Vista Contingency Plan

April, 2006

Distance Learning Council

Faculty

1. Collect students' external e-mail addresses prior to the start of a semester.
    a. E-mail students the syllabus with login instructions and request them to provide a valid external e-mail address.
    b. Have students enter their updated external e-mail address (es) and phone number (s) in Banner self help. Phone trees may be established to allow students to contact one another.
    c. During the first week, re-emphasize to students that they need to provide external e-mail addresses to the professor and can do so by entering their most updated e-mail address (es) in Banner.

2. Provide students with the following information:
    a. The professor's external e-mail address, and instruct to students to use this address if Vista is unavailable.
    b. CTDLC help desk information: http://www.ctdlc.org/help/index.cfm
    c. Directions on how to download and save the syllabus and content files from Vista to their personal computer.
    d. Contingency plan that should be followed if Vista 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 e-mail address in myCommNet in Student Self Service on the Personal Information tab. When registering, update it if it needs to be changed.
2. Download the class syllabus, content files, and homework assignments from Vista to their personal computer.
3. Refrain from waiting until the last minute to do assignments.
4. If there are technical difficulties with Vista, contact the CTDLC help desk at http://www.ctdlc.org/help/index.cfm
5. When Vista 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

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.

CTDLC

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