

Distance Learning Contingency Planning

Faculty

1. Encourage students to verify their college provided email addresses work in myCommNet. This is the official means of electronic communications.
 - a. E-mail students the syllabus with login instructions and request them to provide a valid external e-mail address that will be used for emergencies or if they stop responding to their college email accounts.
 - b. Send a preliminary email through the LMS to verify they are correct. If students report that they are not receiving emails, ask them to review the procedures for using the college email when the course starts.
 - c. Phone or email trees may be established to allow students to contact one another.
 - d. During the first week, re-emphasize to students that they need to provide external e-mail addresses to the professor.

2. Provide students with the following information:
 - a. The professor's external e-mail address, and instruct to students to use this address if the LMS is unavailable.
 - b. System Blackboard Help Desk number and link for evenings, weekends, and holidays.
 - c. Directions on how to download and save the syllabus and content files from the LMS to their personal computer.
 - d. Contingency plan that should be followed if the LMS is unavailable
 - i. Read the syllabus and content files offline
 - ii. Complete reading and assignments offline.
 - iii. Communicate with the professor via external email.

3. Advise students to plan and complete assignments ahead of time and remind them that they should not wait until the last minute.

Students

1. Provide an up-to-date personal e-mail address to the registrar. When registering, update it if it needs to be changed.
2. Download the class syllabus, content files, and homework assignments from Blackboard to their personal computer.
3. Refrain from waiting until the last minute to do assignments.
4. If there are technical difficulties with LMS, contact the college or System Help Desk
5. When LMS is unavailable:
 - a. Read the syllabus and content files offline.
 - b. Complete reading and assignments offline.
 - c. Communicate with the professor via the external e-mail account.

Distance Learning Staff

Appendix C

1. Assist faculty in developing a contingency plan before problems arise.
2. Communicate problems to faculty quickly, translating updates from IT jargon.
3. Estimate the downtime and relay the intermediate status of solving the problem.
4. Assist faculty in communicating with students via other means (such as the college distance learning web site).
5. Assist faculty in setting up alternative means for short-term delivery of course content (such as posting content files on the college web site temporarily).

System Office

1. Request a service plan from CTDLC that guarantees infrastructure, hardware, and software assets, which would give a maximum three-day solution time for all but disaster scenarios.
2. Require CTDLC to provide intermediate troubleshooting and repair status reports to DL and IT staff members in a timely manner.

LMS Administrator

1. Replace the normal login web page with a “system down” message when LMS is unavailable.
2. Post on the LMS administrator web site current downtime and history of all downtime that has occurred since the implementation of LMS .
3. Provide intermediate troubleshooting and repair status reports to DL and IT staff members.