

What if Teams stops working?

ITS indicates that while it is doubtful that all of Teams would go down, it's not impossible. It would be more likely that the Teams meeting component would suffer an outage or aspects of Teams meetings would suffer an outage (e.g. meeting chat not available, 7x7 video not working, etc.).

In such an instance, recommendations would be:

- Email students as soon as the issue is known. Let students know what they missed and that you will follow up with them.
- Ask students to email you immediately if they experience issues connecting during class.
- Alternatively, faculty could use texts or phone if that is their preference. Ideally, communication would happen in at least two ways (e.g., a news item on the D2L course site and an email to students).
- Record a video on your computer (if you know how—if you don't, use D2L or email) providing the information you were planning to share during class time.
- Set up a discussion board in D2L to answer any questions, complete an activity, etc.
- An alternative could be to use D2L chat rooms. While it's not the same because it's all text-based, it's another way to interact in real-time with students during class time.
- Email students a summary highlighting the key ideas, etc. of the day and offering to chat via phone or via Teams at a different time (assuming Teams is up and running within 24 hours).

The first two options (recording a video and a discussion board) can also be used for classes that have students online and in-person. These options also offer varying approaches based on comfort level of using other technology.