Lost, Stolen, or Damaged Device- Frequenly Asked Questions

Jeff Clark - 2023-06-29 - COM Policies

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Lost, Stolen or Damaged Device - Frequently Asked Questions

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1. **What happens when my device is lost or stolen?**

For lost or stolen devices, a police report must be completed and a copy sent to the COM IT Office.

COM IT or the appropriate Department/Office will grant a 1 week waiting period from the time of the incident before assessing the cost to replace the device, and provide a temporary loaner replacement if available.

COM IT or the Department/Office will direct the purchase process for the procurement of the same or most similar device which matches the lost/stolen device. Users are not permitted to go out on their own to purchase a replacement device.

For students: In accordance with current policies, the student will be responsible for the procurement/ reimbursement for the device.

For all other workforce members (including faculty, staff, residents, temporary, volunteers, and other persons who perform work for FAU College of Medicine), the purchase invoice and repayment amount will be forwarded to the employee and their supervisor for resolution.

2. What happens when my device is damaged?

For damaged devices, COM IT must be contacted immediately. COM IT will assess the extent of damage and provide a temporary loaner replacement if available.

COM IT will either direct the user to the approved repair depot or will handle the repair process directly with the vendor.

For damaged phones, there will be no loaner provided by COM IT. A new or used replacement (from inventory) will be provided if available through the appropriate Department/Office.

For students: In accordance with current policies, the student will be responsible for the procurement/ reimbursement for the device.

For all other workforce members (including faculty, staff, residents, temporary, volunteers, and other persons
who perform work for FAU College of Medicine), the purchase invoice and repayment amount will be forwarded to the employee and their supervisor for resolution.

3. Why do I have to replace a device that I lost or was stolen from me?

All FAU-issued devices are the sole property of FAU and are, thus, state-owned property. All workforce members are equally responsible for the financial costs of replacing a device that is lost or stolen while in their possession or in their care.

The COM Medical Student Handbook states:
"All students must take personal responsibility for the security of the equipment, software and data in their care. iPads and laptop computers provided to students are the property of FAU….Theft or damage to any device is the sole responsibility of the student who will bear all costs for replacing the parts or purchasing a new device. The student will provide payment for the replacement or repair of the device, which will be processed between the student, COM IT Office and COM Office of Student Affairs."

The COM Administrative Policies manual and Faculty Handbook both state:
"All workforce members must take personal responsibility for the security of the equipment, software and data in their care. iPads and laptop computers provided to workforce members are the property of FAU…Theft or damage to any device is the sole responsibility of the workforce member who will bear all costs for replacing the parts or purchasing a new device. The workforce member will provide payment for the replacement or repair of the device, which will be processed and resolved between the workforce member and their Department supervisor."

4. How soon does it need to get replaced/repaired?

All devices should be replaced and fixed as soon as possible, as the loaner devices cannot be provided indefinitely. COM IT will expedite the process for replacement or repairing the device to the best of their ability.

5. Can I buy a replacement device on my own if I find a cheaper price or cheaper vendor?

No. COM IT must ensure a standard purchasing mechanism and practice, as well as certifying quality assurance of the device which is FAU-owned. This can only be accomplished through the FAU-approved vendor and purchase process.

6. Can I buy/get a different model than the one I had?

No. COM IT must ensure that the replacement has the equivalent technical specifications of the lost or stolen device and that it conforms to the aforementioned approved vendor and purchase process. This is done to ensure that there are no used, rogue devices or unapproved models entering into the standard product line.
However, if the exact equivalent is a discontinued product or unavailable, then COM IT will purchase the newer model.
If the old model and new model are both available and the newer model is of equal or lesser cost than the old model, then the newer model will be purchased.

7. I don’t need a replacement because I have my own device and/or I don’t need one. Do I still have to buy one or pay for repairs?

Yes. The student or faculty/staff member is ultimately responsible for coordinating a reimbursement of payment, regardless of which devices you may personally own or the need for the device in your educational or work activities.

8. Will I still have to return the device after I have paid for it?

Yes. The FAU-issued device is still state-owned property and as such, must be returned at the end of either the medical education or period of work.

The COM Medical Student Handbook states:

“All students will coordinate the return their devices to the COM IT Office at the end of their medical education. Failure to return the devices will result in a delay of receipt of their graduate diploma or may require other disciplinary measures up to, and including, a theft report filed with appropriate law enforcement.”

Attachments

- COM-IT-Lost.Stolen.Damaged-Device-FAQs.pdf (371.20 KB)