.

Contact Neal L'Amoreaux at [neal@uakron.edu](mailto:neal@uakron.edu) if you believe a new device should be forthcoming, but you do not receive notification that you are scheduled to receive one or if you have any questions on this process.