

Alan Price

From: Alan Price
Sent: Sunday, March 15, 2020 8:17 PM
To: Student_Official
Subject: Need a laptop for Spring? Staying here? Let us know! (IT Communication 05)

Importance: High

Students,

Hot on the heels of my last message I wanted to call your attention to an important option now available to you for spring. We are providing loaner laptops to those of you without them or if your laptop isn't functioning well enough to run Microsoft Teams. While my complete update is contained in the message sent a few minutes ago I wanted to ensure you all received a direct email about the option and one other major issue we've run across in the last few days.

First, the problem: get the Teams app, not the website!

After this week's announcements we learned there's a lot of confusion about how to get to Teams. Some of Microsoft's training materials point people to the web instead of the app. *Do not use Teams on the web via a browser!* Download the app instead and you will have a much more reliable, productive, and successful class. After you download the correct installer for your computer simply click it to run it. No admin rights are needed on College computers, if you're using one of ours.

Windows: www.collegeofidaho.edu/teams

Mac: www.collegeofidaho.edu/teams-mac

Mobile (not recommended for daily use): Search Microsoft Teams in your app store

Second, if you need a laptop:

(This is adapted directly from our Teams Addendum. I know you have a lot to read lately, but I encourage you to spend a little time keeping up-to-date with our communications. They're all intended to try and help everyone be successful with online learning. Get the Addendum from <https://yotenet.collegeofidaho.edu/cv19/>)

Need a laptop? Register at

<https://forms.office.com/Pages/ResponsePage.aspx?id=fBitJIJTO0mZ47BkrKKz1nU5DRknHVxPr9j1tQbYzsNUNkk4V0tBODU3NTY4NlkwMjJVWk5QQIixQiQIQCN0PWcu>

With classes moving online immediately we are ready to start issuing loaner laptops to students who do not have one, or have one that is deemed incompatible or underpowered by IT (in this scenario students must bring their laptops to us for diagnosis and repair/loaner replacement). We will continue to work diligently to provide our usual free-of-charge repair and troubleshooting services to everyone. Local students who are returning home are still welcome to visit campus to have a computer checked or repaired. The College is still open for business and it's our job to help everyone stay connected, especially now.

Eligibility

- This service is only available to students living on campus (see note below) or who regularly commute to campus
- You (the student) don't have a laptop -OR- your laptop is completely broken -OR- your laptop is unable to adequately run Microsoft Teams, as determined with our assistance -OR- your laptop is with us for repairs and you need a computer to continue coursework

A word about your on-campus options

As noted in yesterday's (March 14) all-campus email, students who cannot return home for any reason are welcome to remain living on campus. These reasons can include not owning a computer or having an insufficient internet connection at home. How do we define an insufficient connection?

- No internet access at all at home, and no reasonable method to obtain sufficient connectivity (defined below) elsewhere nearby
- Dial-up, satellite, or mobile broadband (3G/4G) access
- Low-speed broadband ≤ 5 Mbps (check with your internet provider)

I realize this is an awkward, disheartening, troubling, and (frankly) awful time for most of you. We're here for you and want to ensure you have the best online experience possible in such circumstances.

On a personal note, and to the add to the voices from yesterday, I want to say that it will be okay. You might know that, and you might not. You might *feel* that, and you might not. But no matter the crisis, real or imagined, Yotes can overcome.

How do I know? What would I know? Some of you have probably noticed the '10 after my name in my various emails (and if you made it this far, congratulations, you're in an elite club of people who read my emails!). Some of you know that means I'm an alum of the College. I graduated from here ten years ago, in 2010, near the bottom a global economic collapse. The Class of 2010 entered an uncertain world and found an uncertain future. Some pushed it off by going to grad school, while others took a gap year (or more), and still others entered a job market with limited opportunity. But I can tell you today that everyone landed on their feet, grounded in the liberal arts education provided here on this 55 acres in Caldwell, Idaho. The College prepares you for life, whether that means eight weeks from now, next fall, or forever. It's probably cliché, and it might take ten years to recognize, but trust me (if you like): your time here, through thick, thin, and COVID-19, will be worth it.

Cheers!