

Phoenix College eLearning Emergency Plan For Students

IMPORTANT: You need to be prepared to continue your studies in the event of a technical problem such as a network outage or a problem with your own computer. When a problem occurs, please refer to the following "Emergency Plan." Print this plan and keep it with your other course materials.

Kinds of Events You May Experience

1. Canvas, the Learning Management System (LMS), is unavailable.
2. Student's computer fails.
3. Student unable to detect if it is their own computer, or on LMS.
4. Student unable to contact instructor.
5. Instructor not replying to student.

Follow these steps to prepare ahead of time, in case of an emergency:

1. At the beginning of the semester, find your instructor's email and phone number. Write them down and keep them where you can get to them later.
2. Download/Save a copy of your course Syllabus and Course Schedule (if posted separately).
3. Read the syllabus to review any emergency planning items that may be listed within the document.
4. Retain copies of all assignments for your records.
5. Your studies should not be stopped due to technical difficulties.
6. Contact your instructor immediately using the alternative forms of communication established by your instructor at the beginning of the course or in the syllabus.

Follow these steps when you encounter technical problems:

1. Don't panic.
2. Continue with your studies.
3. Communicate with your instructor.
4. Follow your instructor's instructions.