ITD Service Desk Policy (Equipment)

The ITD Service Desk provides UT Austin College of Education faculty, staff and enrolled students a variety of audio-video and computer equipment for short-term checkout.

Equipment is only available for College of Education faculty and staff, and students that are currently enrolled in a relevant College of Education course (even if they are not Education majors).

ITO equipment should be checked out for educational purposes only.

If Client is a first-time ITO patron, they should expect to have their ID checked for verification purposes.

Equipment is available for checkout and return only during hours of operation. Equipment checkout is closed on weekends, no exceptions. Equipment is not available for checkout during intersemester breaks or Spring/Winter Breaks as it is needed for maintenance and inventory purposes. Checkouts will resume on the first day of ITO Service Desk operating hours.

Most media equipment is available for the day of check out, that night, and then must be returned during the next day. Exceptions include:

- Transcribers may be checked out for up to 3 days.
- Certain projectors are available for cohort coordinators and faculty for off-site meetings or for conferences for up to 5 days with prior approval of the ITO Service Desk Manager.
- Laptops are ONLY same day checkouts. They must be returned before the Service Desk closes on the day they were checked out.

Any exceptions or extensions must be approved by the ITO Service Desk Manager. If they are not in, the client may email their request to help@edb.utexas.edu.

Clients can expect to sign a form which states the conditions of the equipment checkout. Clients are responsible for the equipment for the duration of the checkout. The reservation system will state when equipment must be returned and failure to return equipment by the due date or to respond promptly to a late notice may result in the loss of checkout privileges for a to be determined amount of time.

Upon return of the equipment, Client will sign the equipment in and hand the equipment over to an ITO Service Desk staff member.

For questions or concerns please contact: Gypsy Snow - gypsy.snow@austin.utexas.edu