

Frequently Asked Questions
King's College Information and Instructional Technology Services (IITS)
August 7th, 2020

- 1. How will technology support be affected by COVID-19?** IITS will continue to support students, faculty, and staff both in-person and remotely during the fall semester. Community members with technology issues/questions are encouraged to contact the Help Desk via email (help@kings.edu) or telephone (570-208-5900, ext. 4357).

- 2. Can I visit the IITS Help Desk in person for technology support?** You can visit the IITS Help Desk on the 3rd floor of the McGowan building. There will be a waiting lane created outside of the Help Desk office with floor markings to properly distance visitors. Scheduling an appointment is desirable. Details on how to book an appointment are forthcoming.

- 3. Will computer labs and other computer spaces be accessible to students?** Computer labs will be accessible to students. However, all computers and chairs will be spaced for proper social distancing. This will result in a fewer number of computers being available for use in our labs. Residence Hall computer areas will also be available with the computers spaced to meet social distancing guidelines. The library computer areas will also be available with computers spaced to meet social distancing guidelines.

- 4. Is there technology available to support virtual meetings with other students, staff, and faculty?** All King's College community members have access to Microsoft Teams software for collaborative work. Microsoft Teams has the capability to facilitate multi-person video conferencing. Additionally, students can create free Zoom video conferencing accounts which allows for up to 40 minutes of uninterrupted meeting time. Please contact the IITS Help Desk for any assistance you might need with these technologies.

- 5. What type of hardware, software, and internet access does IITS recommend to fully participate in a hybrid or online course?** Hardware: Intel i3 or M3 processor or higher (i5 or i7 is preferred); 4GIG RAM or higher (8 to 16GIG is preferred); 32GIG SSD storage or greater (120 to 256GIG is preferred); Mouse/Mouse Pad, microphone, and camera. Screen size and touch screen are a user preference. All manufacture brands will work.

Software: all software required to participate in remote learning is provided by King's College; all manufacture brands of operating systems (Microsoft Windows, Apple iOS, Android) are acceptable; if the device has an Internet browser, you will have access to your academic apps.

Internet Connection: Internet bandwidth should be a minimum of 5Mbps downs and 2Mbps up dedicated to this user; 4G cellular or a home broadband connection should be sufficient; you can test your bandwidth with a free speed test app or website; for example, ZOOM states their minimum bandwidth is 600Kbps (up/down, but recommend 1.5 Mbps (up/down).

- 6. Can IITS troubleshoot my computer issues remotely if necessary?** If you are experiencing computer issues, IITS has software that can connect with your computer remotely to troubleshoot your issue. Please contact the Help Desk if you need remote support.