Instructors,

KU IT staff have been working tirelessly throughout the summer to ensure the campus technology environment is ready for your arrival. Our staff are updating classroom spaces with the tools you will need to teach in our new reality, and they have been providing departments and instructors with new supplemental technology for the fall.

As we prepare for the fall semester, it will be highly important to maintain physical distance, and that includes physical distance between yourselves and our support staff. In a "normal" fall semester, our staff would offer in-person help to solve technology problems. This semester, we must take steps to protect the health of our KU community.

We want to keep you and our staff as safe as possible. For this reason, we are planning to rotate our on-campus staff. IT staff will split time between working on campus and working remotely, which means we will have a reduced staff presence on-campus each day. We will continue to provide support but will lead with remote support first, when possible. If we need to physically work on equipment or be present in person, we will work with you to set up an appointment. Following KU policy, both you and our staff will be required to wear masks.

Our technology tips for beginning the semester:

- First, please visit your classrooms before the start of the semester and practice starting and "running" your classes. **Note: Classrooms will be available this week.**
- While you are in your classroom, review the support information posted in your room. There are different teams who support our campus spaces, and **calling the number posted in your room will be the first step if you need help.**
- On class days, please arrive early in case you encounter something unexpected. We understand your classroom may be occupied before your class is scheduled to start, so you might only have a short window to assess your classroom before each session.
- If you need support in the classroom and call the number posted in the space, support staff will work with you by phone to troubleshoot the issue, and may even remote in to the computer. Depending on available staffing and other factors, immediate in-person support in the classroom may not be possible.

- While we believe our protocols outlined here will work for the majority of support calls, **we recommend instructors craft back-up plans in case in-person support isn't possible.**

We also suggest you inspect your classrooms from a physical distancing and personal protective equipment (PPE) perspective. Plexiglass barriers and other safety equipment have been installed in most classrooms. If you have a concern about any of your teaching spaces, please contact KU Operations at kuoperations@ku.edu. Someone will follow up with you as soon as possible.

Our staff will continue to work to ensure your classrooms are ready for your arrival. We continue to receive shipments of essential equipment daily and will be working through the beginning of the fall semester to ensure all equipment is installed and ready. In the meantime, **KU IT has organized weekly information sessions to help instructors prepare for the fall. You can find session dates at flexteaching.ku.edu/events.**

We are here to support you and will do everything we can to ensure your success. Please email me directly at kucio@ku.edu if you have any questions or concerns. Thank you for your partnership and patience as we work to do the most good for all of our customers on campus.

Respectfully,

Mary   Chris

Mary Walsh   Chris Brown
Chief Information Officer   Vice Provost for Faculty Development
The University of Kansas   The University of Kansas