Prepare for Technology Disruption

When you're teaching remotely, it's important to have a backup plan for technology outages or interruptions. Use the suggestions below to assemble your plan, then share it with your students so they'll know what to expect in the event of any issues. **Make a plan to:**

1. Communicate with students

- **Get your students' email addresses**. Download your class roster from my.harvard or ask for it from your registrar.
- **Choose a backup communication tool**. If the technology you normally use to contact students is not available, consider alternatives like my.harvard, Canvas announcements, or Slack. Let students know ahead of time how you will communicate with them should the need arise.

2. Share materials

- **Use your syllabus as a guide.** Readings, assignments, and slides can be pointed to outside of Canvas.
- **Make course materials available to students.** Use a cloud storage tool like OneDrive or Google Drive.

3. Teach your class

In the unlikely event that Zoom is down or experiencing severe disruption, you'll need an alternative strategy for class meetings:

- **Schedule a make-up class.** If it's not convenient to use a workaround, treat a technology outage like a "snow day" and reschedule class.
- **Go low-tech.** Provide an alternative way for students to get the material from the class session, such as readings, recorded video, or online discussion.
- **Use a backup tool.** If rescheduling is not an option, you can start a meeting using Microsoft Teams or Google Meet and email the link to your students.

Remember, even though you're teaching remotely, you're not alone.

If you need help, contact the HUIT Service Desk, your local IT Help desk, or visit the IT Help Portal.

HUIT Service Desk
617.495.7777

Fall 2020 Hours:
Monday - Friday: 7:30 a.m. - 10 p.m.
Saturday - Sunday: 12 p.m. - 4 p.m.

Tools and resources for remote teaching
teachremotely.harvard.edu

Local IT support for schools
harvard.service-now.com/harvard-it-services

IT Help Portal
huit.harvard.edu/ithelp

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