

Question Time

Given the increasing reliance on technology to ensure students are able to attend class remotely and the fact that technology can have failures, such as webex being down, delays in kaltura video postings, campus wifi not working, etc., it would be beneficial for instructors to be informed about those technical problems as soon as possible. Is it possible for IT to post a “status page” listing the various technologies, any known problems, suggested work-arounds during the down times, and anticipated fix times? And/or can there be a listserv for instructors to subscribe to if they would like to receive timely notifications regarding such technology problems?

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