

Dear Campus Community,

In light of our desire to limit campus activity, encourage working from home and maintain proper social distancing, I'm providing the following update to administrative service centers as follows:

INFORMATION TECHNOLOGY

I/T is suspending the traditional drop-in help desk services in Covell Hall until further notice, and adopting a limited on-campus support model where services will be provided from a remote location. The Department is adding "support by-appointment" for critical issues that require I/T staff on campus. The new operating procedures are in place and summarized as follows:

- Suspended I/T "drop-in" support services in Covell Hall I/T office.
- I/T staff will work from home until further notice.
- Face-to-face service support meetings are available by appointment through the Help Desk.
- Students on campus, with a computer problem, can use a computer lab device until an appointment can be scheduled.

Please email any issue and your call back number to helpdesk@collegeofidaho.edu (or call 208-459-5777). An I/T representative will call back, and if necessary, schedule an appointment to resolve the issue as quickly as possible.

BUSINESS OFFICE

All Business Office staff members will be working from home with Jesse Harris and Brandi Clark making periodic "on-campus" visits to process invoices for payment and process payroll. The frequency of invoice processing may fluctuate depending on the volume. Please continue to deliver invoices and bills to the Business Office to reduce payment delays. Payroll processing will continue in the normal fashion. Please reach out via email or through Microsoft Teams with any questions you might have. Please direct specific questions to the respective functional lead as follows:

- Accounts Payable – **Kean-San Choo** (kchoo@collegeofidaho.edu)
- Student Account Issues – **Brandi Clark** (bclark@collegeofidaho.edu)
- Payroll – **Marie Schlake** (mschlake@collegeofidaho.edu)
- Student Refunds/Meal Plan Issues – **Jesse Harris** (jharris@collegeofidaho.edu)
- Business Office Operational Concerns & Policy Questions – **Jesse Harris** (jharris@collegeofidaho.edu)

COLLEGE STORE

The College Store will be closed and will plan to reopen no later than June 1st. On-line sales will continue, but only processed once a week. In addition to on-line sales activity, requests for textbooks and other Store functions will be addressed once a week. The Store will not be open during these times, but support assistance can be arranged by appointment only during this time by contacting Kris Perdew (kperdew@collegeofidaho.edu).

I appreciate your patience and understanding during this transition to a remote support model. During this transition please feel free to reach out to Keith Bower for I/T questions, Jesse Harris for Business questions, Kris Perdew for College Store questions, and I'm available as well.

Best regards,



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