

Phasing Out CPR'S Apple Computer Repair Services FAQ

What is CPR?

Computer and Printer Repair (CPR) is a unit within Information and Educational Technology (IET). For 16 years, CPR has served the campus by providing repair services on a recharge basis for Apple computers as well as HP and Apple printers.

What services is CPR phasing out and when?

CPR is phasing out its Apple computer repair services but will continue to provide printer repair services. The phase out will occur gradually during fall quarter 2001. To reflect this change in services, CPR will be renamed "Campus Printer Repair."

Why is CPR phasing out Apple computer repair?

CPR is phasing out Apple computer repair for a number of reasons, including the following:

- In the recent months, Apple has changed its service model. Rather than allowing authorized repair centers like CPR to handle a customer's computer repair needs, Apple now expects computer owners themselves to call their Support Center directly for diagnosis and replacement of parts.
- CPR has observed a steady decline in the number of clients over the past three years. At the end of the 2000-2001 academic year, CPR was serving only 25% (or less than 150) of the customers served three years ago. We expect that demand will continue to decrease.

Who might be affected by the Apple Computer Repair Service phase out?

UC Davis faculty, staff and students who own Apple computers (Macs), especially those no longer under warranty, might be affected. While there are no statistics on how many staff and faculty use Macs, a recent survey revealed that less than 10 percent of students use Macs. As noted above, the number of Apple computers serviced under warranty at CPR has dropped to less than 150 since 1998-99.

Will owners of Apple printers be affected by the phase out?

No. CPR will continue to repair Apple printers, as well as HP printers. Since Apple has not produced printers for some years, most of them will require out-of-warranty repairs. These repairs will continue to be provided for a fee, as Apple printers are not covered under most Apple computer repair warranty programs.

How will clients get their Apple computers fixed once the phase out is initiated?

A number of options will be available, including the following.

- The UC Davis Bookstore is working on a partnership with California State University, Sacramento (CSUS). Through this partnership, we expect that clients will be able to drop off their computers at the Bookstore. Bookstore staff, who already make runs to the Medical Center Bookstore, will then drop the computers off at CSUS, just five minutes away. Once repaired, the computers will be returned to the Bookstore on campus.
- Mac owners will continue to have the option of taking their out-of-warranty computers to an Apple repair facility off campus. The closest authorized Apple service provider is in Sacramento. There is an Apple repair facility in Davis, but it is not Apple authorized.
- Computers under warranty will continue to be serviced through Apple's Support Center (call 1-800-MY-APPLE).

A list of Apple computer repair services available in Davis and the surrounding community is available at <http://itcpr.ucdavis.edu/apple/>.

How will clients be notified of the phase out?

Clients who have used Apple repair services at CPR in the last year will be notified directly by mail. When clients come into CPR with an Apple computer to be fixed, CPR staff will alert them of the phase out and provide them with a list of Apple computer repair facilities (see attached). We will remain in close contact with the campus community throughout the phasing out.

How can I find out more?

Go to <http://itcpr.ucdavis.edu> to access news, the referral list, and updates (particularly on the status of the Bookstore/CSUS partnership).

You may also contact Robert Ralston at 752-5139 or via email at rralston@ucdavis.edu

August XX, 2001

Dear Dr. XXXX,

The Apple computer repair service offered by Information and Educational Technology—Computer and Printer Repair (CPR) will be gradually phased out during fall quarter. I am notifying you directly because you are a recent user of the Apple repair service. This change, which does not affect our printer repair services, was triggered by two major developments:

- Apple has revised its Equipment Repair Model to emphasize customer-serviceable computers. Rather than allowing authorized repair centers like CPR to handle customers' computer repair needs, Apple now expects computer owners themselves to call Apple's Support Center directly for diagnosis and replacement of parts (1-800-MY-APPLE or 1-800-692-7753). In some cases, Apple even sends its own technicians to repair computers on site.
- In spite of the high quality of CPR's Apple repair service, the number of Apple computers serviced at CPR has been declining steadily for the last three years to the extent that, at the end of the 2000-2001 academic year, CPR was serving only 25% (or less than 150) of the customers that were served three years ago. Given Apple's decision to provide direct repair support to its customers, we expect that demand will continue to decrease in the years to come.

These recent developments make it infeasible to continue offering Apple computer repair services at competitive prices, and, on August XX, we will begin phasing out our Apple computer repair services. We will continue to repair Apple and HP printers as we have for years, but many of our staff will be taking on new roles in support of classroom instruction as part of the Classroom Support Unit. We will remain in close contact with the campus academic community, including through the Academic Computing Coordinating Council (AC4), to identify any issues we may need to consider during this transition.

Should you need your Apple computer repaired, please consider the following options:

- Contact Apple directly at 1-800-MY-APPLE (1-800-692-7753) or check their Service and Support Web site at <http://www.apple.com/support/>.
- Contact an Apple Service Provider (see attached referral list for options in the Davis, Sacramento and Woodland areas). This list is provided for your convenience. IET-CPR cannot specifically endorse any of these service providers.
- We have been working closely with the UC Davis Bookstore to enter into a partnership with Sacramento State University. Through this partnership, UC Davis affiliates would be able to drop off their Apple computers at the Bookstore to be repaired at CSU.

We are notifying all our current clients of these upcoming changes, but please feel free to pass this letter along to anyone who might benefit from this information.

If you have any questions, please contact me at (530) 752-7762 or jdickens@ucdavis.edu. News and information regarding CPR, the Bookstore partnership, and additional service providers will be posted at <http://itcpr.ucdavis.edu/>.

Sincerely,

Janette Dickens
Manager
Classroom Support Unit
Information and Educational Technology

CALL APPLE FIRST: 1-800-MY-APPLE
(1-800-692-7753)

***Apple Authorized Service Providers:**

Comp USA
2040 Alta Arden Expressway
Sacramento, CA 95825
Phone: 916-565-6075
Fax: 916-565-6048
www.compusa.com
Notes: 7 day turnaround

CSUS Bookstore
6000 J Street
Sacramento, CA 95819
Phone: 916-978-6500
www.foundation.csus.edu/bookstore
Notes: \$70 per hour

Mac Online
1236 Arden Way
Sacramento, CA 95815
Phone: 916-569-2900
Fax: 916-569-2912
Notes: \$50 diagnosis fee
5-7 day turnaround

AVC/Mac Service and Repair
3111 Sunset Blvd. #J
Rocklin, CA 95677
Phone: 916-962-2100
Fax: 916-624-1898
Notes: \$50 diagnosis fee
3 day turnaround

***Other Service Providers:**

Decision One
4620 Northgate Blvd. Suite 155
Sacramento, CA 95834
Phone: 916-777-8800
Fax: 916-567-7816
Agreement # M300010

Macintosh Paramedic
P.O. Box 72095
Davis, CA 95617
Phone: 530-758-9260
Larry Dieterich

Tripp K Computer Consulting Inc
327 College Street, Suite 208/210
Woodland, CA 95695
Phone: 530-668-4050-Woodland
530-753-8205-Davis
Fax: 530-668-1404

Heron Technologies
213 E Street
Davis, CA 95616
Phone: 530-759-0134
Fax: 530-759-0326

Computer and Printer Repair
2820 Auburn Blvd. #9
Sacramento, CA 95821
Phone: 916-978-9092
Fax: 916-978-0758

*CPR does not endorse any of these service providers.