

July 19, 2022

For More Information:

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College of the Desert Restores More Services Following July 4 Network Disruption

College of the Desert has restored phone systems and its website following the initial interruption to the College's computer network. Internet services, including Wi-Fi, were restored on July 14. College of the Deserts' internal team and IT team have been working to restore services according to a tiered service recovery plan. This plan prioritizes minimizing the impact of the network disruption on students.

Despite network interruptions, summer courses have been able to meet as scheduled. Students interested in registering for the last open summer course, which begins Monday, July 25, can do so with the help of staff, either in person or online. For virtual assistance, students can use established Zoom drop-in hours, phone numbers or visit in-person at the Palm Desert Campus:

- Counseling Office Zoom Drop-In, Monday, Wednesday, Thursday from 8 a.m. to 5 p.m.; Tuesday, from 8:30 a.m. to 5 p.m.
Join Zoom Meeting:
<https://collegeofthedesert-edu.zoom.us/j/95317904681>
Meeting ID: 953 1790 4681
Phone: 760-773-2521
- Admission & Records Office, Monday – Thursday from 9 a.m. to 6 p.m.
Phone: 760-773-2516
- Financial Aid Office, Monday – Thursday from 9 a.m. to 6 p.m.
Phone: 760-773-2532
- Welcome Center, Monday – Thursday from 7:30 a.m. to 5:30 p.m.
Phone: 760-346-8041

Staff anticipate having Self-Service up by the end of this week. Once Self Service is restored, students will have the ability to register for classes, drop classes, access records, and more from their own devices. Presently, students with urgent needs, such as registering for the last summer course, can obtain assistance with registration by working with a staff member. Non-urgent issues can be handled through Self-Service once it has been restored.



News Release

Prior to the College's website being restored, temporary pathways to course resources were established as a first priority. This ensured that students had access to educational tools. The temporary website, CODNews.org, was launched in less than 24 hours as a tool for disbursing information to faculty, staff and students. It is now redirecting to the College's main website.

The regular Board Meeting will take place according to schedule on Thursday, July 21 at 9:30 a.m. Members of the public can find the agenda by visiting: <https://go.boarddocs.com/ca/cod/Board.nsf/vpublic?open>. Public participation is allowed and will be accepted in person, by email to presidentoffice@collegeofthedesert.edu and submitted for the record during public comment, or by using the raise your hand function by joining the Zoom link. There is a time limit of three (3) minutes per person. All comments must be submitted or brought forward prior to the end of the public comments section.

The College's social media accounts will continue to be used to provide updates and information to all faculty, staff, and students at daily intervals and as information becomes available.

Thank you for your continued support and understanding during this time.

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