CETL 8796 – Emergency Procedures In Case of Connectivity Challenges for Remote Learning

The GA Tech-approved online communication and learning tools that we will use (or at least have access to) are the following…

GA TECH EMAIL

Check email frequently to look for meeting invitations and other course and campus announcements. Meeting invitations often come in the form of email and may come from any of the learning and communication platforms described below. ***This will continue to be our main vehicle for communication and our "go-to" whenever in doubt.***

CANVAS

Check CANVAS frequently as well to check announcements as well as all course updates/management (Modules). Canvas will be our number 1 communication and classroom tool during our online learning. It will be our default platform, coupled with BlueJeans, primarily because familiarity and confidence in using it are high.

BLUEJEANS

BlueJeans will be used through CANVAS, unless otherwise indicated. Due to the sheer volume of people accessing CANVAS/BlueJeans these days, we may experience some connectivity challenges. If we do, we may have to find alternate ways/platforms to meet. However, unless otherwise noted, expect to meet on *BlueJeans via CANVAS for all class meetings*.

TEAMS

TEAMs is another GA Tech communication tool that has capabilities similar to Canvas. We we will use TEAMs primarily for my office hours, which I will hold every Monday, Tuesday, Thursday, and Friday from 9 to 11 am. Please familiarize yourself with the platform since it will also serve as our primary **back up**, should CANVAS/BlueJeans fail us on a given day.

WEBEX

This is a platform that functions similarly to BlueJeans and TEAMs, but I am not as familiar with it, so will use it only as a last resort. It has some great applications, so I might be brave enough to try it once before the end of the semester. ☺

In the case of technology/connectivity challenges during a class meeting, here are some procedures to follow:

SCENARIO 1: Personal Connectivity Issue

If, during a class meeting, you personally experience your own connectivity issues, do the following:

a) Leave the meeting (whatever platform we may be on)
b) Attempt to re-connect back on the platform the class meeting is being held on - *at least three times*.
c) If after three attempts, you are still unable to re-connect, send me a personal email or a message in TEAMs.
d) If you are unable to send an email or online message, send me a text message at (404) 932-1365, with your NAME in it and let me know the issue you are facing.
e) After you've left me a message, it may be worth a try to re-connect every 15 or so minutes, but don't worry too much if you've followed all the prescribed steps.

SCENARIO 2: Global Connectivity Issue

If, during a class meeting, there is a broad-based disconnection or technical issue (not individual), do the following:

a) Attempt to re-connect back on the platform the class meeting was originally on – *at least three times*.
b) If, after three attempts, you are still unable to re-connect, go to your official GA Tech email and look for a "How to Proceed" email from me. If you do not see one right away, please try again after a few minutes.
c) If after several minutes, you do not see an email from me, go to Canvas>Announcements to look for a "How to Proceed" message.
d) If you do not see a message in your email or on Canvas, go back to the original communication platform the class meeting was set up in.
e) If you continue to experience difficulty, send me a text message at (404) 932-1365, with your NAME in it and let me know your connectivity status.
f) At some point, you will receive a "How to Proceed or "Next Steps" email or CANVAS message. The message will include information on how to meet on an alternate platform and/or meeting time. It may also include detailed instructions on accessing course content to complete/makeup/review.

In all scenarios, be patient with yourselves and others... and continue to STAY HEALTHY!