**BCTC Availability Moving Forward, 3/17/20**

On Monday and Tuesday BCTC staff redeployed laptops to critical members of the community. That work has now been completed.  The Kaplan Lab will be closed tomorrow, Wednesday, March 18th.  It will reopen on Thursday from 8am-8pm, in anticipation of weekly hours of 8am-8pm Monday-Thursday.  We will not have lab assistants available.

The bulk of BCTC services are now directed to supporting instructional staff and working on support issues.  The Helpdesk will be closed for walkup and phone support and will only be available through email at [helpdesk@baruch.cuny.edu](mailto:helpdesk@baruch.cuny.edu).  Please note that support staff monitoring the Helpdesk email account is greatly increased.   We will continue to explore alternate delivery methods for Helpdesk support, and use our remote support capabilities when feasible.  As the situation changes we will provide additional updates.

--Mike

Mike Richichi

Assistant Vice President of Information Technology

Baruch College -- CUNY

[Michael.richichi@baruch.cuny.edu](mailto:Michael.richichi@baruch.cuny.edu)

646-312-1125