

Academic Continuity – Canvas Outage

Communicate with Students Immediately

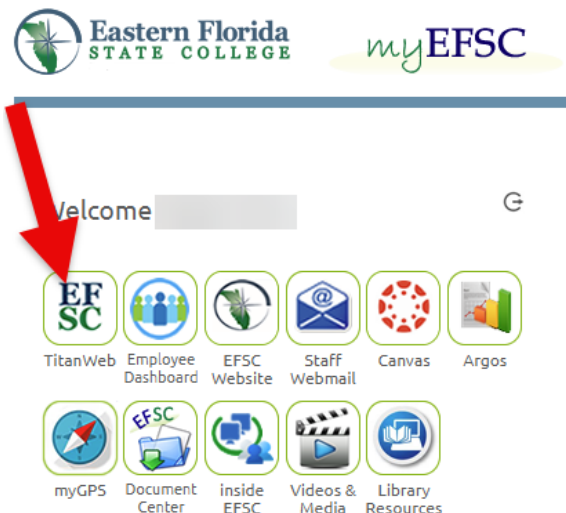
The first thing to do during a Canvas outage, is to send a message to your students immediately including:

- Acknowledgment of outage
- Assurance of flexibility and fairness
- Temporary plan

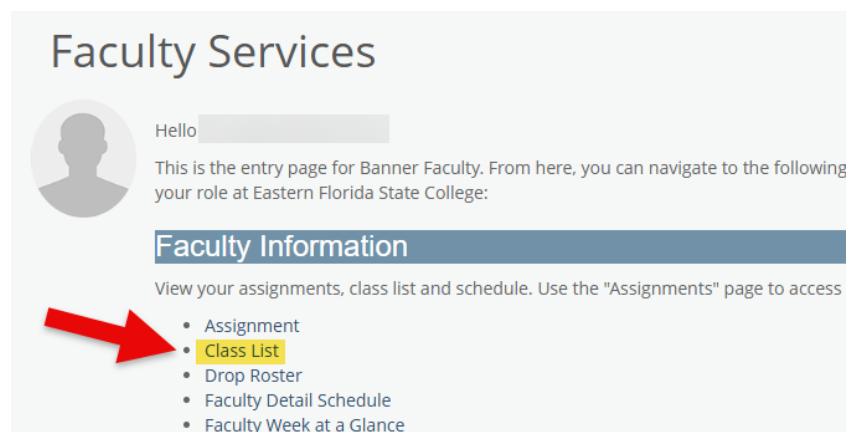
How to Email Students Outside of Canvas (via TitanWeb/Banner)

Step 1: Log in to myEFSC

Step 2: With the “Faculty” tab selected, go to TitanWeb



Step 3: Select “Class List”



Step 4: Select your course from the list. Click on the course number in the Subject column.

All Terms ▾		
Select Course		
Subject ▾	Course Title ▾	CRN ▾
SLS 1101, 04Z	Success Strateg College & Life	40969
PGYC 1800, 01Z	Digital Photography	41963
PGYC 2801, 01Z	Digital Imaging 1	42110

Step 5: Select the student/s you want to email. To select the entire class, check the box a the very top of the list.

Class List

Wait List

Summary Class List

☒		Student Name ^	ID ▾	Registration Status
☒				**Web Registered**
☒				**Web Registered**
☒				**Web Registered**
☒				**Web Registered**

Step 6: Click the envelope icon on the upper right. A window will pop up with a new Outlook email that includes all the students in the “To” field.

Summary View ▾



Search (Alt+Y) 🔍

▾

Final

▾

Class

▾

Draft Email Template from Instructor to Students in the Event of a Canvas Outage

Dear Students,

I hope you're doing well. I want to let you know that Canvas is currently experiencing an outage and may not be accessible at this time. I understand this can be frustrating, especially in a fully online course, and I appreciate your patience as the issue is being resolved.

While Canvas is unavailable, here's what you should know:

- **Assignments/Deadlines:** Any assignment deadlines that occur during the outage will be adjusted. You will not be penalized for late submissions due to this issue.
- **Course Materials:** If you have already downloaded materials or can continue working offline, feel free to do so. Otherwise, please wait until Canvas is restored.
- **Communication:** I will continue to send updates via Outlook Titan email as needed. Please use this email thread if you need to reach me or have urgent questions. Continue monitoring your Outlook email and the College's website for updates.
- **Next Steps:** Once Canvas is back online, I will provide clear guidance on revised deadlines and any updates to our course schedule.

I will keep monitoring the situation and share updates as soon as I have more information. Thank you for your flexibility and understanding.

Please don't hesitate to reach out if you have any concerns.

Best regards,

[Instructor Name]

[Course Name / Section]

[Contact Information]