



# The University Of North Carolina Umstead Review Panel Determination

December 6, 2012

## **Request to Provide Access to the Computer Repair Center of the University of North Carolina at Chapel Hill for Local K-12 School Systems**

### **I. Request for Determination**

On October 30, 2012, the University of North Carolina at Chapel Hill (UNC-CH) submitted a public request for a determination that proposed activities of the Computer Repair Center (CRC) would be permissible under N.C.G.S. 66-58 (b)(8)o. of the Umstead Act, which provides an exemption for:

Activities that enable the community in which the constituent institution or other University entity is located, or the people of the State to utilize the University's facilities, equipment, or expertise.

The request for determination stated:

The CRC is proposing to provide access to its computer repair facilities, expertise and services to the local K-12 school systems proximate to UNC Chapel Hill. Initially this access would include both the Chapel Hill-Carrboro City Schools and Orange County Schools. This would allow the students, teachers, staff, and administrators in these school systems to enjoy the benefits of the same expedited, warranty certified, computer hardware repair services available to the UNC Chapel Hill community.

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### **II. Notice and Proceedings**

A hearing was set for December 6, 2012 in Conference Room A at the Spangler Center in Chapel Hill, North Carolina, and by teleconference. The Umstead Review Panel staff gave notice of the Request for Determination hearing to those on its registry on November 5, 2012. Notice of the hearing was given to the press and public, pursuant to the North Carolina Open Meetings Act, on November 28, 2012.

No affected individual or entity gave notice of objection to the request and no affected individual or entity appeared at the hearing to oppose the request, as is allowed under Board of Governors Policy 100.4 VIII (D).

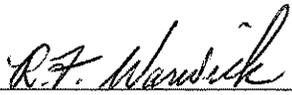
UNC-CH was represented at the hearing by David Eckert, Manager of the Computer Repair Center; Priscilla Alden, Assistant Vice Chancellor for User Support and Engagement; and Will Tricomi, UNC-CH Associate University Counsel. In addition, Mr. Ray Reitz, IT Customer Support Manager, from the Chapel Hill-Carrboro City Schools appeared in support of the request.

The request, evidence, and presentation established the following:

- The CRC is a Lenovo and Apple certified warranty repair center that supports faculty, staff, students, and departments at UNC-CH. Established as part of the Carolina Computing Initiative, the CRC has been providing warranty certified computer repairs for the UNC-CH community since 1997. It is the largest Lenovo certified warranty repair center in the Southeast and has multiple distinguished service awards in its 15 year history.
- Under this proposed activity, the CRC will invoice and receive payments from Lenovo and Apple for warranty repair work on the laptop computers belonging to the local K-12 school systems. The CRC will invoice and receive payments directly from the local K-12 school systems for post-warranty repair work on the laptops.
- Representatives from the CRC and from both local school systems expect that the schools will save the personnel costs and inconvenience often associated with seeking repair assistance directly from computer manufacturers by accessing the facilities, expertise and services that the CRC provides.
- By leveraging the facilities and expertise of the CRC, the local school systems stand to benefit from those years of experience and lessons learned in both computer repair and computer maintenance/failure prevention, which will result in increased availability of the computing technology for educational purposes and reliability for the K-12 educators.

### **III. Determination**

The panel deliberated on the submitted request, evidence, and arguments presented and, recognizing the clear potential for the proposed activities to serve the community, voted unanimously to approve the request. It is the determination of the Umstead Review Panel that the request was within the jurisdiction of the Panel, and the proposed activities are authorized under N.C.G.S. 66-58 (b)(8)o, and are not unfair competition.

  
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Robert Warwick, Chair