Refresh FAQs

Q: What departments are up for Refresh this year?
A: See the complete list of FY2018 Refresh departments.

Q: When is my department next scheduled for Refresh?
A: Entire departments receive new Refresh computers once every five years. To find out when your department is next scheduled for Refresh, see the schedule of refresh by department.

Q: When can I expect to hear from ITS about my department’s upcoming computer Refresh?
A: ITS reaches out to departments beginning in February prior to the next fiscal year. (So, for FY2018 which begins July 1 2017, ITS would begin conversations with departments in January/February of 2017.) ITS schedules a meeting with department chairs or administrators to explain the Refresh process and request help gathering information about departmental computer needs. Faculty and staff are also informed of this process by email. ITS gets in touch with departments again in April to confirm computer requests and make any necessary adjustments. Finally, ITS schedules a deployment day or days, and a make-up day, for delivery and setup of the new computers. A detailed Refresh timeline is available with more information.

Q: Do I get to choose my computer, or does ITS choose for me?
A: Budget permitting, faculty and staff are offered four choices: Windows or Macintosh computer, and desktop or laptop.

Q: Do I have to be present when my new computer is delivered and set up?
A: Yes. You'll need to log in to your computer in order to set up certain features, such as the ability to map departmental shares or print to a departmental printer, so your presence is highly recommended for a smooth transition.

Q: How should I prepare for delivery of my new computer?
A: You'll need to make a list of the required software that will be needed to be re-installed on the new machine. We also ask that you take some time to organize and delete anything you would not like moved to the new computer. Other than that, no other work is required, the Refresh staff will migrate all the data stored in your user folder to your new computer.

Q: My department is buying some new computers separate from the Refresh program. What should we buy? Can ITS help set them up?
A: ITS requires that departments buy Brandeis standard models from Dell or Apple, available on the Dell institutional purchases site or the Apple institutional purchases site. Brandeis standard models receive the most comprehensive setup assistance and ongoing support from the Help Desk according to the Help Desk SLA. (Non-standard models receive only best effort support, time permitting.) Also, TS is glad to help set up computers purchased by departments; see our guidelines and tips for a smooth deployment experience.

Q: My department just hired a new faculty or staff member. Are they eligible for a Refresh computer?
A: Yes. Because it takes a few weeks for computer orders to arrive from Dell and Apple, it's helpful to alert ITS of new hires as soon as possible.