

What to do if the system isn't working

It's going to happen: you attempt to log into the system and you simply cannot connect to your distance students. Here is a list of things to try (not necessarily in this order):

1. Turn it off and turn it back on, then try to connect again
2. Get help from your Department Admin or Student Aide
3. Call the Technology Department and ask them to send someone over
4. Use one of your backup apps. Set up an account (all of these are free) and put your username for each in your syllabus to make sure students can connect to class, no matter what. You can do this personally on your phone (using your username) or ask a face-to-face student to connect to the distance student on their phone, then have them "broadcast" it.
 - a. FaceTime (only works if both people have an iPhone—have a student call them and "broadcast" the class)
 - b. Skype
 - c. Zoom
 - d. Google Hangouts (both people need a Gmail account)
 - e. Facebook Live
 - f. Any other app you are comfortable using that will allow students to see you teaching the class

NOTE: Send "How to Connect to Class: Student Version" to students at the beginning of the semester (change it to include your class and campus information) to alleviate technology issues.