Appendix C

Learning Management System (LMS) Contingency Plan
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) in Banner self-service. Students should be encouraged to go to the registrar's office of their home institution to update their address and phone number. 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 students to use this address if the learning management system (LMS) is unavailable.
    b. CT Community College System Online Support Center information. Located under the support icon (?) on the myCommNet login page.
    c. Directions on how to download and save the syllabus and content files from the LMS to their personal computer. (see FAQs on the CT Community College System Online Support link and the 60 Second Vista Tutorials website)
    d. Contingency plan that should be followed if the LMS is unavailable
        i. Read the syllabus and content files offline.
        ii. Complete readings and assignments offline.
        iii. Communicate with the professor via the external e-mail account.
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 through myCommNet in Student Self Service on the Student tab. When registering, update it if it needs to be changed.
2. Download the class syllabus, content files, and homework assignments from the LMS to their personal computer.
3. Refrain from waiting until the last minute to do assignments.
4. If there are technical difficulties with the LMS, contact the CT Community College System Online Support Center located under the support icon (?) on the myCommNet login page.
5. When the LMS is unavailable:
    a. Read the syllabus and content files offline.
    b. Complete readings 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. Assist faculty in communicating with students via other means (such as the college distance learning web site).
4. 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).

Appendix C

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

LMS Hosting Service
1. Estimate the downtime and relay the intermediate status of solving the problem.
2. Replace the normal login web page with a "system down" message when the LMS is unavailable.
3. Post on the CT Community College System Online Support Center web site current downtime and history of all downtime that has occurred since the implementation of the LMS. Instead of posting anywhere this information is sent to CIO on a monthly basis.
4. Provide intermediate troubleshooting and repair status reports to DL and IT staff members. Provide any updates on scheduled and unscheduled downtime to IT and Functional Staff Members at CCC System Office.