

March 19, 2020

Dear faculty,

As preparations are in full swing to migrate all Millersville University courses to remote instruction, I want to share a few thoughts of how IT can support your efforts.

If you discover a new software application, online resource or digital teaching tool - please share that with IT. You can send a note to the help desk at help.desk@millersville.edu or contact me directly. It would be beneficial to compile a list of such discoveries to share as appropriate and for future consideration.

As the universities in the U.S. place an increased demand on internet service providers and the companies providing resources, such as Zoom, Microsoft, D2L, etc. it is likely there will be times when performance is less than optimal or could even fail.

If you experience challenges with connectivity please notify the help desk via email or the web form. IT will investigate the nature of the issue to determine the actual source of the problem.

A connectivity issue could be within your home's WI-FI network. For example, now that most families have multiple members working from home (mom, dad, children) the strain on a home WI-FI could cause performance issues. The route a signal travels from your home to the provider could be experiencing excessive traffic load. Or, the provider themselves may be overloaded. It could be compared to a congested highway.

By example, Zoom has been performing well for all video conference calls, however, recorded sessions may take 24-72 hours to become available for playback.

The point here is patience. Again, notify the help desk of issues. We will work with you to seek resolution.

Every member of our faculty and staff are to be congratulated for your commitment to provide Millersville students with instruction that provides them with the best opportunity to learn, succeed and advance their academic and professional journey.

The IT team is equally committed to support the faculty, students and staff through the learning experiences these times require. Do not hesitate to request assistance of any kind by contacting the help desk or myself directly.

Stay safe & healthy,

Steve diFilipo