

Student Access to College Technology Resources—Fall 2020

Common Student Challenges:

- Lack of access to required hardware
- Lack of access to required software
- Nonexistence of broadband internet

Solutions:

- Laptop loaner program will continue:

The well-established laptop disbursement and return process created in spring 2020 will continue. Currently there are approximately 130 laptops available to be loaned and the Student Support Advisors are proactively identifying students who are in need prior to the beginning of the semester to ensure no lost instructional/learning time.

- College computer labs will be available for students:

While the laptop loaner program will accommodate many/most students. There is the likelihood that the College will not have adequate resources for all students in need. Also, while the laptop computers have the ability to accommodate the needs of many students, there will still be student populations that require access to software packages (e.g. SolidWorks) that are unavailable on the loaned machines and reliable broadband internet. These populations are being accommodated by temporarily converting the following spaces into open computer labs:

Room	Capacity	Software	Time
ST115	12	STEM/General	8:30am-4:30pm MTWRF
WH149	10	General	8:00am-6:00pm MTWRF
WH128	10	STEM/ART/General	12:00pm-10:00pm MTWR, 12:00pm-2:00pm F, & 11:00am-3:00pm S
Utica Library	25	General/Adobe	8:00am-6:00pm MTWR & 8:00am-4:00pm F
Learning Commons	25	General/Adobe	8:00am-10:00pm MTWR, 8:00am-6:00pm F & 11:00am-3:00pm S
Rome Library	25	General/Adobe	8:30am-4:30pm MTWRF

Computer usage will be closely monitored and total capacity will be adjusted based upon student need.

- Internet access will be provided for those without:

C3 has procured Jetpacks that will be loaned to students who are unable to afford reliable internet at their residences. Availability of Jetpacks is being monitored and additional accommodations are being devised in case student need exceeds Jetpack capacity.

Next Step—Communicate with Students:

The College is creating a cohesive and concise document that outlines the College's response to student technology challenges. This document will be shared on disparate College platforms (e.g. website, social media, newspaper, etc.) and by using various modalities (e.g. text, mailing, mass-media, etc.).