

Alan Price

From: Alan Price
Sent: Thursday, March 12, 2020 11:35 PM
To: Faculty_Official; Staff_Official; Student_Official
Subject: Teams for Campus Addendum, WiFi Changes, Print Credit (COVID-19 Communication 02)
Attachments: Addendum - Microsoft Teams.pdf

Good evening.

As we continue to prepare for possible course changes due to COVID-19 we are releasing an Addendum to our Microsoft Teams Quick Start Guide, introducing WiFi changes during next week's online course trials, responding to faculty feedback, and attempting to streamline technology-focused communications.

Teams QSG Addendum

Based on feedback, additional information, and further refinements, we released the first Addendum to our original Teams Quick Start Guide. The Addendum is attached and will be updated and re-published with new information as it's available. The goal of these updates is to provide timely, useful, and concise (as much as possible) information to everyone on campus with regard to using Teams for online classes. Not everything can or will be covered, so we will focus on items of interest to a "majority" of faculty, students, and staff. Please review the Addendum as you prepare for next week's trial courses.

WiFi Changes Coming This Weekend

An area of technical concern is our WiFi network. While it generally performs well for our regular learning, teaching, business, and residential needs it was never fully intended to handle massive, real-time, streaming video conferencing. We know there are dark spots and sketchy spots. We also know that a number of those spot issues arise from using the guest network, which is not intended for members of the YoteFam. As such, as part of next week's online course exercises **we will disable the cofi-guest network in residential, academic, and mixed-use buildings**. The throughput of the guest network is intentionally restricted to prevent abuse from anonymous users, but that also makes it an inappropriate network for Teams meetings and classes. Everyone should be using the YoteNet network on their personal devices, so we will remove the guest network to identify and repair connectivity issues for everyone.

If you do not yet have a WiFi key for the 2019-2020 academic year you'll need to get one. If you aren't sure if you have one, check. And if you have trouble connecting come see us in Covell for assistance so we can ensure you're using the high-speed WiFi in preparation for online courses.

Get your key: <https://yotenet.collegeofidaho.edu/app/getkey.aspx>

Renew your key (you connected last year but not this year): <https://yotenet.collegeofidaho.edu/kb/renewkey.aspx>

Check your key: <https://yotenet.collegeofidaho.edu/app/forgotkey.aspx>

Not working? Come see us in Covell.

Print Credit Added

Earlier today, faculty members let us know that students expressed concern over print and copy credit after this week's news. We're not interested in causing you more stress, so in response we added \$10 to all student print balances effective immediately. We will continue to monitor the situation and react accordingly. This new credit isn't to waste on superfluous print jobs, but you shouldn't need to worry about covering your needed print and copy costs right now. We want to ensure your success preparing for online courses.

IT COVID-19 Communication Strategy

Over the coming days and weeks we expect a significant, important shift in email communication volume across campus. We will have information to share with you about online course technologies and tools, and many other members of

campus will have critical information to share with you about COVID-19, our College's response, plans, changes, adjustments, and more. All of us need to reach all of you quickly and efficiently. As such, we are introducing two new tactics to complement other communications taking place to highlight important technical information during this stressful, strange time.

1. All IT and technical documents released as part of our COVID-19 and online course preparations are being posted to a new webpage: <https://yotenet.collegeofidaho.edu/cv19>
By using this page we can separate our technical information from the College's public information releases on the main website. We will be adding this link to the main website as a resource, and linking some of the documents directly to that page, but we don't want to clutter the site with our additional information. This new page is not designed to be pretty; it's a raw repository of what we're providing and communicating. Additionally, that link is open to the public, so if you are in communication with outside organizations please feel free to share it as needed to help everyone involved.
2. In order to help manage, distinguish, and reference our communications we will serialize and post a copy of our emails to the site above. Yesterday's Teams Quick Start Guide was #01, this message is #02, and employees will receive #03 shortly. We will indicate the serial number in the message subject and name the corresponding copy on the website with the same number. Please note that you may not receive every communication in order. Some will only be sent to certain groups and the next message you receive might be out of order. However, the serial number will be unique for each message and all messages will be posted to the site for reference.

As always, please contact us if you have any questions or concerns.

And if you are in need of technical assistance please come see us or contact us. We'll be doing our very best to try and help every student and employee be ready.