



From: Alumni & Parent Engagement
<alumni@lclark.edu>
Date: March 13, 2023
(3/13/23) Urgent Network Outage Update

Dear Parents and Families,

The following message was shared with students and we would like to share it with you as well.



Dear Students,

As we end this challenging week, we wanted to reach out to express gratitude for all the creative ways students, staff, and faculty have found to maneuver around the obstacles caused by our ongoing IT disruption. Your patience and understanding is a great example of how this community pulls together in difficult times.

On the technical side of things, IT is working around the clock to bring systems back safely and as soon as possible. As you have no doubt experienced, some systems are fully operable (classroom A/V, email, Google platforms, LC websites), some we've devised work-arounds for (library summit / interlibrary loan access / e-materials, using Google drive for Moodle substitute, Pio-guest and hotspots for wifi), and some remain fully inaccessible (Moodle, Webadvisor, network printing). We're making significant progress and we're hopeful for substantial improvements as we move into and through next week.

We continue to hear how this outage has disrupted course work, exams, access to materials, etc., and this has raised questions about scheduled exams, assignment due dates, and more. We recognize that for many of you this is significantly impacting your ability to do your work, and we want to assure you that in such cases, you will not be penalized for late work caused by the outage. The outage is affecting each class quite differently, so there is no one-size-fits-all answer. We have asked faculty to ascertain how the network outage is affecting their students' ability to access materials and prepare work, and make adjustments as most appropriate to fulfill the learning objectives of the course and support all of you.

Here are some other quick updates and resources to note:

WebAdvisor remains unavailable. The advising period for Fall 2023 registration is scheduled to run from March 6 through March 24. Due to the ongoing system outage, however, students are not able to check program evaluations, look up class times, etc. We recognize that this hampers faculty's ability to accurately advise students for fall and clear them to register. As our systems come back online, we will adjust the advising and registration periods as needed. Our primary goal is to ensure that faculty and students have time to plan for next fall, and that registration proceeds as smoothly as possible. We will communicate more about this as we know more.

If you need **e-books or other electronic materials** on the library site, you can email librarian@lclark.edu for help with your request. That email will automatically send you guest credentials to access databases and other sites on the Watzek site. Check the Watzek Library website (library.lclark.edu) for updates to this information. For other concerns, please email librarian@lclark.edu or visit the library service/circulation desk. For those who need wifi access, the library classroom (room 245) has a fixed hotspot and a limited number of small group hotspots are available for 4-hour check-out.

Finally, **LC passwords** will need to be reset, which is a necessary step to restoring access to our systems. This step will require your individual interaction with a member of the IT staff, so please do not do this on your own. The college will share details with you on Monday, March 13, with specific instructions to reset your LC password. Please be on the lookout for more information on Monday.

For questions or concerns about advising, please contact a staff member in the **College Advising Center** at cac@lclark.edu or by calling 503-768-7600.

For questions or concerns about **Student Accounts**, please contact a staff member at: accountservices@lclark.edu or by calling 503-768-7829.

The **Campus Safety** office is fully staffed and able to respond to requests for assistance. Students or others who are unable to reach Campus Safety at **503-768-7777** should call their backup number at **503-593-5457**. In an emergency, call 9-1-1.

We have found your questions, suggestions, concerns, and kudos all very helpful as we get through this time together. Again, the collaborative and innovative work and efforts across our community has been inspiring, and we thank you.

Please continue to check back to this link [here](#) for FAQs and ongoing updates.

In Community,

Bruce Suttmeier, Dean of the College of Arts and Sciences
Evette Castillo Clark, Vice President for Student Life and Dean of Students