

Strategies to Lessen the Impact of Tech Problems: Sample Solutions for Your Syllabus

Student to instructor, student to student, and instructor to student communication is important, but when the tech options become limited, it can be challenging. We recommend a backup plan that your students save with the course schedule. Below are some additional suggestions.

For those who have ICE Students (non-BHC), please keep in mind that these students do not have access to myBlackHawk & the Luminis Platform. These students can be emailed anytime through <http://ice.ilcco.net>.

If the student's Internet provider is down OR his/her computer has crashed	If ONLY Blackboard* is down	If Blackboard* AND myBlackHawk are down
<u>General way to communicate:</u> Call your instructor.	<u>General way to communicate:</u> I will switch to the Luminis Platform to post announcements, send emails, and upload files.	<u>General way to communicate:</u> I will change my greeting on my phone with basic instructions. If you email my Outlook account with a non-myBlackHawk email account, I will have my out-of-office assistant enabled or set up an automated alert to give you instructions.
<u>Have a backup plan:</u> If your ISP is down or your computer has crashed, go to the local library, a friendly neighbor, a BHC lab or other computer source you have located for this very situation ahead of time! Check the Online Tech Support page for troubleshooting tips: www.bhc.edu/onlinetechsupport	<u>To verify that BB is down,</u> check your myBlackHawk's myblackhawk.bhc.edu Personal and College Announcements channels AND... ...check the Black Hawk College Announcements area on the home page www.bhc.edu . If there are no announcements, you may want to contact the ITS Help Desk via email 5555@bhc.edu or phone 309-796-5555. If systems are up you may check the Online Tech Support page for troubleshooting tips: www.bhc.edu/onlinetechsupport or implement your own backup plan.	<u>To verify that both BB AND myBH are down,</u> ...
<u>To post to discussion boards on time,</u> access BB using the alternative computer you have arranged to use and submit as usual.	<u>To post to discussion boards on time,</u> I will switch to the Luminis Platform and post the discussion topic there temporarily, instead of in BB. Access Luminis by clicking the course name in "My Courses."	<u>To post to discussion boards on time,</u> go to _____ (a free class blog set up by your instructor to use for this purpose, such as http://blogger.com). Read the instructions or discussion prompt and click <i>Comment</i> to add your contribution.

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<u>Substituting an activity</u> would not be necessary in this situation. Students should access Blackboard using the alternative computer they have arranged to use and do the assignment as usual.	<u>To substitute an activity</u> , check Luminis Platform for articles or other readings on electronic reserve or provide web links with instructions of what to do with them.	<u>To substitute an offline activity for an online one</u> , I am providing a few articles or other readings on electronic reserve or provide web links with instructions of what to do with them.
<u>To take an online test or quiz</u> , access BB using the alternative computer you have arranged to use and submit as usual. If it is proctored, go to the proctor location.	<u>To take an online test or quiz</u> , monitor your myBH... ...email account to find out the alternative location where the test/quiz is posted and any changes in the timeline allowed for completing it. (e.g., free testmoz.com)	<u>To take an online test or quiz</u> , contact me via phone or personal...
<u>To submit assignments</u> , access BB using the alternative computer you have arranged to use and submit as usual.	<u>To submit assignments</u> , submit the file in Luminis Platform. Or send them as a myBH email attachment to the instructor's email prior to the deadline. Send a copy to yourself. Alternatively, upload the file into Google Docs in the myBH Email area and "share" the doc with your instructor.... ...When BB and myBH are back up, submit it through the Assignments tool in BB for more efficient handling.	<u>To submit assignments</u> , use your personal email to send to your instructor and yourself. This email is time-stamped and can be used to verify that you turned in the assignment on time.... If you do not have a personal email in addition to your myBH one, create a free one at http://mail.google.com
<u>To meet online with your small group for group projects, etc</u> , be sure to have an alternate way to communicate with your group & instructor; i.e. phone numbers and/or email address and the alternative computer you have arranged to use. Your group is counting on you to contribute.	<u>To meet online with your small group for group projects, etc</u> , use one of the following tools: Google Docs in myBH email area (create new doc and share with groups members)... ...Text message with your phones, Facebook , IM using Trillian (accepts all types of IM), DimDim or WizIQ for live web conference	<u>To meet online with your small group for group projects, etc</u> , use one of the following tools:...