

## Emergency Response Plan For Blackboard-Related Outages

Despite our best efforts to keep Blackboard and its ancillary systems running continuously during the semester, technology sometimes fails unexpectedly. This document is intended to outline some items that will both prepare for this possibility and ensure that during an outage everyone will have the information and tools they need to manage the situation.

### Faculty Responsibilities

- Have an active NWACC email account & regularly check it for notifications. Contact IT Techsupport if there are problems with your faculty email: 479-619-4357. An alternative to monitoring NWACC email could be Twitter mobile updates [ [http://www.nwacc.edu/disted/NWACCDL\\_onTwitter.php](http://www.nwacc.edu/disted/NWACCDL_onTwitter.php) ].
- Point your students to the emergency instructions here: <http://www.nwacc.edu/disted/EmergencyInstructions.php> so they will know what to do if there are technical issues. **Please urge all online students to check their password at the start of the semester so they can directly log into Blackboard if My NWACC Connection is not working.**
- Faculty and students can get assistance with their Blackboard password by contacting [dl@nwacc.edu](mailto:dl@nwacc.edu)
- If My NWACC Connection is down, you can still log in directly to Blackboard at <http://nwacc.blackboard.com>
- **Make sure students know how to reach you in case of technical problems.** In general, make NWACC email your alternate emergency point of contact, and ask students to email you immediately if there is a problem with accessing your class.
- If there are technical problems, contact your students and keep them informed about the situation:
  - If My NWACC Connection is working, but Blackboard is not, students can be emailed as a group using the email function inside the **Course Studio\*** area.
  - If neither Blackboard nor My NWACC Connection is working, students can still be contacted using the regular NWACC email system. All student email addresses can be found in the college's global address book, or can be constructed using the student's Blackboard username and "@nwacc.edu". Or you may wish to create an Outlook **email distribution list\*** for each class just in case it is needed.

*\*Distance Learning has a tutorial for both of these – please ask if needed*

### Distance Learning Responsibilities

- Distance Learning will regularly update Faculty using the NWACC email system. This will be initiated once an outage comes to our attention, and be updated as the situation progresses.
- Twitter will be activated for outages lasting more than 15 minutes.
- Other parties – Student Services, Academic Administrators, and others -- will also be informed if the situation lasts more than 30 minutes.
- Faculty will be notified with an "all clear" message when the situation is resolved.