Hi Everyone,

We're now two full weeks into our completely online spring term here at EWU and we're all learning that our online classes are a bit different from our regular face-to-face classes. This has created opportunities for students and faculty to connect and learn in new ways, but it has also created frustrations related to technological, communication and expectation issues.

We get it. This is harder than many of us thought and we're all struggling to do the best we can while a global pandemic swirls around us.

EWU is here to help you. Your faculty and staff are committed to helping you succeed, and I wanted to use this week's Student Affairs letter to highlight some of the services we've developed to get you the help you need.

Help with Online Learning

First and foremost, if you're having trouble in your classes, reach out to your instructor. They are there to help you and they want you to succeed. Send an email, give a call, ask for a Zoom meeting. Find out what options your faculty have for communication and use them to get the help you need.

If you're still struggling with online learning and don't know where to turn, send an email to learnersupport@ewu.edu and a CAAR advisor will get in touch with you as soon as possible.

PLUS is also offering free drop-in tutoring via Zoom this spring quarter. The PLUS schedule is available at ewu.edu/plus. Click the button "CLICK HERE Spring 2020 PLUS Services".

Help with Internet Access

Xfinity Internet Essentials is a program for those who currently do not subscribe to the internet at home. New customers will receive two months of free service in response to the COVID-19 emergency. Please note that some students have reported difficulty with the online application. If you experience these difficulties, you should call an Xfinity customer service representative to see if Internet Essentials is available in your area and if you qualify.

Spectrum Charter offers free internet for up to 60 days to households with K-12 and/or college students who do not already have a broadband service. Installation fees may be waived for new student households. To get more information and to enroll, you can call 844.488.8695.

eduroam is a network that EWU belongs to that allows students, faculty and staff to access the Internet on member networks with their EWU login. In the Eastern

Washington area, there are numerous available locations, including options on the northside of Spokane, downtown Spokane, Post Falls and Coeur d'Alene.

You may be able to tether your cell phone to your computer as an internet hotspot. Several telecom providers have suspended cell phone hotspot limits, which could make this a more feasible option. Check with your provider to determine whether this is a possibility based on your account.

EWU has expanded access around campus so that students can access the EWU Internet at several parking lots around campus. The Interactive Campus Map has these locations marked under the tab 'Temporary WiFi Coverage'. To avoid being inadvertently ticketed, please inform parking enforcement personnel that you are accessing the wireless network for academic purposes.

Help with Other Challenges

There is a lot going on – classes, family, work – and COVID-19 is making these normal challenges even more difficult as we face concerns about health, financial stability and our future. When these challenges begin to feel overwhelming or you just don't know what to do, reach out to us.

Our Student Care Team has been assisting students with a number of these issues and can help get you connected to the people or resources you need. Just complete the Student Intake Form and a Student Care Team member will get in touch with you as soon as possible.

As you settle into the rhythms of this spring online term, just know that your EWU team is here to help you with the challenges that will undoubtedly pop up along the way.

You got this… and we've got you.

Best,

Rob Sauders
Vice President for Student Affairs