

ITPE Service Guide

Spring 2020

IT Partners at Education (ITPE) is committed to supporting the Education community in these uncertain times. Below you will find our service level expectations for the Spring 2020 semester. In order to mitigate risk, a small group of staff will be on-site during on-campus instruction days while majority remains off-site. Staff will be fully remote during the winter break leading up to the Spring semester. If at any time, an on-site staff member is quarantined, ITPE will close the on-site office until the University permits us to reopen, at min. 48 hours, pending availability of staff. Please be respectful of these guiding principles so that we main continue to serve our diverse community.

ITPE Service Expectations

- **No entry** into office. Table will be blocking doorway. Customers may come to "counter" located at the entrance of 25 Education, call 217-244-7004, Live Chat via the web, or submit ticket to support@education.illinois.edu (5 min delay for email ticket entry).
- ITPE will be open for **Instructional Space** support 8-7pm M-R and 8-noon on Friday, subject to change as F2F course schedule changes.
- **Tech Support** that is not related to classroom instruction will be by **appointment only**.
- **Document Services** will have pick up and drop off between 8 and noon during on-campus instruction days. NO same day service (ex. Drop on Monday/Pick up on Tuesday).
- **Student Printing** will be available for pick up at the front door of ITPE (25 Education), again this is only during on-campus instruction days.. We highly encourage students and instructors to minimize the need for paper/material exchanges.
- **No equipment checkout** at this time. Students, faculty, and staff are encouraged to participate in the campus-wide [Technology Loan Program](#). ITPE has reserved a small amount of equipment for use in F2F classrooms on an emergency basis. This is necessary to mitigate the transfer of the virus and maintain functional classrooms.

PPE Distribution Stations

Education will provide "Safety Packs" while supplies last which include branded masks and hand-sanitizer to all faculty, staff, and Education student. These will be available for pick up at 25 Education, M-F 9-1pm. Please bring your valid i-Card. If you do not have a mask, you will not be permitted to enter the building. Please call 217-244-7004 and someone will come outside the building, time permitting, to delivery your safety pack. Again, please be mindful our limited staffing.

Mail Delivery and Distribution

USPS and Campus Mail will be picked up by ITPE staff and sorted twice a week until regular delivery resumes. ITPE staff will sort into Faculty mailboxes when time allows. CRC mail will be delivered to the mailroom by an Education staff member daily.

UPS shipping will need to be delivered to a UPS location for pick up. Pre-paid labels can be prepared by ITPE. Please submit a request via support@education.illinois.edu the day before the package needs shipped, and include box weight and measurements, FOAP, shipper name/address, and recipient name/address. A label will be sent to you via email once it's prepared. If you need UPS supplies (box or envelopes) please let ITPE know in advance.