What technology changes have happened because of COVID-19 and the move to online learning?

Tell Me

The university response to COVID-19 evolves on a daily basis. Technology partners both on and off campus are pivoting daily to meet needs. This list compiles some of the changes; we recognize that it is not comprehensive.

Students

1. **Adobe Creative Cloud** available for students home personal use until May 31, 2020.
2. Charter Spectrum WiFi available to students and homes without current internet access for 60 days.
3. Comcast offering 2 months free to new Internet Essentials customers.
4. Students can now host WebEx meetings in Canvas.
5. IBM SPSS Statistics and IBM SPSS Amos are available for installation on personal devices.

Faculty

1. **Respondus Monitor** is now available for proctoring tests and exams.
2. Planned required operating system upgrade for university Windows and Mac computers is postponed
3. Websites that help faculty teach online, [https://teaching.uncc.edu/keepteaching](https://teaching.uncc.edu/keepteaching) or [https://itservices.uncc.edu/get-started/remote-work](https://itservices.uncc.edu/get-started/remote-work)

Staff

1. **New website** available to help staff work remotely
2. **New website** for what systems and level of data can be accessed remotely from university and personal computers
3. See [this FAQ](#) for tips on working remotely
4. RDP (Remote Desktop Protocol - Windows) and VNC (Virtual Network Computing - Mac) requests are not being processed because of the security risk. If the services is not accessible through the VPN, the recommendation is for staff to not perform that activity remotely. See [this FAQ](#) for more details.

Related FAQs

- How do I request Administrative Paid Leave in Web Time Entry WTE?
- What technology changes have happened because of COVID-19 and the move to online learning?
- What are companies & organizations are doing to help students learn, faculty teach remotely and staff work remotely?
- Working Remotely
- How do I digitally sign and submit Excel travel forms?